Mitel MiContact Center Enterprise

OPEN APPLICATION SERVER MAINTENANCE TOOL OPERATING INSTRUCTIONS

Release 9.4

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TRADEMARKS

Maintenance Tool Open Application Server
Operating Instructions
Release 9.4 – March 2020

OAS MAINTENANCE TOOL

The OAS Maintenance Tool is a graphical user interface (GUI) tool that can be used to:

- Monitor system components
- Start and stop system components
- Enable and disable tracing

WHAT YOU WILL LEARN

In this document, the following topics are handled:

- Accessing the OAS Maintenance Tool
- Connecting to Start and Stop Service
- Describing the OAS Maintenance Tool display
- Monitoring system components
- Starting and stopping system components
- Enabling and disabling tracing
- Viewing license Information

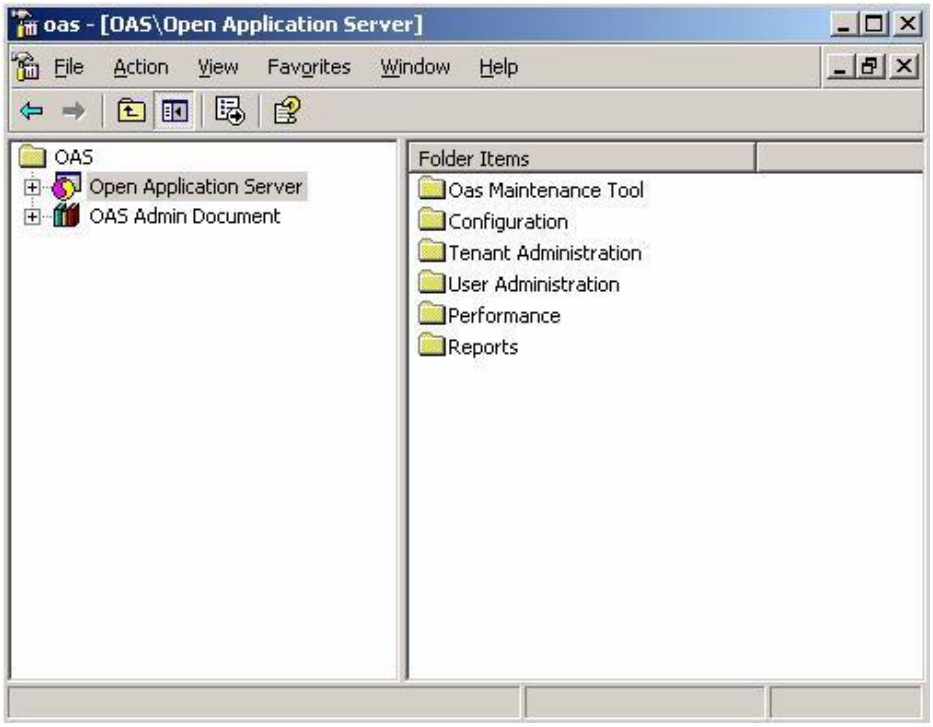
HOW TO ACCESS THE OAS MAINTENANCE TOOL

Within the OAS Maintenance Tool, it is possible to:

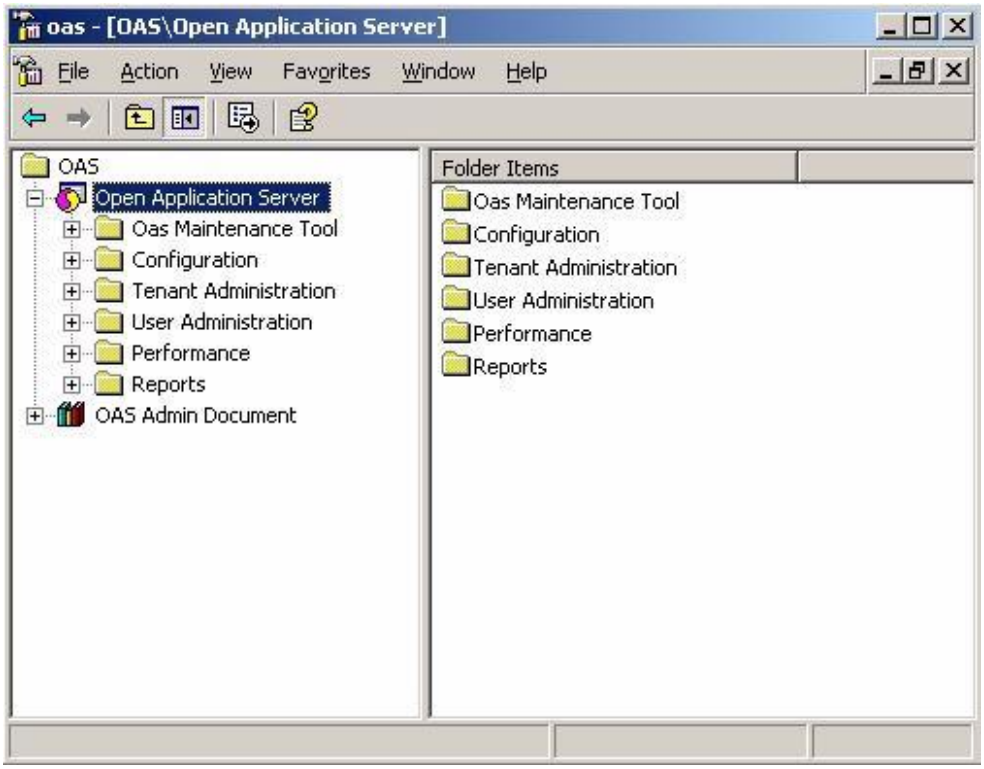
- View the maintenance status
- Start and stop the component
- Enable or disable trace messages for the component

