



EzSaveWin
Software Version 3.2



200-3.2.0-A.1
3/23/2011

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SUMMARY

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- Operate this EzSaveWin program on one computer and one subdirectory.
- Transfer the program, in total, from one computer to another while conforming to the first permission above.

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- Disassemble any of the EzSaveWin code.
- Resell the EzSaveWin program to any other company, even if it is your own company.
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Document History

Revision	Description	Author
3.0.2	Initial Release	JPS
3.0.3	Minor corrections and updated screenshots	JPS
3.0.4	Updates for 3.0.4	JPS
3.0.5	Corrections, updates, screenshots for 3.0.5	JPS
3.0.6	Corrections, updates, screenshots for 3.0.6	JPS
3.2	Update before release	CWF

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Goals

This document is written to inform and instruct users on the operation of EzSaveWin.

Who Should Read This Manual?



This manual was written for an audience of Motorola trunked radio system administrators with novice to medium-level computer experience.

How This Manual Is Organized

This manual is organized into the following chapters:

- **Installation:** Describes the system specifications and steps for installing EzSaveWin.
- **Overview:** Gives an overview of the EzSaveWin software.
- **EzSaveWin License Manager:** Describes the function and role of the EzSaveWin License Manager.
- **EzSaveWin Main Screen:** Describes the function and role of EzSaveWin's main screen.
- **Adding and Modifying Systems:** Describes the processes for adding, modifying, and deleting system controllers in EzSaveWin.
- **System Connections:** Describes the processes for connecting to and disconnecting from a central controller.
- **Save Operations:** Describes the various backup and save operations that can be completed with EzSaveWin.
- **Load Operations:** Describes the various restore operations that can be completed with EzSaveWin.
- **Synchronize Controllers:** Describes the function and role of the Synchronize Controllers feature.
- **Scheduler:** Describes the function and role of the EzSaveWin Scheduler.
- **Task Launcher:** Describes the function and role of the Task Launcher window.
- **System Backup Status:** Describes the function and role of the System Backup Status window.
- **System Reports and Sessions:** Describes the function and role of the System Reports and Sessions window.
- **EzSaveWin Viewer:** Describes the function and role of the EzSaveWin Viewer application.
- **Options:** Describes the function and role of the Options window.
- **EzSaveWin Customer Support:** Provides contact information for The Genesis Group.

This manual contains the following images, used to indicate that a segment of text requires special attention:

-  **Additional Information:** Additional information is used to indicate shortcuts or tips.
-  **Warning:** Warnings are used to indicate possible problem areas, such as a risk of data loss, or incorrect/unexpected function.

This chapter contains the following sections:

- **Preferred Specifications for EzSaveWin on a GenWatch3 Commander Host Computer:** Describes the hardware configuration required for an EzSaveWin installation on a GenWatch3 Commander Host.
- **Preferred Specifications for EzSaveWin Non-Commander Series:** Describes the recommended hardware configuration required for all other EzSaveWin installations.
- **EzSaveWin Software Install:** Provides detailed instructions for installing the EzSaveWin software.

Preferred Specifications for EzSaveWin on a GenWatch3 Commander Host Computer

The following hardware specification is used for EzSaveWin running on a GenWatch3 Commander Host.

Commander Host System Specifications

xw4600 Workstation – from Hewlett Packard® (HP)

- 20-inch LP2065 Flat Panel Monitor
- Microsoft® Windows® XP Professional 32-bit (Service Pack 2)
- HP xw4600 US Localization kit
- Intel Core™ 2 Duo Processor E6550/2.33 GHz, 4 MB, 1333 MHz FSB
- nVidia Quadro FX570 256M PCI-E
- 2 Gigabytes (2x1024) DDR2-667 ECC
- HP 80GB SATA 3Gb/s NCQ 10000rpm (1st)
- HP 16X DVD+/-RW, DL, LightScribe – (1st)
- HP 1.44M Floppy Disk Drive
- HP PS/2 Standard keyboard
- HP PS/2 Scroll mouse
- Microsoft® Office 2003 Basic (Win XP 32-bit O/S only)
- 3/3/3 (parts/labor/next business day on-site) limited warranty
- HP Silver Flat Panel Speaker Bar
- 1 Serial Port Standard, 2 is optional from HP (required by GenWatch3)
- 6 USB Ports
- Integrated Sound Card
- Integrated NIC

Purchased Separately

- USRobotics Performance Pro 56K Modem – (Can be purchased from HP)
- pcAnywhere® v11 or newer
- (Host Only) RocketPort® Interface RS232 – 16 Ports 94100-2
- (Host Only) RocketPort® Universal PCI 16-Port 99125-0
- (Customer Supplied Optional) Printer and associated cables

Preferred Specifications for EzSaveWin Non-Commander Series

EzSaveWin requires, at a minimum, the following system specifications:

Non-Commander System Specifications

- Pentium 4 processor
 - Operating Speed: 1.5 Gigahertz or faster
 - Memory (RAM): 512 Megabytes or greater
 - Hard Drive: 50 Megabytes available or greater (The Microsoft .NET Framework 2.0 requires an additional 90 Megabytes)
 - CD-ROM Drive
 - Monitor with 1280 x 1024 resolution suggested (1024 x 768 minimum)
 - Video adapter with 32 Megabytes of video RAM (DirectX compatible)
 - Operating System: Windows XP Professional (SP 2), Windows 2003 Server, Windows Vista, Windows 7
 - One standard V.92 telephone modem
- AND/OR**
- One serial port per central controller that you wish to connect to



EzSaveWin is able to connect to only one central controller at a time. Only one modem is needed if connecting to all systems by dialing into the controller. If connecting directly via serial port, one serial port is needed for each system controller. Each system controlled by EzSaveWin can be assigned a unique connection method. EzSaveWin does not have to connect to all controllers with the same method.



If connecting directly to a central controller via a serial port and serial ports are limited, a single serial port can be used for all central controllers by manually swapping the cables connected to the serial port from each system.



If connecting to a central controller via a dialup modem, there must also be a modem connected directly to the central controller. An existing modem connected to the central controller is sufficient.

Software Installation

Perform the following steps to install the EzSaveWin software on the EzSaveWin PC. The Microsoft .NET Framework 2.0 and DirectX 9.0c must be installed prior to installing EzSaveWin. Once this has been installed, the installer will allow you to install EzSaveWin.



GenWatch3 Commander owners may install EzSaveWin only on the GenWatch3 Commander Host. The Genesis Group has certified its operation only in this configuration. While EzSaveWin may operate in other configurations, Genesis will not support, warranty or certify other configurations for Commander Series installations.

1. Insert the EzSaveWin CD. If the installer does not automatically begin, browse to the CD's root directory and double-click on "setup.exe".
2. The Microsoft .NET Framework 2.0 and DirectX 9.0c are required for EzSaveWin to install and run. If they are not already installed on the EzSaveWin computer, the EzSaveWin installer will run the appropriate setup programs. Otherwise the installation of EzSaveWin itself will automatically begin.
3. The EzSaveWin Installation should continue after installing the .NET Framework and/or DirectX. If not, simply double-click on the "setup.exe" file in the CD's root directory. The EzSaveWin Installation will continue and display the window shown in Figure 1.1.
4. This will show the *EzSaveWin Installation Welcome* screen. (Figure 1.1) Click on the **Next** button to continue.

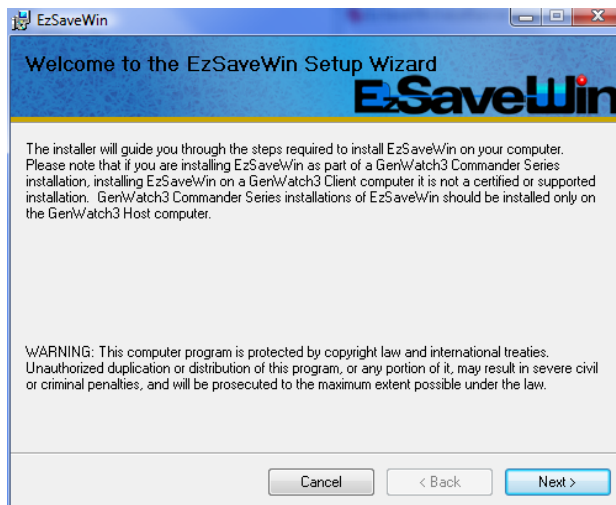


Figure 1.1 – EzSaveWin Installation Welcome Screen

5. This will show the *Select Installation Folder* screen. (Figure 1.2) This screen allows you to select the install path for EzSaveWin. Click the **Browse...** button to choose a non-default install path. You can also click the **Disk Cost...** button to view the amount of hard drive space required by this install and your current free space. When you are finished, click on the **Next >** button.

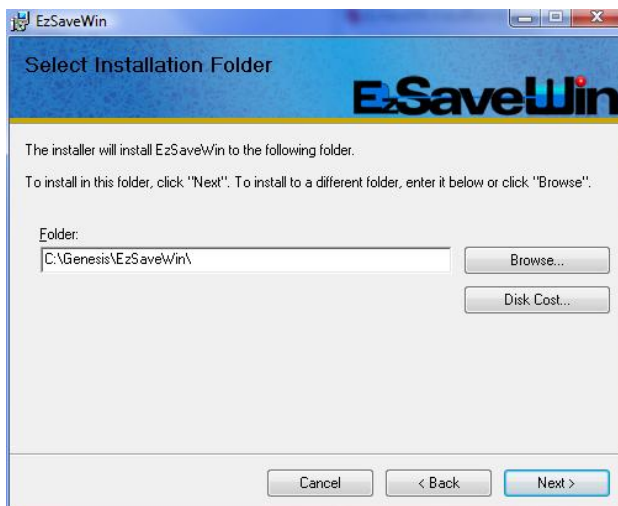


Figure 1.2 – Select Installation Folder Screen

6. This will show the *Confirm Installation* screen. (Figure 1.3) Click the **Next >** button to continue.

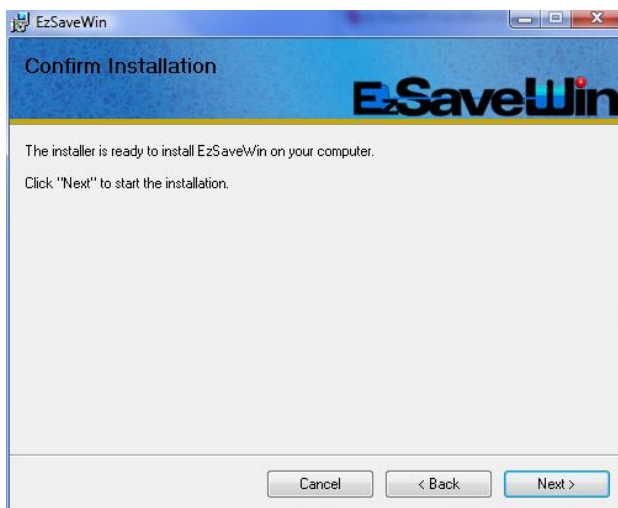


Figure 1.3 – Confirm Installation Screen

7. This will show the *EzSaveWin Installation Progress* screen. (Figure 1.4) When the installation completes, press the **Next >** button.

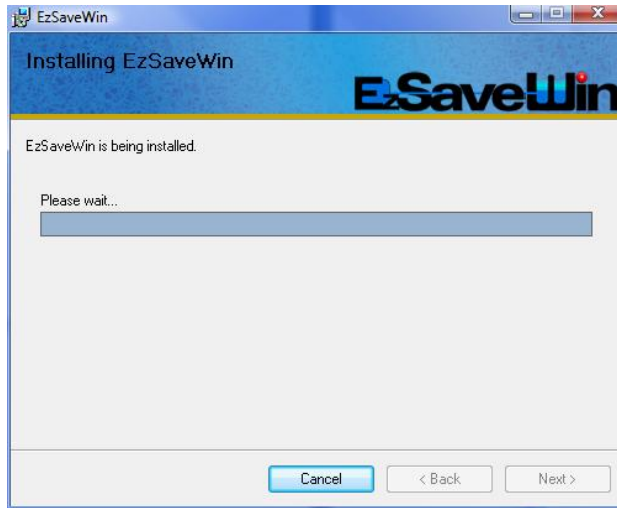


Figure 1.4 – Installation Progress Screen

8. This will show the *Installation Complete* screen. (Figure 1.5) Click the **Close** button to finish the installation.

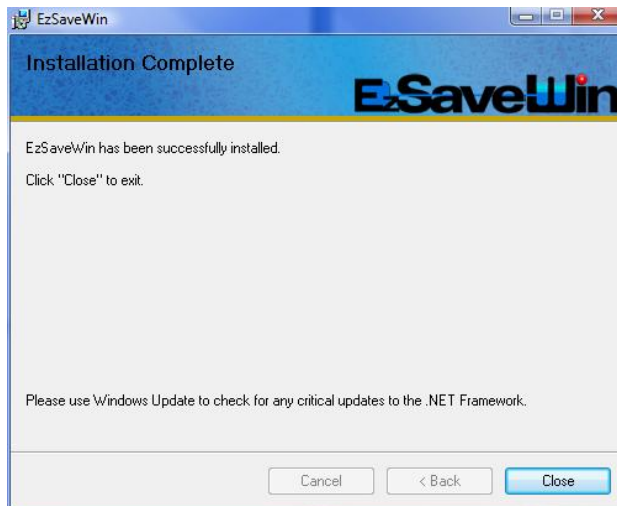


Figure 1.5 – Installation Complete Screen

9. The installation process creates a shortcut on your desktop to EzSaveWin. You will also find a shortcut under **Start→All Programs→Genesis→EzSaveWin**.

Hardware Installation

EzSaveWin can connect to a central controller in two ways.

- Serial
- Dial-up modem

The EzSaveWin PC must have a physical connection to the central controller using one of these two methods.

However EzSaveWin connects to the central controller, on the central controller side, it must be connected to the System Manager Terminal (SMT) port.

- For MTC 3600 central controllers, the SMT port should be Connector C on the PAM board of the controller.
- For 6809 based central controllers, there should be a SMT or CSC Terminal port on the back of the central controller.

If the central controller has an Interconnect Control Unit (ICU), EzSaveWin must be connected to the appropriate connector on the ICU as the ICU connects to the central controller through the SMT port.

Please refer to the Motorola manual provided with the central controller for specific diagrams and descriptions of the location of the SMT port.

Serial Connection

A serial connection is made using a COM/serial port that exists on the EzSaveWin PC to connect to the appropriate serial port on the central controller. This type of connection is preferred when the central controller and EzSaveWin PC are in close proximity to each other. Such a connection is made by connecting a null-modem serial cable between the appropriate COM/Serial port on the PC and the appropriate port on the central controller.



It is possible that serial connections could be made using methods other than a simple serial cable. Options such as Virtual serial ports made over Ethernet networks or microwave links have been known to work. In essence, EzSaveWin should be able to use any existing (software or hardware) COM/Serial port on the PC regardless of how that connection physically makes its way to the appropriate port on the central controller. It is left to the user or user's network administrator to implement and test such advanced configurations.

Dial-up Modem Connection

A dial-up modem connection is made via a modem installed on the EzSaveWin PC. EzSaveWin will use this modem to dial and connect to a modem connected to the SMT port of the central controller. This is the preferred connection method when the EzSaveWin PC and the central controller are not in close proximity to each other. Refer to the Motorola manual provided with the central controller for supported modem types and parameters.

