A MITEL
PRODUCT
GUIDE

MiContact Center Enterprise

Open Application Server – Service Tools User Guide

Release 9.6
Document Version 1.0

September 2022

Mitel
Powering connections

Notices

The information contained in this document is believed to be accurate in all respects but is not warranted by **Mitel Networks™ Corporation (MITEL®).**

The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes. No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

Trademarks

The trademarks, service marks, logos and graphics (collectively “Trademarks”) appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: http://www.mitel.com/trademarks.

®,™ Trademark of Mitel Networks Corporation

INTRODUCTION

This document describes the following Open Application Server (OAS) service tools:

- OAS Media Port Activity Monitor (MPAM)
- OAS Trace Viewer
- OAS Log Zipper
- OAS Log Unzipper

WHAT YOU WILL LEARN

The following are discussed in detail:

- How to launch the Media Port Activity Monitor, Trace Viewer, OAS Log Zipper and OAS Log Unzipper.
- How to interpret the Media Port Activity Monitor results.
- How to create Trace Viewer databases.
- How to query Trace Viewer databases using simple and two stage filters.
- How to query Trace Viewer databases using SQL statements.
- How to save queries.
- How to save results to a database.
- How to interpret the result of your queries.
- How to open an existing Trace Viewer database.

MEDIA PORT ACTIVITY MONITOR

The Media Port Activity Monitor (MPAM) captures media service events (for example ASR, TTS and Sound player) allowing you to view and track these activities as they occur.

OVERVIEW

The OAS Media Server provides media services using the resources that exist on the host system. It has a CSTA interface and communicates with MX-ONE over IP extension lines. Each Media Server contains a number of call channels (that is, media ports), connected to an MX-ONE through H.323 or SIP lines. The media ports are mapped to directory numbers configured within that Media Server.

The Media Port Activity Monitor connects to the OAS Trace Service, through which it captures the media service events, and displays these events on the Media Port Viewer window. This enables you to dynamically track activities as they occur on the ports.

HOW TO LAUNCH THIS APPLICATION

1. From the Start menu click Programs.
2. Point to Service Tools, then Media Port Monitor.

Note: The OAS Trace function must be set to On for the Media Servers that are to be monitored in order for the Media Port Activity Monitor to work.
The Media Port monitor tool will not work if local IPMS logging is enabled. For additional information, please consult the document OPEN APPLICATION SERVER SOFTWARE CONFIGURATION, item ENABLING IP MEDIA SERVER LOCAL TRACE.

MEDIA PORT ACTIVITY MONITOR WINDOW

The Media Port Activity Monitor Window is shown in Figure 1:

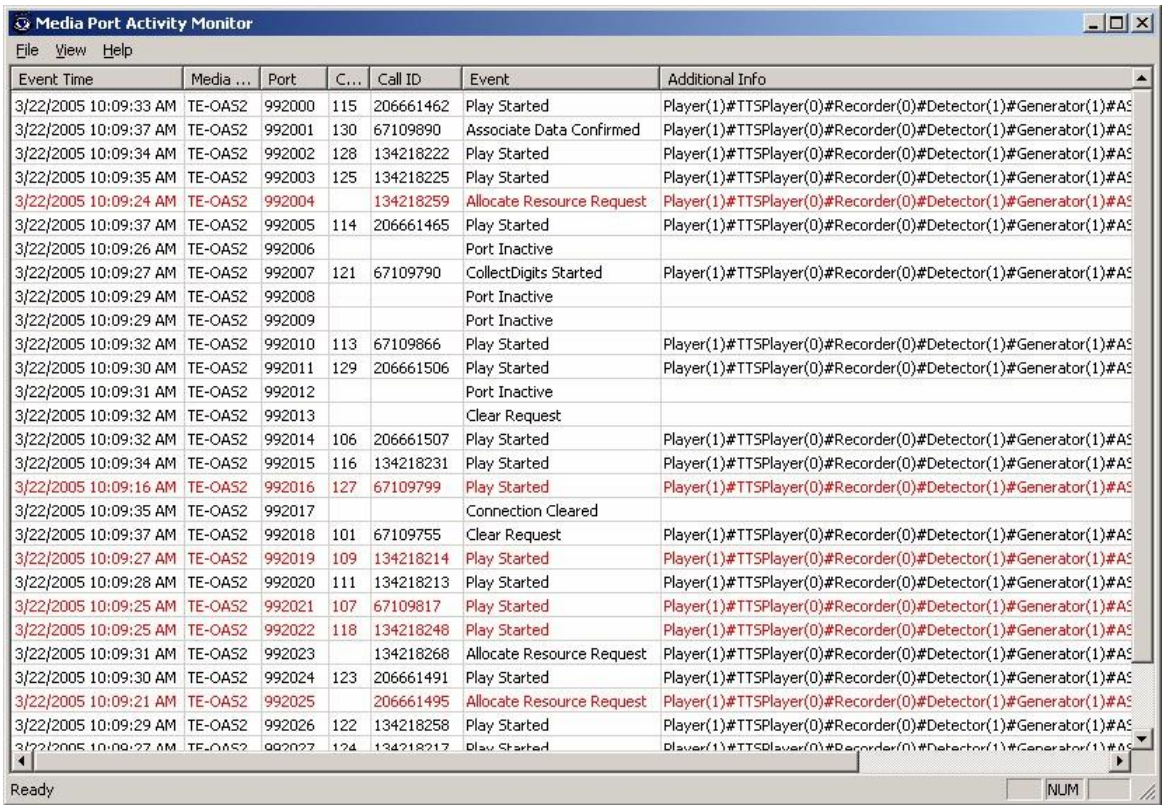


Figure 1: Media Port Activity Monitor Window

See the table below below for a description of the default column names.

Table 1 Column Name description

COLUMN NAME	DESCRIPTION
Event Time	Displays time when the last event occurred on that port.
Media Server Host	Displays the Media Server Host name.
Port	Displays the number of the Media port.
Channel ID	Displays the Call Channel ID.
Call ID	Displays the Network Resource Manager Call ID.
Event	Displays the occurring event.
Additional Information	Displays resource information.

Each row in the Media Port Activity Monitor window corresponds to a media port. The information in the rows changes when events through the media port changes. This mean you can dynamically monitor events as they occur.

Note: Only applicable information is shown. That is, there can be fields for ports that don't show any information. A row, or specific port information, is updated only if a new event occurs on that particular port. This update results in modification only of those fields that are present in the item. The rest are left as is.

When a call is cleared on a port, all columns for it are cleared except:

- Event Time
- Media Server Host
- Event
- Port

If no events are received on a port for 120 seconds, and the last event received is not a Connection cleared event, the contents of the port are shown in red. This indicates the possibility of an error. When no new calls on a port for a predefined duration of 240 seconds, the port is shown as inactive.

MENU OVERVIEW

There are three main menus associated with the Media Port Activity Monitor:

- File
- View
- Help

FILE MENU

The **File** menu only have one command; **Exit**, which is used to close the application.

VIEW MENU

The **Clear** command in the **View** menu is used to refresh the Media Port Activity Monitor window.

