

MiVoice MX-ONE Traffic Manager 1.4 Remote Data Server

USER GUIDE



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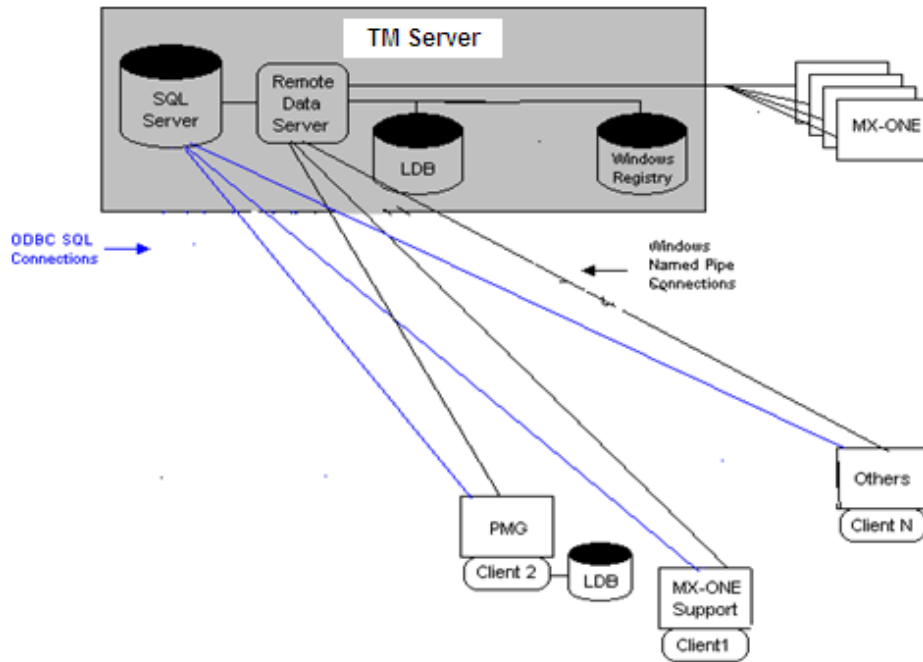
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1 REMOTE DATA SERVER

1.1 RDS SERVICES

The Remote Data Server (RDS) performs several essential MX-ONE Traffic Manager (TM) database and application support roles.



Generally, RDS maintains network database synchronization between MX-ONE Service Nodes, the TM SQL Server, and TM Local Databases (LDBs).

1.1.1 APPLICATION-TO-APPLICATION GUI UPDATES

To assure efficient TM client/server performance, RDS performs real-time application-to-application interactive updates. This approach minimizes client GUI update response time and facilitates simultaneous access to common application database resources.

1.1.2 SECURITY AND LICENSING SUPPORT

RDS maintains security on local databases used by the Logging Facilities Server (LFS) as backup systems when the network or SQL Server is down.







1.1.3 TM DISTRIBUTED DATABASE SYNCHRONIZATION

RDS maintains and distributes the local databases between its TM clients such as DM, LFS, etc. For example, whenever DM updates the PMG database on the SQL Server, it informs the updates it performed to RDS. RDS in turn broadcasts these updates to currently connected clients such as DM. If another TM client connects at a later time in the future, RDS starts a synchronization process and transfers all changes made since last synchronization time.

1.1.4 TEMPLATE AND DATA STORAGE/RETRIEVAL

RDS maintains the storage and retrieval PMG performance data files on the TM server. There is no conflict when a number of TM clients request storage and retrieval of a given template or data file to or from the server.

1.2 REMOTE DATA SERVER 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.

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.