This chapter contains the following sections:

- **Welcome:** Welcomes you to the Genesis EzSaveWin product.
- **What is EzSaveWin?:** Defines the EzSaveWin product.

Welcome

Thank you for allowing Genesis to help you with your software needs. Genesis has combined our technology for connecting to and communicating with Motorola central controllers, the power of Microsoft .NET development, and our expertise in software design and implementation into a single, scalable application.

What is EzSaveWin?

EzSaveWin is the most powerful and flexible automated backup and restore application for Motorola TypeI and TypeII Trunking Systems based on the 6809 or MTC3600 style Central Controllers. This manual covers EzSaveWin 3.0.

What follows is a list of the features of EzSaveWin.

- EzSaveWin by default is licensed to connect with up to 6 systems. Each system can consist of a main and backup central controller, for a total of up to 12 controllers. Access to additional systems is possible by contacting The Genesis Group and purchasing an extended license for those additional systems.
- EzSaveWin is compatible with CIT and MBX interconnect controllers.
- EzSaveWin will backup airtime and operational files.
- EzSaveWin can synchronize the date and time of the central controller with the date and time of the PC running EzSaveWin.
- EzSaveWin can store and then clear the Diagnostic messages being stored on the central controller.
- EzSaveWin can backup and save the results of the following operations:
(Equivalent Guardian Prompt command in parentheses)
 - Guardian Backup
 - Guardian Status (**STATus**)
 - Guardian Parameters (**PARM/LISt**)
 - Channel Group (**CHAN/G A**)
 - Shared Service List (**SERV/List**)
 - Shared Service Limits (**SERV/LIMits/List**)
 - Dispatch Backup:
 - Subscriber Backup (**SAC\CSAve**)
 - Subscriber List Backup (**SAC\LIst or LIST**)
 - Subscriber Options (**SAC\OPTions or OPTions**)
 - Telephone Backup:
 - Billing Information:

- Exchange Table (**BILL\LExc**)
- Telephone Charges (**BILL\LTel**)
- Airtime Charges (**BILL\LAir**)
- Authorization Information:
 - Authorization Backup (**AUTH\MSave**)
 - Authorization List Backup (**AUTH\List**)
 - Translation Table (**AUTH\TRAN/LIST**)
 - *Direct Dial (**AUTH\Did\List**)
 - *Exclusion Classes (**AUTH\EC\List**)
 - *Authorization Parameters (**AUTH\PARAM**)
 - Predigit Dialing Sequence (**AUTH\Pdigit**)
- Telephone Information:
 - Telephone Repeater Interface (**TELL\S R ALL**)
 - Phone Line Interface (**TELL\S P ALL**)
- *(MBX Systems only)
- Other Operations:
 - Yesterday's Statistics (Append and Override) (**SERV\STats**)
 - Telephone Billing:
 - Summary of Airtime Usage (This and/or Last Month) (**BILL\SAir**)
 - Summary of Telephone Line Usage (This and/or Last Month) (**BILL\STel**)
 - Summary of Long Distance Usage (Backup or Backup and Clear) (**BILL\SLng**)
 - Diagnostic Messages (**DIAG\Print**)
 - Channel Status (**CHAN>Status All**)
- EzSaveWin can restore/load the following:
 - Subscriber Load (**SAC\CLOad**)
 - ASCII Subscriber List Load
 - Authorization Load (**AUTH\MLoad**)
 - ASCII Authorization List Load
- EzSaveWin can automatically backup and save the results of any of the above operations on a daily/weekly basis at whatever time of the day you define.
- All backups of any ASCII operations can be viewed using the built-in EzSaveWin Viewer. This is a simple text editor similar to Notepad, but customized for EzSaveWin backup files.
- EzSaveWin can be used for normal, daily communication with any central controller in EzSaveWin. Using EzSaveWin to communicate with the central controller is not limited to the built-in save and load operations.

Chapter 3

EzSaveWin License Manager

This chapter contains the following sections:

- **What is the EzSaveWin License?:** Describes the function and role of the EzSaveWin license.
- **Loading EzSaveWin License Manager:** Describes how to load the EzSaveWin License Manager.
- **Display Values:** Describes the display values such as License Status and License Details.
- **License Manager Buttons:** Describes the function of each button below the License Details.

What is the EzSaveWin License?

The EzSaveWin license allows you to customize your EzSaveWin order by selecting from various EzSaveWin product packages. The EzSaveWin license also protects your software from piracy and illegal distribution. The License Information screen shows all licensing information for EzSaveWin.

Loading EzSaveWin License Manager

To load the EzSaveWin License Manager, take the following steps:

1. Open EzSaveWin.
2. Select the **Help→EzSaveWin Licensing** menu option on the menubar.
This will load the EzSaveWin License Manager.



Figure 3.1 – EzSaveWin License Manager

The EzSaveWin application is licensed for a specific machine. If an EzSaveWin machine changes drastically, your license will become invalid and you must contact The Genesis Group to obtain a new EzSaveWin license. Small changes such as replacing a hard drive or upgrading the operating system will not invalidate the license.

Display Values

License Status

This text shows the current status of your EzSaveWin license.

License Details

The License Details tree shows detailed information regarding your activated EzSaveWin license.

License Manager Buttons

Activate Products

This button opens the *Activate Products* screen. This screen is used to activate EzSaveWin after you have purchased an EzSaveWin license. To activate your EzSaveWin license, take the following steps:

1. Click the **Activate Product(s)** button towards the bottom-right of the *EzSaveWin License Manager* screen: This will show the *Activate Products* screen.
2. Select the ENTIRE code in the Request Code box.
3. Right-click on the selected code: This will show an edit pop-up menu with options including **Copy**.
4. Choose **Copy** from the edit pop-up menu.
5. Open your email application and create a new email to Support@GenesisWorld.com
6. Right-click in the body of the email: This will show an edit pop-up menu with options including **Paste**.
7. Choose **Paste** from the edit pop-up menu: This will paste your Request Code into the email exactly as it was on the *Activate Products* screen.
8. Also include in the email your company name and your contact information.
9. Send the email.
10. Contact Genesis support (see Chapter S of this manual): The support person will assist you with the rest of the activation process.

Exit Program

This button closes the *EzSaveWin License Manager*.

Continue

Click this button to continue to load EzSaveWin.



If EzSaveWin was purchased via a GenWatch3 Commander package, it will only be loaded when opened via the GenWatch3 GW_LaunchPad. In these cases, once EzSaveWin is licensed it may be necessary to close and reopen GW_LaunchPad or click the **View License** button in GW_LaunchPad in order that the EzSaveWin shortcut is included in the GW_LaunchPad's Tools section. Subsequently, the EzSaveWin shortcut will always appear in GW_LaunchPad.

Update License

Click this button to search your EzSaveWin directory for EzSaveWin license update files (created in the Activate Product process). EzSaveWin license update files are the files Genesis sends to activate product licenses.

This chapter contains the following sections:

- **Overview:** Describes the four sections of the main EzSaveWin screen.
- **Main Section:** Shows and describes the main section.
- **Connection Log:** Shows and describes the connection log section.
- **Terminal Window:** Shows and describes the terminal interaction section.
- **Menus:** Describes the menus available in the main EzSaveWin screen.
- **Status Bar:** Describes the status bar section.

Overview

Below is a screenshot of the main EzSaveWin screen. (Figure 4.1) This is what you will see each time you start EzSaveWin. All features and operations in EzSaveWin are accessible from this screen.

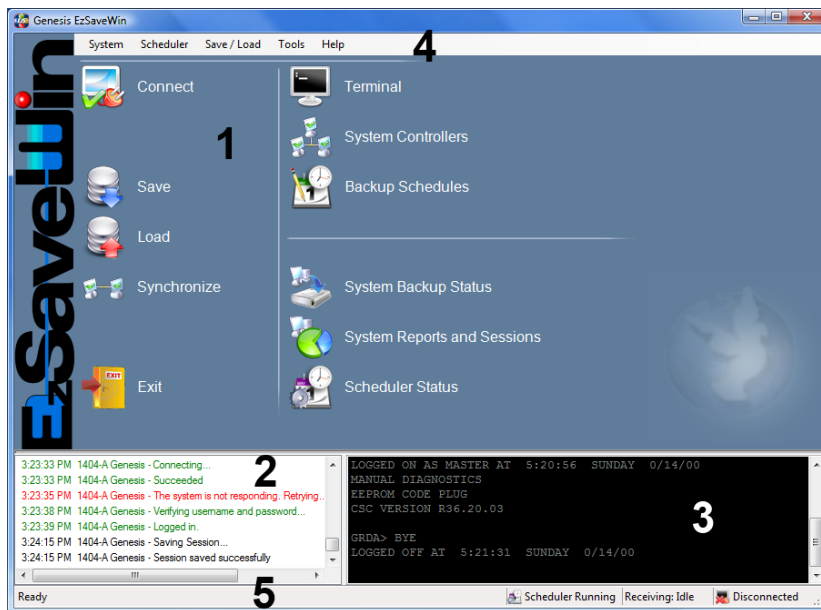


Figure 4.1 – Main EzSaveWin screen

There are five sections in this screen. These are labeled in Figure 4.1 with the numbers 1-5.

1. Main
2. Connection Log
3. Terminal Window
4. Menu
5. Status Bar

These five sections are described in detail below.

Main Section

This section gives easy access to the majority of actions and operations available in EzSaveWin. Simply click on an icon to access that portion of EzSaveWin. These actions are described in greater detail in subsequent chapters of this manual, but a short description of each is below.

- **Connect:** Select and connect to a central controller. If EzSaveWin is connected to a central controller, this will read as **Disconnect** allowing the user to disconnect from the central controller. See Chapter 6 *System Connections*.
- **Save:** Backup and save data from a central controller. See Chapter 7 *Save Operations*.
- **Load:** Restore data to a central controller using a previous EzSaveWin backup. See Chapter 8 *Load Operations*.
- **Synchronize:** Synchronize data between a primary and secondary central controller. See Chapter 9 *Synchronize Controllers*.
- **Exit:** Exit EzSaveWin.
- **Terminal:** Expand the *Terminal* window to fill the EzSaveWin screen. The *Terminal* window is described in detail later in this chapter.
- **System Controllers:** Add, modify, and delete central controllers from EzSaveWin. See Chapter 5 *Adding and Modifying Systems*.
- **Backup Schedules:** View, create, modify, and delete scheduled connections and operations to be completed by the EzSaveWin Scheduler. See Chapter 10 *Scheduler*.
- **System Backup Status:** View and modify any backup and save files created by EzSaveWin. See Chapter 12 *System Backup Status*.
- **System Reports and Sessions:** View system reports and EzSaveWin sessions. See Chapter 13 *System Reports and Sessions*.
- **Scheduler Status:** View the status of recent and upcoming scheduled backups. See Chapter 10 *Scheduler*.

Connection Log

The *Connection Log* section of the main EzSaveWin window displays a log of activity between EzSaveWin and the controller EzSaveWin is currently connected to. (Figure 4.2)

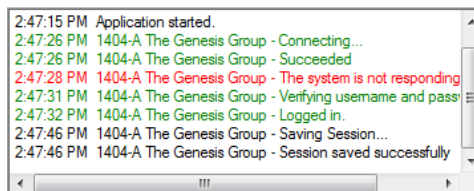




Figure 4.2 – Connection Log

This log shows activity such as connection and logon attempts and their success or failure. The log also shows the start, completion, success, failure, and time of

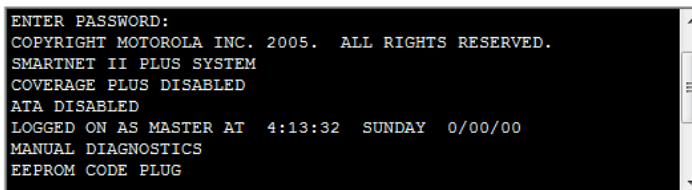
any backup or load operations performed while connected to the system. EzSaveWin saves this activity to a permanent log file for future reference. For information on viewing and printing these logs, see Chapter 13 *System Reports and Sessions*.



The *Connection Log* window can be easily resized for easier viewing by clicking and dragging on the top or right edge of the *Connection Log* window. When the mouse is over the top or right edge it will change to look like  or . At this point click and drag the mouse in the appropriate direction to change the size of the *Connection Log* window.

Terminal Window

The *Terminal* section of the main EzSaveWin window is an important and powerful part of EzSaveWin. (Figure 4.3) This window displays all terminal activity as it takes place between EzSaveWin and a central controller. All text sent by EzSaveWin to the central controller is displayed here as well as any text received from the controller by EzSaveWin.





```
ENTER PASSWORD:
COPYRIGHT MOTOROLA INC. 2005. ALL RIGHTS RESERVED.
SMARTNET II PLUS SYSTEM
COVERAGE PLUS DISABLED
ATA DISABLED
LOGGED ON AS MASTER AT 4:13:32 SUNDAY 0/00/00
MANUAL DIAGNOSTICS
EEPROM CODE PLUG
```

Figure 4.3 – Terminal Window

This window can be used solely to view communication between EzSaveWin and the controller as backups and loads take place. However, this window is also interactive. While EzSaveWin is connected to a central controller, it acts as a normal terminal window allowing the user to type commands directly to the controller. This is handy for activating or deactivating individual radios or any other day-to-day communication necessary with a controller, but which does not fall under the backup and load operations EzSaveWin is capable of.



The *Terminal* window can be easily resized for easier viewing by clicking and dragging on the top or left edge of the *Terminal* window. When the mouse is over the top or left edge it will change to look like  or . At this point click and drag the mouse in the appropriate direction to change the size of the *Terminal* window.

The Terminal window can grow to fill the entire EzSaveWin window simply by double-clicking anywhere in the Terminal window. Double-clicking a second time anywhere in the Terminal window will shrink the terminal window to its previous size. Growing and shrinking the Terminal window can also be done by right-clicking in the Terminal window and choosing the appropriate menu option. In the course of regular communication between EzSaveWin and the central controller, diagnostic messages may be displayed in the Terminal window. In this

event, it is possible to view a easily readable translation of those diagnostics. In the Terminal window simply click on a line containing a diagnostic message. Then hit the F3 key or right click and select the **View DIAG** menu option. This will display a dialog box containing the translation of the selected diagnostic.

The background and foreground colors displayed in the *Terminal* window can be customized to the user's preference. Right-clicking anywhere in the *Terminal* window will display a menu allowing the user to choose the background and foreground colors. (Figure 4.4)



Figure 4.4 – Terminal Window menu

The *Terminal* window's background color is black by default and is used for any part of the *Terminal* window which is not text. The *Terminal* window's foreground color is white by default and is used for all text appearing in the terminal window.

Selecting either the **Background Color** or **Foreground Color** option will display a window with a grid of common colors, allowing the user to choose a new color. (Figure 4.5)

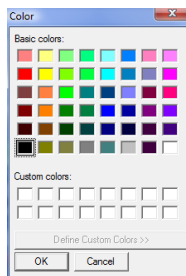


Figure 4.5 – Color Picker Window

Once the new color has been chosen, simply click the **OK** button and the terminal window will be changed to use the new color.

Menus

The next section of the main EzSaveWin window is the menus. Most of the menu options provide a secondary means of accessing EzSaveWin features accessible from the main section of the main EzSaveWin window.