The **View Summary** command launches **Media port Summary Infor- mation** dialog, see Figure 2 below.

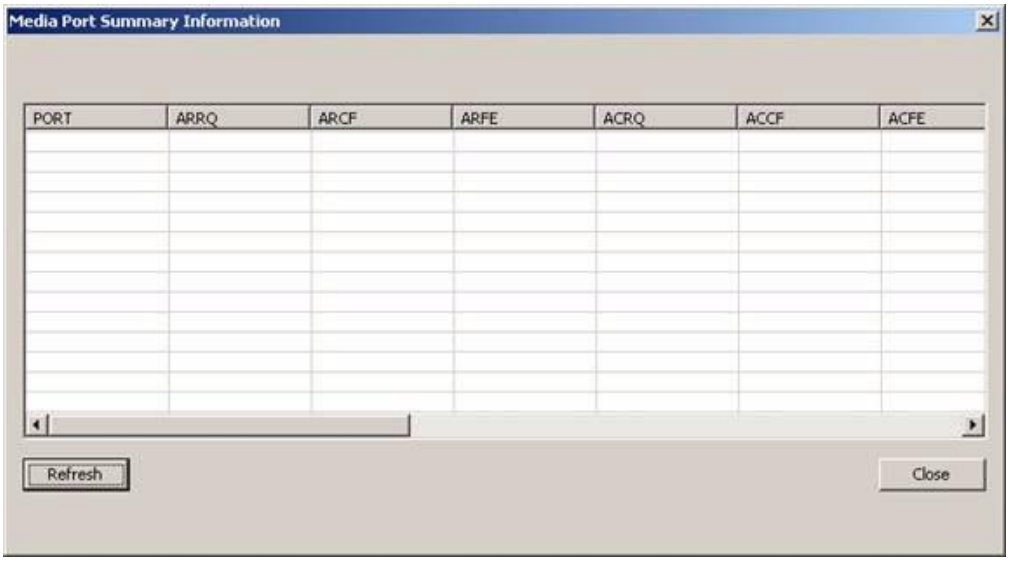


Figure 2: Media Port Summary Information

Each row in the Media port Summary Information dialog corresponds to a media port. The values in this dialog are not updated dynamically. Click **Refresh** to update this dialog, and to have the current values displayed. To see all columns, scroll the horizontal scroll bar.

The column names in the Media Port Summary Information dialog are described in Table 2 Media Port Summary Information Dialog Description below:

Table 2 Media Port Summary Information Dialog Description

COLUMN NAME	DESCRIPTION
PORT	Displays the number of the Media port.
ARRQ	Displays the number of Allocate Resource Request in a port.
ARCF	Displays the number of Allocate Resource Confirmation in a port.
ARFE	Displays the number of Allocate Resource Failed Event in a port.
ACRQ	Displays the number of Answer Call Request in a port.
ACCF	Displays the number of Answer Call Confirmation in a port.
ACFE	Displays the number of Answer Call Failed Event in a port.
ESTE	Displays the number of Established Event in a port.
PLRQ	Displays the number of Play Request in a port.
PLCF	Displays the number of Play Confirmation in a port.
PLSE	Displays the number of Play Started Event in a port.
PLEE	Displays the number of Play Ended Event in a port.
PLFE	Displays the number of Play Failed Event in a port.
CCRQ	Displays the number of Clear Connection Request in a port.
CCCF	Displays the number of Clear Connection Confirmation in a port.
CCLE	Displays the number of Connection Cleared Event in a port.

HELP MENU

The **About MediaPortMonitor** command displays current version and copyright information.

TRACE VIEWER

OAS Trace Viewer Service Tool enables users to search and view specific OAS trace file information pertaining to calls and system events.

OVERVIEW

OAS creates trace files that document call and event information. The Trace Viewer utility allows you to search one or multiple trace files in order to create an Access database. When a database file is created, the Trace Viewer dialog boxes can be used to create queries into the database to quickly find and view information.

Note: Trace function must be turned On for the trace files to be created.

HOW TO LAUNCH THIS APPLICATION

1. From the Start menu click **Programs**.
2. Point to Mitel OAS, Service Tools and Trace Viewer.

MENU OVERVIEW

There are three main menus associated with the Trace Viewer:

- File
- View
- Help

FILE MENU

From the **File** menu users can perform operations related to trace files and databases. See Table 3 File Menu commands below for a description of the commands.

Table 3 File Menu commands

COMMAND	SHORTCUT	TOOLBAR ICON	DESCRIPTION
New	Ctrl+N OR ALT+F+N		Launches a wizard that allows you to specify a list of trace files to be parsed as well as indicate the name and location of a new Access database to store the results of the parsing.
Open	ALT+F+O OR Ctrl+O		Opens the File Open dialog box that allows you to select an existing database associated with a previous parsing.
Save Query Result	ALT+F+S OR Ctrl+S		Opens a Save As dialog box that allows you to save the results of your query as a new Access database. This option is only available after you

COMMAND	SHORTCUT	TOOLBAR ICON	DESCRIPTION
			have executed a query on an existing database.
Close	ALT+F+C		Closes the current database.
Exit	ALT+F+X OR ALT+F4		Exits the Trace Viewer.

VIEW MENU

From the **View** menu, the user can create queries and view event and call results obtained from the current database. See Table 4 View Menu commands below for a description of the commands.

Table 4 View Menu commands

COMMAND	SHORTCUT	DESCRIPTION
Trace Filter	ALT+V+T OR Ctrl+T	Opens the Trace Filter dialog box that is used to search for the occurrence of a particular event in the trace entries that are stored in the database table. This command is only available if a database is open.
Free Format Query	ALT+V+Q OR Ctrl+ Q	Opens the Free Format Query dialog box that is used to search for the occurrence of a particular event using an SQLquery. This command is only available if a database is open.
Media Port Viewer	ALT+V+M OR Ctrl+ M	Opens the Media Port Viewer where you can dynamically monitor events as they occur through the media ports.
Toolbar		Displays or hides the toolbar.
Status Bar		Displays or hides the status bar.

HELP MENU

The **Help** menu only contains one command, see description in Table 5 Help Menu command below.

Table 5 Help Menu command

COMMAND	SHORTCUT	TOOLBAR ICON	DESCRIPTION
About ServiceTools	ALT+H+A OR Ctrl+A		Displays Service Tool version information.