To access the OAS Maintenance Tool do the following:

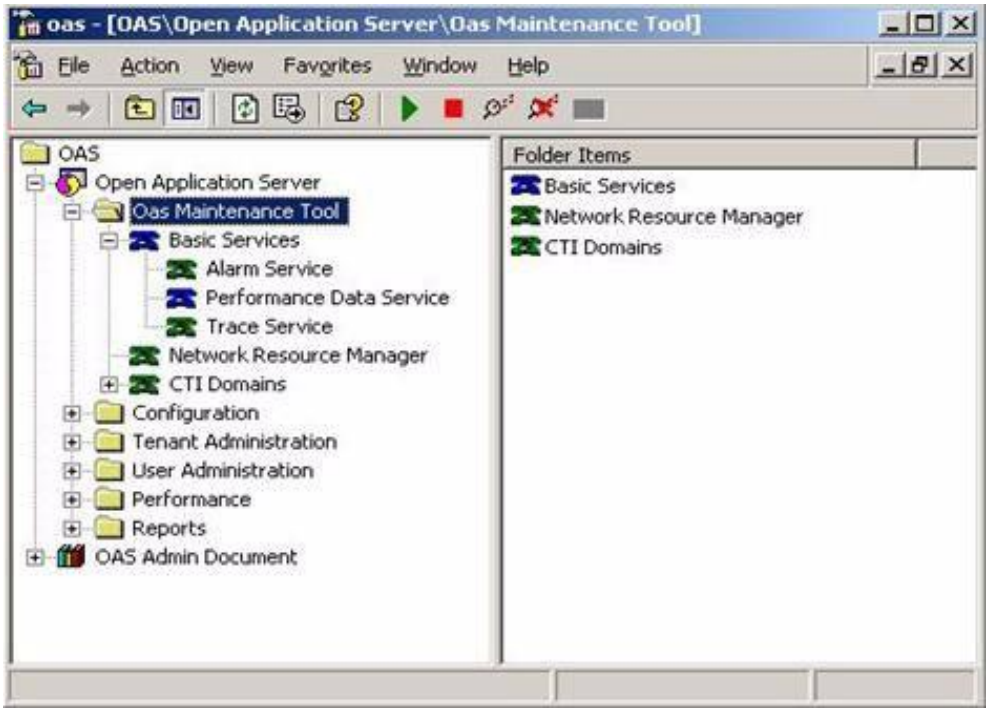
1. Click **Start**, point to **All Programs** point to Mitel, **Open Application Server**, and then click **Management Console** to open the OAS Management Console application.



2. Expand Open Application Server to display all OAS components.



3. Expand OAS Maintenance Tool to display the components in a tree format.



TOOLBAR

The toolbar buttons allow access to frequently used functions in a faster and more efficient way. See 1 Toolbar buttons for a description of the buttons in the OAS Maintenance Tool.

Table 1: Toolbar buttons

ICON	COMMAND	DESCRIPTION
	Back	Go back to previously selected level in the tree.
	Forward	Go forward to the previously selected level in the tree. (This button is enabled only after Back is executed)
	Up	Move up one level in the tree.
	Show/Hide Tree/Favorites	Toggle between showing and hiding the Tree and Favorites tabs in the display.
	Refresh Screen	Update the display.
	Export List	Export data from the Maintenance Status Display to a text file.
	Help	Obtain help for the Microsoft Management Console.
	Start Component	Start the selected component.
	Stop Component	Stop the selected component.
	Turn On Trace Log	Turn on the trace log for the selected component or multiple components.
	Turn Off Trace Log	Turn off the trace log for the selected component or multiple components.
	View License	View the license information.