The menubar consists of five main menus. (Figure 4.6)

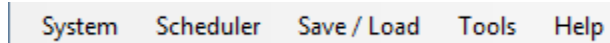


Figure 4.6 – Menubar

System Menu

The **System** menu contains operations specific to systems and controllers. (Figure 4.7)

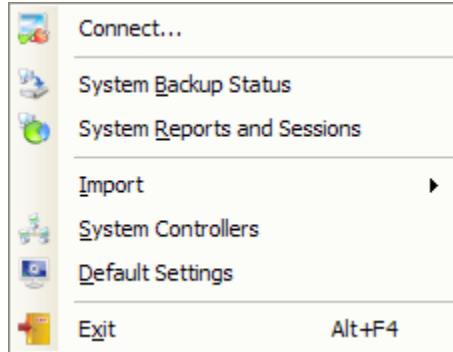


Figure 4.7 – System Menu

The **System** menu options are as follows:

- **Connect:** Select and connect to a central controller. If EzSaveWin is connected to a controller, this will read as **Disconnect** allowing the user to disconnect from the connected controller. See Chapter 6 *System Connections*.
- **System Backup Status:** View and modify any backup files created by EzSaveWin. See Chapter 12 *System Backup Status*.
- **System Reports and Sessions:** View system reports and EzSaveWin sessions. See Chapter 13 *System Reports and Sessions*.
- **Import:** The **Import** submenu (Figure 4.8) allows you to import systems from EzSaveII, the DOS version of EzSave. See the *Import Systems* section of Chapter 5 *Adding and Modifying Systems*.

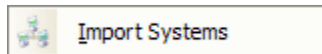


Figure 4.8 – Import Systems Submenu

- **System Controllers:** Add, modify, and delete controllers from EzSaveWin. See Chapter 5 *Adding and Modifying Systems*.
- **Default Settings:** Change the default settings for new systems added to EzSaveWin. See the *Edit Default Settings* section of Chapter 5 *Adding and Modifying Systems*.
- **Exit:** Exit EzSaveWin.

Scheduler Menu

The **Scheduler** menu provides access to the scheduler features of EzSaveWin. (Figure 4.9)

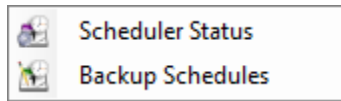


Figure 4.9 – Scheduler Menu

- **Scheduler Status:** View the status of recent and upcoming scheduled backups. See Chapter 10 *Scheduler*.
- **Backup Schedules:** View, create, modify, and delete scheduled tasks to be completed by the EzSaveWin Scheduler. See Chapter 10 *Scheduler*.

Save/Load Menu

The **Save/Load** menu provides access to the save and load portions of EzSaveWin as well as the EzSaveWin's Sync feature. (Figure 4.10)



Figure 4.10 – Save/Load Menu

- **Save:** Backup and save data from a central controller. See Chapter 7 *Save Operations*.
- **Load:** Restore data to a central controller using a previous EzSaveWin backup. See Chapter 8 *Load Operations*.
- **Sync:** Synchronize the Subscriber or Authorization Lists between main and backup central controllers of a specific system. See Chapter 9 *Synchronize Controllers*.

Tools Menu

The **Tools** menu provides access to the various global EzSaveWin settings. (Figure 4.11)

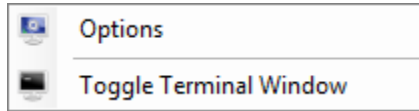


Figure 4.11 – Tools Menu

- **Options:** Global EzSaveWin settings are stored and can be modified here. See Chapter 15 *Options*.
- **Toggle Terminal Window:** Grow or shrink the *Terminal* window to fill the main EzSaveWin window or occupy its normal lower right portion of the window. See the *Terminal Window* section earlier in this chapter for more information on growing and shrinking the *Terminal* window.

Help Menu

This menu provides access to EzSaveWin's *About* window, the *EzSaveWin License Manager*, and the EzSaveWin manual. (Figure 4.12)

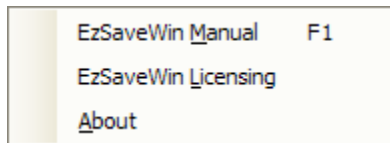


Figure 4.12 – Tools Menu

EzSaveWin Manual

This link will open the EzSaveWin manual.

EzSaveWin Licensing

This menu option will display the *EzSaveWin License Manager* window. This will allow the user to view the license details for that installation of EzSaveWin.

About Window

The *About* window provides version information about that installation of EzSaveWin. It also contains contact and support information for The Genesis Group. (Figure 4.13)

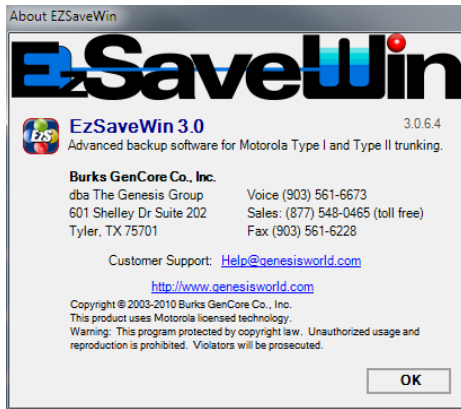


Figure 4.13 – About window

The two links in the *About* window will either create a new email message using the default email client on the computer or open a new Internet browser window to The Genesis Group’s website. This allows for quick and easy communication with The Genesis Group.

Status Bar

The final section of the main EzSaveWin window is the status bar. This section is used to display the status of EzSaveWin.

The Status Bar consists of four sections. (Figure 4.14)

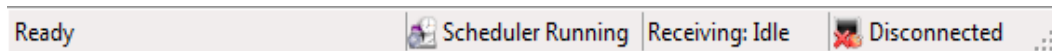


Figure 4.14 – Status Bar

- **Status:** The left-most section displays an overall EzSaveWin status. This will normally say ‘Ready’. During a Subscriber Load (CLOAD) or Authorization Load (MLOAD) this section will display the status of the load operation and its estimated time to completion.
- **Scheduler Activity:** The second section is updated as the EzSaveWin Scheduler carries out schedules, waits for the next scheduled backup, etc.
- **Connection Activity:** While connected and receiving from a central controller, the third section of the status bar will display “Receiving:” and alternate between a pipe (|) and hyphen (--) denoting that EzSaveWin is receiving. When disconnected or not receiving data, this section will read ‘Receiving: Idle’.
- **Connection Status:** The final section displays EzSaveWin’s connection status. This will read ‘Connected’ while EzSaveWin is connected to a central controller and ‘Disconnected’ when it is not.

This chapter contains the following sections:

- **Overview:** Briefly describes the portions of EzSaveWin involved with adding, modifying, and deleting central controllers in EzSaveWin.
- **Edit Default Settings:** Describes the default options available for modification which will be applied to any new central controller added to EzSaveWin.
- **System Controllers:** Shows and describes the *System Controllers* window.
- **Add/Edit System:** Shows and describes the *Add/Edit System* windows.
- **Import Systems:** Shows and describes the Import System process.

Overview

Before connecting to and interacting with any central controllers using EzSaveWin, their information must be entered into EzSaveWin. This information can be entered into EzSaveWin in two ways: by manually entering all necessary information using the Add New System window or by importing central controller information from the DOS version of EzSave, EzSaveII. Additionally, there are a few default settings for any new central controllers which can be changed. This chapter will describe how to change those default settings as well as describe how to add or import new central controllers and modify or delete existing central controllers.

Edit Default Settings

The *Edit Default Settings* window is accessed by choosing the **System→Default Settings** menu option from the menubar. Upon choosing this option the *Default Settings* window will appear. (Figure 5.1)

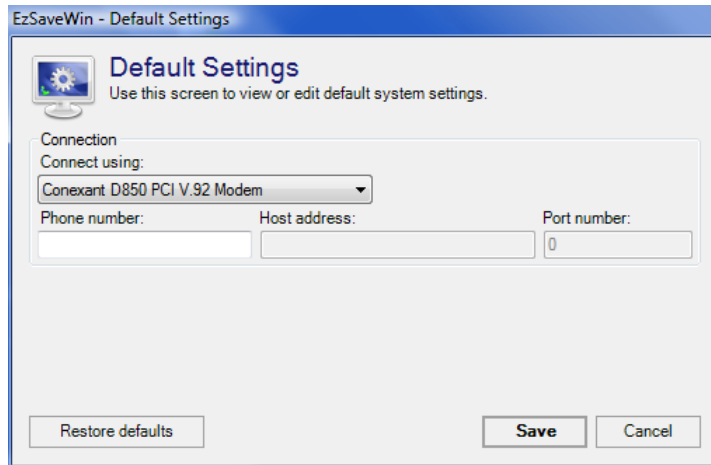


Figure 5.1 – Default Settings window

The *Default Settings* window allows you to set the default connection properties to be used by EzSaveWin whenever a new central controller is initially entered into EzSaveWin.

EzSaveWin will automatically detect any modems attached to the computer and add this to the list of available connection methods. It will also add any COM ports between 1-64 it can find on the computer and TCP/IP. Any one of these options can be selected as the default connection method from the **Connect using:** drop down box. Once a device/method has been selected, any extra information such as phone number, host address, and port number can be entered. This extra information is not required, but if all central controllers will have the same information it is handy to enter it here.

After making any changes to the default information, simply click the **Save Changes** button to save the new default settings.

To remove any changes made to the default settings click on the **Restore Defaults** button and then click the **Save Changes** button.

System Controllers

The *System Controllers* window is accessed either by clicking on the **System Controllers** option in the main EzSaveWin window or by choosing the **System→System Controllers** menu option from the menubar. Upon using one of these options the *System Controllers* window will appear. (Figure 5.2)

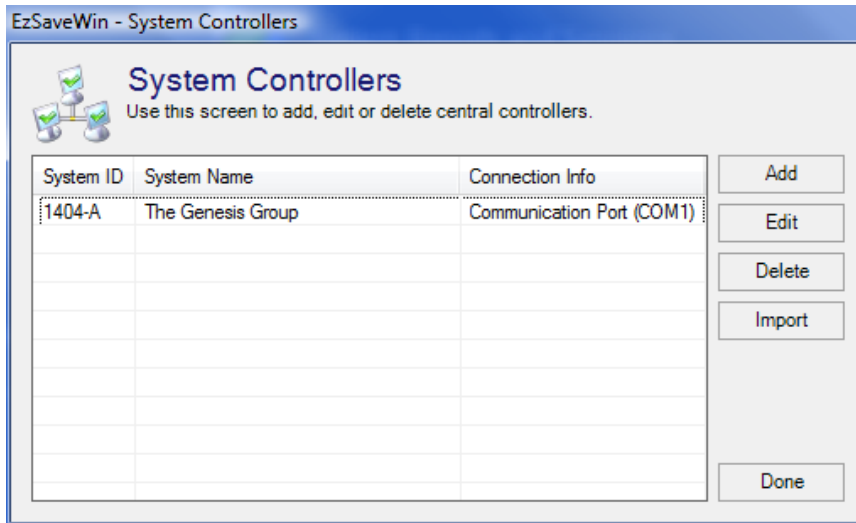


Figure 5.2 – Edit Systems window

From this window central controllers can be added, imported, modified, and deleted. A list of all central controllers in EzSaveWin is listed along the left side of the window with the System ID, System Name, and Connection Info of each.

The five buttons in this window are described as follows:

- **Add New System:** Add a new central controller to EzSaveWin. Clicking this button will open a blank *Add New System* window allowing the user to enter all information needed by EzSaveWin to communicate with the new controller. The *Add New System* window is described in detail in the *Add/Edit System* section of this chapter.
- **Edit Selected System:** If the information stored by EzSaveWin about a central controller needs to be modified, select the central controller from the list on the left and then click on the **Edit Selected System** button. This will display the *Edit System* window, allowing the user to modify that controller's information. The *Edit System* window is described in detail in the *Add/Edit System* section of this chapter.
- **Delete Selected System:** If it is no longer necessary to connect to and communicate with a central controller, it can be deleted from EzSaveWin by selecting it from the list and clicking the **Delete Selected System** button.



A user deleting a central controller from EzSaveWin will be asked to confirm their decision to delete the central controller. If a central controller is deleted from EzSaveWin, EzSaveWin can no longer connect to or communicate with it. However, any backups, logs, sessions, or other files created for the deleted central controller are not deleted. Before deleting a central controller, take note of the Backup Folder and Reports Folder locations in case any backups or logs are needed after deleting the central controller from EzSaveWin.

- **Import:** EzSaveWin can import system information from the DOS version of EzSave, EzSaveII. The Import process is described in detail in the *Import Systems* section of this chapter.
- **Done:** When a user is finished with the *System Controllers* window, clicking on the **Done** button will take the user back to the main EzSaveWin screen.

Add/Edit System

The *Add New System* and *Edit System* windows are exactly the same except for their titles, but each has a different purpose, as their titles suggest. This section of this chapter will begin by showing and describing the common aspects and end by touching on the differences between these two windows. These windows are accessed by clicking on either the **Add New System** or **Edit Selected System** button in the *System Controllers* window, depending on the action to be accomplished. Upon clicking the **Add New System** button, the *Add New System* window will appear. (Figure 5.3) Clicking the **Edit Selected System** button will cause an identical window to appear, but with all fields filled in with the selected central controller's information.

Figure 5.3 – Add New System window

There are 3 sections in the *Add/Edit System* window:

- **System**
- **Connection**
- **Advanced**

System

The *System* section contains central controller identifying information as well as logon information.

- **System Name:** This can be any alphanumeric text describing the system. An easy to remember name such as the location of the system would be a good name. The System Name can be up to 255 characters in length
- **System Number:** This is the official 4 character System ID for the central controller as assigned by Motorola. This number must be the correct System ID as it is used when communicating with the central controller. The number must also be in Hexadecimal notation; only the numbers 0-9 and characters A-F are allowed in this field. Enter only the last 4 characters of the System ID if it is 5 characters long.
- **Logon:** This is the Logon ID to be used by EzSaveWin to login into the central controller. This can be MASTER, SYSTEM, BILLING, or CONTROL.
- **Controller:** This defaults to blank. If the central controller being entered is the Main or Primary controller for a system, this must be set to *A*. If it is the Backup or Secondary controller for a system, this must be set to *B*. EzSaveWin does not allow more than two central controllers with the same System Number to be entered. Additionally there can at most be only one *A* controller and one *B* controller per System Number. Possible values: *A* or *B*.
- **Password:** This is the password set in the central controller for the Logon ID entered in the Logon field. For security, the password itself is hidden.
- **SUBS Pwd:** If the central controller is a TypeI central controller, enter the SUBS password here. Again, for security, the password itself is hidden.



The red asterisks next to the System Name, System Number, Controller, and Connect Using fields denote that these fields are required and must be entered to save the central controller in EzSaveWin.

Connection

The *Connection* section contains the device information necessary for EzSaveWin to know how to connect to the central controller.

- **Connect Using:** This drop down box is automatically filled with the possible devices that can be used by EzSaveWin to connect to the central controller. Any modems installed on the computer should be automatically detected and displayed in this list. Any COM ports between 1-64 found on the computer are also added to this list for central controllers that are accessed directly via a serial port. TCP/IP is also listed as a choice for central controllers that are accessed via an Ethernet network.