HOW TO CREATE TRACE DATABASES

From the OAS Trace Viewer it is possible to:

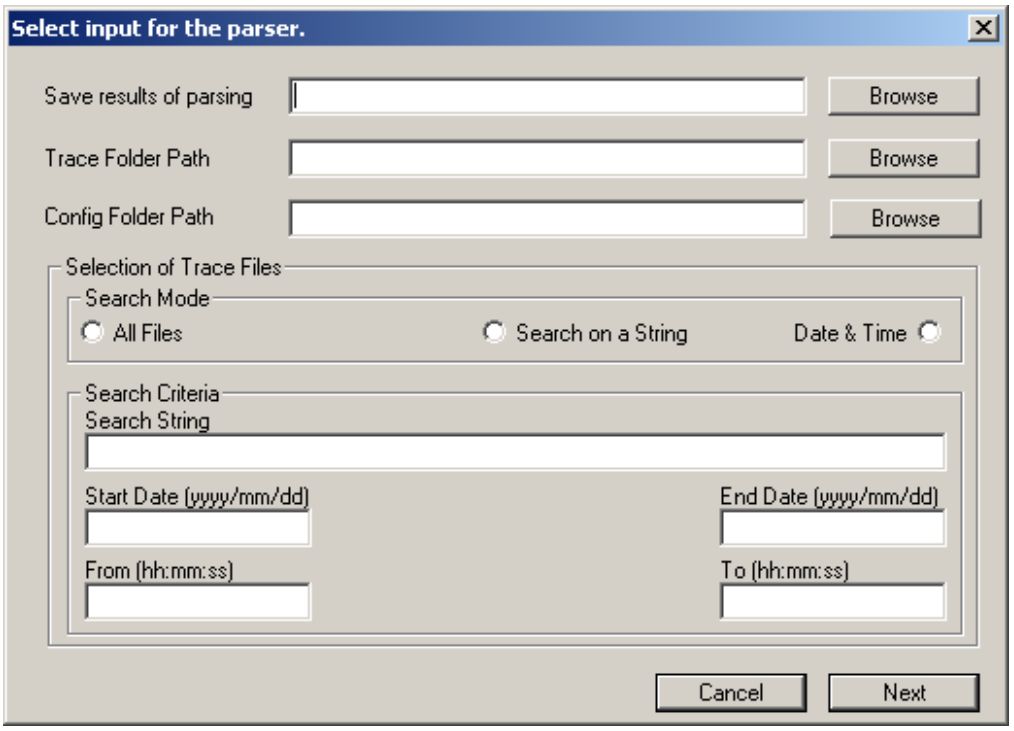
- Create a new Trace database.
- Search an existing database using Simple and Free Format query filters.
- Save queries.
- Retrieve queries.

CREATE A NEW DATABASE

The Trace File Wizard allows you to create a database table from OAS trace files, based on the following criteria:

- All Trace files located in the selected folder
- All Trace files located in the selected folder, which contain a specified text string
- All Trace files located in the selected folder which were created within a certain time interval

1. From the File menu, select New. The first page of the wizard appears.



2. Enter information according to Table 6 Description of the information input below.

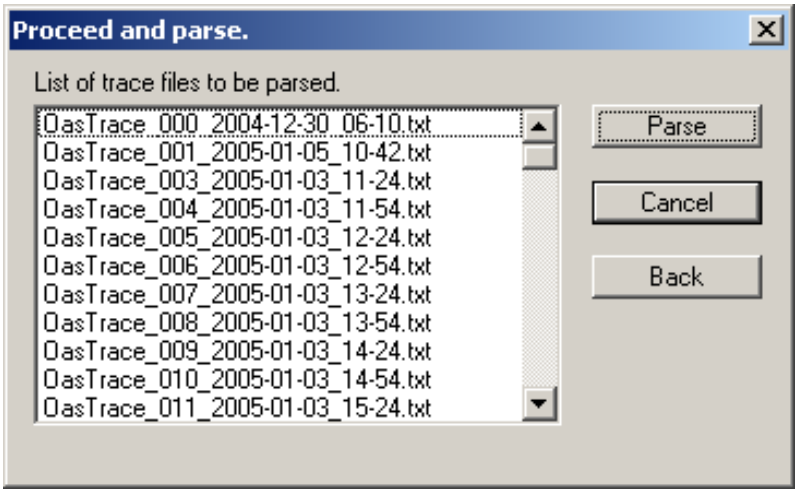
Table 6 Description of the information input

OBJECT	DESCRIPTION
Save results of parsing	Enter a name for your new database. Click **Browse** next to **Save results of parsing** field to select a location for your new database, or to select an existing database. If you select an existing name, you will be asked to confirm if you wish to overwrite the existing file.

OBJECT	DESCRIPTION
Trace Folder Path	Displays the folder path that contains the trace files to be parsed. Click **Browse** next to the Tra**ce Folder Path** field to select another folder path location.
Config Folder Path	Displays the folder path that contains the OAS grammar files. These files contain the Grammar used to parse the Trace files. By default this field will show the path where the default grammars are installed by OAS installation. Click **Browse** next to **Config Folder Path** field to select another location.
Selection of Trace Files Section Select a search mode to determine the list of files to be parsed. You can search based on traces files containing a specified text string, trace files created within a specified time interval or all trace files.	
Search Mode:	
All Files	Default option. Click to search all files in the indicated folder.
Search on a String	Select and input your search string in the **Search String** field to search for specific text. **Search String** is only enabled if the **Search on a String** radio button is ticked. Enter a search string you wish to find. You can use wild cards (for example **allocate***) within your string.
Date & Time Interval	Select and input Start and End dates as well as time ranges. **Start Date**, **End Date**, **From** and **To** are enabled only if **Date & Time Interval** option is selected.

3. Click **Next**.

The **Proceed and parse** dialog box appears with a list of files that match your search criteria.

