

MX-ONE Traffic Manager 1.4

GETTING STARTED



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1 MX-ONE TRAFFIC MANAGER

1.1 WELCOME

Congratulations on your selection of the MX-ONE Traffic Manager, TM Application Suite, part of the Mitel solutions for enterprise networks. The communications solutions combine and improve advanced ways of exchanging information via voice, data, video, and evolving future media.

1.2 TM APPLICATION SUITE

The TM Application Suite software products are a comprehensive set of graphical PC-based tools that support all aspects of the MX-ONE operation and administration, including:

- High-level telecommunications network supervision
- Traffic measurement and reporting

1.3 TRAFFIC MANAGER

Traffic Manager provides a simple to use and flexible interface to managing the performance and optimizing the availability of the MX-ONE Service Node. With Traffic Manager, potential bottlenecks in the MX-ONE implementation can be avoided and system resources tuned to provide optimum availability. Traffic Manager consists of two sub modules; Data Manager and Presentation Manager, which is based on Microsoft Excel.




Traffic Manager provides the MX-ONE administrator with the ultimate in usable, flexible, and easily understood information on the overall performance of trunks, routes, operators, individual extensions, and common system resources. Through the simple user interface of the Data Manager sub-module, performance data can be easily requested from the MX-ONE. This data is then automatically retrieved and stored as database files.

With the Presentation Manager sub-module, the data can be easily viewed, modified, and presented in either report or graphic formats. Reports can easily be customized in both appearance and content, and then saved for future use.

Traffic Manager also supports scheduling of reports for regular printing or electronic mailing within the organization. In this way, a complete overview of the MX-ONE can be constantly maintained in a user-friendly format and potential problems can be avoided before they adversely affect the organization.

1.4 RELATED DOCUMENTATION

Traffic Manager Application Suite Technical Guide – This guide is written for technicians responsible for maintaining TM systems and TM Application Suite software. It includes detailed instructions on software and hardware installation, troubleshooting, system capabilities and limitations, and other technical topics. To open the Technical Guide help window, double click `\MRS\HELP\TMTECHGUIDE.HLP` in the `MSP_C` or `MSP_S` directory.

Help – Data Manager help and Presentation Manager help provide detailed information for measuring, presenting, and analyzing MX-ONE traffic. It provides complete feature descriptions and systematic instructions for both Data Manager and Presentation Manager. In Data Manager, select **Contents and Index** from **Help** menu. In Presentation Manager select **Help** from the **PM** menu. Click the  **Contents** tab to scroll through a table of contents for the Help file. Click the  **Index** tab to search for topics by using an index of Help subjects. Click the  **Search** tab to use a full-text search for specific words or phrases.

1.4.1 FEATURES

1.4.1.1 *Data Manager*

Full Microsoft Windows graphical user interface with a common look and feel

Setup and extraction of traffic data for:

- Trunk Routes
- Extensions(analog and digital only in this context)
- Operators
- Hunt Groups

Multi-user environment for local and remote connections

Automatic or manual extraction from MX-ONE

Backup and restore of historical traffic measurement data for presentation access

- Up to six months for primary database
- Up to a year for auxiliary database

On-line display of the MX-ONE feedback

Drag and drop support

Multi-MX-ONE configurations

Daily system log files

Full context sensitive on-line help

1.4.1.2 *Presentation Manager*

Simplified graphical user interface towards Microsoft Excel

Fully customizable application

Predefined reports for:

- Operators
- Trunk Routes
- Extensions(Only Analog and Digital in this context)
- Hunt Groups

Graphic and summary reports

Ability to manipulate chart data by editing existing traffic measurement data fields or adding/deleting traffic measurement data fields from the database table.

Task Scheduler

- Automatic printing of reports
- Automatic mailing of reports
- Capability to switch between accessing the primary of auxiliary databases.

On-line help

2 STARTUP

You can start Data Manager by one of the following methods.

- From the Windows **Start** button

You can launch Presentation Manager by one of the following methods.