- **Phone number:** If the connection device is a modem, the full phone number EzSaveWin must dial to connect must be entered here. This field is unavailable if a COM port or TCP/IP has been selected as the connection device.
- **Host Address:** If the connection device is TCP/IP, this field becomes available. Enter the IP address to be used by EzSaveWin to connect to the central controller. This field is unavailable if a modem or COM port has been selected as the connection device.
- **Port number:** If the connection device is TCP/IP, this field becomes available. Enter the port number to be used with the Host address by EzSaveWin to connect to the central controller. This field is unavailable if a modem or COM port has been selected as the connection device.

Advanced

The *Advanced* section contains the rest of the settings necessary for EzSaveWin to connect to the central controller. Usually, most of these will not need to be changed from their defaults; however, there are a few that can affect the success of communication between EzSaveWin and the central controller.

- **Hex Backup:** The number of backup generations per Hex operation (CSAVE and MSAVE) EzSaveWin saves before overwriting the oldest backup. See the *Backup Generations* section immediately after this section. Possible values: 1-9.
- **ASCII Backup:** The number of backup generations per ASCII operation EzSaveWin saves before overwriting the oldest backup. See the *Backup Generations* section immediately after this section. Possible values: 1-9.
- **Time Zone:** The controller's time zone relative to the EzSaveWin computer's time zone. If the controller is two hours ahead of the EzSaveWin computer, enter 2.0 here. If the controller is three hours behind the EzSaveWin computer, enter -3.0 here. Possible values: -12 to +12.
- **Channels:** The number of channels on the central controller. This is used when saving the Channel Status of the system. Possible values: 1-999.
- **Rollover Date:** This must be set to the same as the 'BILLING START DATE' setting on the central controller. This setting is available only on central controllers with CIT or MBX. However, the EzSaveWin Scheduler uses this setting in addition to the normal use when renaming the SLNG backup. Thus this setting can be useful even if CIT or MBX is not present on the central controller. Possible values: 1-28.
- **Delay Ticks:** Period of time EzSaveWin is to wait between tasks. Some system controllers respond slower than others. Generally .2 to .75 seconds. This can cause some tasks to fail if the system does not respond quickly enough or if it responds too quickly. This field sets a delay for EzSaveWin during and between tasks. Each tick is .006 seconds. 180 ticks results in 1 second of delay. If operations do not take place, are only partially completed, or are not completed successfully, raise this number

to delay EzSaveWin slightly during the completion of a task or before starting the next task. Possible values: 5-300 (.03-1.8 seconds).

- **Valid Options List:** Lets EzSaveWin know if the controller returns a valid OPTions List from the SUBS menu on TypeI systems. If the system is TypeII, set this field to *No*. Possible values: *Yes* or *No*.



This applies only to some TypeI systems. Occasionally, the OPT list (Options List from the SUBS prompt) returned by the controller contains items that cannot actually be changed. This is not a problem when downloading the list, but restoring/uploading the list would cause problems. If all options are valid and editable, this field should be set to *Yes*, otherwise leave this field set to *No*.

- **Hex SAC:** Determines if subscriber activations are entered in Hex. If set to *Yes*, EzSaveWin will send ACT D903 instead of ACT I755555. All other SUBS/SAC ID's are also entered in Hex. Possible values: *Yes* or *No*. For SmartNetII+ this is always *No*.
- **Backup Folder:** The path where EzSaveWin saves all backup and save files for the central controller. This path cannot be edited.
- **Reports Folder:** The path where EzSaveWin saves all system logs and session histories for the central controller. This path cannot be edited.
- **After Connect Send:** If any characters need to be sent after connecting to the controller, enter those here. This is mainly if a smart RS-232 switch is being used to connect to multiple devices with one phone line. The commands to enter here are left to you and the manufacturer of the smart RS-232 switch.
- **Last Date/Time Connected:** Self-explanatory. Simply the last date and time EzSaveWin successfully connected to the controller.

Backup Generations

EzSaveWin can save multiple generations of backup and save files. The Hex Backup and ASCII Backup settings determine how many backups of each operation are kept. If set to five, EzSaveWin will keep only the 5 most recent backups of each operation. Each generation of an operation has a file extension such as 001. For example: CSAVExxxx.001. In this case, each time a CSAVE is completed by EzSaveWin, it increments the extension of previous generations by one and saves the new CSAVE file to CSAVExxxx.001, but keeping only up to the Hex Backup number of CSAVE files. The higher the extension (002, 003, etc.), the older the backup is.

Add/Edit Window Differences

There are only a few differences between these two windows. Each is titled appropriate to the action taking place. If the *Edit System* window is displayed, the information and settings for the central controller being edited is filled in automatically. Additionally, when editing a central controller the user will not be

allowed to change the System Number. If the *Add New System* window is displayed all fields are blank or set to the default values.

Import Systems

The *Import Systems* window is accessed by clicking on the **System→Import→Import Systems** menu option from the menubar. Upon using this option the *Import Systems* window will appear. (Figure 5.4)

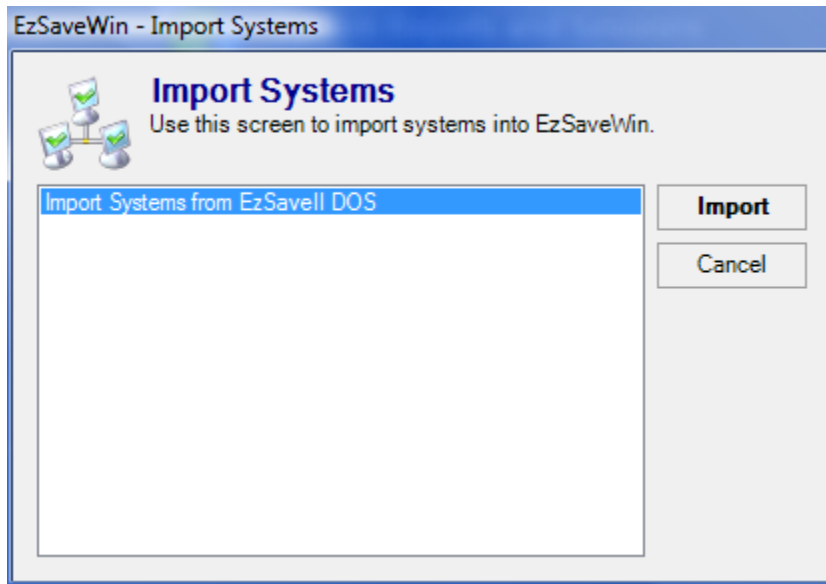


Figure 5.3 – Import Systems window

The *Import Systems* window is used to import system controller data from an installation of Genesis EzSaveII. The user must have the EzSaveII data files available on the computer in order for EzSaveWin to import the data.

To import the systems, click the **Import** button in the *Import Systems* window. EzSaveWin will ask the user to browse to the location of the EzSaveII Systems data files. After selecting the location of the files, EzSaveWin will attempt to import all systems from EzSaveII. Systems will only be imported as long as they fall within what EzSaveWin is licensed for. Once EzSaveWin has finished importing the systems, it will display a summary dialog of the status of the import.



Due to the structure of the EzSaveII data files, EzSaveWin is unable to import any \$MASTER\$ system passwords. If EzSaveII has stored these passwords, you must change all \$MASTER\$ passwords to EZMASTER in EzSaveII prior to importing into EzSaveWin. It is unnecessary to change the actual password on the central controller. All that must be changed is the password stored in EzSaveII. After changing these passwords, complete the EzSaveWin import process. EzSaveWin will automatically convert the EZMASTER passwords back to \$MASTER\$.

This chapter contains the following sections:

- **Connecting to a System:** Shows and describes how to connect to a central controller.
- **Disconnecting from a System:** Describes how to disconnect from a system.

Connecting to a System

Once a central controller has been entered into EzSaveWin, it can be connected to with EzSaveWin. Connecting to a controller is done via the *Connection* window. The *Connection* window is accessed either by clicking on the **Connect** option in the main EzSaveWin window or by choosing the **System**→**Connect** menu option from the menubar. Upon choosing one of these options, the *Connection* window will appear. (Figure 6.1)



If there is a **Disconnect** option instead of a **Connect** option then EzSaveWin is already connected to a system. Continue working with that system or disconnect and connect to the correct system.

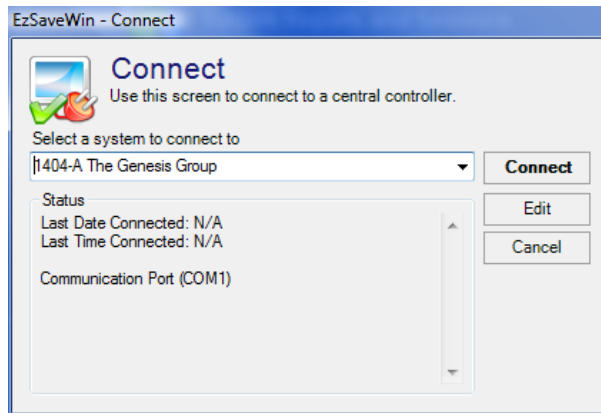


Figure 6.1 – Connection window

To connect to a central controller, select the correct central controller from the drop down box. The *Status* frame will update to show the date and time of the last successful connection to that system. It will also show the connection device and phone number or host address to be used.



If the connection device, phone number, or host address are incorrect, click the **Edit** button. This will display the *Edit System* window allowing the user to make any necessary changes to the central controller's information before connecting. After changes have been made and saved, EzSaveWin will return to the *Connection* window.

After selecting the central controller to connect to, simply click the **Connect** button. The *Status* frame will be updated to reflect the progress of the connection attempt. Once successfully connected to the central controller, the connection window will disappear, and it will be possible to carry out any save or load operations on the system.

If EzSaveWin is unable to connect successfully, it will attempt to reconnect. Once EzSaveWin has connected to the central controller, it will carry out the login procedure. This consists of sending the login name and password stored in EzSaveWin for the central controller. If EzSaveWin cannot login using the stored login and password it will attempt to login using the central controller's default login and password. This is the login/password that is valid if the central controller has lost power or been reset.



If the system has Automatic DIAGs turned on, any new DIAG messages will be appear automatically before the logon upon connecting to the system. EzSaveWin automatically detects the presence of these DIAG messages and does two things. First, it waits for all DIAG messages to be received before attempting to logon. Second, it appends the DIAG messages to the end of the system's DIAGxxxx-D.FIL and DIAGxxxx-E.FIL files where xxxx is the System Number. These files (in the system's Backup Folder) are where any DIAG messages received by EzSaveWin are kept, whether they are automatically received while connected to the system or manually saved via the *Save* window. The '-D' file contains the Diagnostic messages in their original format as received from the system. The '-E' file contains the same diagnostics, but translated for easy interpretation by the user. EzSaveWin will also save the diagnostics to daily files if the **Create daily Diagnostic file** option in the Options screen is enabled. See Chapter 15 *Options* for further information.

Disconnecting from a System

To disconnect from a controller after completing any necessary communication with it, simply click the **Disconnect** option in the main EzSaveWin window or the **System→Disconnect** menu option from the menubar.

Under certain circumstances, EzSaveWin will automatically disconnect from a central controller. EzSaveWin will automatically disconnect if there is no user activity within the time interval specified by the **Max Idle Time** option in the *Options* window. User activity would include typing in the *Terminal* window or carrying out Save or Load operations. Once any such user activity takes place, EzSaveWin will remain connected to the central controller until the controller itself times out the connection.

This chapter contains the following sections:

- **Overview:** Describes the purpose and need for Save operations in EzSaveWin.
- **Save Window:** Shows and describes the Save window.
- **Guardian:** Describes the Guardian prompt related backup operations.
- **Dispatch:** Describes the dispatch related backup operations.
- **Telephone:** Describes the telephone and interconnect related backup operations.
- **Billing Usage:** Describes the billing usage related backup operations.
- **Other Operations:** Describes the miscellaneous Save operations which do not fall under the other four categories.

Overview

If a central controller crashes, it is vital to be able to return the system to its state prior to the crash as quickly as possible. This is done most easily by creating backups, at regular intervals, of the data kept by the central controller. Without a backup, recent or otherwise, it can be a very time and resource intensive process to manually return the system to its previous state. By using EzSaveWin's backup/save capabilities, it is extremely simple to create these system backups, whether manually or automatically. Should a system crash occur on the central controller, it is then simply a matter of restoring/loading the most recent EzSaveWin backup to restore the system as close to its previous state as possible. The chapter describes all possible backup operations in EzSaveWin. These operations will most commonly be encountered when a user manually creates a backup using the *Save* window. However, these same operations are all available when creating a scheduled backup using the EzSaveWin Scheduler.

Save Window

Once EzSaveWin is connected to a central controller as described in Chapter 6 *System Connections*, the user will be able to create backups of various types of data stored by the central controller. Backups are most easily created by using the *Save* feature of EzSaveWin. The *Save* feature is accessed by clicking on the **Save** option in the main EzSaveWin window or by clicking on the **Save/Load** → **Save** menu option from the menubar. Upon choosing one of these options, the *Save* window will appear. (Figure 7.1)

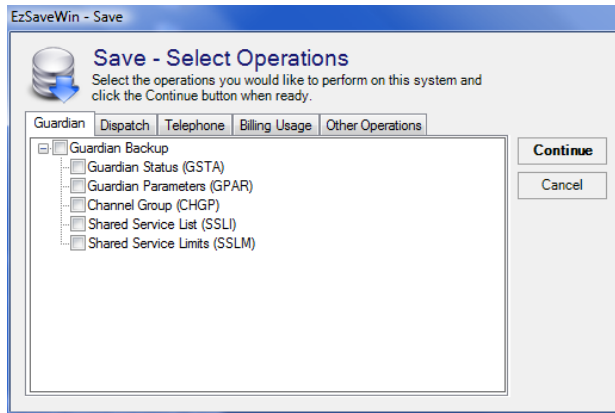


Figure 7.1 – Save window

From this window, all backup/save operations possible with EzSaveWin are available to the user. These operations are categorized into five tabs. Clicking any of these tabs displays all operations falling under that category.

To select an operation for EzSaveWin to complete, the user simply clicks on the operation’s label or checkbox. Its checkbox will change to display a checkmark in the box. To select a group of operations organized under a subcategory, the user simply clicks the title or checkbox of the subcategory to select all operations in the subcategory. In Figure 7.1 for example, clicking on the **Guardian Backup** label or its checkbox will automatically select all five of the operations within that category.

To deselect a selected operation, the user simply clicks on the operation’s checkbox or label. The checkmark will disappear and the checkbox will be cleared.

To complete the selected operations, the user clicks on the **Continue** button. The user will first be prompted to enter a comment they wish to have saved with the operations being completed. This comment will be saved with each operation selected for completion. (Figure 7.2)

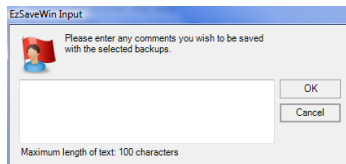


Figure 7.2 – Save comment window

If EzSaveWin is not connected to a system controller, after entering the comment the user will be prompted to connect to a system. The *Connection* window will appear. Once EzSaveWin is connected to a system, the *Task Launcher* window will appear, prompting the user to continue with the backup operations. For detailed information on the *Task Launcher* window, see Chapter 11 *Task*

Launcher. The *Task Launcher* window will display all operations selected by the user in the *Save* window.

Once the user clicks the **Start** button in the *Task Launcher* window, those operations will be processed and completed.

