

MX-ONE Traffic Manager 1.4 – Support Utility

USER GUIDE



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CONTENTS

1	MX-ONE SERVICE NODE SUPPORT.....	1
1.1	SERVICE NODE SUPPORT	1
1.2	MX-ONE TIME	1
1.3	SUPPORT HELP	1
1.3.1	TIPS FOR USING HELP	1
1.3.2	PRINTING HELP	1
1.3.3	GETTING HELP WHILE YOU WORK	2
2	APPLICATION DATA EXTRACTION.....	3
2.1	DATA MANAGER DATA	3
3	USER INTERFACE	4
3.1	MAIN WINDOW	4
3.2	APPLICATION MENU	4
3.3	SYNCHRONIZATION MENU	4
3.4	WINDOW MENU	5
3.5	TOOLBAR	5
3.6	STATUS BAR	5
4	PROCEDURES	6
4.1	SSH CONNECTION NODE SETUP	6
4.2	SSH CONNECTION CONFIGURATION	6
4.2.1	DEFAULT ATTEMPT CONNECTION LIST	7
4.2.2	TEMPORARY ATTEMPT CONNECTION LIST	7
4.3	MX-ONE SUPPORT PROPERTIES	7
4.4	CONNECTING TO AN MX-ONE SERVICE NODE	7
4.5	SYNCHRONIZE APPLICATION DATA	8
4.6	NODE ACCESS CONFLICTS	8
4.7	LOG FILES	8
4.8	REMOVE ALL EXTENSIONS FROM DATABASE	9

1 MX-ONE SERVICE NODE SUPPORT

1.1 SERVICE NODE SUPPORT

The Support Utility allows you to perform initial MX-ONE Service Node (SN) configuration and data extraction for the following MX-ONE Traffic Manager (TM) application.


- Data Manager (DM)

This utility establishes data synchronization between the TM SQL Server database and the SN. Network communication with the SN.







1.2 MX-ONE TIME

This feature enables you to set the frequency, first execution date, and first execution time to synchronize the MX-ONE's date and time with the TM Server's machine clock.

To set MX-ONE time:

1. Open the Set MX-ONE Time dialog box by selecting **Set MX-ONE Time...** from the **Synchronization** menu. This menu item is disabled when you are connected to an SN.
2. Select a node from the column list box. This is a list of SNs that have been configured with Node Setup. The selected node should be displayed on the **Node** display box.
3. Click  at the right of the **Date** control to open the calendar of the current month.
4. Click the date you want for first execution.
5. Use the **Time** spin box to set the first execution time.
6. Use the **Frequency** option buttons to select the frequency of the MX-ONE time setting event to be performed. When **Disable** (default) is selected, the **Date** and **Time** selection controls are disabled.
7. Click **Set** to save your time settings.

1.3 SUPPORT HELP

Help topics are displayed in a tri-pane Explorer View Help window where  **Contents**,  **Index**, and  **Search** tabs appear to the left of the topic pane, and the selected topic appears on the right in the topic pane. The  **Contents** tab is the default, and stays synchronized with the topic displayed in the topic pane. 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.

1.3.1 TIPS FOR USING HELP

When viewing Help, you can maximize the window or resize it if you want. Click **Help Topics** to show or hide the Navigation Pane. Click **>>** to go to the next topic in the browse sequence. Click **<<** to go to the previous topic in the browse sequence. The **Options** menu provides additional display controls.

1.3.2 PRINTING HELP

Click the **Print** button to print the current topic. To print the entire help file you must have Microsoft Word or Word Viewer installed on the PC. Word Viewer is a free download from Microsoft's website.

To print the entire help file:

1. Right-click on the *MDSHelp.doc* file in the *SHAREHELP* directory under *MSP_C* or *MSP_S*.
2. Click **Print** on the pop-up menu.

1.3.3 GETTING HELP WHILE YOU WORK

Click the **Help** buttons in dialog boxes to display information on the box's control elements.