1.2.1 PRINTING HELP

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

1.2.1.1 *To print the entire help file*

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

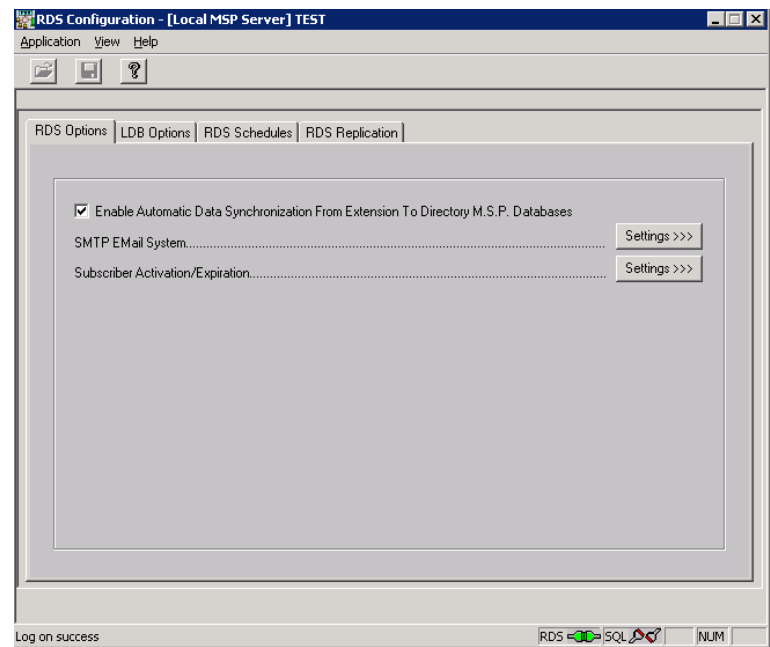
1.2.2 GETTING HELP WHILE YOU WORK

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

2 USER INTERFACE

2.1 RDS CONFIGURATION WINDOW

The RDS Configuration window incorporates menus, toolbars, tabs, and a status bar.






2.2 APPLICATION MENU

TO	SELECT
Logon to another server or as another user.	Change Current User...
Display a dialog box that allows you to change your current logon Password setting.	Change Password...
Restore previous configuration settings from disk.	Restore
Save configuration settings and continue.	Save
Save configuration settings and exit RDS Configuration.	Save & Exit
Exit RDS Configuration.	Exit Includes a confirmation dialog box that allows you to save or abandon any new settings.

2.3 VIEW MENU





TO	SELECT
Toggle the toolbar ON and OFF.	Toolbar
Toggle the status bar ON and OFF.	Status Bar

2.4 TOOLBAR

TO	SELECT
Restore previous configuration settings from disk.	 Restore Is disabled if no changes have been made.
Save configuration settings and continue.	 Save Is disabled if no changes have been made.
Display program information, version number, and copyright.	 About RDS Configuration

2.5 STATUS BAR

The RDS Configuration window includes a status bar (along the bottom) that displays information on the operation of the RDS Configuration Utility.

INDICATOR	EXPLANATION
For Help, press F1	Directions for accessing online user guides concerning selected topics.
Log on success	Log on was successful and RDS Configuration is currently active.
(Menu selection help)	Various messages associated with the current menu selection.
RDS 	RDS service connection active.
RDS 	RDS service connection inactive.
SQL 	TM SQL database server connection active.
SQL 	TM .SQL database server connection inactive.
CAP	Caps Lock key active.
NUM	Num Lock key active.
SCRL	Scroll Lock key active.

3 TABS

3.1 RDS OPTIONS TAB

Use the check boxes and **Settings >>>** buttons to select various Remote Data Server options.

OPTION	EXPLANATION
<input checked="" type="checkbox"/> Enable Automatic Data Synchronization from Extension to Directory to TM Databases	Enables automatic data synchronization of MX-ONE site information, Extension Number Series, and Dialing Extension Information from Extension to Directory TM Databases. Refer to Node information for synchronization details.
SMTP E-Mail System	A Settings >>> button opens a dialog box for entering the E-Mail systems Host Name or IP Address and Port ID.
Subscriber Activation/Expiration	A Settings >>> button opens a dialog box for settings activation and expiration times and entering the administrator's E-Mail address.

3.2 LDB OPTIONS TAB

Use the check boxes and option buttons to select various Local Databases and other control options.

