^eGENESYS[™]

Factory Image Restoration Procedures

Technical Reference

Interaction Application Server Customer Interaction Center® (CIC™) PackagedServer Interaction Media Server™ Appliance SQL Server (HP ProLiant Gen8)

Version 4.0

Last updated May 4, 2018

(See <u>Change Log</u> for summary of changes made to this document since GA.)

Abstract

This document describes the procedures required to restore the factory image (operating system and/or any PureConnect software) using the Interaction Recovery Environment from a USB flash drive embedded inside the system. DC-900-4.0-RESTPROC-03

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Interaction Center Platform® Statement

This document may describe Interaction Center (IC) features that are not available or licensed in your IC product. Multiple products are based on the Interaction CenterPlatform, and some features are disabled or unavailable in some products.

Products based on the PureConnect Platform include:

- Customer Interaction Center[®] (CIC)
- Messaging Interaction Center[™] (MIC[™])

Since these products share some common features, this document is intended for use with all IC products, unless specifically stated otherwise on the title page or in the context of the document.

How do I know if I have a documented feature?

Here are some indications that the documented feature is not currently licensed or available in your version:

- The menu, menu item, or button that accesses the feature appears grayed-out.
- One or more options or fields in a dialog box appear grayed-out or do not appear atall.
- The feature is not selectable from a list of options.

If you have questions about feature availability, contact your vendor regarding the feature set and licenses available in your version of this product.

Factory Image Restoration Procedures

This technical reference explains how to restore packaged server devices to factory default settings using Interaction Recovery software stored on a USB drive embedded in theserver case. This internal USB flash drive replaces System Recovery discs previously distributed for this purpose. Bundling USB media inside the system ensures that the software is always available, should the system need to be recovered.

Several situations may impact the need to restore factory defaults. For example, youmight want to start with a clean software configuration before repurposing or extensively overhauling the configuration of a server. Or, recovery may be necessary due to replacement of hard drives, or recommended by a support associate.

If possible, back up your license files before recovering the server. You may also wantto make copies of logs and recordings before recovering, if those are pertinent to a support case.

Packaged Servers Available for Factory Image Restoration

The Factory Image Restoration procedures outlined in this document are available for the following packaged servers:

Packaged Server	Part Number
Interaction Application Server 360 Medium	TH-900-4.0-HPIAS3608M-CP-B01
Interaction Application Server 360 Large	TH-900-4.0-HPIAS3608L-CP-B01
Interaction Application Server 380	TH-900-4.0-HPIAS3808-CP-B01
Interaction Media Server 4.0 Medium Appliance	SY-014-4.0-MSAM8-CP-B01
Interaction Media Server 4.0 Large Appliance	SY-014-4.0-MSAL8-CP-B01
SQL Server	SY-014-4.0-SQLXL-CP-B01
Customer Interaction Center Packaged Server 4.0	TH-900-4.0-CICL-CP-B01

Additional Information

For more information about Factory Image Restoration Procedures and related packaged servers, see the documents and website pages listed in thissection.

PureConnect Documentation Library

The PureConnect Documentation Library merges all help systems and documentation installed on the CIC server into a single searchable unit. You can view or search the entire documentationset for a document title, topic, term, or keyword. Factory Image Restoration Procedures and related packaged server installation and configuration guides are located in the Packaged Hardware Documents section of the PureConnect Documentation Library at: https://help.genesys.com/cic/desktop/welcome_page.html.



PureConnect Testlab Site

The PureConnect Testlab site at <u>http://testlab.inin.com/</u> is a resource for tracking hardware and software components recommended for use with PureConnect products, tested and approved by Genesys.

Recovery Tasks

Recovering factory default settings involves three tasks:

- 1. Confirm the device's RAID configuration matches the factory settings. This task is particularly important if drives have been replaced.
- 2. If necessary, delete and redefine the disk array configuration.
- 3. Restore factory defaults by running the Interaction Recovery utility. To perform this task, you may perform a one-time boot override or modify the BIOS boot sequence to boot from the USB drive instead of RAID.

Procedures for each task follow. All procedures apply to **Gen8 4.0 platforms** only. To obtain hardware specifications for your packaged server, contact <u>GlobalLogistics@genesys.com</u>.

Verify RAID configuration

Before you reimage a server, ensure the server's RAID configuration matches the default configuration required to restore factory settings.