2 APPLICATION DATA EXTRACTION

2.1 DATA MANAGER DATA

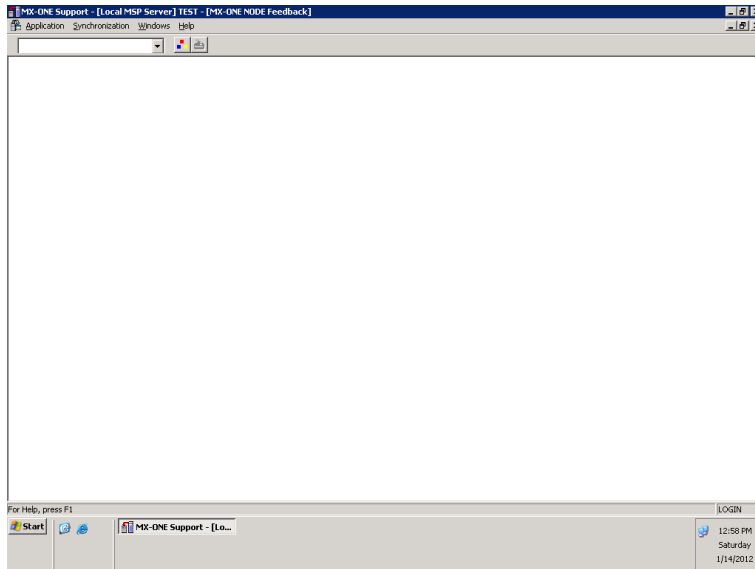
You can use this utility to extract the following MX-ONE Traffic Manager data en masse, or for individually identified resources.

DATA CATEGORY	EXTRACTED DATA
Directory Number	Digital, Analog extensions and Directory Information, Operator Equipment, Operator Call origin
Group and Member	Common Bell Group, Group Hunt
Route and Trunk	Route Number, Trunk Equipment
Others	PCM/LIM

3 USER INTERFACE

3.1 MAIN WINDOW

The main window for the MX-ONE Support Utility consists of menus, a toolbar, a drop-down node selection window, main display area, and a command feedback window (shown maximized below).



3.2 APPLICATION MENU

TO	SELECT
Log on to the TM platform with another user ID and password.	Change Current User...
Change your current log on Password setting.	Change Password
Connect to SN.	Connect...
Terminate and confirm connection to SN.	Disconnect...
Define communication settings.	Communications...
Specify feedback log file and workspace preservation.	Properties
View, edit, or delete SN Command and Feedback Logs.	Log File...
To view the identities of parties currently accessing, or having previously accessed the SN database.	Access Control...
Close MX-ONE Support Utility.	Exit

3.3 SYNCHRONIZATION MENU




TO	SELECT
Populate TM application data structures.	Collect Data...
Configure Nodes.	Node Setup...
Synchronize SN time with the TM Server machine clock.	Set MX-ONE Time...
Removing extensions from the site database	Remove All Extensions from Database ...

3.4 WINDOW MENU

TO	SELECT
Open the SN command feedback display.	Feedback Window

3.5 TOOLBAR

You can connect to available SNs and access three MX-ONE Support functions directly from the toolbar located just below the menu selections.

TO	CLICK
Display a list of available SNs and select an entry to connect to a specific SNs.	 <p>Connect MX-ONE Support displays a Confirm message box before connecting to the selected node.</p>
Specify host names, and addresses to be used for establishing SSH Communication Service connections to each available SNs.	 <p>Setup Node You can also assign a Node Name and a SN Password.</p>
SN data for DM.	 <p>Synchronize Database</p>

3.6 STATUS BAR


Along the bottom of the main window is a status bar that displays the following indications. Indicators are explained in right-to-left order.