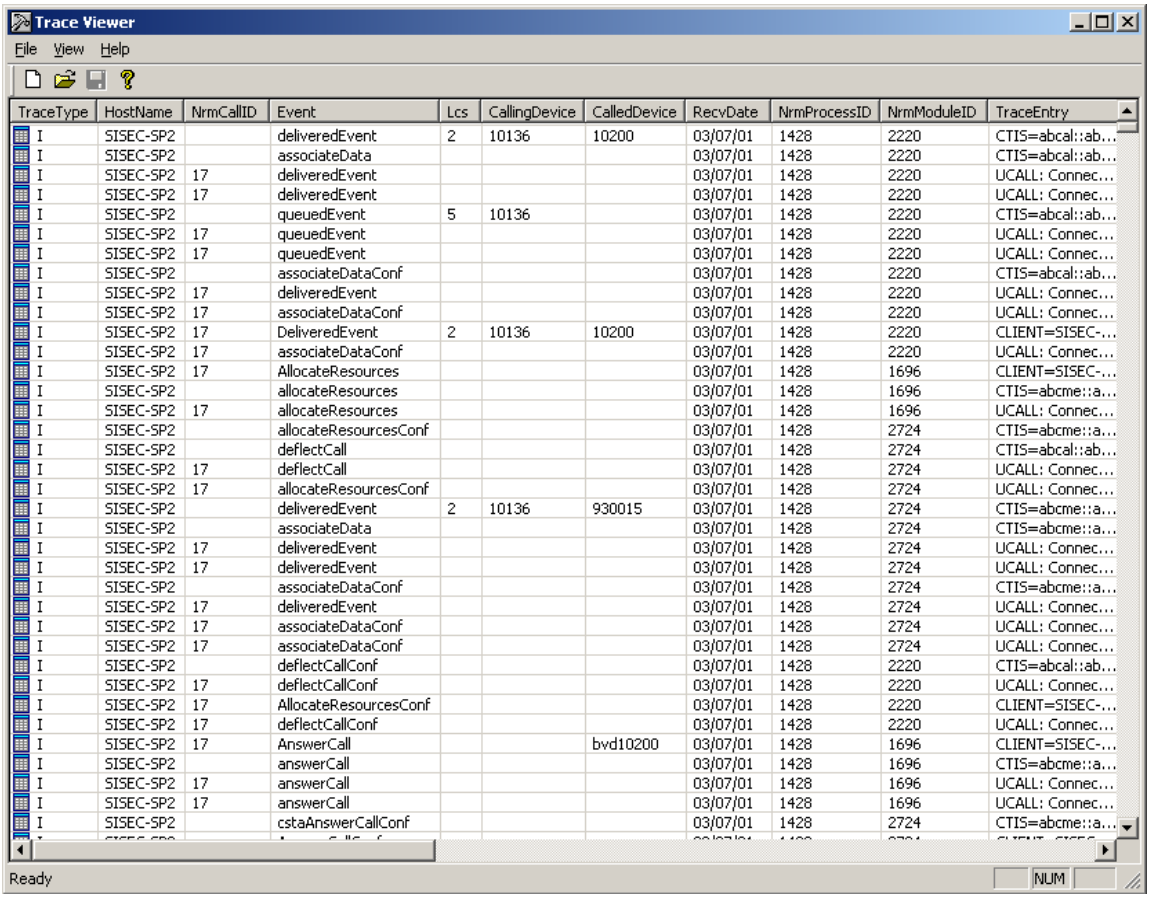


4. Click the option you wish to perform, see Table 7 Proceed and Parse options below.

Table 7 Proceed and Parse options

OBJECT	DESCRIPTION
Parse	Searches all displayed files. The result is stored in the database table that you indicated in the Database Table Name field. The result will appear in the Trace Viewer window, shown in Figure

OBJECT	DESCRIPTION
	3 on page 16.
Cancel	Cancels the parsing activity.
Back	Returns to the previous wizard page where you can modify your search information.



TraceType	HostName	NrmCallID	Event	Lcs	CallingDevice	CalledDevice	RecvDate	NrmProcessID	NrmModuleID	TraceEntry
I	SISEC-SP2		deliveredEvent	2	10136	10200	03/07/01	1428	2220	CTIS=abcal::ab...
I	SISEC-SP2		associateData				03/07/01	1428	2220	CTIS=abcal::ab...
I	SISEC-SP2	17	deliveredEvent				03/07/01	1428	2220	UCALL: Connec...
I	SISEC-SP2	17	deliveredEvent				03/07/01	1428	2220	UCALL: Connec...
I	SISEC-SP2		queuedEvent	5	10136		03/07/01	1428	2220	CTIS=abcal::ab...
I	SISEC-SP2	17	queuedEvent				03/07/01	1428	2220	UCALL: Connec...
I	SISEC-SP2	17	queuedEvent				03/07/01	1428	2220	UCALL: Connec...
I	SISEC-SP2		associateDataConf				03/07/01	1428	2220	CTIS=abcal::ab...
I	SISEC-SP2	17	deliveredEvent				03/07/01	1428	2220	UCALL: Connec...
I	SISEC-SP2	17	associateDataConf				03/07/01	1428	2220	UCALL: Connec...
I	SISEC-SP2	17	DeliveredEvent	2	10136	10200	03/07/01	1428	2220	CLIENT=SISEC-...
I	SISEC-SP2	17	associateDataConf				03/07/01	1428	2220	UCALL: Connec...
I	SISEC-SP2	17	AllocateResources				03/07/01	1428	1696	CLIENT=SISEC-...
I	SISEC-SP2		allocateResources				03/07/01	1428	1696	CTIS=abcme::a...
I	SISEC-SP2	17	allocateResources				03/07/01	1428	1696	UCALL: Connec...
I	SISEC-SP2		allocateResourcesConf				03/07/01	1428	2724	CTIS=abcme::a...
I	SISEC-SP2		deflectCall				03/07/01	1428	2724	CTIS=abcal::ab...
I	SISEC-SP2	17	deflectCall				03/07/01	1428	2724	UCALL: Connec...
I	SISEC-SP2	17	allocateResourcesConf				03/07/01	1428	2724	UCALL: Connec...
I	SISEC-SP2		deliveredEvent	2	10136	930015	03/07/01	1428	2724	CTIS=abcme::a...
I	SISEC-SP2		associateData				03/07/01	1428	2724	CTIS=abcme::a...
I	SISEC-SP2	17	deliveredEvent				03/07/01	1428	2724	UCALL: Connec...
I	SISEC-SP2	17	deliveredEvent				03/07/01	1428	2724	UCALL: Connec...
I	SISEC-SP2		associateDataConf				03/07/01	1428	2724	CTIS=abcme::a...
I	SISEC-SP2	17	deliveredEvent				03/07/01	1428	2724	UCALL: Connec...
I	SISEC-SP2	17	associateDataConf				03/07/01	1428	2724	UCALL: Connec...
I	SISEC-SP2	17	associateDataConf				03/07/01	1428	2724	UCALL: Connec...
I	SISEC-SP2		deflectCallConf				03/07/01	1428	2220	CTIS=abcal::ab...
I	SISEC-SP2	17	deflectCallConf				03/07/01	1428	2220	UCALL: Connec...
I	SISEC-SP2	17	AllocateResourcesConf				03/07/01	1428	2220	CLIENT=SISEC-...
I	SISEC-SP2	17	deflectCallConf				03/07/01	1428	2220	UCALL: Connec...
I	SISEC-SP2	17	AnswerCall			bvd10200	03/07/01	1428	1696	CLIENT=SISEC-...
I	SISEC-SP2		answerCall				03/07/01	1428	1696	CTIS=abcme::a...
I	SISEC-SP2	17	answerCall				03/07/01	1428	1696	UCALL: Connec...
I	SISEC-SP2	17	answerCall				03/07/01	1428	1696	UCALL: Connec...
I	SISEC-SP2		cstaAnswerCallConf				03/07/01	1428	2724	CTIS=abcme::a...

Figure 3: Trace Viewer Window Results

OPEN AN EXISTING DATABASE

View and perform searches on an existing database by performing the following:

1. Select **File** and **Open**.
2. Locate the trace database (.mdb) file you wish to open.
3. Click **Open**.

The Table List dialog box appears. Trace Viewer databases in general have one table in them named as trace_db.

4. Select the **trace_db** table, and click OK.

The selected database data appears in the Trace Viewer window, and the view shall be similar to one created by parsing the trace files, (Figure 3 above).

QUERYING THE TRACE VIEWER DATABASE

Trace Viewer databases can be queried using two different methods:

Trace Filter
Creates an SQL query from the selection made by the user.

Free Format Query
Filter the user manually inputs the query using SQL syntax.

The result of these Queries is a table that matches the information you have entered.

DIALOG BOX OVERVIEW

There are two main dialog boxes associated with the Trace Viewer that are used to perform searches.