To confirm RAID configuration:

1. Boot the device. The HP ProLiant Power-On Self-Test (POST) begins. Whenprompted, press **F8** to run the **Option ROM Configuration For Arrays Utility**.



- 2. The RAID BIOS Main Menu opens (see Appendix A, Figure 1).
- 3. Select View Logical Drive and press Enter (See Appendix A, Figure 2).
- 4. Verify that the RAID configuration matches the settings required for the device, according to your server's configuration requirements listed in the table below.

Device Type	RAID Configuration Rec	quirements
Interaction Application Server	Based on your server model, verify the existence of the logical drive on the device. If the required logical drive exists, and the status is OK, no further configuration is needed.	
	Proceed to Restore	e Factory Defaults.
	If the required logic status is not OK, yo configuration and re array configuratio	al drive configuration does not exist, or the ou must delete the current array ecreate it. Proceed to Delete and redefine on.
	Model	RAID Configuration
	360 Gen8 Medium	Single RAID 1+0 logical drive, consisting of 4 HDDs
	360 Gen8 Large	Single RAID 1+0 logical drive, consisting of 4 HDDs
	380 Gen8	Single RAID 1+0 logical drive, consisting of 8 HDDs

Device Type	RAID Configuration Red	quirements
Interaction Media Server™	Based on your server model, verify the existence of the logical drive o the device. If the required logical drive exists, and the status is OK, no further configuration is needed.	
	Proceed to Restore Fac	tory Defaults.
	If the required logical drive configuration does not exist, or the status is not OK, you must delete the current array configuration and recreate it. Proceed to Delete and redefine array configuration .	
	Model	RAID Configuration
	360 Gen8 Medium	Single RAID 1+0 logical drive, consisting of 4 HDDs
	360 Gen8 Large	Single RAID 1+0 logical drive, consisting of 4 HDDs
Customer Interaction Center® (CIC™)	on Based on your server model, verify the existence of the logical drive or the device. If the required logical drive exists, and the status is OK, no further configuration is needed.	
	Proceed to Restore Fac	tory Defaults.
	If the required logical d not OK, you must delet Proceed to Delete and	rive configuration does not exist, or the status is e the current array configuration and recreate it. redefine array configuration.
	Model	RAID Configuration
	360 Gen8	Single RAID 1+0 logical drive, consisting of 4 HDDs
SQL Server	Verify the existence of HDDs and the second, (two RAID 1+0 logical drives, the first containing 2 5 HDDs.
	If two RAID 1+0 logical further configuration is	drives already exist and their status is "OK", no needed. Proceed to Restore Factory Defaults .
	If one or both of the status is not "OK," y configuration and rea array configuratio	RAID 1+0 logical drives do not exist or the ou must delete the current array create it. Proceed to Delete and redefine n .
	Model	RAID Configuration
	380 Gen8	One RAID 1+0 logical drive consisting of 2 HDDs, and one RAID 1+0 logical drive consisting of 6 HDDs

Delete and redefine array configuration

To delete and redefine an existing RAID because its configuration is invalid or doesnot match required settings:

- 1. Select **Delete Logical Drive** from the RAID BIOS Main Menu and press **Enter**.
- 2. Select an existing drive array, and then press F8 to delete it. Press F3 to confirm.

Note: Once you confirm the delete operation, all data will be removed from the logical drive. No data can be recovered after this operation.

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- 3. Repeat the procedure to delete all drive arrays.
- 4. When all arrays have been deleted, you can redefine them. Select **Create aLogical Drive** from the RAID BIOS Main Menu and press **Enter**.
- 5. Follow the steps in the table below, using the configuration requirements foryour particular server, to recreate the array configuration required by the device (see Appendix A, Figure 3).

Device Type	RAID Configuration Steps	
Interaction Application Server	Recreate logical drives to are using:	match the RAID configuration for the model you
	Model	RAID Configuration
	360 Gen8 Medium	Single RAID 1+0 logical drive, consisting of 4 HDDs
	360 Gen8 Large	Single RAID 1+0 logical drive, consisting of 4 HDDs
	380 Gen8	Single RAID 1+0 logical drive, consisting of 8 HDDs
	1. Create the requind drives with an [X	red Logical Drive Array by selecting its physical].
	2. Press TAB to sele	ect RAID Configuration. Choose RAID 1+0.
	 Press Enter to sa assigned by the original dentified on screet. 	ve changes. Then press the function key (F8) drive controller to save a configuration. This key is een.
	When you are finished, t	he configuration should match the RAID