INDICATOR	STATUS	MEANING
Operational Status	LOGIN	You have successfully logged on to the TM Platform. You may now perform SN configuration tasks.
	LOGOFF	Currently not logged on to the TM Platform. Select Change Current User... from the Application menu.
	ONLINE	You have successfully connected to a SN. You may perform SN setup and maintenance tasks.
General User Guidance And Information Example:>	Connecting to SN...	MX-ONE Support is attempting to establish a communication connection with your selected SN.

4 PROCEDURES

4.1 SSH CONNECTION NODE SETUP

To Setup a Node for a SSH Connection:

1. Select **Node Setup...** from the **Synchronization** menu. The Node Setup dialog box is opened.
2. Select the node number to configure from the **Node** drop-down list.
3. Select the type of node from the **Node Type** drop-down list.
4. Click the drop-down button on the **Release** field and select the appropriate software release level for the node. This step helps ensure that MX-ONE Support uses the appropriate data structure formats when extracting SN data.
5. Select **SSH** from the **Connection** drop-down list.
6. Enter the node name in the **Name** edit box.
7. Enter your user name in the **Login User Name** edit box.
8. Confirm the Node and Name of the connected node. You may assign a new SN access password or change the existing one by entering the desired character string into the **Exchange Password** field and then re-entering it in the **Confirm Password** field.
9. Enter the server name or IP Address you want to add to the list in the **Host Name or Address** edit box.
10. Click the  button to setup the new SSH login.
11. Click **Apply** to save the node setup information.
12. Click **Close** to close the dialog box after you complete node setup.

4.2 SSH CONNECTION CONFIGURATION

To configure an SSH Connection:

1. Open the Communications Setup dialog box by selecting **Communications...** from the **Application** menu.
2. Select **SSH** from the **Type** drop-down list.
3. To setup or modify the Default Attempt List, open the Define Default Attempt Connection List dialog box by clicking the **Define List...** button.
4. **-or-**
5. To setup or modify a Temporary Attempt List, check the **Use Temporary List** checkbox and open the Define Temporary Attempt Connection List dialog box by clicking the **Define List...** button.
6. Click **Apply** to save the SSH connection list setup.
7. Click **Close** to close the dialog box and return to the main window.

4.2.1 DEFAULT ATTEMPT CONNECTION LIST

1. Highlight the entry you want to add in the **All Configured List**.
2. Add it to the **Default Attempt List** by clicking the **Add >>** button.
3. Repeat Steps 1 and 2 until you have completed building the list.
4. Remove any entries you don't want in the **Default Attempt List** by highlighting them and clicking the **Remove <<** button.
5. Click **OK** to close the dialog box and return to the Communications Setup dialog box.

4.2.2 TEMPORARY ATTEMPT CONNECTION LIST

1. Highlight the entry you want to add in the **Default Attempt List**.
2. Add it to the **Temporary Attempt List** by clicking the **Add >>** button.
3. Repeat Steps 1 and 2 until you have completed building the list.
4. Remove any entries you don't want in the **Temporary Attempt List** by highlighting them and clicking the **Remove <<** button.
5. Click **OK** to close the dialog box and return to the Communications Setup dialog box.

You may remove commands from the command list using the **Remove** or **Remove All** buttons. The **Remove** button deletes an individually selected command. The **Remove All** button deletes all command entries at once.

4.3 MX-ONE SUPPORT PROPERTIES


To Setup MX-ONE Support Properties:

1. Select **Properties** from the **Application** menu. The Properties dialog box is opened.
2. Check the **Save Workspace on Exit** check box to have MX-ONE Support remember and restore your display setting on exit and on startup. Clear the check box to disable this feature.
3. Check the **Feedback Log** check box to cause MX-ONE Support to record communications commands and responses between MX-ONE Support and the SN. Clear the check box to disable this feature.
4. Select **OK** to save the data and close the Properties dialog box.

Use this procedure to specify whether the MX-ONE Support saves SN feedback during data extraction, and whether it remembers and restores MX-ONE Support display characteristics when you logoff and logon.