1. Trace Filter dialog box

2. Free Format Query dialog box

Trace Filter dialog box

The Trace Filter dialog box, see Figure 4 below, is accessed from the View menu by selecting Trace Filter. See Table 8 Trace Filter Description below for a description of the fields in the dialog box.

Note: The Trace Filter command can only be accessed once a database is opened. The Trace Filter dialog is used to search for a particular event in the trace entries that are stored in the data- base table.

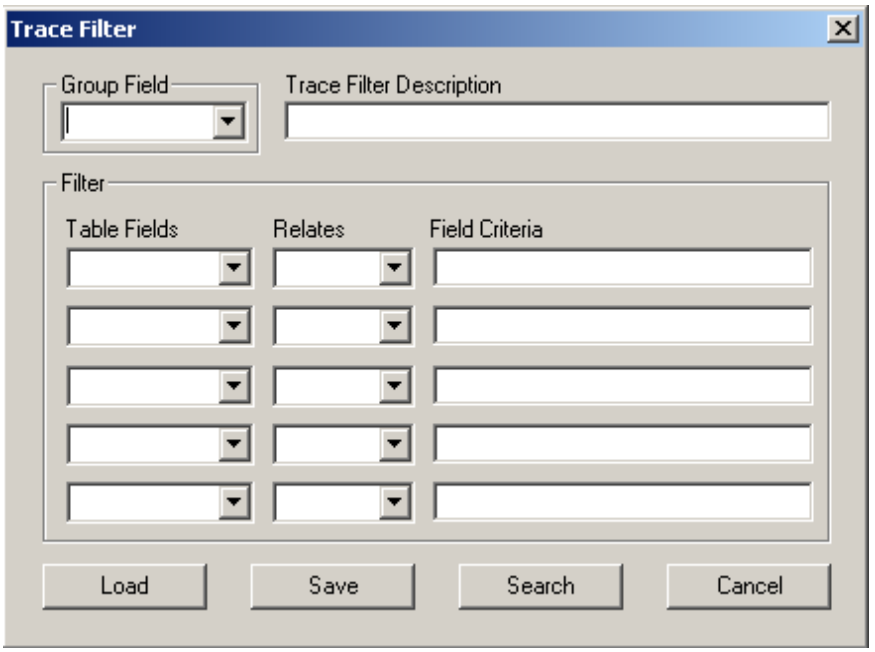


Figure 4: Trace Filter dialog box

Table 8 Trace Filter Description

OPTION	DESCRIPTION
Group Field	Lists available database fields. Selecting a field causes your query results to be displayed using the selected field as the primary display filter. Leave this option blank if you wish to perform a simple trace.
Trace Filter Description	Enter a one-line description that describes the purpose of the current query. This field is optional.
Table Fields	Select a database field to perform your search on.
Relates	Select a relational operation for your search. Options include <,<=, = >, >= and Like.
Field Criteria	Enter your specific search criteria. This can be a string or a numeric value.
Load	Select a previously saved query that is stored as a .stq file.
Search	Performs a search based on the provided information.
Save	Saves the current query in a (.stq) file. If you wish to save a query, be sure to click Save before initiating the search.
Cancel	Closes the dialog box with no action taken.

If you previously created a query in this session, by default this query appears when you return to this dialog box.

Free Format Query dialog box

The Free Format Query dialog, see Figure 5 below, is accessed from the View menu by selecting Free Format Query. It is used to search for a particular event in the trace entries by entering a SQL query. For a description of the dialog box, see table 9 Free Format Query Description below.

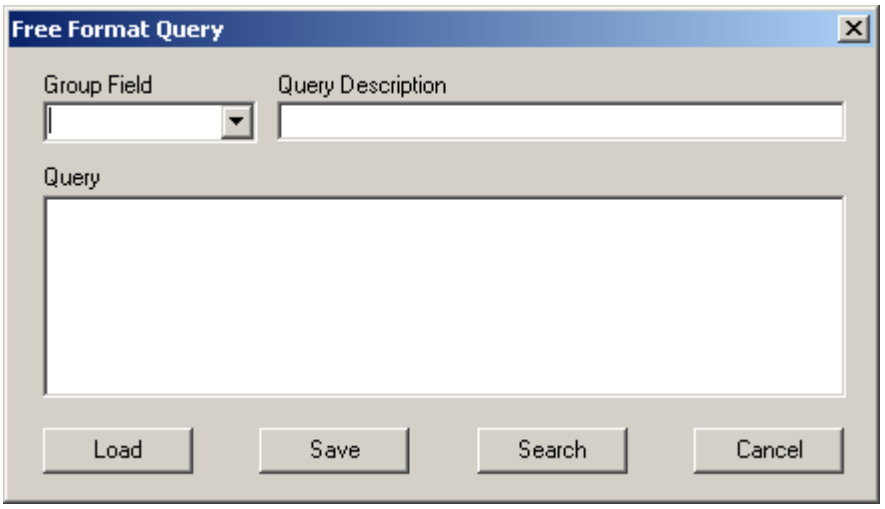


Figure 5: Free Format Query dialog box

Table 9 Free Format Query Description

OPTION	DESCRIPTION
Group Field	Lists available database fields. Selecting a field causes your query results to be displayed using the selected field as the primary display filter.
Query Description	Enter a one-line description that describes the purpose of the current query. This field is optional.
Query Definition	Enter an SQL query. If you previously created a query, by default this query appears in the field. Note: The Tool does not check for correct syntax.
Load	Retrieve a previously saved query that is stored as a .stq file.
Search	Perform a search based on the provided information. The syntax of the entered SQL query is not checked before execution. If an error is detected a message box appears.
Save	Save the current query in a (.stq) file.
Cancel	Closes the dialog box with no action taken.

CREATE A SIMPLE QUERY USING THE TRACE FILTER

Simple filters allow you to use up to five table fields to query an existing trace database. The result is a table that matches the information you have entered.

1. From the View menu select **Trace Filter**. The Trace Filter dialog box appears. Do not select a **Group Field** option.
2. Select a **Table Field**.
3. Select how the field **relates** to the Field Criteria.
4. Enter the value you wish to find in the **Field Criteria** field.
5. Repeat steps 2-4 for up to five table fields (if needed).
6. Click **Se**ar**c**h. Your selected filters translate into a SQL query. The result appears in a single pane window that displays all the records that match your search criteria.

Note: If you perform an additional query, your results will not be based on the data that is currently on the screen but on the database that is currently open. If you wish to perform a query on the results on the screen, you must first save your screen

results to a data- base and then perform a query on the new database.

Example:

1. Leave the **Group Filter** blank.
2. Select the following for the first Filter (see Figure 6 below)

- Table Fields: **Event**.
- Relates: **=**
- Field Criteria: AllocateResourceConf

3. Click **Search**. The entered information translates to the following SQL query:**Select * from <table name> where Event = 'Alloca- teResource Conf'**

The result displays all records which contains the **AllocateResourceConf** event from all Calls.