- From the Windows Start button
- From Microsoft Excel

2.1 TO START DM FROM THE WINDOWS START BUTTON

1. Click **Start** on the Taskbar.
2. Select **Programs ▶ MTM Application Suite ▶ Data Manager**.
3. When the User Log On dialog box appears, enter your user name and password, select a server from the **TM Server** drop-down list, and then click **OK**.
4. When your password is accepted, the Data Manager application interface will appear.

2.2 TO START PM FROM THE WINDOWS START BUTTON

1. Click **Start** on the Taskbar.
2. Select **Programs ▶ TM Application Suite ▶ Presentation Manager**.
3. When the Switch Nodes dialog box appears, select a server and a node to connect to.
4. Choose the database you want to use.
5. Click **OK**.
6. Microsoft Excel starts with the PM menu and toolbar.

2.3 TO START PM FROM MICROSOFT EXCEL

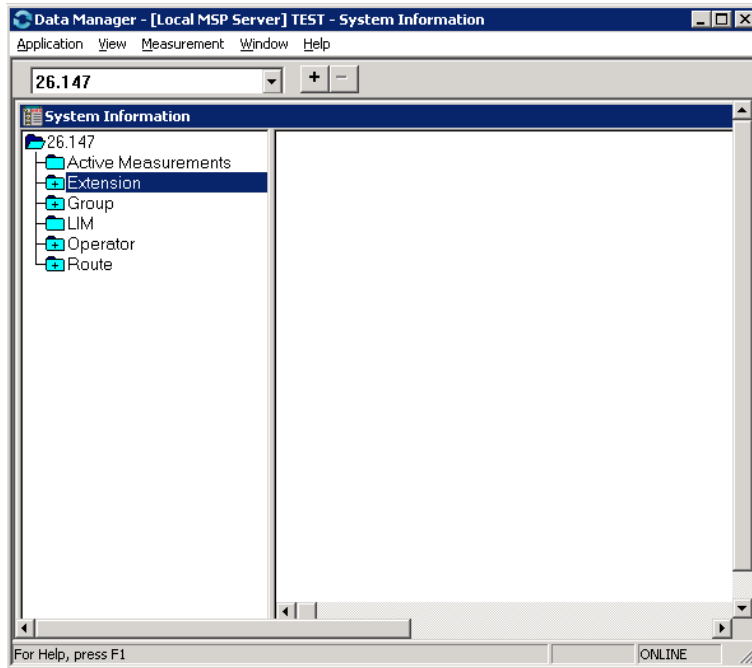
Use this procedure to start PM from within the Microsoft Excel application.

1. Click **Start** on the Taskbar.
2. Select **Programs ▶ Microsoft Excel**.
3. Select **Open** from the **File** menu.
4. In the Open dialog box, browse to *c:\msp_c\pmg\bin* or *c:\msp_s\pmg\bin*, select the *PM.xla* file, and click **Open**.
5. Excel's toolbars are replaced with PM's toolbar and the PM menu is added to the menu bar

3 DATA MANAGER

3.1 MAIN WINDOW

After you log on to Data Manager, the main window appears. You use this window to connect to MX-ONE traffic measurement nodes within your network. The Data Manager main window consists of a menu bar, measurements node selection, toolbar buttons, and a status bar.



3.2 APPLICATION MENU

TO	CLICK
Logon as a different user or change to another server.	Change Current User...
Replace your current access security password with a new one.	Change Password...
Select and connect to an individual traffic measurement node.	Connect...
End your connection to the current node (shown in the node selection window) and return to the main window.	Disconnect
Customize your data communications parameters, adjust MX-ONE connect delay, and character transmission timing.	Communications...
Review, modify, and delete DM/MX-ONE log files.	Log Files...
Configure basic DM operating parameters, save workspace on exit, create feedback logs, on-line/off-line operating mode, and polling time and server selection for automatic data extraction.	Properties...
Manually extract and update the Primary database, a task that is normally performed automatically.	Update Primary Database...
Store current traffic data and/or archived traffic data into auxiliary database.	Setup Auxiliary Database...
End your DM session.	Exit