EXITING THE OAS MAINTENANCE TOOL

To exit the OAS Maintenance Tool, on the Menu Bar click File and then click Exit.

CONNECTING TO START AND STOP SERVICE

When starting the OAS Maintenance Tool, it automatically connects to the Start and Stop Service (SSS). This service continually updates the OAS Maintenance Tool with the status of the OAS components, including the start mode information configured using the OAS Configuration Tool.

OAS Maintenance Tool will not be available if it cannot connect to the Start and Stop Service. Reasons for OAS Maintenance Tool not being able to connect to the Start and Stop Service:

1. Start and Stop Service is not available.
2. Mitel Daemon is not running.
3. OAS is experiencing problems with the network.

Note: When connection to Start and Stop Service or Mitel Daemon is lost, OAS Maintenance tool has to be restarted after the issue is fixed.

MONITORING THE SYSTEM

The OAS Maintenance Tool can be used to monitor OAS components. What information is provided is listed below and a sample screen is shown in Figure 1.

- The configuration tree identifies the monitored components and displays the service status of each.
- In the maintenance status window; Host Name, type of Start Mode set for the component, Status of the component, and the status of the Trace Log (enabled or disabled) are displayed.
- The maintenance message display provides information about service status and activities performed on the component using the OAS Maintenance Tool.

Note: The screen refreshes automatically after a configuration or status change.

Note: When CSTA PHASE III X-LINK call control server is configured to connect to MX-ONE Telephony Server, the status and activities of X-LINK will not be displayed in OAS Maintenance Tool.

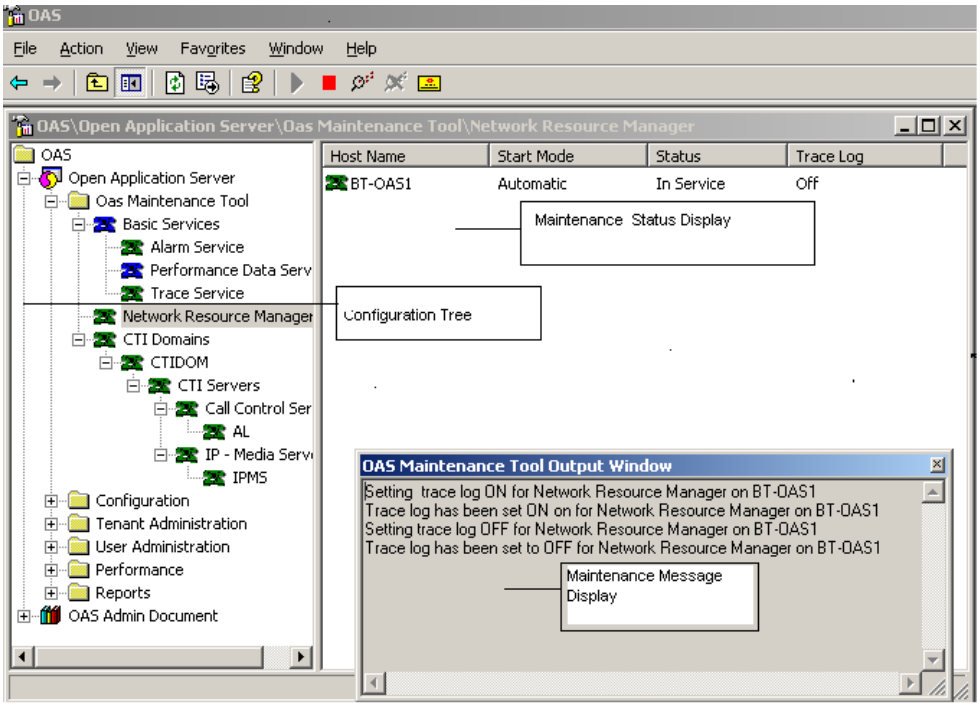


Figure 1: Sample OAS Maintenance Tool display

VIEWING THE CONFIGURATION TREE

When viewing the configuration tree, the service status of each component can be determined by the color of its corresponding telephone icon, see description in Table 2 Service Status.

Note: If a component contains subcomponents, the color of the telephone icon indicates the lowest service status of the subcomponents.

Table 2: Service Status

TELEPHONE ICON COLOR	STATUS[1]	DESCRIPTION
Green	In Service	Running and processing requests. (This is the highest service status.)
Yellow	Initializing	Running, but not yet processing requests.
Grey	Not Running	Not running and not processing requests. The reason for not running is unknown (never started).
Blue	Stopped	Manually stopped using the OAS Maintenance Tool.
Red	Failed	Stopped as a result of an internal error or by a non OMT command; not by using the OAS Maintenance Tool. (This is the lowest service status.)