The results of all backup and save operations are saved to files in the **Backup Folder** directory as shown in the *Edit System* window. Unless otherwise noted the result of each operation is saved in a separate file with the following filename structure: *xxxxyyyy.001* where *xxxx* is the abbreviation of the operation and *yyyy* is the **System Number**. The operation descriptions throughout the rest of this chapter have the operation abbreviation in parentheses after the operation name. These files can be viewed by selecting the appropriate file in the *System Backup Status* section of EzSaveWin as described in Chapter 12 *System Backup Status*.



Operations backed up or saved with EzSaveWin are saved with additional information pertaining to the operation. This additional information is displayed when the user carries out a load using that backup or when the backup file is viewed with the EzSaveWin Viewer. This additional information is as follows.

- EzSaveWin Version: The version of EzSaveWin used to create the backup.
- Command: Operation abbreviation denoting the backup type (GSTA, CSAVE, etc)
- System ID: The central controller System ID EzSaveWin was connected to while performing the backup.
- Source: Denotes whether the central controller was the Main, Backup, or NonRedundant central controller for the System ID.
- Comments: Comments entered after clicking the Continue button as described earlier in this chapter.
- User: GenWatch3 user running EzSaveWin when the operation was completed. This is applicable only to GenWatch3 Commander owners.
- Start Time: The time at which the operation was started.
- End Time: The time at which the operation was completed.
- Status: Denotes whether the operation was Completed or Failed.

Guardian

The *Guardian* tab lists five operations EzSaveWin can complete related to the Guardian prompt. (Figure 7.3)



Figure 7.3 – Guardian backup operations

Guardian Status (GSTA)

This is an ASCII save of the Guardian status information. It provides a snapshot of the health and status of the system controller.

Equivalent Guardian command: STATus

Guardian Parameters (GPAR)

This an ASCII backup of the Shared Service Parameters.

Equivalent Guardian command: PARM/LISt

Channel Group (CHGP)

This is an ASCII backup of the Channel Grouping information. Newer Guardian systems allow the grouping of certain channels for specific uses.

Equivalent Guardian command: CHAN/G A

Shared Service List (SSLI)

This is an ASCII backup of the Shared Service List table. The SS table is very powerful and can help maximize the use of a system.

Equivalent Guardian command: SERV/List

Shared Service Limits (SSLM)

This is an ASCII backup of the Shared Service Limits table. This table can be edited in the system controller to customize the way the system handles interconnect sharing with dispatch.

Equivalent Guardian command: SERV/LIMits/List

Dispatch

The *Dispatch* tab lists the three dispatch oriented operations possible with EzSaveWin. (Figure 7.4)

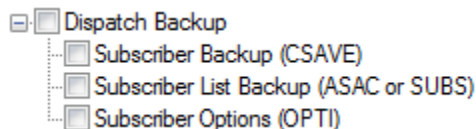




Figure 7.4 – Dispatch backup operations

Subscriber Backup (CSAVE)

EzSaveWin will save a Hex image of the central controller's CSC card memory. In short, EzSaveWin will make a very accurate, error-checked copy of all records that are active in the SAC, all AFF, PARM, SITE, EMRG, DIAG settings, MGC, DATA, PASS, SERV, CHAN, and all other information set up. If a system crash does occur, this is a very painless way to restore all unit and setup information onto the system. The information in this backup is in Motorola 'S' record format and will not make sense if viewed. For detailed information on what is actually captured, refer to the Motorola System Manager Operator's Manual.

Equivalent Guardian command: SAC\CSAve


 The CSAVE is highly recommended for backing up this section of the central controller IF the system is a TypeII system. The CSAVE operation works very nicely on TypeII central controllers. It does not work as well, if at all, on Type I (older) systems. Unfortunately, this is a limitation of the central controller's implementation of the CSAVE operation, and beyond the control of EzSaveWin.

 Canceling/aborting a CSAVE operation before it is completed is possible only if the system has a CIT or MBX installed. Therefore, if neither a CIT or MBX is installed, the CSAVE operation should be carried out only when the user is certain there will be no need to abort the operation.

Subscriber List Backup (ASAC or SUBS)

This is an ASCII backup of just the Subscriber List (SAC on TypeII systems. SUBS on TypeI systems). This operation will do a simple LIST of all activated radios and groups (or fleets), capture them, and then go back and do a LIST on all Subfleets or Talk Groups.

Equivalent Guardian command: SAC\List (TypeII systems) or LIST (TypeI systems)

 The Subscriber List is saved with the following filenames: SUBSxxxx.001 (TypeI systems) or ASACxxxx.001 (TypeII systems) where xxxx is the System Number.

Subscriber Options (OPTI)

This is a list of the available user attributes that can be modified when adding or editing units to the central controller. Each attribute also lists the possible values it can be set to. This option is merely for informational purposes so that the user can see what options are available. No actual data is displayed, nor can any modifications be made to this list.

Equivalent Guardian command: SAC\Options (TypeII systems) or OPTions (TypeI Systems)

Telephone

The *Telephone* tab lists the telephone/interconnect related operations possible with EzSaveWin. (Figure 7.5)

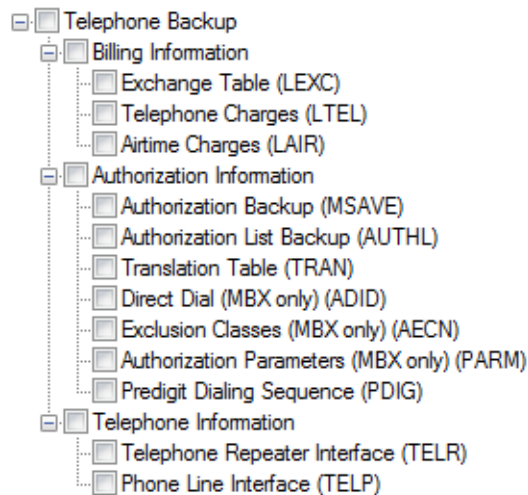


Figure 7.5 – Telephone/Interconnect backup operations

Billing Information

Exchange Table (LEXC)

This is an ASCII backup of the Exchange Table.
Equivalent Guardian command: BILL\LExc

Telephone Charges (LTEL)

This is an ASCII backup of the telephone billing information. These parameters are used to calculate telephone charges for interconnect calls. This information is not critical for a system. However, it must be present in the CIT or MBX for it to operate correctly.
Equivalent Guardian command: BILL\LTel

Airtime Charges (LAIR)

This is an ASCII backup of the airtime billing information. These parameters are used to calculate airtime charges for interconnect calls. This information is not critical for a system. However, it must be present in the CIT or MBX for it to operate correctly.
Equivalent Guardian command: BILL\LAir

Authorization Information

Authorization Backup (MSAVE)

EzSaveWin will save a Hex image of the memory on the MCB or ICB card (CIT or MBX systems respectively). Like with the Subscriber Backup (CSAVE) this is a very accurate, error-checked copy of everything related to interconnect except for SLNG records. If a system crash does occur, this is a very painless way to restore all interconnect related settings onto the system.

Equivalent Guardian command: AUTH\Msave



It is highly recommended that the 'RSET' command at the BILL prompt be run after any successful Authorization Load (MLOAD) of a CIT. Answering the resulting questions will reactivate any billing charge parameters in the CIT. On systems with a CIT that has international dialing capabilities, typing RSET at the BILL prompt results in the RSET prompt instead of reactivating the billing parameters. For such systems, the appropriate command to reactivate billing charge parameters should be used instead of 'RSET'.



The time it takes to complete the MSAVE operation can vary drastically depending on whether a system has CIT or MBX. The MBX has much more information to backup than the CIT. A typical CIT MSAVE file will take up about 110,000 bytes. A typical MBX MSAVE file will be in excess of 1,000,000 bytes. Depending on the speed of the connection between the system and EzSaveWin, an MBX MSAVE will almost certainly take a significant amount of time to complete, usually several hours. Despite this significant time requirement, the Authorization Backup (MSAVE) is still recommended for backing up the telephone/interconnect portion of a central controller due to its accuracy and comprehensiveness.

Authorization List Backup (AUTHL)

This is an ASCII backup of the CIT or MBX Authorization information. The AUTH table is a list of every radio permitted to make telephone calls on the system.

Equivalent Guardian command: AUTH>List

Translation Table (TRAN)

This is an ASCII backup of the TRAN table. It allows users to have a four digit over dial number for a telephone radio rather than the normal six digit number.

Equivalent Guardian command: AUTH\TRAN\LIST

Direct Dial (MBX Systems only) (ADID)

This is an ASCII backup of the DID (Direct Inward Dial) table of the MBX interconnect. This can only be completed on MBX systems.

Equivalent Guardian command: AUTH\DIId>List

Exclusion Classes (MBX Systems only) (AECN)

This is an ASCII backup of the MBX ECN (Exclusion Class) table. This can only be completed on MBX systems.

Equivalent Guardian command: AUTH\EC>List

Authorization Parameters (MBX Systems only) (PARM)

This is an ASCII backup of the PARM table in an MBX system. This can only be completed on MBX systems.

Equivalent Guardian command: AUTH\PARM

Predigit Dialing Sequence (PDIG)

This is an ASCII backup of the PDIGIT (pre-digit) table.

Equivalent Guardian command: AUTH\Pdigit

Telephone Information

Telephone Repeater Interface (TELR)

This is an ASCII backup of the status Telephone Repeater interfaces (TRIBs).

Equivalent Guardian command: TELL\S R ALL

Phone Line Interface (TELP)

This is an ASCII backup of the status of the Telephone Phone Line interfaces (PLIBS).

Equivalent Guardian command: TELL\S P ALL

Billing Usage

The *Billing Usage* tab lists several billing usage related operations possible with EzSaveWin. (Figure 7.6)

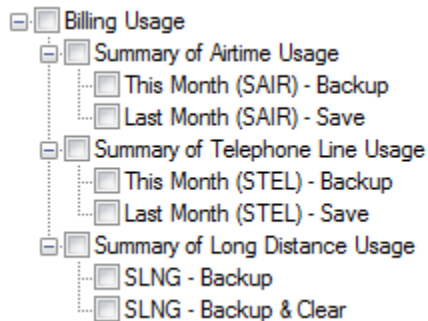


Figure 7.6 – Billing Usage operations

Billing Usage

Summary of Airtime Usage (SAIR)

There are two options available for backing up the SAIR. The user can back up the current month's SAIR and/or save the previous month's SAIR. If the current month's SAIR is backed up, remember that it will not be a complete month's SAIR.

Equivalent Guardian command: BILL\SAir



The current month's SAIR is saved with the following filename: SAIRxxxx.001 where xxxx is the System Number. The previous month's SAIR is always saved with the following filename: SAIRxxxx.FIL where xxxx is the System Number. This FIL file is overwritten whenever the previous month's SAIR option is completed. Therefore, EzSaveWin only keeps the full month's SAIR for the last time the previous month's SAIR option was completed. The ASCII Backup setting in the system controller's settings determines how many current month's SAIR files are kept.

Summary of Telephone Line Usage (STEL)

The options for backing up the STEL are exactly the same as for the SAIR. See the description of the SAIR for more information.

Equivalent Guardian command: BILL\STel



The current month's STEL is saved with the following filename: STELxxxx.001 where xxxx is the System Number. The previous month's STEL is always saved with the following filename: STELxxxx.FIL where xxxx is the System Number. This FIL file is overwritten whenever the previous month's STEL option is completed. Therefore, EzSaveWin only keeps the full month's STEL for the last time the previous month's STEL option was completed. The ASCII Backup setting in the system controller's settings determines how many current month's STEL files are kept.

Summary of Long Distance Usage (SLNG)

There are two options available for backing up the SLNG.

- **Backup:** This will save the SLNG and not clear the SLNG in the central controller.
- **Backup and Clear:** This will save the SLNG and clear the SLNG from the central controller.

Equivalent Guardian command: BILL\SLng

Other Operations

The *Other Operations* tab lists several miscellaneous operations possible with EzSaveWin that do not fall under one of the other four categories. (Figure 7.7)



Figure 7.7 – Other operations

Yesterday's Statistics (STAT)

This option allows the user to save the central controller's statistics from the previous day. These statistics are saved in 15 minute increments. There are two options when saving these statistics.

- **Append:** The statistics will be added to the end of the Statistics file for this central controller, if one is found. A new statistics file will be created if EzSaveWin cannot find an existing one.
- **Override:** EzSaveWin will delete the existing Statistics file for the central controller, if one is found, and begin a new Statistics file with the statistics saved from the central controller.



All previously saved statistics for the central controller will be deleted. The override option should only be used if it is certain there is no need to keep previously saved statistics.

Equivalent Guardian command: SERV\Stats

Diagnostic Messages (DIAG)

This option will cause the central controller to print all DIAG messages in its DIAG buffer and save them in two files:

- DIAGxxxx-E.FIL where xxxx is the System Number. This file contains all diagnostics saved with this operation as well as any that are received when logging into the central controller while Automatic Diagnostics are enabled. The diagnostics saved in this file are the raw, untranslated diagnostics.
- DIAGxxxx-D.FIL where xxxx is the System Number. This file contains the same diagnostics saved in the DIAGxxxx-E.FIL file but in a translated, decoded format. Each diagnostic in this file consists of seven lines containing the raw diagnostic, date/time the diagnostic occurred, central controller status at the time of the diagnostic, affected device, affected site, condition reported, and the diagnostic's message.

These files are never overwritten and new DIAG messages saved are added to the end of these files.

Equivalent Guardian command: DIAG\Print



Since the Diagnostic backup files are never overwritten and only appended to, EzSaveWin does not add to the files the additional information (System ID, Comments, Start Time, End Time, etc) as it does with other backup operations. Thus, if this is the only operation selected in the *Save* screen, EzSaveWin will not ask the user for any comments to add to the files.



There are limitations on how many diagnostics EzSaveWin keeps in these files. By default up to 50,000 diagnostics per central controller or 50 Megabytes per diagnostic file. These limits can be changed in the *Options* screen of EzSaveWin as described in Chapter 15 *Options*.



EzSaveWin will also separate the diagnostics saved by this operation into daily files if the **Create daily Diagnostic files** option in the *Options* screen is enabled. The daily file a diagnostic message is saved to is determined by the date the diagnostic occurred on, not the date EzSaveWin downloaded the diagnostic from the central controller. Chapter 15 *Options* describes this option in more detail.

Channel Status (CHAN)

This option saves a Status listing of all channels on the system. For TypeI systems, EzSaveWin will save the status for up to the number of channels specified for the system in the *Edit System* window of EzSaveWin. For TypeII systems, this is a listing of all active channels. The channel statuses are saved to the system's **Backup Folder** with the following filename: CHANxxxx.FIL where xxxx is the System Number. This file is never overwritten. Whenever EzSaveWin retrieves the channel status list, it is appended to the end of this file.

Equivalent Guardian command: CHAN\Status All

This chapter contains the following sections:

- **Overview:** Describes the purpose and need for Load operations in EzSaveWin.
- **Load Window:** Describes the Load window.
- **Selecting a Backup:** Describes how and when the user selects a specific backup to load.
- **Load/Restore Operations:** Describes the restore operations available in EzsaveWin.