OPTION	EXPLANATION
<input checked="" type="checkbox"/> Enable Complex Name Structure Search	Enables support for Operator Workstation and PSC directory searches involving complex or character-delimited name searches. A Settings >>> button allows you to specify allowable delimiter characters for complex names.
<input checked="" type="checkbox"/> Enable Custom String Search	Allows you to set character, symbol, and punctuation screening controls for Operator Workstation and PSC directory string searches. A Settings >>> button allows you to specify search parameters.
<input type="radio"/> Disable Incremental Local Database Updates	Use this option to disable updates due to heavy traffic.
<input checked="" type="radio"/> Enable Incremental Local Database Updates when <input type="text" value="10"/> % of The Data is Modified	Updates to the local database are always enabled (default). The selected drop-down list value indicates what percentage of the data needs to be modified before re-population is performed.
<input type="radio"/> Enable Incremental Local Database Updates but Ignore the Updates that Force RDS to Repopulate	Use this option for when traffic is too heavy to repopulate, but light enough for normal updates.
<input checked="" type="checkbox"/> Populate Local Databases when RDS Service Starts	Updates/Refreshes LDBs with all current data when RDS is started.
<input type="radio"/> Do Not Repopulate Local Databases at Scheduled Intervals	Inhibits update/refresh of LDBs with current data during scheduled cleanup and audit activities.
<input type="radio"/> Repopulate Local Databases at Scheduled Intervals	Updates/Refreshes LDBs with all current data during scheduled cleanup and audit activities.
<input type="radio"/> Repopulate Local Databases at Scheduled Intervals Only if TM Applications Have Modified Database	Performs updates/refreshes of LDBs with current data during scheduled cleanup and audit activities if database has been modified.

3.3 RDS SCHEDULES TAB

Use the RDS Schedules tab to manage schedules for mandatory RDS administrative tasks and to set up schedules for other optional TM or non-TM tasks and applications.

CONTROL	EXPLANATION
Schedule Selection Window	Displays all fixed and optional schedules. Double-click an entry to open the RDS Schedule dialog box where you can edit the schedule parameters and options.
Settings >>>	Opens the RDS Schedule dialog box for the selected entry in the Schedule Selection Window.
Add	Creates a new entry in the schedule selection window. Use the Settings >>> button to open the RDS Schedule dialog box and assign a name and execution parameters for the new entry.
Delete	Deletes the selected entry in the schedule selection window. SCHEDULE1 cannot be deleted.

3.4 RDS REPLICATION TAB

This tab allows you to setup other local databases from one RDS Configuration utility. You give the target servers subscription names, which are displayed in the Subscriptions list.

A subscription can be applied to all departments or to a specific department. These are defined as publications, and displayed in the Publications list.



Note! Selecting “All Departments” and then “Specific Department” (or vice versa) will not result in a merged subscription. The last selected Publication prevails. It is also not possible to apply a subscription to multiple specific departments (i.e., they are not merged)..

4 ADMINISTRATIVE TASKS

4.1 CHANGE YOUR LOGON PASSWORD

To change your logon password:

1. Select **Change Password...** from the **Configuration** menu. The Change Password dialog box is opened.
2. Enter your current password into the **Old Password** field followed by the new password in the **New Password field**. Make certain that you comply with the Password Format rules shown at the bottom of the dialog box.
3. Finally, carefully re-enter your new password into the **Confirm New Password** field.
4. Click **Save** to save your new password, close the Change Password dialog box, and return to the RDS Configuration window.

4.2 USER LOG ON

To logon to another server or as another user:

1. Select **Change Current User...** from the **Configuration** menu. The User Log On dialog box is opened.
2. Enter the new **User Name**, tab to the **Password** field and enter the new password.
3. To select a different server, use the **TM Server** drop-down list.
4. Click **OK** to send the logon request.

5 CONFIGURATION TASKS

5.1 SET RDS OPTIONS

To set RDS options:

1. Click the **RDS Options** tab in the RDS Configuration window.
2. Click the desired check boxes to enable or disable RDS Option features.
3. Open the SMTP EMail System dialog box by clicking the **SMTP EMail System Settings >>>** button.
4. Enter the name or IP Address of the E-Mail server in the **Host Name or Address** edit box.
5. Enter the port number used to connect to the E-Mail Server in the **Port ID** edit box.
6. Click **OK** to close the dialog box and return to the RDS Options tab.
7. Open the Subscriber Activation/Expiration dialog box by clicking the **Subscriber Activation/Expiration Settings >>>** button.
8. Use the spin boxes to set the activation and expiration time.
9. Enter the administrator's E-Mail address in the **Directory Administrator's EMail Address** edit box.
10. Click **OK** to close the dialog box and return to the RDS Options tab.
11. Save all changes by either selecting **Save** or **Save & Exit** from the **Configuration** menu, or by clicking the **Save** button on the toolbar.