The configuration tree indicates the status of each component and subcomponent.

[1] The information is shown in the Status field.

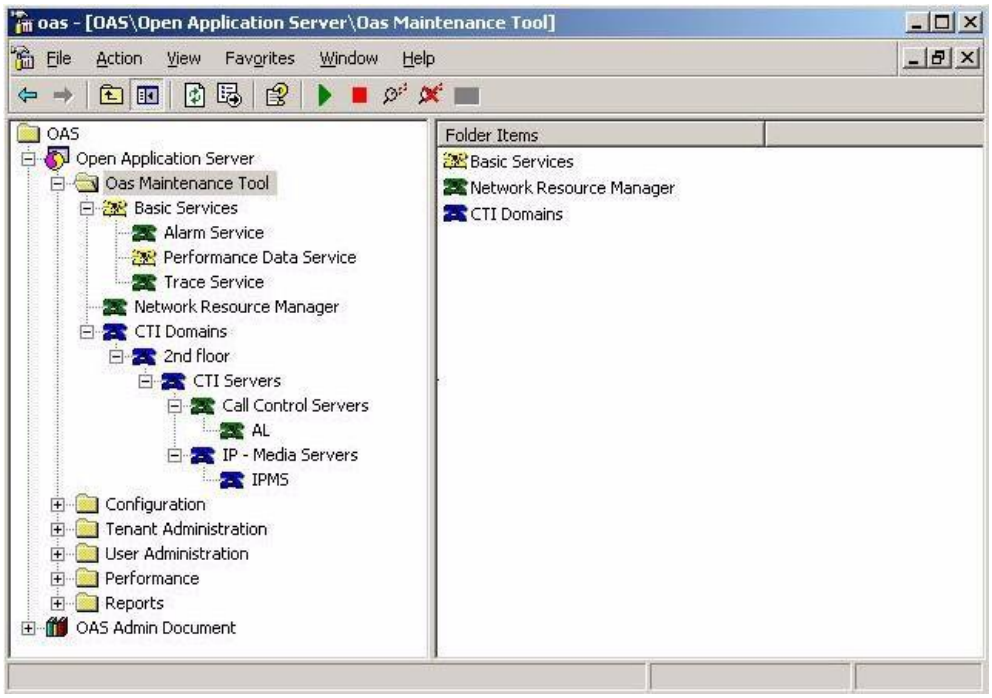


Figure 2: Service status displayed in configuration tree

VIEWING THE MAINTENANCE STATUS DISPLAY

To view the maintenance status display for a specific component, click the component to select it from the configuration tree. See Table 3 Description of Maintenance status display fields for a description of the fields in the Maintenance status display.

Table 3: Description of Maintenance status display fields

FIELD	EXPLANATION
Host Name	The name of the host of the component as configured using the OAS Configuration Tool.
Start Mode	The start mode for the component as configured using the OAS Configuration Tool. Automatic: During startup, this component is automatically started. Manual: During startup, this component is not automatically started. It must be started using the OAS Maintenance Tool.
Status	The status of the component. The status is also indicated by the color of the telephone icon in the configuration tree, see description in 2 Service Status.
Trace Log	When instructed by technical support, trace is used for diagnostic purposes. This field indicates whether trace messages are generating for this component. Not Available: Trace Log status is not available since this component's status is stopped or not running. Off: Trace is disabled. On: Trace is enabled. Note: For Trace messages to be logged to the configured file, the Trace Service component must be running.

For example, in Figure 3 the component selected is Network Resource Manager. The maintenance status display provides the following information about this component:

- Host Name: BT-OAS1
- Start Mode: Automatic
- Status: In Service
- Trace Log: On