Overview

If a central controller crashes, it is vital to be able to return the system to its state prior to the crash as quickly as possible. Provided that recent backups are available, returning a system as close as possible to its prior state is done most easily by restoring those backups onto the system. Without a backup, recent or otherwise, it is a very time and resource intensive process to manually return the system to its previous state. By using EzSaveWin's load capabilities, it is extremely simple to take backups previously created with EzSaveWin's Save or Scheduler features to restore the system as close as possible to its previous state. The chapter describes all possible load operations in EzSaveWin.

Load Window

Once EzSaveWin is connected to a controller as described in Chapter 6 *System Connections* the user will be able to reload previously created EzSaveWin backups of dispatch and telephone data stored by the central controller. Restoring backups is done via the *Load* feature of EzSaveWin. The *Load* feature is accessed by clicking on the **Load** option in the main EzSaveWin window or by clicking on the **Save/Load→Load** menu option from the menubar. Upon choosing one of these options, the *Load* window will appear. (Figure 8.1)

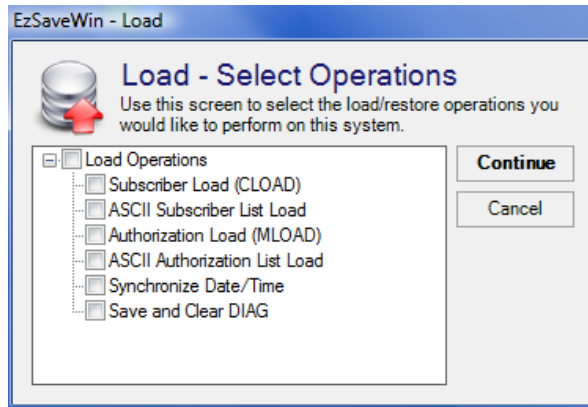


Figure 8.1 – Load operations

From this window all load/restore operations possible with EzSaveWin are available to the user.

To select a load operation for EzSaveWin to complete, the user simply clicks on the operation's label or checkbox. The checkbox will change to display a checkmark in the box. To select a group of operations organized under a category, the user simply clicks the title of the category or its checkbox to select all operations in the category. In Figure 8.1 for example, clicking on the **Load Operations** checkbox will automatically select all six of the operations within that category.

To deselect a selected operation, the user simply clicks on the operation's checkbox. The checkmark will disappear and the checkbox will be cleared.

To complete the selected operations, the user clicks on the **Continue** button. If EzSaveWin is not connected to a central controller, the user will be prompted to connect to a system. The *Connection* window will appear. Once EzSaveWin is connected to a system, the *Task Launcher* window will appear, prompting the user to continue with the load operations. For detailed information on the *Task Launcher* window, see Chapter 11 *Task Launcher*. The *Task Launcher* window will display all operations selected by the user in the *Load* window. Once the user clicks the **Start** button in the *Task Launcher* window, those operations will be processed and completed.

Selecting a Backup

Of the six possible operations in the Load window, when completing the following four operations, the user will be prompted to select the backup file to be used to restore the central controller.

- Subscriber Load (CLOAD)
- ASCII Subscriber List Load
- Authorization Load (MLOAD)
- ASCII Authorization List Load

After clicking the **Start** button in the *Task Launcher* window, EzSaveWin will display the *Backup Selector* window as it begins each selected operation. (Figure 8.2) If the operation requires confirmation or other input from the user these prompts will appear prior to the *Backup Selector* window appearing.

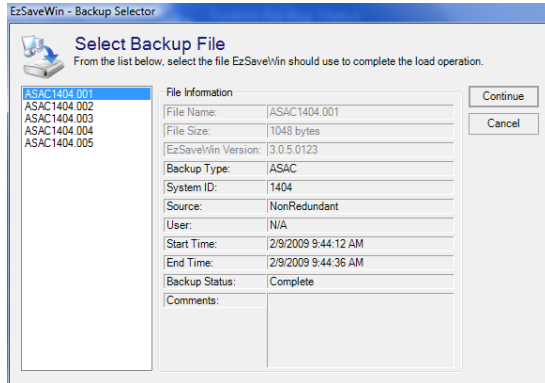


Figure 8.2 – Backup Selector window

The *Backup Selector* window allows the user to view basic information on each backup file of the selected operation for the connected central controller. Selecting a file from the list on the left will display that backup’s information on the right. By default, the most recent backup is automatically selected. Once the desired file to be used in the restore has been selected, click the **Continue** button to begin the actual restore. Clicking **Cancel** will abort the restore process and cancel any other load operations shown in the *Task Launcher* window.

Load/Restore Operations

There are six load/restore related operations possible with EzSaveWin. (Figure 8.3)

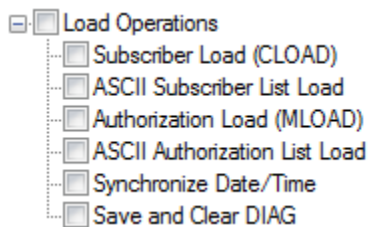


Figure 8.3 – Load operations

Subscriber Load (CLOAD)

If EzSaveWin is used to create Hex backups of the central controller’s CSC memory (using the Subscriber Backup (CSAVE) operation), it is highly recommended that the Subscriber Load operation be performed for reloading the Subscriber information. This backup is error-checked with the central controller as it is created. It is also an extremely accurate and complete backup of the CSC memory on the central controller. When a CSAVE backup is restored to the

central controller, it is again error-checked as it is sent to ensure that no data corruption occurs in the transfer of information between EzSaveWin and the system. The CLOAD operation, like the CSAVE operation, does take significantly longer to load than the ASCII Subscriber List Load, however the benefits of a very accurate and complete reload is worth the extra reload time. When starting this operation, the user will be asked to confirm they wish to carry out the CLOAD operation as well as whether they wish the Subscriber List (SAC) to be activated once the CLOAD operation is complete.

ASCII Subscriber List Load

This operation reloads the subscriber information from a Subscriber List Backup (ASAC or SUBS) operation completed by EzSaveWin on the system. It uses the file selected by the user with the *Backup Selector* window.

When starting this operation, the user will be asked to confirm they wish to carry out the Authorization List Load operation. Upon confirmation, the user will also be asked if the Subscriber List should be cleared prior to reloading from the backup. The user should choose **Yes** here if this reload is being done after a full system crash. If the user is simply doing a 'verification reload', **No** should be chosen. EzSaveWin will then just EDIT the unit to ensure that all its flags are set properly based on the data in the EzSaveWin backup. If a unit is not in the Subscriber List on the central controller, it will be added. If there is a unit in the Subscriber List which is not in the EzSaveWin backup, it will not be deleted or edited in any way.

If the user selects to clear the Subscriber List, they will be asked if the Subscriber List should be activated after reloading from the backup. If **Yes** is chosen, the Subscriber List will be activated after all units have been reloaded.

Authorization Load (MLOAD)

If EzSaveWin is used to create Hex backups of the MCB or ICB card's memory (CIT or MBX systems respectively) using the Authorization Backup (MSAVE) operation, it is highly recommended that the Authorization Load operation be performed for reloading the telephone/interconnect information. This backup is error-checked with the central controller as it is created. It is also an extremely accurate and complete backup of the telephone/interconnect information on the central controller. When an MSAVE backup is restored to the central controller, it is again error-checked as it is sent to ensure that no data corruption occurs in the transfer of information between EzSaveWin and the system. The MLOAD operation, like the MSAVE operation, does take significantly longer to load than the ASCII Authorization List Load, however the benefits of a very accurate and complete reload is worth the extra reload time.

When starting this operation, the user will be asked to confirm they wish to carry out the MLOAD operation as well as whether they wish the Authorization List to be activated once the MLOAD operation is complete.



If the user chooses to have the Authorization List activated after the Authorization Load (MLOAD), some central controllers will also ask if units not in the Authorization List should be rejected. In these cases, EzSaveWin will tell the central controller to reject those units. If the user does not want those units to be rejected, this setting can be changed by using the Terminal window to navigate to the AUTH> prompt, typing 'STAT' and answering the resulting questions appropriately.

ASCII Authorization List Load

This operation reloads the authorization list information from an Authorization List Backup (AUTHL) operation completed by EzSaveWin on the system. It uses the file selected by the user with the *Backup Selector* window.

When starting this operation, the user will be asked to confirm they wish to carry out the Authorization List Load operation. Upon confirmation, the user will also be asked if the Authorization List should be cleared prior to reloading from the backup. The user should choose **Yes** here if this reload is being done after a full system crash. If the user is simply doing a 'verification reload', **No** should be chosen. EzSaveWin will then just EDIT the unit to ensure that all its flags are set properly based on the data in the EzSaveWin backup. If a unit is not in the Authorization List on the central controller, it will be added. If there is a unit in the Authorization List which is not in the EzSaveWin backup, it will not be deleted or edited in any way.

After selecting to clear the Authorization List, the user will be asked if the Authorization List should be activated after reloading from the backup. If **Yes** is chosen, the Authorization List will be activated after all units have been reloaded.



Even though EzSaveWin is able to backup and save ASCII versions of almost every aspect of the CIT/MBX, the ASCII Authorization List Load is the only ASCII load operation possible with EzSaveWin for telephone/interconnect related information. This operation loads only the Authorization List of units permitted to use interconnect on the system. The other backups are saved primarily for viewing of the various settings. EzSaveWin does not allow for these backups to be reloaded primarily to prevent the system from being put in a state other than what is expected. If an ASCII reload of those operations were to fail or the information to be corrupted in the transfer from EzSaveWin to the central controller, the system could potentially be left in a state drastically different than what the user intended. Therefore, it is highly recommended to use the Authorization Backup and Load (MSAVE, MLOAD) operations to backup and restore the Authorization information to the state desired by the user.

Synchronize Date/Time

This operation sets the date and time of the central controller to match the date and time of the computer running EzSaveWin. If the central controller is in a different time zone from the EzSaveWin computer, adjustments will be made using the **Time Zone** setting set for the central controller in the *Edit System* window.

Save and Clear DIAG

This operation clears the DIAG buffer on the central controller. If Automatic DIAGs are turned on, this will have no affect as all DIAG messages will have already been displayed. In all cases, any DIAG messages buffered in the central controller are saved by EzSaveWin before clearing the DIAG buffer. In essence, this operation is equivalent to the **Diagnostic Messages** Save operation described in Chapter 7 *Save Operations* followed by the CLEAR command at the Guardian Diag prompt.

This chapter contains the following sections:

- **Overview:** Describes the synchronization feature of EzSaveWin.
- **Synchronize Systems Window:** Describes the *Synchronize Systems* window.

Overview

The Synchronize Controllers feature in EzSaveWin is quite useful for systems which have redundant central controllers. This feature allows the user to synchronize the Subscriber or Authorization databases between the two central controllers. This chapter describes the possible synchronize operations as well as the process for carrying out such an operation.

Synchronize Systems Window

Make sure that EzSaveWin is not connected to any central controller when synchronizing redundant central controllers. The synchronize process will automatically connect and disconnect from the central controllers being synchronized. Additionally, you must be licensed for and have entered both an A and B central controller with the same System ID into EzSaveWin (see Chapter 5 *Adding and Modifying Systems*). The *Synchronize* feature is accessed by clicking on the **Synchronize** option in the main EzSaveWin window or by clicking the **Save/Load→Sync** menu option from the menubar. Upon clicking that option, the *Synchronize* window will appear. (Figure 9.1)

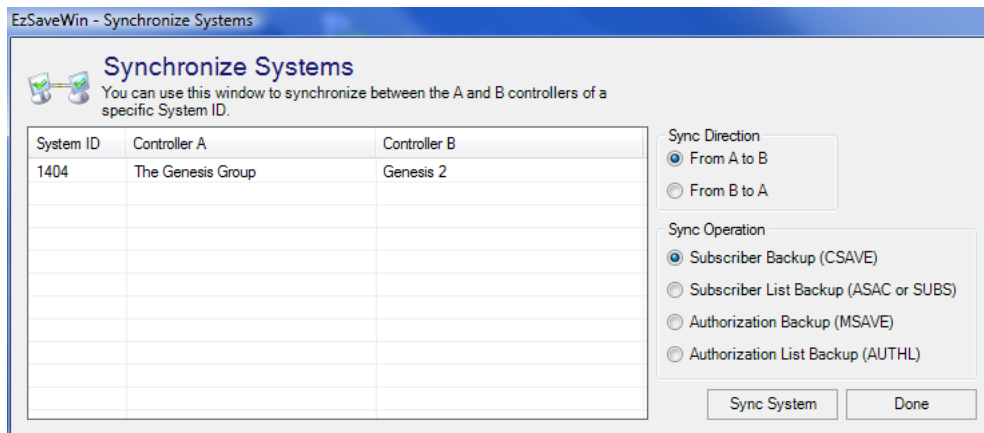


Figure 9.1 – Synchronize window

Once at this window, the user must define the synchronize operation EzSaveWin will complete. The following steps must be taken to define the synchronize operation to take place.

- Select the appropriate set of redundant central controllers from the list on the left. This list will include only the sets of central controllers in EzSaveWin which have both an A and B central controller for the same System ID.
- Select the **Sync Direction**. This defines the direction in which the synchronization will take place. If **From A to B** is selected, then the B central controller database will be updated with the database from the A central controller. If **From B to A** is selected, then the A central controller will be updated with the database from the B central controller.
- Select the **Sync Operation**. This defines which operation to use for the synchronize operation. The four options are as follows:
 - Subscriber Backup (CSAVE)
 - Subscriber List Backup (ASAC or SUBS)
 - Authorization Backup (MSAVE)
 - Authorization List Backup (AUTHL)

Those four options are described in greater detail in Chapter 7 *Save Operations*. They denote the save operation to take place when saving the appropriate database. The corresponding load operations are as follows:

- Subscriber Load (CLOAD)
- ASCII Subscriber List Load
- Authorization Load (MLOAD)
- ASCII Authorization List Load

These load operations are described in greater detail in Chapter 8 *Load Operations*.

Once the correct options have been selected, click the **Sync System** button to carry out the synchronize operation. EzSaveWin will automatically connect to the first central controller, complete the save operation, and disconnect from the central controller. It will then connect to the second central controller, complete the appropriate load operation and disconnect from the central controller.

This chapter contains the following sections:

- **Overview:** Describes the Scheduler feature of EzSaveWin.
- **Backup Scheduler:** Describes the core of the Scheduler.
- **Backup Schedules:** Describes the *Backup Schedules* window.
- **System Scheduler Window:** Describes the *System Scheduler* window.
- **Scheduler Status:** Describes the *Scheduler Status* window.

Overview

The EzSaveWin Scheduler allows a user to create schedules to automatically backup central controllers at specified times. This removes the need to remember to manually complete a backup on a regular basis. The Scheduler consists of three parts. The *Backup Schedules* screen allows the user to create, modify, and delete backup schedules. The *Scheduler Status* screen allows the user to view the status of recent and upcoming scheduled backups.

Scheduler

The core of the EzSaveWin Scheduler runs in the background when EzSaveWin is running. Thus, EzSaveWin can be used normally in between scheduled backups. Whenever the time comes for a scheduled backup to begin, EzSaveWin will notify the user. (Figure 10.1) The user will have the choice to immediately begin the backup, postpone the backup, or cancel that instance of the backup.