3.3 VIEW MENU

TO	CLICK
Display and hide the toolbar.	Toolbar
Display and hide the status bar.	Status Bar

3.4 MEASUREMENT MENU

TO	CLICK
Initiate a New Measurement.	Initiate...
Terminate the selected measurement.	End

3.5 WINDOW MENU

TO	CLICK
Hide and display the traffic measurement command feedback window.	Feedback Window
Arrange open System Information and Feedback windows in stepped overlapping fashion, with the selected window on top.	Cascade Use for sequential viewing.
Arrange open System Information and Feedback windows in adjacent, non-overlapping fashion.	Tile Use for simultaneous viewing.



3.6 TOOLBAR

You can use the toolbar to connect to measurement nodes and to start and stop measurements. Located just below the menu bar, the toolbar consists of a drop-down node selection window and a pair of buttons you can use to initiate and end measurements.

3.6.1 NODE SELECTION WINDOW

Click the drop-down control positioned just to the right of the node selection window to view a list of all available measurement nodes for which you have access authorization. Connect to the node you want by clicking its entry in the drop-down list. You can also select **Connect...** in the **Application** menu to connect to available nodes.

3.6.2 INITIATE AND END MEASUREMENTS BUTTONS

After you connect to a node you can modify existing measurement assignments or create new ones. Click the Initiate  and End  buttons to the right of the Node Selection window to open the Initiate New Measurement dialog box, or to end the selected measurement.

3.7 SYSTEM INFORMATION WINDOW

The System Information window appears after you select an available node. You may select a node by selecting **Connect...** in the **Application** menu, or from the toolbar's Node Selection window. Select or double-click any node file folder symbol to view traffic measurement assignments for individual measurement objects.

3.8 MX-ONE FEEDBACK WINDOW

As part of the main DM interface, the MX-ONE Feedback window allows you to monitor traffic measurement command and response dialog between DM and the MX-ONE. Select **Feedback Window** in the **Window** menu to open the command feedback window.

3.9 STATUS BAR

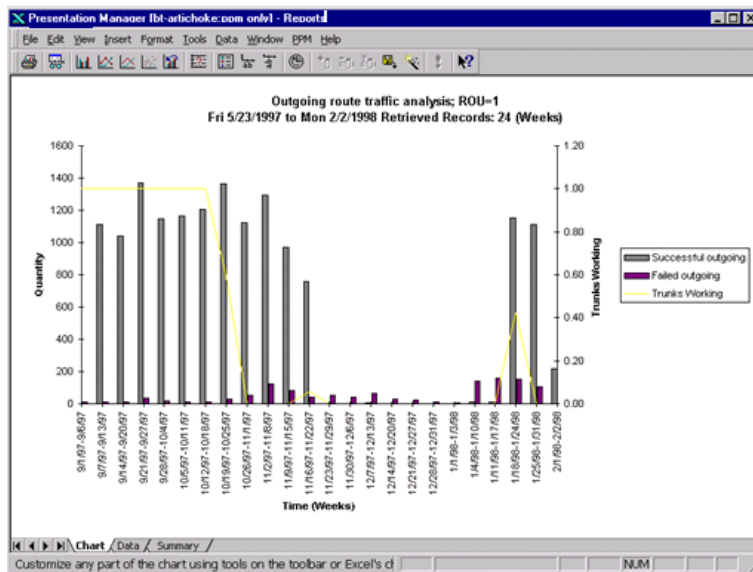
The Status Bar provides DM status and Help for each menu item, whether enabled or disabled. The left side of the status bar displays Help messages and the rightmost portion provides general DM status.

4 PRESENTATION MANAGER

You can display and analyze traffic measurement data in Chart, Data, and Summary views.