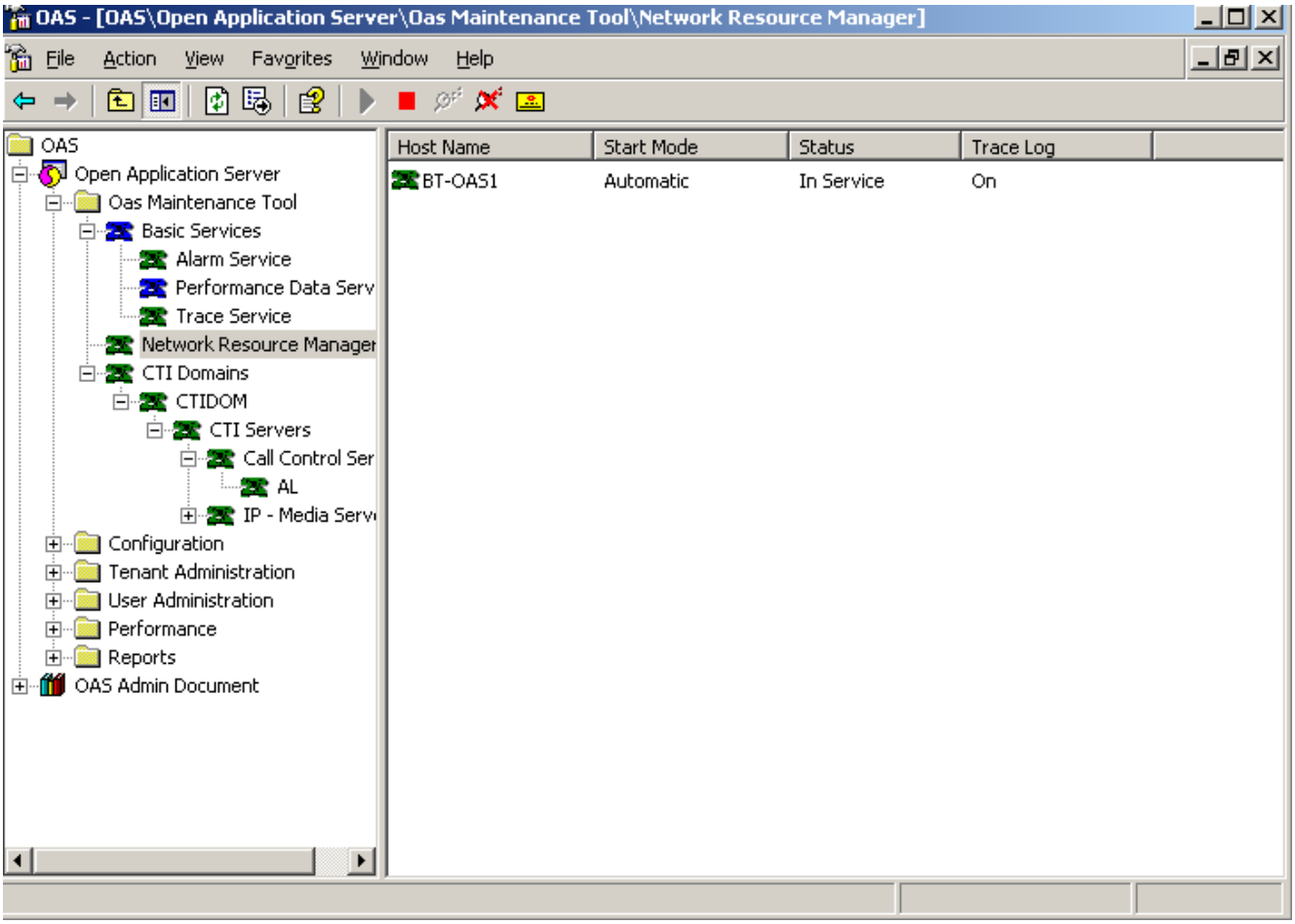


Figure 3: Screen shot of Maintenance status display for Network Resource Manager

STARTING AND STOPPING OAS COMPONENTS

OAS components can be started and stopped manually by using the OAS Maintenance Tool. It can be necessary to start OAS components that are not running and include components that have been:

- Configured using the OAS Configuration Tool to start manually (start mode was specified as Manual)
- Stopped previously using the OAS Maintenance Tool.

It can be necessary to stop OAS components that are currently in service. These include components that:

- Need to be upgraded with hardware or software
- Had their host name changed (configured) using the OAS Configuration Tool
- Need troubleshooting (technical support requested that you stop the component)

Note: When the system reboots, all components configured with Automatic start mode are restarted, even if the component was stopped manually using the OAS Maintenance Tool. If you do not want a specific component to restart automatically, use the OAS Configuration Tool to configure the start mode as Manual.

STARTING AN OAS COMPONENT

Note: If the selected component contains subcomponents, refer to Starting and Stopping Multiple Components.

1. From the configuration tree, right-click a component, point to **All Tasks**, and then **Start**.

   OR

1. From the configuration tree, click a component.
2. From the **Action** menu, point to **All Tasks,** and then click **Start**, or click the **Start Component** icon on the toolbar.