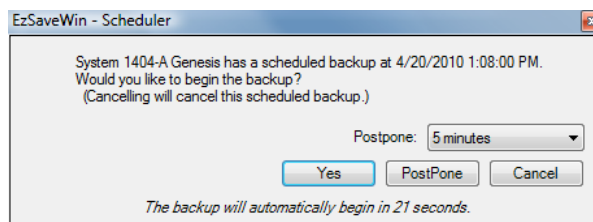


Figure 10.1 – Scheduler notification window

If the user does not make a choice after a short period of time, the dialog will disappear and EzSaveWin will automatically begin the scheduled backup.

Once EzSaveWin begins the scheduled backup, it will attempt to connect to the appropriate central controller. After it connects, EzSaveWin will begin carrying out the backup tasks assigned to the schedule. Upon completing the assigned tasks, EzSaveWin will disconnect from the central controller and wait until the next scheduled backup is set to begin. If another backup is scheduled to begin

while another scheduled backup is taking place, it will be carried out immediately after the previous schedule is finished.



If EzSaveWin is connected to a central controller when the time comes for a scheduled backup to begin, EzSaveWin will wait to begin the scheduled backup until EzSaveWin is disconnected from the central controller.

Backup Schedules

The *Backup Schedules* screen is where the user creates, modifies, and deletes backup schedules to be completed by the EzSaveWin Scheduler. The *Backup Schedules* screen is accessed by either selecting the **Backup Schedules** option in the main EzSaveWin window or by clicking the **Scheduler**→**Backup Schedules** menu option from the menubar. (Figure 10.2)

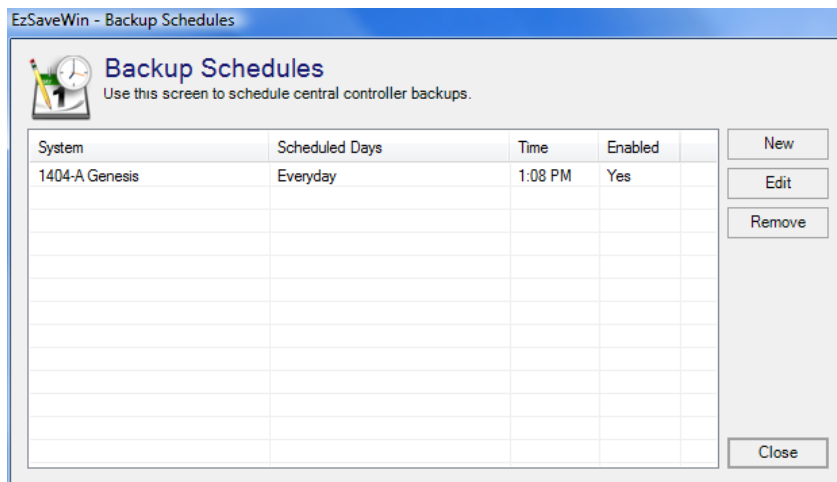


Figure 10.2 – Backup Scheduler window

All schedules are listed in the left portion of the screen. Each schedule is displayed with the System ID and name of the central controller assigned to the schedule, the days the schedule is to be run, the time of the schedule, and whether the schedule is enabled or not.

The three buttons in the *Backup Scheduler* window are described as follows:

- **New:** Add a new schedule to EzSaveWin by clicking the **New** button. This will display the *Schedule* window, allowing the user to create a new backup schedule.
- **Edit:** Edit an existing schedule by selecting the schedule from the list on the left and clicking the **Edit** button. This will display the *Schedule* window with the selected backup schedule's information. The user is then able to modify the schedule.
- **Remove:** If an existing schedule is no longer needed, it can be removed from EzSaveWin by first selecting the schedule and then clicking the **Remove** button. This will remove the schedule completely from EzSaveWin.

Schedule Window

Clicking either the **New** or **Edit** button in the *Backup Schedules* window will display the *Schedule* window. (Figure 10.3) If the user is creating a new schedule, all options in this window will be set to the default values. If the user is modifying a schedule, the window will be filled with the selected schedule's information.

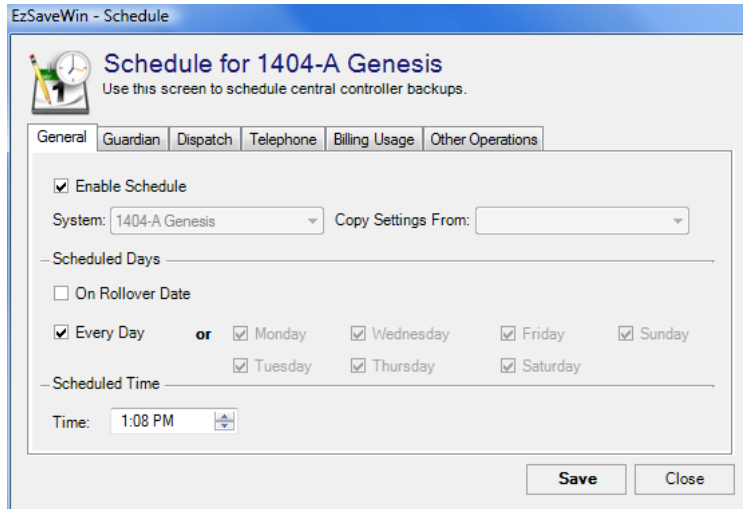


Figure 10.3 – Schedule window

The *Schedule* window has six tabs containing all options that can be set on a backup schedule.

- **General:** This tab contains general information about the schedule such as system, scheduled days, and time of the schedule. These options are described in the next section of this chapter.
- **Guardian:** This tab lists the Guardian prompt operations whose result can be saved. These operations are described in the *Guardian* section of Chapter 7 *Save Operations*.
- **Dispatch:** This tab lists the Dispatch related operations whose results can be saved. These operations are described in the *Dispatch* section of Chapter 7 *Save Operations*.
- **Telephone:** This tab lists the Telephone/Authorization related operations whose results can be saved. These operations are described in the *Telephone* section of Chapter 7 *Save Operations*.
- **Billing Usage:** This tab lists the Billing Usage related operations whose results can be saved. These operations are described in the *Billing Usage* section of Chapter 7 *Save Operations*.
- **Other Operations:** This tab lists all other operations that can be scheduled. These operations are described in the *Other Operations* section of Chapter 7 *Save Operations*.

General Tab

The General tab allows the user to assign basic information to the schedule. There are several options that can be assigned.

- **Enable Schedule:** If checked, this schedule will be added to the list of schedules to be completed by the scheduler.
- **System:** This drop down lists central controllers stored in EzSaveWin. This is the central controller EzSaveWin will connect to when running this schedule.
- **Copy Settings From:** This is enabled when there is at least one other schedule already entered into EzSaveWin. The user can easily and quickly import all schedule information from another schedule. This is useful if the schedule being created is almost exactly the same as previously entered schedule. The drop down will contain all schedules currently in EzSaveWin. Selecting a schedule will populate the current schedule with all information from the selected schedule.
- **Scheduled Days:** This determines the days that the schedule will be carried out on while EzSaveWin is running.
 - **On Rollover Date:** If checked, this schedule will be run on the Rollover Date selected for this central controller in the *System Controller* window.
 - **Every Day:** If checked this schedule will be run every day of the week at the time specified.
 - **Monday-Sunday:** If the **Every Day** option is not checked, the user will be able to check the individual days of the week they wish to run the schedule.
- **Scheduled Time:** This option allows the user to select the time of day at which EzSaveWin will begin the scheduled operations in the schedule.

Scheduler Status

The *Scheduler Status* screen allows the user to see the status of recent and upcoming scheduled backups. This screen is accessed by either selecting the **Scheduler Status** option in the main EzSaveWin window or by clicking the **Scheduler**→**Scheduler Status** menu option from the menubar. (Figure 10.4)

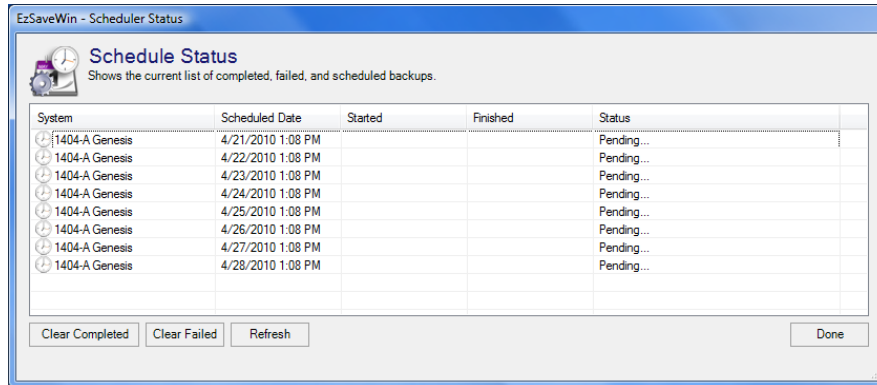


Figure 10.4 – System Scheduler window

The *Scheduler Status* window will display all scheduled backups for the current day and the following 7 days. It will display the central controller being connected to, the scheduled date/time, and the status of the schedule. Only schedules that are enabled in the *Backup Schedules* are shown here. This screen will also show the actual date/time the backup started as well as when it finished once the backup has been carried out.

Clicking the **Clear Completed** button will remove from the list any scheduled backups which have a status of Completed.

Clicking the **Clear Failed** button will remove from the list any scheduled backups which have a status of Failed.

Clicking the **Refresh** button will refresh the list to show any changes in the schedules and their status since the *Scheduler Status* window was opened.

Overview

The *Task Launcher* window is displayed to allow the user to begin a Save or Load operation as well as to see the progress and results of tasks completed or in the process of being completed.

The Task Launcher window cannot be accessed directly. Instead it is displayed automatically when one of the following occurs while using EzSaveWin.

- One or more Save operations are selected in the *Save* window and the **Continue** button is clicked. (See Chapter 7 *Save Operations*)
- One or more Load operations are selected in the *Load* window and the **Continue** button is clicked. (See Chapter 8 *Load Operations*)
- After EzSaveWin automatically connects to a central controller to complete a scheduled backup using the EzSaveWin Scheduler. (See Chapter 10 *Scheduler*)
- A pair of redundant central controllers is synchronized using the Synchronize feature. (See Chapter 9 *Synchronize Controllers*)

The *Task Launcher* window (Figure 11.1) will display a list of all tasks to be completed on the system EzSaveWin is connected to.

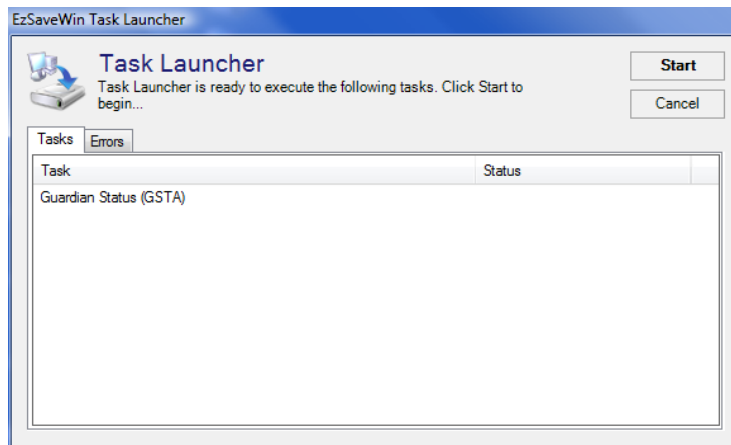


Figure 11.1 – Task Launcher window

When completing operations using the Save and Load features of EzSaveWin, the Task Launcher will display and wait for the user to click the **Start** button to begin the operations listed. When completing operations using the Scheduler or Synchronize features, the *Task Launcher* window will automatically begin the

listed operations. In all cases, the user will be able to cancel any operations in progress by clicking the **Cancel** button.

There are two tabs in the *Task Launcher* window which display information pertinent to the current tasks. To switch between these two tabs, simply click the appropriate tab in the bottom left corner of the *Task Launcher* window.

- The **Tasks** tab is the default tab and displays a list of all tasks to be completed. This tab also lists the status of each task.
- The **Errors** tab displays any errors that EzSaveWin may have encountered while carrying out any of the tasks.

Overview

The *System Backup Status* window allows a user to view and edit any backups or saved files created by any of the *Save* operations in EzSaveWin. These files are opened using the EzSaveWin Viewer, a basic text editor designed specifically for EzSaveWin. (See Chapter 14 *EzSaveWin Viewer*).

The *System Backup Status* window is accessed by clicking on the **System Backup Status** option in the main EzSaveWin window or by selecting the **System→System Backup Status** menu option from the menubar. (Figure 12.1)

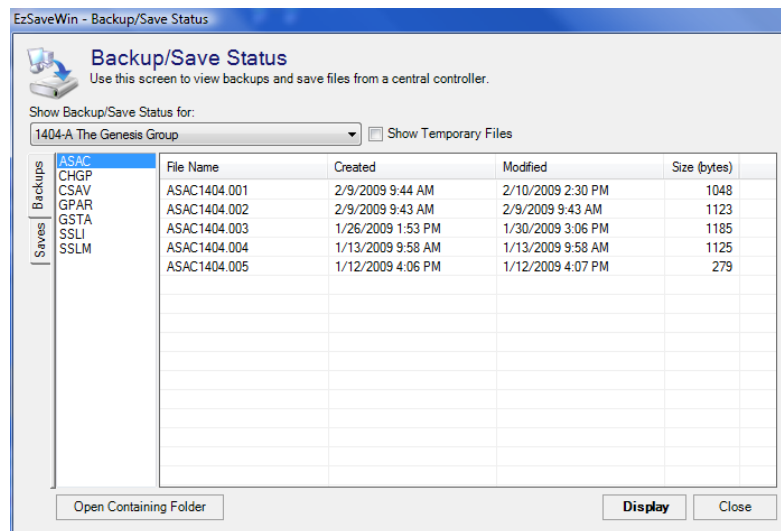


Figure 12.1 – System Backup Status window

Once the *System Backup Status* window appears, the user can select any of the central controllers in EzSaveWin from the drop down box near the top. Upon selecting a central controller, the listing in the main part of the window is filled with the backup and save files for that central controller.

There are two tabs along the left side of the window. Selecting a tab will display the types of files saved by EzSaveWin for that central controller.

- **Backup Tab:** This tab displays information about EzSaveWin backups that result in a new file being created each time the operation is carried out. If the system is configured in the *System Controllers* window to keep multiple generations, each generation of a file will be listed here with an

extension such as .001, .002, etc. Operations such as CSAVE will appear here.

- **Save Tab:** Files in this tab will be from Save operations which do not result in a new file every time the operation is carried out. These files will have an extension of .FIL. Files from operations such as saving diagnostics will appear in this tab.

The file listing consists of two panes.

- **Operation listing:** The left pane lists all operations that have files for this central controller. Selecting a specific operation will change the list of files displayed in the right pane.
- **File listing:** The right pane lists all files created by EzSaveWin for the selected operation for the selected central controller. This pane lists the filename, the date the file was created, the date the file was last modified, and the size in bytes of the file.

Once a file has been selected in the right pane, it can be displayed by clicking the **Display** button. This will load and display the selected file in the EzSaveWin Viewer. It can then be viewed, edited, or printed as described in Chapter 14 *EzSaveWin Viewer*.

Additionally, the folder containing all of the backup and save files for the selected central controller can be opened by clicking on the **Open Containing Folder** button. This will open a Windows Explorer window to the correct folder.