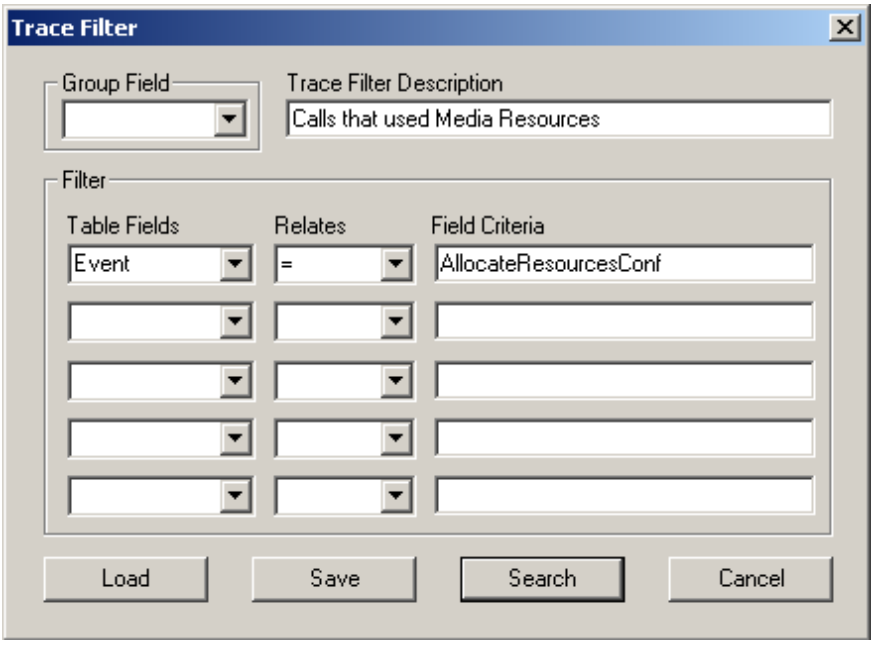


Figure 6: A Simple Query using Trace Filter

CREATE A TWO STAGE QUERY USING TRACE FILTER

By selecting a database field from **Group Field** a more complex query can be created. The results display in a two-pane view.

1. Select **Trace Filter** from the View menu. The Trace Filter dialog box appears, as shown in Figure 7 below.
2. Select a **Group Filter**.
3. Select options for each desired filter.
4. Click **Search**. A two-pane window appears that displays your search results.

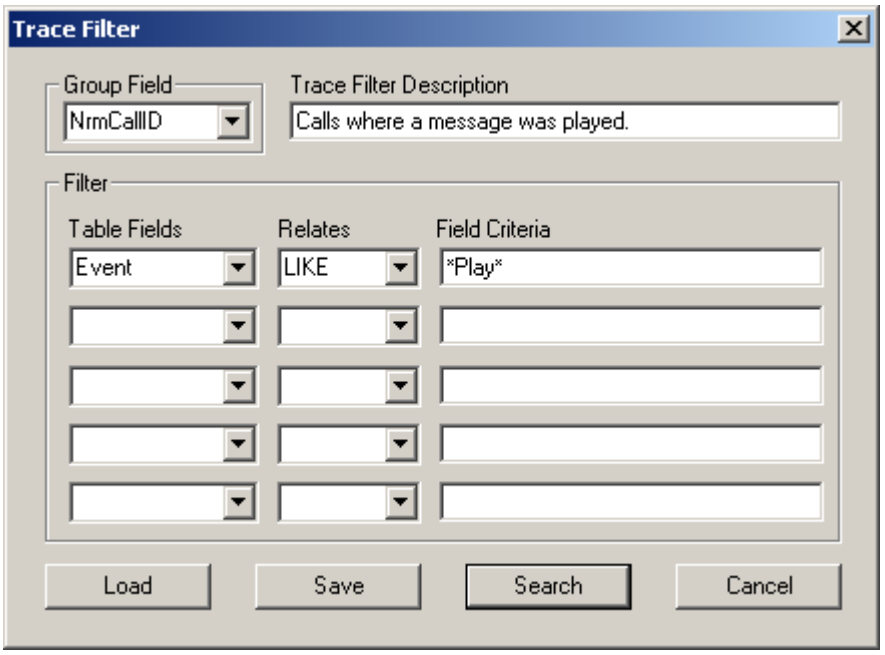


Figure 7: A Two Stage Query using Trace Filter.

The following is an example of a two-stage filter:

1. User selects “NrmCallID” in the **Group Filte**r.
2. User selects the following for the first filter:

- Table Fields: **Event**
- Relates: **LIKE**
- Field Criteria: ***Play***

3. User clicks **Se**a**rc**h. When the search is complete, the results in Table 10 Result below appear.

Table 10 Result

LEFT PANE	RIGHT PANE
Displays the call ID:s resulting from the following: Select NrmCallID from <table name> where Event LIKE ‘*Play*’	Blank.

If the user selects one of the call ID:s from the left pane, then the right pane will be refreshed with all the records for the selected Call ID. Each time the user selects a different call ID, the right pane refreshes with the new call ID records. That is, each time the user selects a different call ID, the right pane window will be populated with the result of the following query, see Figure 8 below.