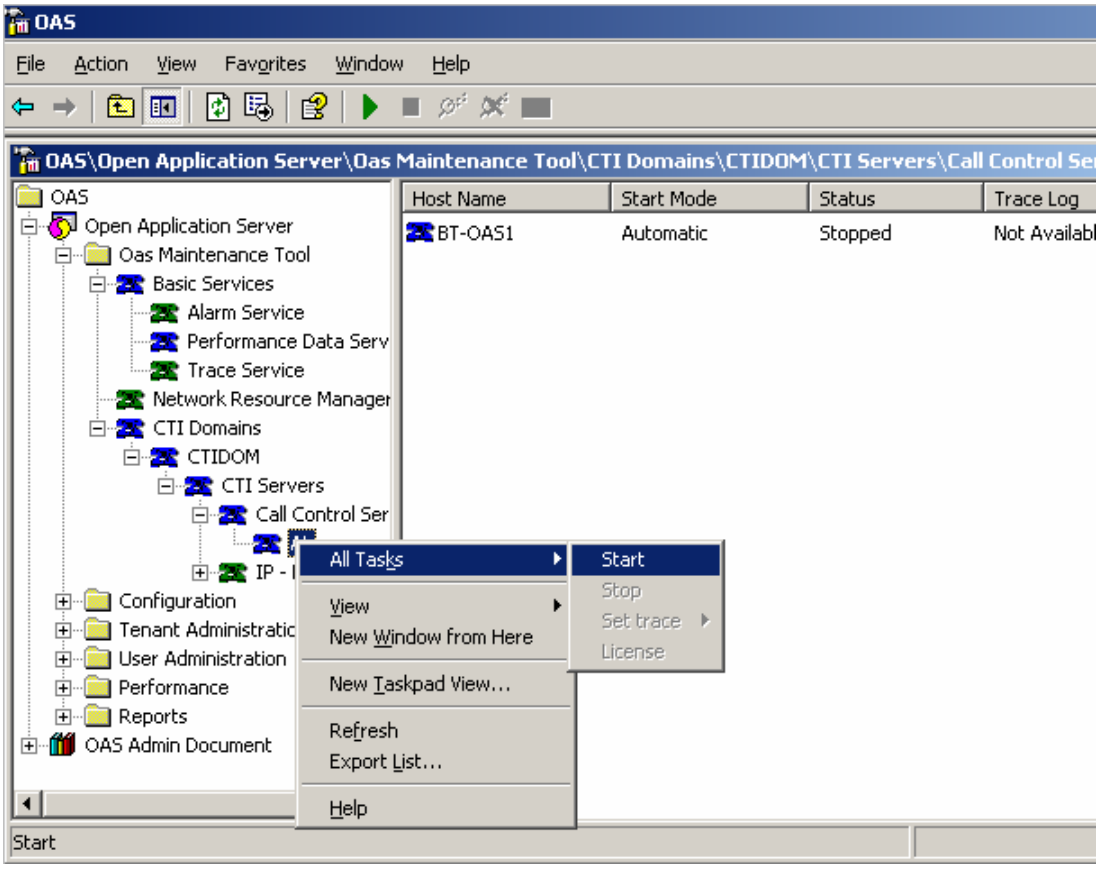


Figure 4: Starting an OAS Component

STOPPING AN OAS COMPONENT

Note: If the selected component contains subcomponents, refer to Starting and Stopping Multiple Components.

1. From the configuration tree, right-click a component, point to **All Tasks,** and then click **Stop**.

   OR

1. From the configuration tree, click a component.
2. On the **Action** menu, point to **All Tasks,** and then click **Stop**, or click the **Stop Component** icon on the toolbar.

STARTING AND STOPPING MULTIPLE COMPONENTS

Multiple subcomponents within a component can be started or stopped with a single request. When starting or stopping multiple components, you can choose to start or stop one of the following:

- All components
- Components set for Automatic start mode
- Components set for Manual start mode

To start or stop multiple components:

1. From the configuration tree, right-click a component. See Figure 5.
2. Point to **All Tasks**, point to **Start** or **Stop**, and then click one of the following:
   - All Components
   - Automatic Components
   - Manual Components

   OR

1. From the configuration tree, click a component.
2. On the **Action** menu, point to **All Tasks,** then click **Start** or **Stop**, or click the **Start Component** or **Stop Component** icon on the toolbar. The default value is **All Components**.