5.2 SET LDB OPTIONS

To set LDB options:

1. Click the **LDB Options** tab.
2. If you are activating the **Enable Complex Name Structure Search** feature, click the **Settings >>>** button to open the Search Delimiter List dialog box.
3. Select ASCII delimiter codes from the **Delimiter Byte** drop-down list. Use the **Add ->**, **<- Remove**, and **<- Change ->** buttons to set up the **Search Delimiter List**. You are limited to 30 search delimiter characters.
4. Click **OK** to return to the **LDB Options** tab.
5. To enable custom search controls, check the **Enable Custom String Search** checkbox.
6. When the **Enable Custom String Search** checkbox is checked, you can click the **Enable Custom String Search Settings >>>** button to choose search controls.

Enable the desired selections by checking the corresponding search parameter controls. Changing the Custom String Search options affects the progressive search results in Operator Workstation and PSC clients. Therefore, we recommend you use the default settings as much as possible. The following table contains descriptions of the Custom String Search options.

OPTION	DESCRIPTION
Ignore Case	Default setting is enabled. If this option is enabled, case-independent progressive search comparisons can be made.

OPTION	DESCRIPTION
Ignore Nonspacing Characters	Default setting is enabled. If this option is enabled, progressive search letters are regarded as composite, either explicitly or implicitly, and can be compared in base forms. For example, if this option is enabled in a Swedish locale, the letters W and V are treated equivalently. Searching for Vasa or Wasa produces the same results. Similarly, if this option is enabled in a German locale, the letters ö and o are treated equivalently. Searching for Schröder or Schroder produces the same results.
Ignore Symbols	Default setting is disabled. If this option is enabled, progressive search symbol letters are bypassed and ignored. For example, if this option is enabled, searching for FAX#123, or FAX 123, or FAX?123 gives the same results.
Treat Punctuation the same as Symbols	Default setting is enabled. If this option is enabled, the progressive search strings are compared using what is called a "string sort" technique. In a string sort, the hyphen and apostrophe are treated just like other non-alphanumeric symbols: i.e., they come before the alphanumeric symbols. Normally, strings are compared using what is called a "word sort" technique. In a word sort, all punctuation marks and other non-alphanumeric characters, except for the hyphen and the apostrophe, come before any alphanumeric character. The hyphen and the apostrophe are treated differently than the other non-alphanumeric symbols in order to ensure that words such as "coop" and "co-op" stay together within a sorted list. For example, we recommend you enable this option when having names like O'Conner and O'Reiley in the directory.

The following table shows a list of words sorted both ways.

OPTION DISABLED	OPTION ENABLED
billet	bill's
bill's	billet
bills	bills
cannot	can't
can't	cannot
cant	cant
con	co-op
co-op	con
coop	coop
sued	sue's
sue's	sued
sues	sues
t-ant	t-ant
tanya	t-aria
t-aria	tanya
went	we're
we're	went
were	were

- Click **OK** to accept your settings and return to the **LDB Options** tab.
- Choose one of the three Incremental Local Database update options.

9. Setup the **Local Database Population** options.
10. Save all changes by either selecting **Save** or **Save & Exit** from the **Configuration** menu, or by clicking the **Save** button on the toolbar.

5.3 RDS SCHEDULE OPTIONS

5.3.1 ADD A SCHEDULE

To add a new schedule:

1. Click the **RDS Schedules** tab.
2. Click the **Add** button.
3. Open the RDS Schedule dialog box by clicking the **Settings >>>** button.
4. Pick a schedule name and enter it into the **Schedule Name** edit box.
5. Enter the directory path to the program or batch file you want to schedule in the **Command Line** edit box or use the **Browse** button to browse to it.
6. From the **Number of Repetitions** drop-down list, select **Disabled** to run the selected executable only once, or **Infinite** to repeat execution.
7. Use the **Start Time** and **Interval** slide bars to set the desired schedule.
8. Select **Minutes(s)**, **Hour(s)**, or **Day(s)** from the **Interval** drop-down list
9. Check **Write Audit Message to Event Log** to provide an audit trail for the schedule in the event log.
10. Check **Kill Previous Schedule Process Instance if Still Running** to stop the previous scheduled process.
11. Check **Activate Schedule using Current Logged-in TM Account** to provide the same level of security for the schedule that the account has.
12. Click **OK** to return to the RDS Schedules tab.
13. Save your changes by selecting **Save** or **Save & Exit** from the **Application** menu, or click the **Save** button on the toolbar.