Device Type	RAID C	onfiguration Step	s
Interaction Media Server™	Recreate logical drives to match the RAID configuration for the model you are using:		o match the RAID configuration for the model you
	Model		RAID Configuration
	360 Ge	en8 Medium	Single RAID 1+0 logical drive, consisting of 4 HDDs
	360 Ge	en8 Large	Single RAID 1+0 logical drive, consisting of 4 HDDs
	1.	Create the requi drives with an [X	red Logical Drive Array by selecting its physical
	2.	Press TAB to sele	ect RAID Configuration. Choose RAID 1+0.
	3.	Press Enter to sa assigned by the o identified on scre	ve changes. Then press the function key (F8) drive controller to save a configuration. This key is een.
	When Configi	you are finished, t uration for the mo	he configuration should match the RAID Idel you have.
Customer Interaction Center®	Recrea are usi	te logical drives to ng:	o match the RAID configuration for the model you

Device Type	RAID Configuration Step	s
(CIC™)	Model	RAID Configuration
	360 Gen8	Single RAID 1+0 logical drive, consisting of 4 HDDs
	 Create the required drives with an [X 	red Logical Drive Array by selecting its physical].
	2. Press TAB to sele	ect RAID Configuration. Choose RAID 1+0.
	 Press Enter to sa assigned by the original identified on screet 	ve changes. Then press the function key (F8) Irive controller to save a configuration. This key is een.
	When you are finished, t Configuration for the mo	he configuration should match the RAID del you have.
SQL Server	Recreate logical drives to are using:	match the RAID configuration for the model you
	Model	RAID Configuration
	380 Gen8	One RAID 1+0 logical drive consisting of 2 HDDs, and one RAID 1+0 logical drive consisting of 6 HDDs.
	 Create each requering drives with an [X them and pressing) 	ired Logical Drive Array by selecting its physical]. Unselect all other physical drives by selecting ng the space bar.
	2. Press TAB to sele	ect RAID Configuration. Choose RAID 1+0.
	3. Press Enter to sa assigned by the original dentified on screen	ve changes. Then press the function key (F8) drive controller to save a configuration. This key is een.
	When you are finished, t Configuration for the mo	he configuration should match the RAID del you have.

Restore factory defaults

If you properly configured the RAID, you can restore the device to factory settings. The reimaging software resides on an internal USB flash drive. To access the internal drive, modify the BIOS boot sequence to boot from the USB drive instead of RAID, or performa one-time boot override described in the following steps.

To restore factory defaults

1. Reboot your machine. The HP ProLiant Power-On Self-Test (POST) runs. Press **F11**to enter the **Boot Menu**.

HP ProLiant			
ProLiant System BIOS - P71 (08/20/2012) Copyright 1982, 2012 Hewlett-Packard Development Company, L.P.			
1 Processor(s) detected, 6 total cores enabled, Hyperthreading is enabled Proc 1: Intel(R) Xeon(R) CPU E5-2620 0 @ 2.00GHz			
HP Power Profile Mode: Maximum Performance Power Regulator Mode: Static High Performance			
Redundant ROM Detected - This system contains a valid backup System ROM.			
Inlet Ambient Temperature: 33C/91F Advanced Memory Protection Mode: Advanced ECC Support			
HP SmartMemory authenticated in all populated DIMM slots.			
iLO 4 Advanced iLO 4 v1.13 Nov 08 2012 <ip unknown=""></ip>			Power Regulator
Slot 0, HP Smart Array P420i Controllor (1, GR, v3, 22), 1 Logical Drive			
Press <f5> to run the HP Array Configuration For Arrays Utility</f5>	Smart Array	Smart Array Advanced	HP SmartMemory
Press <esc> to Skip Configuration and Continue</esc>			
	Intelligent Provisioning	Dynamic Power Capping	Sea of Sensors 3D
iLO 4 IP: Unknown			
F9 Setup F10 Intelligent Provisioning F11 Boot Menu	iLO Management Engine	ilO Advanced	Agentless Management

2. Select 3) One Time Boot to USB DriveKey.

Please Choose one of the Following Default Boot Override Options:

One Time Boot to CD-ROM
 One Time Boot to Floppy
 One Time Boot to USB DriveKey
 One Time Boot to Intelligent Provisioning
 One Time Boot to HDD
 One Time Boot to Network (1st NIC in IPL)
 Enter the ROM Based Setup Utility (RBSU)
 Exit Boot Override Menu and Continue Default Boot Process

This option allows the user to choose a specific boot override option for this boot only. This will not modify your normal boot order settings.

