

Telemangement System Restoration/Backup

Automatic Settings Backup

At 12:01 AM every day, the software will create a backup copy of essential system files which can be used to reconstruct your system in the event of a catastrophic failure. The software automatically creates rescue files every night and places them in “[systemfolder]\backup\daily.”

The system files are also backed up on Sunday nights in the folder backup/weekly as well as on the first day of each month and stored in backup/monthly. This allows a user to retrieve system settings for the previous day, week or month. The same system backups can also be created manually using the **Maintenance | Create Rescue Files** menu option.

System Backups

It is recommended that the backup folder be included in weekly tape backups. The backup folder contains 3 layers of backups (daily, weekly and monthly) and will consume approximately 3 MB of space. It is also recommended that the file watch.db be backed up. Watch.db can consume up to 2 GB in space, depending on call volume, although typically it is around 100 MB in size. It is safe to backup watch.db while the software is operating.

This folder should be periodically backed-up to an external device so that rescue files are available in the event of a total hard disk failure.

System Restoration

In the event that you need to restore your system from catastrophic failure, move your software to a different PC or reformat the hard drive of your existing PC and reinstall, please follow these instructions to ensure your settings and data are transferred reliably.

1. On the original PC, click **Maintenance | Create Rescue Files** and save these files to any storage device that you can access later. These files will be approximately 1 MB.

Optional: To copy historical phone call data, create a copy of “watch.db” located in the software folder. Check the size of this file prior to copying and verify adequate space is available.

2. Visit www.metropolis.com/install and download/install the software on the target PC.

NOTE: *The current version is posted on the website - support subscription must be active.*

Optional: To restore historical phone call data, copy “watch.db” and overwrite the empty database into the new software folder on the target PC; copy **before** restoring rescue files.

3. Launch the software on the target PC and click **Maintenance | Restore Rescue Files**.

NOTE: *If desired, a copy of the entire software folder may be copied to the new system. This folder would contain all settings, the historical database and copies of available raw data log files.*