Occasionally, EzSaveWin may be disconnected from a central controller unexpectedly, a task may be aborted by the user, or for some other reason EzSaveWin may be unable to complete a backup or save. In these cases, any partial backups/saves are saved to temporary files. These files can be displayed by checking the **Show Temporary Files** checkbox next to the central controllers drop down box.

Overview

The *System Reports and Sessions* window allows a user to view and edit any system report or session history automatically created by EzSaveWin. These files give either a summary of the communication with a central controller or a verbose history of all commands and data sent to the central controller and all responses received back from the central controller.

The *System Reports and Sessions* window is accessed by clicking on the **System Reports and Sessions** option in the main EzSaveWin window or by selecting the **System**→**System Reports and Sessions** menu option from the menubar. (Figure 13.1)

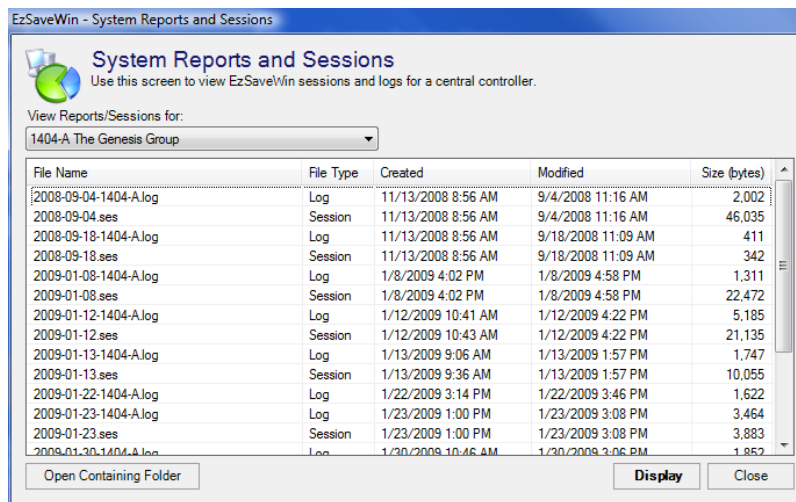


Figure 13.1 – System Reports and Sessions window

Once the *System Reports and Sessions* window appears, the user can select any of the central controllers in EzSaveWin from the drop down box near the top. Upon selecting a central controller, the listing in the main part of the window is filled with all reports and sessions for that central controller.

There are two types of files which will appear in the file listing part of the window.

- **System Reports:** These files have an extension of .log and contain a summary of a session between EzSaveWin and a central controller. This is the summary text that appears in the *Connection Log* portion of the

main EzSaveWin window. See the *Connection Log* section of Chapter 4 *EzSaveWin Main Window* for more information.

- **Sessions:** These files have an extension of .ses and contain a complete log of all communication sent by EzSaveWin to a central controller and the responses received back from the central controller. This is basically a save of all text that appears in the *Terminal* window portion of the main EzSaveWin window.

Once a file has been selected in the file listing, it can be displayed by clicking the **Display** button. This will load the EzSaveWin Viewer and display the selected file. It can then be viewed, edited, or printed as described in Chapter 14 *EzSaveWin Viewer*.

Additionally, the folder containing all the system reports and sessions for the selected central controller can be opened by clicking on the **Open Containing Folder** button. This will open a Windows Explorer window to the correct folder.

This chapter contains the following sections:

- **Overview:** Describes the EzSaveWin Viewer.
- **Menus:** Describes the menus within the EzSaveWin Viewer.
- **Toolbar:** Describes the buttons on the toolbar of the EzSaveWin Viewer.
- **Text Entry:** Describes the text entry/edit/view portion of the EzSaveWin Viewer.

Overview

The *EzSaveWin Viewer* allows a user to view, edit, and print any system report, session history, backup, or save file created by EzSaveWin.

The *EzSaveWin Viewer* is opened when displaying a file via the *System Backup Status* or *System Reports and Sessions* windows of EzSaveWin. (Figure 14.1)

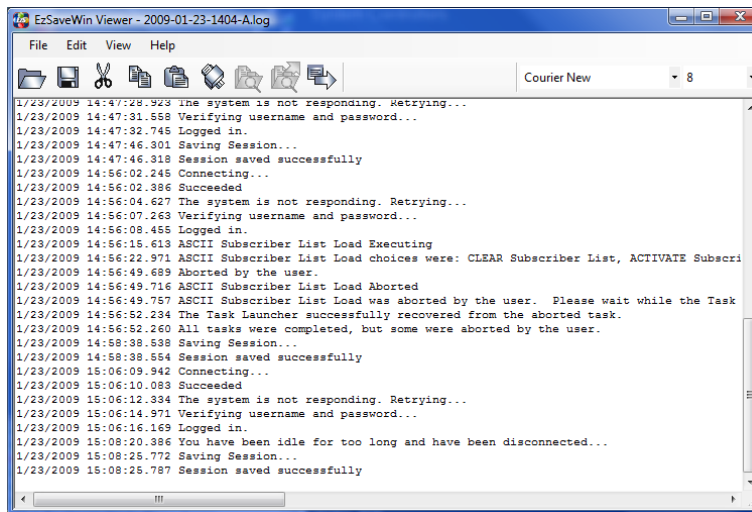


Figure 14.1 – EzSaveWin Viewer

Once the *EzSaveWin Viewer* appears, the user can view, edit, or print the file opened by the Viewer. There are also several other features within the Viewer to change the appearance of the text or carry out other operations.

Menus

The menus within the Viewer contain the basic operations a user would expect from a basic text editor.

- **File menu:** This menu contains the following commands.
 - **Open:** Open a different document.
 - **Save:** Save the document with any changes made since it was opened or last saved.
 - **Page Setup:** Set up the basic print options for the document.
 - **Print Preview:** View a preview of the open document as it would appear when printed.
 - **Print:** Print the document currently open in the Viewer.
 - **Exit:** Closes the EzSaveWin Viewer.
- **Edit menu:** This menu contains the following commands.
 - **Cut:** Cut the selected text from the document.
 - **Copy:** Copy the selected text from the document.
 - **Paste:** Paste the text from the Windows Clipboard into the current document at the position of the cursor.
 - **Select All:** Select the entire text of the document.
- **View menu:** This menu contains the following commands.
 - **View DIAG:** This option will be enabled only when the file being viewed contains one or more diagnostic messages. Selecting a diagnostic message and clicking this option or hitting the F3 key will display an easy-to-read translation of the selected diagnostic.
 - **Export DIAGs:** This option will be enabled only when the file being viewed contains one or more diagnostic messages. Selecting multiple diagnostics and clicking this option or hitting the F4 key will allow the user to export the selected diagnostics to a text file. The diagnostics will be translated into an easy-to-read format as they are being exported.
- **Help menu:** This menu contains the following commands.
 - **About:** This displays an *About* box for the EzSaveWin Viewer that contains contact, support, and copyright information.

Toolbar

The toolbar in the Viewer gives the user quick access to options also available in the menus. (Figure 14.2)



Figure 14.2 – EzSaveWin Viewer toolbar

The buttons are described as follows from left to right:

- **Open:** Open a different document.
- **Save:** Save the document with any changes made since it was opened or last saved.
- **Cut:** Cut the selected text from the document.
- **Copy:** Copy the selected text from the document.
- **Paste:** Paste the text from the Windows Clipboard into the current document at the position of the cursor.
- **Print:** Print the document currently open in the Viewer.
- **View DIAG:** This option will be enabled only when the file being viewed contains one or more diagnostic messages. Selecting a diagnostic message and clicking this button or hitting the F3 key will display an easy-to-read translation of the selected diagnostic.
- **Export DIAGs:** This option will be enabled only when the file being viewed contains one or more diagnostic messages. Selecting multiple diagnostics and clicking this button or hitting the F4 key will enable the user to export the selected diagnostics to a text file. The diagnostics will be translated into an easy-to-read format as they are being exported.
- **Exit:** Closes the EzSaveWin Viewer.
- **Font Name:** The user can change the font being used to display the document.
- **Font Size:** The user can change the size of the font being used to display the document.

Text Entry

The text entry portion of the EzSaveWin Viewer is where the text of the loaded document is displayed and where the user can view or edit the document.

This chapter contains the following sections:

- **Overview:** Describes the EzSaveWin *Options* window.
- **Storage Tab:** Shows and describes the *Storage* tab.
- **General Tab:** Shows and describes the *General* tab.

Overview

The *Options* window allows the user to view and edit various settings used by EzSaveWin.

The *Options* window is accessed by clicking on the **Tools→Options** menu option from the menubar. Upon choosing this option, the *Options* window will appear. (Figure 15.1)

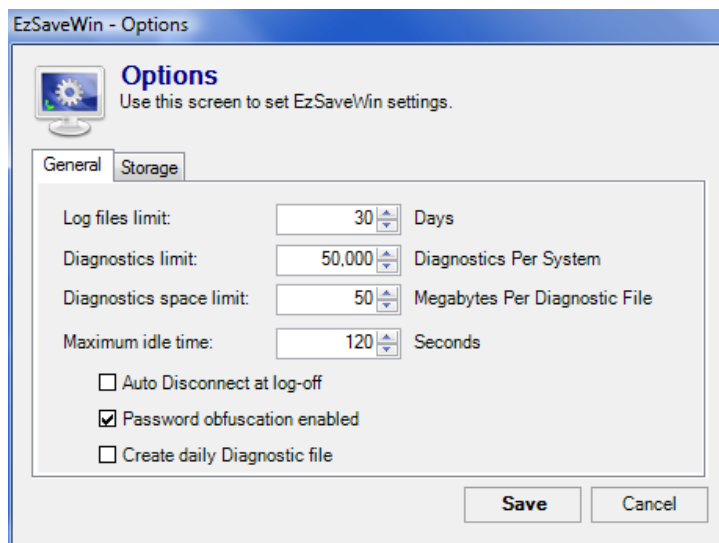


Figure 15.1 – Options window

If any changes are made to settings in the *Options* window, clicking the **Save** button will save those changes. Clicking **Cancel** will discard any changes made since opening the *Options* window.

General Tab

The *General* tab allows the user to view and edit general application-wide settings. There are 6 options that can be set in this tab.

- **Log files limit:** Sets how many days EzSaveWin keeps log files. These logs are EzSaveWin operational logs, not the logs of system activity saved by EzSaveWin.



EzSaveWin can keep verbose logs of everything it does. By default, the verbose logging is turned off. In the event that a support issue arises, your Genesis Customer Support representative may require this logging to be turned on to diagnose the support issue. To activate the verbose logging in EzSaveWin, click on the textbox containing the log file limit setting. Press the Control, Shift, Alt, and Scroll Lock keys on the keyboard simultaneously. A confirmation window will appear stating that logging has been activated. To deactivate the logging repeat the activation process.

- **Diagnostics limit:** Sets the maximum number of diagnostic messages received from a central controller that are kept. Once this number is reached, EzSaveWin will purge the oldest diagnostics to make room for the new diagnostics. This number is a per central controller setting.
- **Diagnostics space limit:** Sets the maximum amount of space each diagnostic file can reach. This is a per diagnostic file setting, not a per central controller setting. Once this limit is reached, EzSaveWin will purge the oldest diagnostics to make room for the new diagnostics.
- **Maximum idle time:** Sets how many seconds EzSaveWin will wait after connecting to a central controller where no activity takes place on the central controller before automatically disconnecting it. Once the user types anything in the *Terminal* window or carries out any Save or Load operation, EzSaveWin will remain connected until manually disconnected by the user or the central controller itself times out the connection.
- **Auto Disconnect at log-off:** If checked, EzSaveWin automatically disconnects from the central controller when logging off the central controller.
- **Password obfuscation enabled:** If checked, EzSaveWin will not display central controller passwords entered in the *System Controller* window.
- **Create daily Diagnostics file:** If checked, EzSaveWin will create or append to daily diagnostic files whenever diagnostics are received from the central controller. Each file will be created based on the date the diagnostic occurred on, not the date when EzSaveWin received the diagnostic. In the event that the diagnostic's date is invalid, the date EzSaveWin received the diagnostic will be used instead. These daily diagnostic files are named as follows: DIAGxxxx--yyyy-mm-dd.FIL where xxxx is the System Number, yyyy is the year, mm is the month, and dd is the day.

Storage Tab

The *Storage* tab allows the user to view and edit the location of where data used and created by EzSaveWin is stored. There are three folders that can be set.

- **Systems Info Storage Folder:** The folder where EzSaveWin will store central controller information in EzSaveWin.
- **Backup Data Storage Folder:** The folder where EzSaveWin will store all Backup and Save files created when connected to central controllers.
- **Report Data Storage Folder:** The folder where System Reports and Sessions are stored.

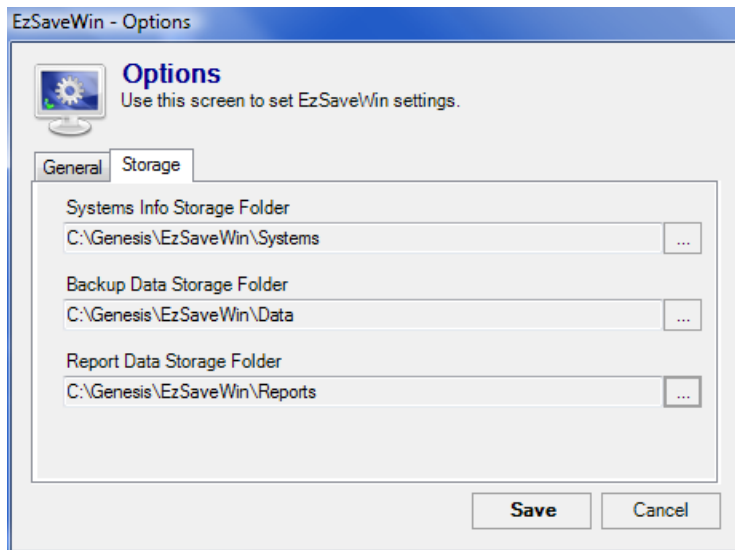


Figure 15.2 – Options window (General Tab)

EzSaveWin Customer Support

This chapter contains the following sections:

- **General Contact Information:** Contains contact information for The Genesis Group.
- **Customer Support:** Contains customer support information for The Genesis Group.

General Contact Information

The Genesis Group
A Burks GenCore Company
Address: 601 Shelley Dr., Suite 202, Tyler, Texas, USA, 75701
Voice: 903-561-6673
Fax: 903-561-6228
Web: <http://www.GenesisWorld.com>
Email: MoreInfo@GenesisWorld.com

Customer Support

Call Genesis customer support for questions or problems with **EzSaveWin**. Before calling, be prepared to fully explain your problem or what leads up to your problem. Try to duplicate the problem. Write down what happened step by step. Save a screen shot (see *Capturing a Screen Shot* section below) of the problem and e-mail it to Genesis prior to calling. When calling customer support, be at your computer and have the manual available.

Capturing a Screen Shot

To capture a screen shot, follow the steps below:

1. Hold CTRL+Prt Scrn while viewing the problem on your screen.
2. Open Microsoft Paint.
3. While in Microsoft Paint, press CTRL+V. This will paste the image into Microsoft Paint.
4. Save the image to a file name and location that you can access easily, such as the C drive or your desktop.
5. Email the saved image, as an attachment, to the e-mail address below.

Voice: 903-561-6673
Fax: 903-561-6228
Web: <http://www.GenesisWorld.com>
Email: Help@GenesisWorld.com