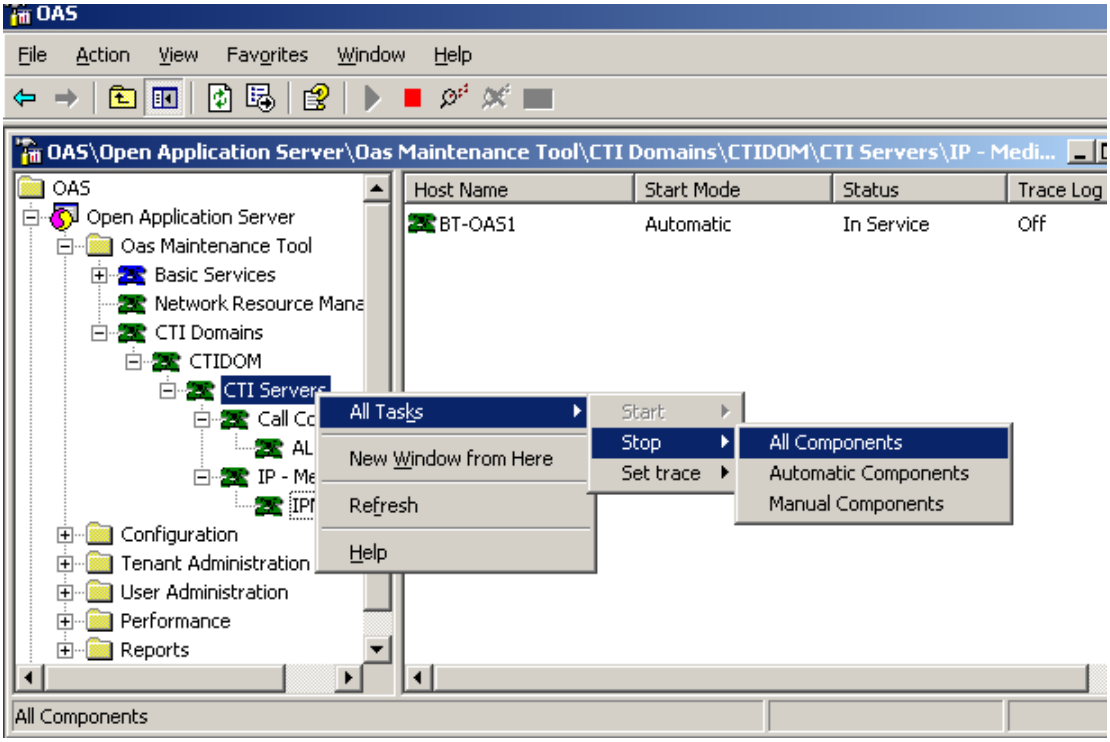


Figure 5: Starting and Stopping multiple components

ENABLING AND DISABLING TRACE

If having problems with the system, technical support may ask you to enable Trace so that information about the selected components can be tracked. OAS Maintenance Tool can be used to enable or disable Trace messages for OAS components that are in service or initializing.

Note: Activating Trace may degrade system performance under certain traffic conditions. Use Trace only when directed by technical support.

VIEWING THE TRACE STATUS

To view the Trace status of an OAS component:

1. Click a component from the configuration tree.
2. View the Trace Log status in the maintenance status display.

ENABLING TRACE

Note: Trace can be enabled or disabled only for components (and subcomponents) that are in service or initializing. If selecting a component that contains subcomponents, Trace will be enabled for all the subcomponents.

To enable Trace messages for OAS components:

1. Right-click a component from the configuration tree.
2. Point to **All Tasks**, point to **Set Trace**, and then click **On** as shown in Figure 6.

OR

1. Click a component from the configuration tree.
2. On the **Action** menu, point to **All Tasks**, point to **Set Trace,** and then click **On**, or click the **Trace On** icon on the toolbar.