3. Wait for the system to boot. When the system completes the restart process, the

Welcome to the Interaction Recovery Environment screen appears.

Welcome to the Interactio	n Recovery enviro	nment.
This utility allows you to revert your system	to the original factory stat	te. It also allows
you to capture (and restore) the system stat	e after you have configure	ed it to your liking.
CAUTION Any information currently store	ed on the system will be co	ompletely erased
during the restore process. Please be su	re to back up any importa	nt data before
procee	eding.	
Restore/Capture System State	Backup Logs	& Recordings
Deliber	ately innova	itive
Select the ima	ge to restore:	
MSSP:40.HP360G7-04.1231		
Click the Restore butto	on below to proceed.	
Restore	Image	
Olisik the Oserhure butter below t	o capture current system s	state.
Click the Capture button below t		
Click the Capture button below t	tem Image	Restart

- 4. Ensure that the **Standard Factory Image** is selected and then click **Restore Image**.
- 5. The system requests confirmation of the recovery operation. Click **Confirm** to proceed.
- 6. Wait while the device is reset to factory defaults. This can take several minutes. The process is complete when "**Factory reversion complete.**" appears.
- 7. Click **Restart** in the lower right corner of the page.
- 8. Select **Yes** to confirm that you want to restart.

Capture and Restore a Configured State

Depending on your server model, you can capture and restore a system state after you have a working configuration in place. Use the **Capture System Image** feature to create an image of the current system state, excluding recordings and logs, and save it on the internal USB flash drive. It is recommended to capture a system image immediatelyafter you have a working configuration in place.

Capture the Current System State

Note For Interaction Media Server and Customer Interaction Center Server: The capture process does NOT save recordings and logs; therefore, we strongly recommend that you back up your recordings and logs before you capture a system image.

Note For Interaction Application Server and SQL Server: The capture process saves the OS partition ONLY; therefore, we strongly recommend that you backup any datawhich might be needed after restoring this user-configured image in the future.

Note: The capture process saves only ONE system state capture. Capturing the current system state will overwrite any previous system state captures.

To capture the current system state:

1. Reboot your machine. The HP ProLiant Power-On Self-Test (POST) runs. Press **F11**to enter the **Boot Menu**.

HP ProLiant		(P
ProLiant System BIOS - P71 (08/20/2012) Copyright 1982, 2012 Hewlett-Packard Development Company, L.P.			
1 Processor(s) detected, 6 total cores enabled, Hyperthreading is enabled Proc 1: Intel(R) Xeon(R) CPU E5-2620 0 @ 2.00GHz			
HP Power Profile Mode: Maximum Performance Power Regulator Mode: Static High Performance			
Redundant ROM Detected - This system contains a valid backup System ROM.			
Inlet Ambient Temperature: 33C/91F Advanced Memory Protection Mode: Advanced ECC Support			
HP SmartMemory authenticated in all populated DIMM slots.			
iLO 4 Advanced iLO 4 v1.13 Nov 08 2012 <ip unknown=""></ip>			Regulator
Slot 0. HP Smart Array P420i Controller (1 GB v3 22) 1 Logical Drive			
Press <f8> to run the Option ROM Configuration Utility (ACU) Press <f8> to run the Option ROM Configuration For Arrays Utility</f8></f8>	Smart Array	Smart Array Advanced	HP SmartMemory
Press <esc> to Skip Configuration and Continue</esc>			
	Intelligent Provisioning	Dynamic Power Capping	Sea of Sensor 3D
iLO 4 IP: Unknown			
F9 Setup F10 Intelligent Provisioning F11 Boot Menu	iLO Management Engine	iLO Advanced	Agentless Management

2. Select 3) One Time Boot to USB DriveKey.

Please Choose one of the Following Default Boot Override Options:

1) One Time Boot to CD-ROM
 2) One Time Boot to Floppy
 3) One Time Boot to USB DriveKey
 4) One Time Boot to Intelligent Provisioning
 5) One Time Boot to HDD
 6) One Time Boot to Network (1st NIC in IPL)
 9) Enter the ROM Based Setup Utility (RBSU)
 0) Exit Boot Override Menu and Continue Default Boot Process

This option allows the user to choose a specific boot override

option for this boot only. This will not modify your normal boot order settings.

