# Mitel MiContact Center Enterprise

OPEN APPLICATION SERVER
SITE DATA COLLECTION TOOL USER GUIDE

Release 9.1

**⋈ Mitel**®

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# INTRODUCTION

This section describes the Site Data Collection Tool. The Site Data Collection Tool captures information that is necessary to identify system problems from various applications like Open Application Server (OAS), MiCC Enterprise and Enterprise License Manager (ELM).

## WHAT YOU WILL LEARN

In this section, we will discuss the following topics in detail:

1. What type of data is collected

2. How to access the Site Data Collection utility

3. How to indicate data to capture

4. How to specify how the data is to be stored

# OVERVIEW

The Site Data Collection Tool collects vital data related to OAS, ELM and MiCC Enterprise and stores this information as is or in a compressed format in a specified folder. This data can then be used by technical personnel to troubleshoot possible installation and operational problems. It is a standalone executable that is included in the media kit and is installed along with the OAS Management tools. This tool can be used to collect data only from the local host.

## DATA

The Site Data Collection Tool stores specific information from various applications. Below is a summary of this data.

**Table 1**

| APPLICATION | INFORMATION |
|---|---|
| **Open Application Server Data** | OCS Repository |
| | Trace Logs |
| | Installation Logs |
| | Nuance Information |
| | Service Tools Information |
| **MiCC Enterprise and Script Manager** | MiCC Enterprise Trace Logs |
| | MiCC Enterprise Installation Logs |
| | MiCC Enterprise Crash Log |
| | MiCC Enterprise Client Information |
| | Script Manager Logs |
| | Script Manager Installation Logs |
| **Enterprise License Manager** | Enterprise License Manager logs |
| | Installation Logs |
| **Common Components** | Dr Watson Logs |
| | System and Event Logs |
| | Registry Information for Aastra Applications |
| | Application Binary Information - The version and other details of executables and libraries (DLLs) for the following applications |
| | OAS |
| | MiCC Enterprise |
| | Script Manager |
| | Enterprise License Manager |
| | MFC |

# LAUNCHING THE SITE DATA COLLECTION APPLICATION

You can launch the Site Data Collection tool from the Windows Start menu (**Start** > **Programs** > **Mitel** > **Open Application Service** > **Service Tools** > **Site Data Collection**).

The following table describes the settings available in the Site Data Collection dialog window.

**Table 2**

| PARAMETER | DESCRIPTION |
|---|---|
| **Storage Path** | Enter the path where the data files are to be stored. This information will be retained for subsequent use of this utility. |
| **Browse** | Opens a Select Folder dialog. Select the folder where the collected data is to be stored or create a new folder. |
| **Save the data collected as a single zip file** | Select this option to store data results as a zip file in the specified location. The filename has the following format:<br><br>**Snapshot_<yyyymmdd>_<hhmm ss>.zip** |
| **Date Range for Log Files** | Select one of the two following options: |
| **All Files** | All the log files available are collected. |
| **Between** | The Log files between the mentioned dates are collected. |
| **Tabs** | The available tabs are based on the software that has been installed. At a minimum, the System tab is shown. Each tab contains selectable options regarding information to collect. |
| **Data Options** | Select your desired data options for each application to save this information. Clear any data options you wish to omit.<br><br>The selections made will be retained for subsequent use of this utility. |
| **Click to choose all Data Options** | Select this option to quickly select or clear all options for all tabs. |
| **OK** | Saves information you specified into a folder with the following naming convention:<br><br>**Snapshot_<yyyymmdd>_<hhmm ss>**<br><br>Under this folder are subfolders for OAS, MiCC Enterprise, Script Manager, ELM and for System components, which contain the data collected from these applications. |

| PARAMETER | DESCRIPTION |
|-----------|-------------|
| **Cancel** | Closes the Site Data Collection utility without saving data. Note that any selections made will not be retained. |

Once you click OK, a status box appears indicating what data is being saved.
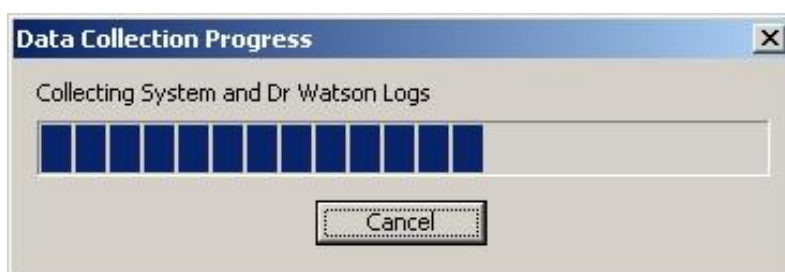


**Figure 1:  Status Indicator**

The time required to complete the data collection depends on the size of the data files and whether you have selected the option to save the data collected as a single zip file. When the data collection is complete, you see the following:
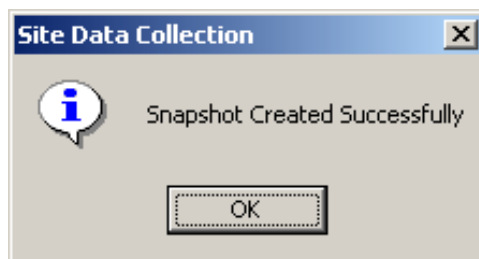


**Figure 2:  Data Collection Verification**

Clicking OK closes the utility and returns you to the Windows desktop.