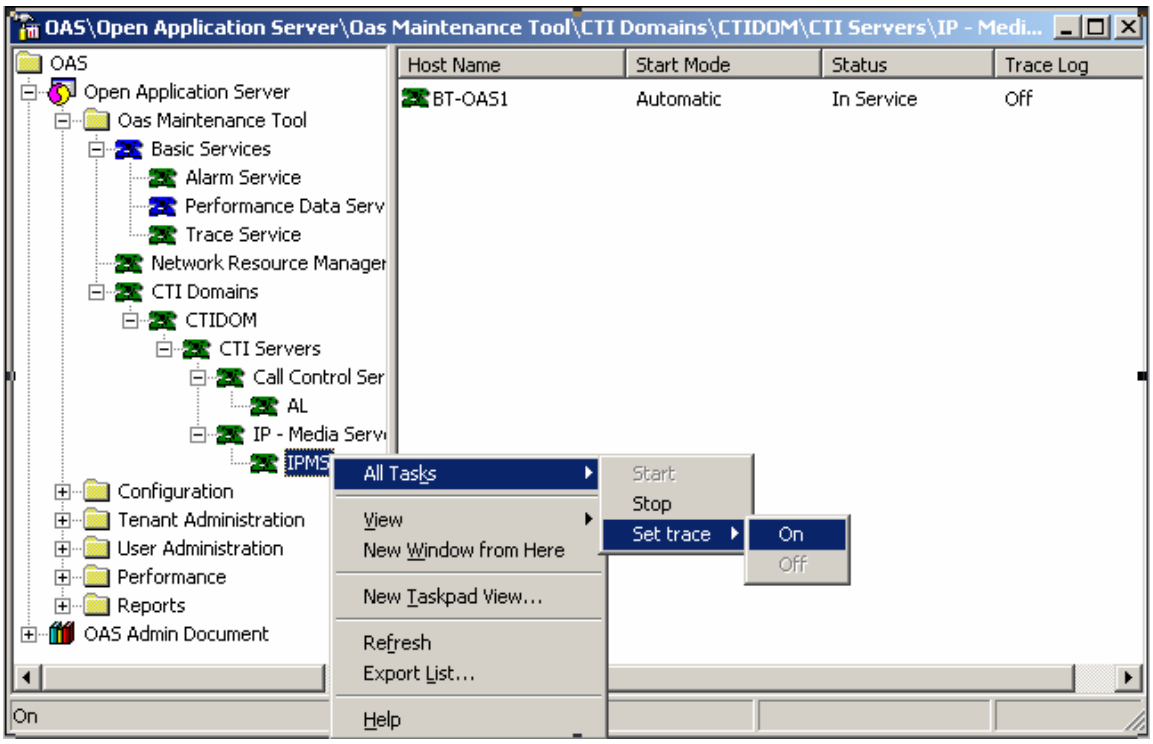


Figure 6: Enable Trace for a component

DISABLING TRACE

Note: If you select a component that contains subcomponents, Trace will be disabled for all the subcomponents.

To disable Trace:

1. Right-click a component from the configuration tree.
2. Point to **All Tasks**, point to **Set Trace**, and then click **Off**.

OR

1. Click a component.
2. On the **Action** menu, point to **All Tasks**, point to **Set Trace,** and then click **Off**, or click the **Trace Off** icon on the toolbar.

VIEWING LICENSE INFORMATION

You can view license information that provides the quantities of licenses reserved and available for each installed product. To view the license information:

3. Right-click **Network Resource Manager** from the configuration tree.
4. Point to **All Tasks,** and click **License**. The license information display will appear as shown in Figure 7.

OR

1. Click **Network Resource Manager** from the configuration tree.
2. On the **Action** menu, point to **All Tasks**, and click **License**, or click the **License On** icon on the toolbar.

Note: Network Resource Manager must be running to view the license information.

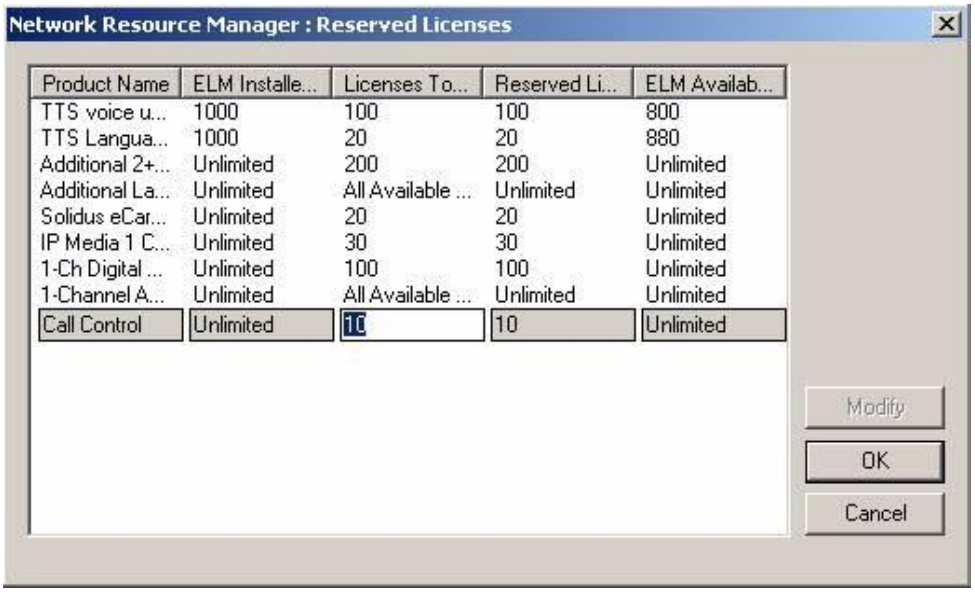


Figure 7: License Information Display

Note: If ****** appears in the **License Available** column for **2-Channel ASR Additional Language** or **2- Channel ASR Additional 2+ Languages**, this will indicate that these licenses are not usable. For these licenses to be usable, the number of reserved licenses must be equal to, or greater than, the total number of reserved ASR licenses.