3. Wait for the system to boot. When the system completes the restart process, the

Welcome to the Interaction Recovery Environment screen appears.

Note For Interaction Media Server and Customer Interaction Center Server: The capture process does NOT save recordings and logs; therefore, we strongly recommend that you back up your recordings and logs before you capture a system image.

Note For Interaction Application Server and SQL Server: The capture process saves the OS partition ONLY; therefore, we strongly recommend that you back upany data which might be needed after restoring this user-configured image in the future.

	tion Recovery environment.
This utility allows you to revert your sys	tem to the original factory state. It also allows
you to capture (and restore) the system s	state after you have configured it to your liking.
CAUTION Any information currently s	tored on the system will be completely erased
during the restore process. Please be	e sure to back up any important data before
ş	ceedina.
Restore/Capture System State	Backup Logs & Recordings
Restore/Capture System State Select the i	Backup Logs & Recordings mage to restore: 23111.GA - Standard Factory Image
Restore/Capture System State Select the i MISSP-40-MP38007-04-1 Click the Restore t	Backup Logs & Recordings mage to restore: 2011.0A - Standard Factory Image
Restore/Capture System State Select the MISER-ADJIF75800744-1 Click the Restore t Res	Backup Logs & Recordings mage to restore: 251 FLOA - Standard Factory Image button below to proceed. tore Image
Restore/Capture System State Select the MSSP-40-MSSC44-4 Click the Restore to Res Click the Capture button belo	Backup Logs & Recordings mage to restore: 2011 LOA - clanderd Factory Image button below to proceed. tore Image
Restore/Capture System State Select the MSSP-40-473800744-1 Click the Restore to Rest Click the Capture button belo Capture	Backup Logs & Recordings mage to restore: 2011 LOA - chanderd Factory Image button below to proceed. tore Image w to capture current system state. System Image

- 4. Click **Capture System Image** and follow the prompts on the screen to save the current configuration.
- 5. The system requests confirmation of the system image capture operation. Click **Confirm** to proceed.
- 6. Wait while the current system state is captured. This can take a while.

	on Recovery environment.	
This utility allows you to revert your syste	m to the original factory state. It also allows	
you to capture (and restore) the system state after you have configured it to your liking. **CAUTION** Any information currently stored on the system will be completely erased		
proc	eeding.	
Restore/Capture System State	Backup Logs & Recordings	
System state capture complete. C	lick 'Restart' to restart the machine.	
	💥 Restart 🔘 Shutdor	

- 7. When the System state capture complete. Click "Restart" to restart the machine message appears, click **Restart** to reboot your machine and complete the process.
- 8. Select **Yes** to confirm that you want to restart.

Restore a Captured System State

Note: The restore process erases **ALL** information currently stored on the server; therefore we strongly recommend you back up recordings, logs, and other critical files before you restore a system image (if possible).

To restore a previously captured state:

1. Reboot your machine. The HP ProLiant Power-On Self-Test (POST) runs. Press **F11**to enter the **Boot Menu**.



2. Select 3) One Time Boot to USB DriveKey.

Please Choose one of the Following Default Boot Override Options:

One Time Boot to CD-ROM
One Time Boot to Floppy
One Time Boot to USB DriveKey
One Time Boot to Intelligent Provisioning
One Time Boot to HDD
One Time Boot to Network (1st NIC in IPL)
Enter the ROM Based Setup Utility (RBSU)
Exit Boot Override Menu and Continue Default Boot Process

This option allows the user to choose a specific boot override option for this boot only. This will not modify your normal boot

3. Wait for the system to boot. When the system completes the restart process, the

Welcome to the Interaction Recovery Environment screen appears.

Note: The restore process erases **ALL** information currently stored on the server; therefore we strongly recommend you back up recordings, logs, and other critical files before you restore a system image (if possible).

order settings.