4.1 CHART VIEW

Chart View gives you a high-level visual perspective of traffic measurement results. You can compress and expand measurement intervals to narrow or broaden your focus on specific sets of data points. Depending on the kinds of measurements you are researching, you can select from a variety of chart types to enhance your evaluation of system performance.



4.2 DATA VIEW

In Data View, you are able to view the specific numerical values that produce your graphical Chart View presentations. Data View allows you to overlay and hide additional traffic data to better correlate cause and effect (resources versus performance, for example). You are also able to define custom reports based on PM's pre-defined reports, and save your custom report definitions for future use.

Data Report				
Report	Outgoing route traffic analysis; ROU=1			
Site	ppm only			
Organization	Ericsson			
Measured Period	Fri 5/23/1997 to Sun 12/31/2000 08:00 - 19:00			
Report Period	Fri 5/23/1997 to Mon 2/2/1998 Retrieved Records: 24 (Weeks)			
Formula	SUM(calls-cong)	SUM(cong)	AVG(ndv-nbio)	
Field Title	Successful outgoing	Failed outgoing	Trunks Working	
9/1/97-9/8/97	1063.00	11.00	1.00	
9/7/97-9/13/97	1113.00	12.00	1.00	
9/14/97-9/20/97	1039.00	12.00	1.00	
9/21/97-9/27/97	1373.00	35.00	1.00	
9/28/97-10/4/97	1149.00	18.00	1.00	
10/5/97-10/11/97	1164.00	10.00	1.00	
10/12/97-10/18/97	1207.00	9.00	1.00	
10/19/97-10/25/97	1362.00	27.00	0.59	
10/26/97-11/1/97	1126.00	51.00	0.00	
11/2/97-11/8/97	1296.00	126.00	0.00	
11/9/97-11/15/97	971.00	81.00	0.00	
11/16/97-11/22/97	761.00	44.00	0.06	
11/23/97-11/29/97	0.00	55.00	0.00	
11/30/97-12/6/97	2.00	43.00	0.00	
12/7/97-12/13/97	4.00	66.00	0.00	
12/14/97-12/20/97	2.00	32.00	0.00	
12/21/97-12/27/97	0.00	25.00	0.00	

4.3 SUMMARY VIEW

Summary View aggregates measurements within a report in the form of percentages, averages, and totals. This view provides a comprehensive, quantitative summary of your report results.

Summary Report			
Report	Outgoing route traffic analysis; ROU=1		
Site	ppm only		
Organization	Ericsson		
Measured Period	Fri 5/23/1997 to Sun 12/31/2000 08:00 - 19:00		
Report Period	Fri 5/23/1997 to Mon 2/2/1998 Retrieved Records: 24 (Weeks)		
	%	Total	Avera
Outgoing on route			
Outgoing on route	n/a	5551	231
Overflow to another route	n/a	10581	440
Successful outgoing	92.80%	16132.00	672
Failed outgoing	7.20%	1252.00	52
Outgoing attempts (calls)	100.00%	17384.00	724
Number of trunks working	n/a	n/a	0

4.4 PM MENU

Along with the standard Microsoft Excel menus for displaying, editing, formatting, and otherwise processing measurement values, a PM menu is included. However, only the PM menu belongs exclusively to Presentation Manager. This menu contains individual selections of feature controls and configuration options. The following table explains each menu selection.

TO	SELECT
Select a report category, retrieve all corresponding measurements, and generate reports.	Define Report...
Add, modify, or delete scheduled reports.	Scheduled Reports...
Activate/deactivate the scheduler, set properties pertaining to your station regarding scheduled report print times, set your organization name, and schedule reports option,	Profile Info...
Select a server, node, and database.	Switch Nodes...
Confirm your intention to exit PM.	Exit...
Get Presentation Manager Help Topics.	Help Topics...
View version or release level information for the Presentation Manager you are running.	About...