4.4 CONNECTING TO AN MX-ONE SERVICE NODE


To connect to an MX-ONE Service Node (SN):

1. Open the Connect dialog box by selecting **Connect** from the **Application** menu or select the desired node from the drop-down list  on the toolbar.
2. In the Connect dialog box, select the desired node from the **Select Node** list. MX-ONE Support prompts you with a confirmation dialog.
3. Press **Enter**, or click **OK** to initiate the connection process.

4. After the connection is established, the name of the connected node appears in the toolbar drop-down list.

4.5 SYNCHRONIZE APPLICATION DATA

To synchronize application data:

1. Select **Collect Data...** on the **Synchronization** menu, or click the **Synchronize Database** button  on the toolbar. The Synchronization dialog box is opened.
2. Click the **PBX** tab.
3. Click the drop-down control at the right of the **Application** list window, and select **All** (for all applications) or select the individual application you want to synchronize or initialize with current SN data.
4. Click the **All** option button to synchronize all features, or click the **Highlighted Items** option button to synchronize only the checked features.
5. Check the **Features** you want to update. You can select each feature individually by clicking their checkboxes, or check them all by clicking the **Check** button. Use the **Uncheck** button to uncheck all features.
6. Click **Apply** to start synchronization processing. Synchronization progress is indicated in the **Results** column and in the **Status** area at the bottom of the dialog box.




Note! The **Break** button on the dialog box is enabled during synchronization. Click this button if you need to interrupt the data extraction process.

7. When synchronization processing completes, click Close to return to the main window.

4.6 NODE ACCESS CONFLICTS

To resolve node access conflicts:

1. Select **Access Control** from the **Application** menu. The Access Lock dialog box is opened. This dialog box displays identities of parties currently accessing, or having previously accessed the MX-ONE SN database.
2. Contact the user(s) identified in the display entries to resolve any access conflicts.
3. Highlight any inactive entries (those not cleared due to process failures) and click the  button to eliminate them from the list.
4. Choose **OK** to close the Access Lock dialog box.
5. Use this procedure if you encounter a SN synchronization error.

4.7 LOG FILES

To review MX-ONE Support Log Files:

1. Select **Log File** from the **Application** menu. The Log File dialog box is opened.
2. Select the **File Type** you want displayed from the drop-down list.

3. Highlight the file you wish to review in the **Files** window. The entries listed in the **Files** window are Command and Feedback logs serialized by the day of the month on which they were generated. The embedded numeric value in the file name can range from 1 to 31.
4. Click **Edit** to open the selected file. The Windows Notepad application opens the selected file in view/edit mode.
5. Use Notepad's vertical and horizontal scroll bars to browse the contents of the log file.



Note! The Command files (CMDnn.LOG) contain command and response dialog between MX-ONE Support and the SN. Feedback log files (FDBKnn.LOG) also contain a record of the data transferred during synchronization operations. If you are unable to open log files because of file size limitations, you may need to use WordPad.

6. Select **Exit** from Notepad's File menu to close the log file.
7. Click the Log File dialog box's **Refresh** button to update the list in the Files window with the latest available log files.
8. To delete a log file, select the file to be deleted and click the **Delete** button.
9. Click **Close** to close the Log File dialog box and return to the main window.
10. Use this procedure to review the MX-ONE Support log files containing the results of database synchronization operations.

4.8 REMOVE ALL EXTENSIONS FROM DATABASE

To remove all extensions from the site database:

1. Select the desired node from the **Node** list. The **Number of Existing Extensions** in the database displays.
2. Click **Apply**. A confirmation dialog box appears. Note that if the number of extensions is zero, the Apply button is disabled.
3. Click **OK** to confirm you wish to remove the extensions from the database.
4. Click **Close** to close the Remove All Extensions from Database dialog box and return to the main window.