Select * from <table name> where NrmCallID = <call id selected by the user>

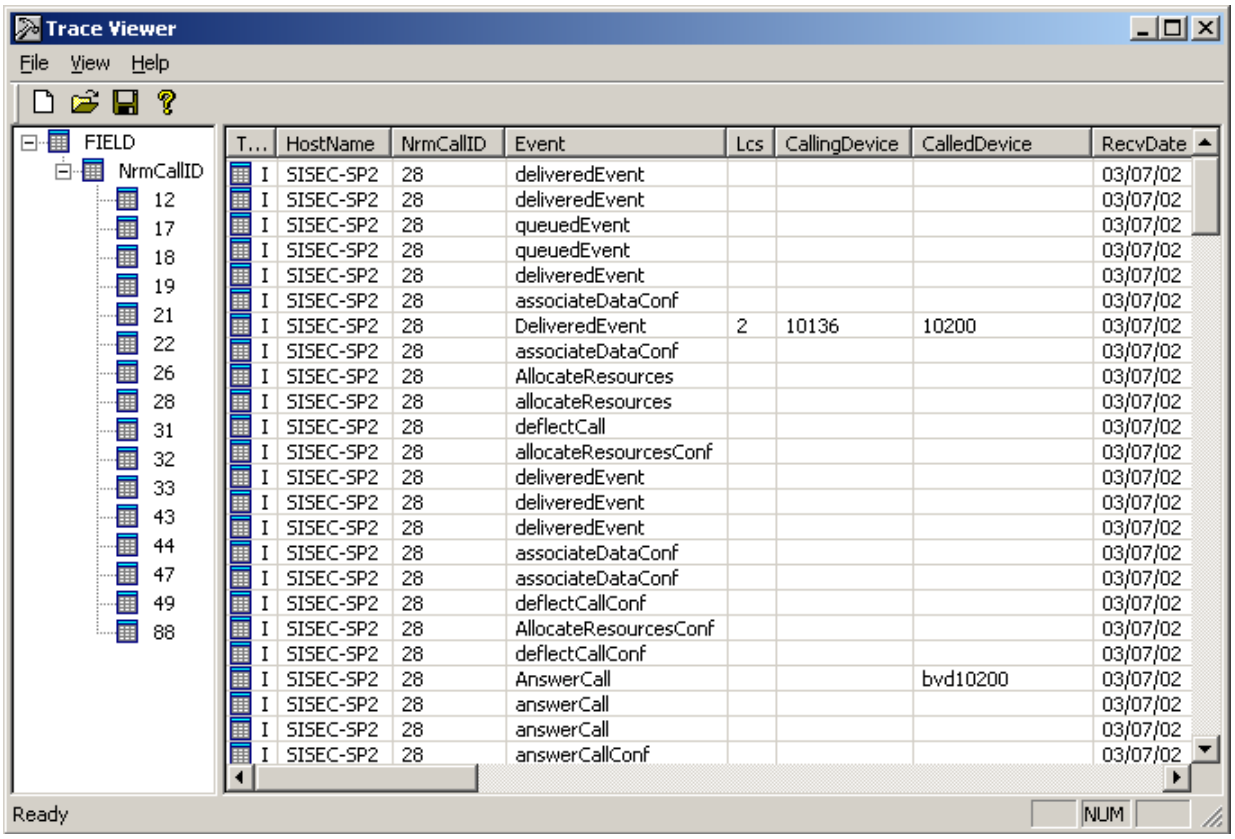


Figure 8: Result of a two stage Query

CREATE A SIMPLE QUERY USING FREE FORMAT FILTER

1. Select **Free Format Filter** from the **View** menu. The Free Format Filter dialog box appears, see Figure 9 below.
2. Enter your SQL query in the **Query Definition** field.

Note: Do not select a database filed from the Group Field List.

3. Click **Search**. The result of your query appears.

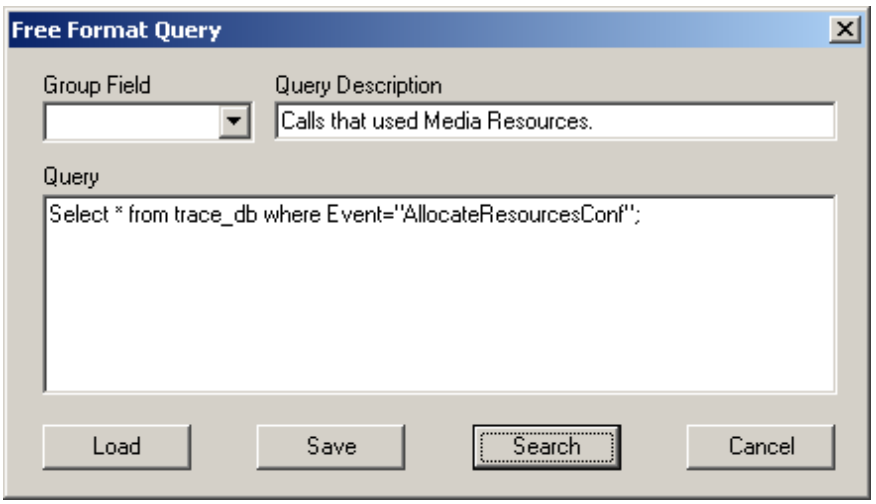


Figure 9: A Simple Query using Free Format Filter.

CREATE A TWO STAGE QUERY USING FREE FORMAT FILTER

1. Select **Free Format Filter** from the View Menu . The Free Format Filter dialog box appears.
2. a database field from the Group Field List on which you wish to perform a query, see Figure 10 below.
3. Enter your Query in the Query Definition Field.
4. Click **Search**. The Result of the Query appears.

The two-stage translates the input into a query as follows:

Select <Database Field from Group Field List> from <User's Query in Query Definition Field>.

An example of a two-stage query is shown in Figure 10 below.

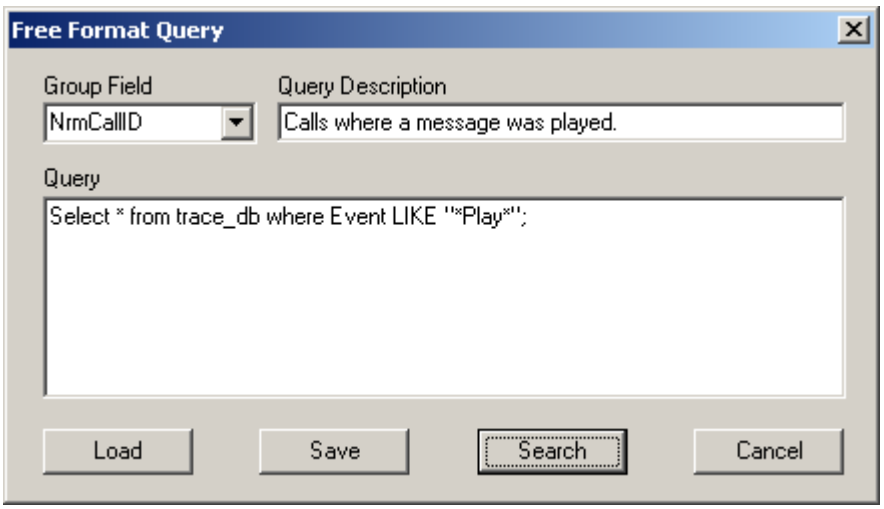


Figure 10:A Two Stage Query using Free Format Filter.

Note: If you perform an additional query, your results will not be based on the data that is currently on the screen but on the database that is currently open. If you wish to perform a query on the results on the screen, you must first save your screen results to a data- base and then perform a query on the new database.

SAVE A QUERY

A query can be saved once a search from either the Trace Filter or Free Format Query dialog box has been performed. Do the following:

1. After you have selected your search criteria, optionally enter a description in the associated **Description** field to describe the query.
2. Click **Save**. The **Save as** dialog appears.
3. Name the query. Do not modify the .stq extension.
4. Click **Save**. A confirmation dialog appears that indicates the query was saved.
5. Click O**K** to return to the search dialog box.

LOAD AN EXISTING QUERY

A saved query can be retrieved from either the Trace Filter or Free Format Query dialog box by doing the following:

1. Select **Trace Filter** or Fr**ee Format Query** from the **View** menu. The associated dialog box appears.
2. Click **Loa**d. The **Open** dialog box appears.
3. Select the .stq file that contains the desired search query.
4. Click **Open**. The selected query appears.

SAVE THE RESULTS OF YOUR QUERY TO A DATABASE

1. When having performed a query and the results appear in the **Trace Viewer** window, go to **File** and select **Save Query**. The **Save As** dialog box appears.
2. Enter a name for your database or select an existing database.
3. Click **Save**. A database is created with your query results.
4. Open Application Server Log Zipper

The OAS Log Zipper is a general-purpose tool used to compress all files matching a user specified name filter in a specified folder.

While the tool is running, it will periodically check for new files being created in this folder and will also compress those files

HOW TO LAUNCH THIS APPLICATION

1. From the Start menu click **Programs**.

2. Click **Mitel OA**S, **Service Tools** and **OAS Log Zippe**r. The OAS Log Zipper window appears, see Figure 11 below.