4.5 TOOLBAR

The toolbar provides mouse selection icons for major PM features and operations. You can display Windows ToolTips Help for each toolbar button by pointing with the mouse. These icons are grouped according to functionality, but are individually activated or deactivated, depending on the kind of traffic measurement data report you are viewing.

4.5.1 REPORT PRINT ICON

ICON	DEFINITION
------	------------



Print Reports

Formats and sends your reports to your selected print output device.

4.5.2 DEFINE REPORT ICON

ICON

DEFINITION



Define Report

Opens a dialog box where you can select the report category, name, grouping intervals, measurements, and date range.

4.5.3 REPORT FORMAT ICONS

Use these icons to modify the appearance and readability of your reports. Keep in mind that you can always use the Reset Chart Format button (see table below) to return to the original format.

ICON

DEFINITION



Column Chart View

Changes line and scatter charts to columnar format. Not accessible for distribution type reports.



Line Chart View (Show Markers)

Changes column or scatter charts to line chart view, with data point markers shown.



Line Chart View (Hide Markers)

Changes column or scatter charts to line chart view, with data point markers hidden.



Scatter Chart View

Changes column or line charts to scatter chart view (line chart data points without the connecting lines).



Reset Chart Format

Restores default PM chart format.



Gridlines

Adds horizontal gridlines to column, line, and scatter charts.



Hide/Show Chart Legend

Hides or displays legend information for report Chart View. The Hide command provides maximum chart area viewing.



Automatic Labels

Have Presentation Manager determine Chart View X-axis label orientation.



Vertical Labels


Forces Presentation Manager to apply vertical (stacked-letter) orientation to Chart View X-axis labels.



Note! Certain Presentation Manager reports involve both the primary and secondary axes. The first four buttons (Column, Line, and Scatter View controls) apply only to the primary axis.






4.5.4 REPORT TIME INTERVAL ICON

Presentation Manager report views support selectable query and display time intervals for most report types. This means that for a given span of report data, you can increase or decrease the density of information shown in Chart View, for example, by choosing smaller or larger report time intervals. Interval selections range from 15 minutes to months.

ICON	DEFINITION
 Change Grouping Interval	Adjusts x-axis time division increments. Allows you to increase or decrease the density of information shown in Chart View. Also affects how information is presented in Data and Summary Views.


4.5.5 REPORT TEMPLATE ICONS

These controls allow you to customize Presentation Manager's basic report templates to ideally suit your requirements.

ICON	DEFINITION
 Edit Fields	Opens a dialog box where you can select additional fields, and enter a field title and formula.
 Hide Fields	Removes any rows or columns on traffic measurement charts. Restore hidden fields with the Unhide All Fields toolbar icon.
 Unhide All Fields	Restores all fields hidden with the Hide Fields toolbar icon.
 Save Custom Report Templates	Saves and deletes custom report templates
 Custom Report Wizard	Starts a Wizard that leads you through the steps of setting up a custom report.


4.5.6 DATABASE QUERY NOW ICON

When working in Data View, you can use report template controls to add, hide, and unhide data fields (measurement objects). The Query Now icon allows you to update your report accordingly as you make changes.

ICON	DEFINITION
 Query Now	Updates your report with new SQL database information based on changes to data fields in the report template. Although you can only use this icon in Data View, query results are reflected in Chart View.

4.5.7 PM TOOLBAR HELP

This dedicated PMtoolbar Help icon provides point-and-click information on PM.

ICON	DEFINITION
 Help	Click, drag, and click to call up context-sensitive help for on PM screen objects and controls.

4.5.8 QUITTING PM

Presentation Manager operates within Microsoft Excel. Although Excel's exit procedure closes Presentation Manager, you should always use Presentation Manager's own exit procedure first:

1. Select **Exit...** from the **PM** menu.
2. Click **OK** to end your Presentation Manager session.

4.5.9 QUITTING MICROSOFT EXCEL

The "Quitting Presentation Manager" procedure leaves Microsoft Excel open. To quit Excel, close any other spreadsheets and active Excel sub-applications and select **Exit** from the **File** menu.