5.3.2 CHANGE A SCHEDULE

To change a schedule:

1. Click the **RDS Schedules** tab.
2. Click the schedule you want to change.
3. Open the RDS Schedule dialog box by clicking the **Settings >>>** button.
4. Use the **Schedule Name** edit box to change the name.
5. Enter a different directory path to the program or batch file in the **Command Line** edit box or use the **Browse** button to browse.
6. From the **Number of Repetitions** drop-down list, select **Disabled** to run the selected executable only once, or **Infinite** to repeat execution.
7. Use the **Start Time** and **Interval** slide bars to set the desired schedule.
8. Select **Minutes(s)**, **Hour(s)**, or **Day(s)** from the **Interval** drop-down list

9. Check **Write Audit Message to Event Log** to provide an audit trail for the schedule in the event log.
10. Check **Kill Previous Schedule Process Instance if Still Running** to stop the previous scheduled process.
11. Check **Activate Schedule using Current Logged-in TM Account** to provide the same level of security for the schedule that the account has.
12. Click **OK** to return to the RDS Schedules tab.
13. Save your changes by selecting **Save** or **Save & Exit** from the **Application** menu, or click the **Save** button on the toolbar.

5.3.3 DELETE A SCHEDULE

To delete a schedule:

1. Click the **RDS Schedules** tab.
2. Click the schedule you want to delete.
3. Click **Delete**.

6 SERVER REPLICATION

6.1 REPLICATE ALL DEPARTMENTS

To replicate all departments:

1. Click the **RDS Replication** Tab.
2. Click the **Add** button in the Subscriptions area. This adds a new entry to the Subscriptions list.
3. Open the Subscription Configuration dialog box by clicking the **Settings >>>** button in the Subscriptions area.
4. Enter the **Subscription Name** in the edit box. This can be any name of your choice.
5. Enter the **Subscription Server** in the edit box. This must be a valid TM server on your network.
6. Uncheck the database tables in the Subscription Databases area you don't want to replicate and click **OK**.
7. Click the **Add** button in the Publications area. This adds a new entry to the Publications list.
8. Open the Publication Configuration dialog box by clicking the **Settings >>>** button in the Publications area.
9. Enter a **Publication Name** in the edit box.
10. Choose a **Customer Name** from the drop-down list.
11. Choose **All Departments** from the **Subscription Type** drop-down list.
12. Choose the **Subscription Name** you want to publish from the drop-down list and click **Add ->**.
13. Click **OK** to return to the **RDS Replication** tab.

6.2 REPLICATE A SPECIFIC DEPARTMENT

To replicate a specific department:

1. Click the **RDS Replication** Tab.
2. Click the **Add** button in the Subscriptions area. This adds a new entry to the Subscriptions list.
3. Open the Subscription Configuration dialog box by clicking the **Settings >>>** button in the Subscriptions area.
4. Enter the **Subscription Name** in the edit box. This can be any name of your choice.
5. Enter the **Subscription Server** in the edit box. This must be a valid TM server on your network.
6. Uncheck the database tables in the Subscription Databases area you don't want to replicate and click **OK**.
7. Click the **Add** button in the Publications area. This adds a new entry to the Publications list.
8. Open the Publication Configuration dialog box by clicking the **Settings >>>** button in the Publications area.
9. Enter a **Publication Name** in the edit box.
10. Choose a **Customer Name** from the drop-down list.
11. Choose **Specific Department** from the **Subscription Type** drop-down list. Only one department can be added for a selected **Subscription Name**.
12. Choose the **Subscription Name** you want to publish from the drop-down list.

13. Open the Department dialog box by clicking the **Departments >>>** button.

14. Select the department you want to replicate from the directory tree and click **OK**.



Note! Selecting “Specific Department” results in all sub-departments being listed as well..

15. Click **OK** to return to the **RDS Replication** tab.