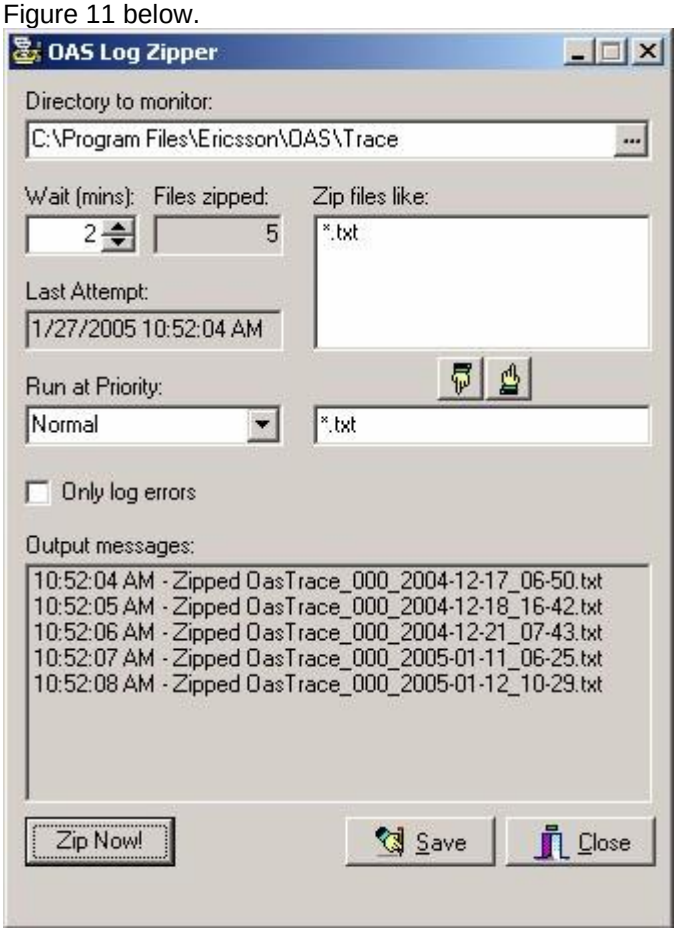


Figure 11: OAS Log Zipper Window

See Table 11 Log Zipper Fields below for a description of the fields in the OAS Log Zipper window.

Table 11 Log Zipper Fields

OPTION	DESCRIPTION
Directory to monitor	Enter the path of the folder which contains the files that are to be compressed. Alternatively, click the "**…**" button and navigate to the required folder.
Wait	Select the time period after which to start compressing the files. This is also the interval when the tool will check for new files created in that folder
Files zipped	Display the number of files which have been compressed
Zip files like	List of file name filters used to select files to be compressed. Use the  button to remove selected filers from list.
Button & Edit Field 	Enter file name filter in edit field then press button to add filter to filters list.
Last Attempt	Displays the last time the tool checked for and compressed new files.
Run at Priority	Values: "Realtime", "High", "Normal" or "Low" It is recommended to select the "Low" priority if there are other real time processes or services running

OPTION	DESCRIPTION
	on this server.
Only log errors Check Box	When this check box is selected, the tool will only write errors it encounters in a log file. Otherwise the log file will also contain a list of successful operations.
Output messages	Contains a list of operation results (compressed files and encountered errors). If the list grows to over 60 entries, the list will be truncated by removing older entries. The removed entries will be copied to the log file (depending on the Check box selection)
Zip Now!	Starts compressing files immediately, and will not wait for the specified Wait interval.
Save	Stores the current tool setting (filter, folder, Wait time, etc) so that when the tool is restarted again, it will remember the saved settings. Also copies the entries in Output messages field to the log file and clear the list.
Close	Exits the application and stops compressing files after the operation in progress is completed.

OAS LOG UNZIPPER

The OAS Log Unzipper is a general-purpose tool used to unzip all zip files in a specified folder.

HOW TO LAUNCH THIS APPLICATION

1. From the Start menu click **Programs**.
2. Click Mitel OAS, Service Tools and OAS Log Unzipper. The OAS Log Unzipper window appears, see Figure 12 below.

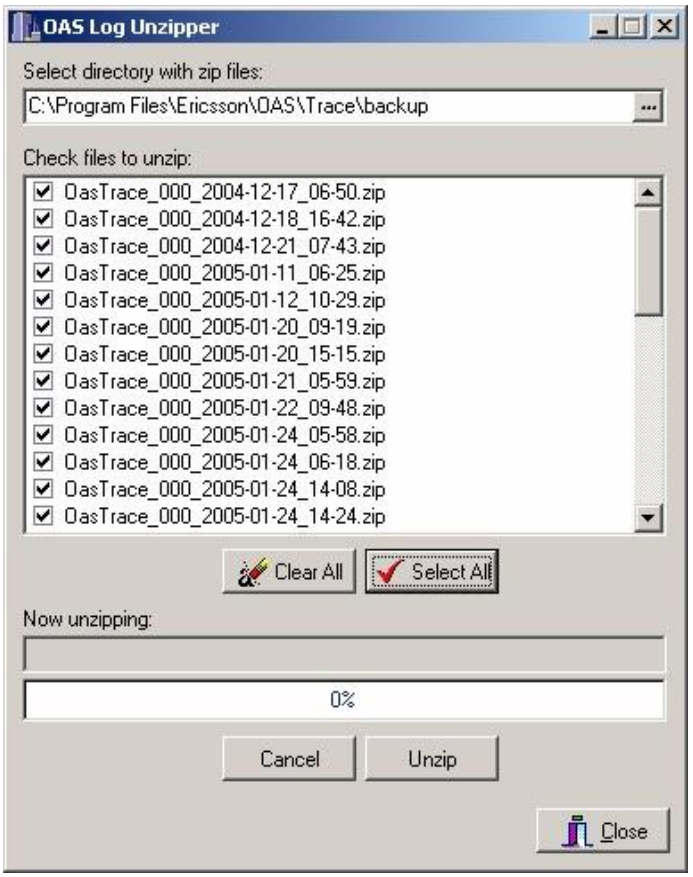


Figure 12:OAS Log Unzipper Window

See Table 12 Log Unzipper Fields below for a description of the fields in OAS Log Unzipper window.

Table 12 Log Unzipper Fields

OPTION	DESCRIPTION
Select Directory with zip files:	Enter the path of the folder which contains the files that are to be unzipped. Alternatively, click the  button and navigate to the required folder.
Check files to unzip	Select the files to be unzipped, or alternatively press the Select All or Clear All buttons to select all files or to clear all check marks.
Select All and Clear All	Marks all files that are to be unzipped, or to clear the check mark on all files.
Now unzipping	Displays the file being presently unzipped.

OPTION	DESCRIPTION
Progress bar	Displays the percentage completion for the unzipping operation.
Cancel	Cancels the operation in progress.
Unzip	Starts the unzipping operation.
Close	Exits the application.