Welcome to the Interactio	n Recovery environment.
This utility allows you to revert your system you to capture (and restore) the system state "CAUTION" Any information currently store during the restore process. Please be su proceed	to the original factory state. It also allows e after you have configured it to your liking. ed on the system will be completely erased are to back up any important data before eding.
Postoro /Conturo Sustam Stata	Paskup Lago & Pasardings
Select the image MISSP-40.HP360(37-04.123111.GX MISSP-40.HP360(37-04.1231	ge to restore: A.Configures - User-Configured Image 11.QA - Standard Factory Image
Click the Restore butto	on below to proceed.
Restore	Image
Click the Capture button below to	o capture current system state.
Capture Sys	stem Image 😵 Restart

- 4. In the **Select the image to restore** area, select the **User Configured Image** to which you want to restore the computer and then click **Restore Image**.
- 5. The system requests confirmation of the image restore operation. Click **Confirm** to proceed.
- 6. Wait while the user configured image is restored. This will take several minutes.
- 7. When the System state capture complete. Click "Restart" to restart the computer.
- 8. message appears, click **Restart** to reboot your computer and complete the process.

Welcome to the Interaction Recovery environment.			
This utility allows you to revert your system	em to the original factory state. It also allows		
you to capture (and restore) the system state after you have configured it to your liking. **CAUTION** Any information currently stored on the system will be completely erased during the restore process. Please be sure to back up any important data before proceeding.			
		Restore/Capture System State	Backup Logs & Recordings
			rately innovative
	Click 'Restart' to restart the machine.		
System state capture complete.			
System state capture complete.			
System state capture complete.			
System state capture complete.	뙃 Restart		

9. Select Yes to confirm that you want to restart.

Appendix A: Screen Examples

This appendix shows example screens from various steps in the recovery process.



Figure 2: View Logical Drives in RAID BIOS



Figure 3: Create Logical Drive in RAID BIOS

Appendix B: Interaction Recovery Messages

Interaction Recovery displays messages to indicate success or an error condition. The color of the message is significant. White text indicates success. Red text denotes anerror.

Successful restore or capture messages

The successful restore or capture messages include:

- Factory reversion complete. Click 'Restart' to restart the machine.
- System restore complete. Click 'Restart' to restart the machine.
- System state capture complete. Click 'Restart' to restart the machine.

Note: These messages indicate that Interaction Recovery restore/capture process ran successfully. When POST resumes, verify that the System BIOS boot sequence is set to the RAID HDD to prevent it from rebooting from the flash drive.

Unsuccessful restore or capture messages

If the restore or capture process was unsuccessful, the "There was an error while trying to restore the factory image" appears, followed by text that describes the error.

Possible error conditions are:

- The error code returned was: **208 IRERR**. This error usually indicates a faulty Interaction Recovery module configuration.
- The error code returned was: **209 PARTERR**. This error usually indicates a variation between the detected and required array configurations.
- The error code returned was: **210 BSGERR**. This error usually indicates a variation between the detected and required array configurations.
- The error code returned was: **211 IMGERR**. This error usually indicates a faulty Interaction Recovery module configuration.
- The error code returned was: **212 DICAERR**. This error usually indicates a faulty Interaction Recovery module configuration.
- The error code returned was: **213 CAPTERR**. An error occurred while trying to capture the current system state. This error usually indicates a faulty Interaction Recovery module configuration.
- The error code returned was: **214 RESTERR**. An error occurred while trying to restore the previously saved system state. This error usually indicates a faulty Interaction Recovery module configuration.
- The error code returned was: **215 RESTERR**. An error occurred while trying to restore the previously saved system state. This error usually indicates avariation between the detected and required disk configuration.
- The error code returned was: **216 DPARTERR**. An error occurred while trying to restore the previously saved system state. Click the **Restore/Capture** tab to try again.

Change Log

Change	Date
 Updated Title page, Copyright page, and Platform Statement page. Updated document part number. 	July 27, 2012
 Outlined procedures to capture and restore a configured image, in addition to the previous capability of restoring a system to the factory image state. 	May 8, 2012
Added Interaction Recovery Error messages to Appendix B.	
Added applicable server models and part numbers.	
 Provided more resource information, including documentation and test lab website locations. 	
Updated copyright statement.	
 Updated Title page, Copyright page, and Platform Statement page. Updated document part number. Updated content to comply with Gen8 servers, which replace the G7 models. 	February 11, 2013
Rebranded to Genesys.	May 4, 2018

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Genesys Telecommunications Laboratories, Inc. 2001 Junipero Serra Boulevard Daly City, CA 94014 Telephone/Fax (844) 274-5992 www.genesys.com