For Immediate Release to Taco Account Managers, Tech Services, and Sales Representatives

TSB# TB-IWORX-0002

DATE: February 19, 2015

SUBJECT: Taco iWorX® LCI2/3 All Versions

WHAT IS THE ISSUE?
Confusion about the LCI archive mechanism could result in incomplete backups.

WHAT IS THE SOLUTION?
This document describes best practices for creating archives and sets user expectations should an LCI need to be restored.

The LCI has two options for storing back-up data:
- The internal CF (CompactFlash) card (included with the LCI)
- A user-supplied SD (Secure Digital) card (not included with the LCI)

Based on the user's selection, all data is archived to the internal CF card or the user-supplied SD card with one exception:

Controller settings are always archived to the internal CF card only.

Best practices for archiving the LCI involves making two backups:
1. Backup to the internal CF card. An internal backup preserves a complete backup of the system including controller settings. A complete backup is useful for quickly restoring controller settings to the last known good value.
2. Backup to an external SD card. An external backup preserves all controller information (controller lists, schedules, etc) with exception of controller settings. An external backup is useful for restoration of the LCI, in the event that the LCI experiences a failure of its internal CF card.