A MITEL
PRODUCT
GUIDE

Unify OpenScape 4000 Assistant/Manager V10R1

Alarm Configurator - Fault Management

Administrator Documentation
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Mitel

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1 Overview

The Alarm Configurator is used to manage switch alarms. It is used to assign alarms to subscribers or trunks and to generate alarms automatically for trunks to which alarms have not yet been assigned.

If the SNMP Service is enabled in the Application Control, you can start the Alarm Configurator from the Fault Management subitem of the Diagnostic folder on the Web based GUI.

NOTICE: Starting with HiPath 4000 Management V4, the Alarm Configurator is also available for the Assistant. There is one restriction: The Assistant version can only be used for the switch the Alarm Configurator is installed on; i.e. other switches can not be handled using this Alarm Configurator. Therefore, there is no switch selection option during startup in the Assistant version of the Alarm Configurator.

The following options are available for configuring alarms using the Alarm Configurator:

- Update You can update the alarm data on the switch.
- Manage alarms in the service module You can enable, disable and configure the two alarm groups – central alarms and peripheral alarms – in accordance with the AMO VADSU.
- Manage alarms in the switching unit (SWU) You can enable, disable and configure central, peripheral and logical alarms in accordance with the AMO VADSU.
- Assign alarms You can assign the logical alarms in the SWU to subscribers or trunks.
- Generate alarms and assignments for trunks You can check the proposed assignments and enable them.

2 Alarm Configurator

You must first select the switch that you want to manage before the main Alarm Configurator window opens.

Service Module Alarms

Service module alarms can be classified into two types:

- Peripheral alarms
- Central alarms

Switching Unit Alarms

There are three different types of switching unit alarms:

- Peripheral alarms
- Central alarms
- Logical alarms:
  - Special alarms: range 1 to 7 These alarms are preset by the system. You may only change the threshold values.
  - Directional alarms: range 8 to 519 These alarms are used to indicate errors in trunks.
  - Personal alarms: range 520 to 583 These alarms are used to indicate a fault on devices belonging to special subscribers (VIP alarms).

2.1 Structure of the Windows and Window Elements

Each window in the Alarm Configurator consists of

- a Toolbar.
- Navigation Section: on the left
- dialog area: on the right
  - State Field on the left-hand side of the dialog area (except in the **Configuration of Alarms** dialog area)
  - Error Field on the right-hand side of the dialog area (except in the **Configuration of Alarms** dialog area)
  - Other Fields

Toolbar

The toolbar contains the identification of the switch and the following icons:

	Help	Link to window help
	Home	Link to the **Configuration of Alarms** window

	Start	Link to the start page of the switch
	Log off	Log off the current session on the switch.

Navigation Section

The navigation section is located at the left-hand side of every window in the Alarm Configurator. It contains the links to the dialog areas for configuring alarms and is accessible as long as the Alarm Configurator is selected.

- The **Alarm Configurator** link brings you to the **Configuration of Alarms** dialog area.
- All other links bring you to dialog areas where you can execute alarms and assignments.

State Field

The state is indicated by colored dots.

green dot	Marks the current or the proposed configuration
yellow dot	Marks a configuration that is currently being set by the server on the switch.
red dot	Marks a configuration in which an error has occurred. The text of the error message is displayed in the relevant **Error** field.
no dot	The data record was changed but was not yet transmitted with Save.

Error Field

The **Error** field is an output field that displays the text of the AMO error message when a red dot appears in the relevant **State** field.

Other Fields

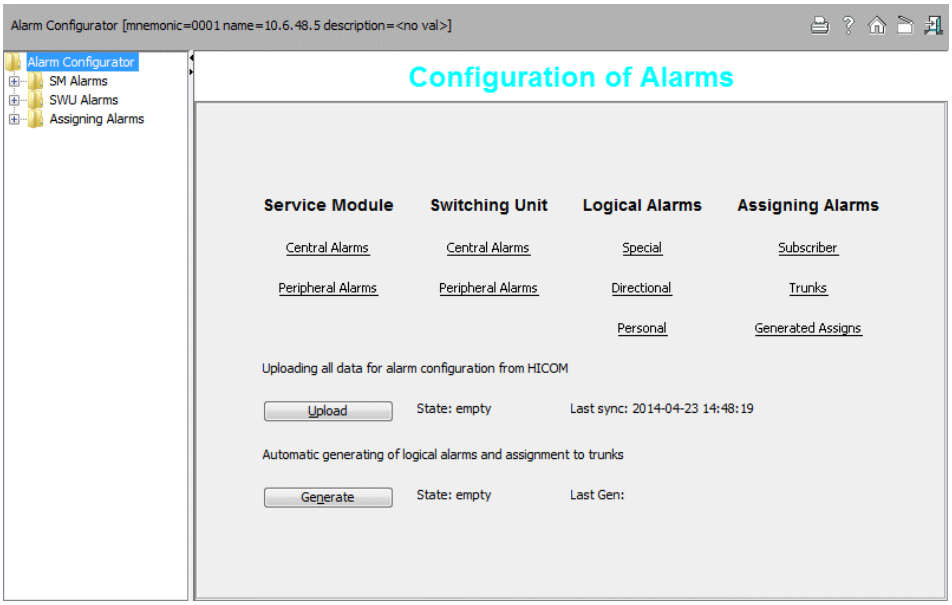
If you can edit a field, it changes into a drop-down list or an input field when you double-click it.

- **BCGR**: B channel group
- **HWCON**: Hardware contact
- **Major Threshold**: Threshold for urgent alarms
- **Minor Threshold**: Threshold for non-urgent alarms
- **Major Time (sec.)**: Validation time for urgent alarms in seconds
- **Minor Time (sec.)**: Validation time for non-urgent alarms in seconds
- **Name**: Name proposed for the generated alarm. The alarm name consists of the alarm number, the trunk group number and the PEN each connected by a colon (:). It can consist of a maximum of 17 characters.
- **Alarm No.**: Alarm number

- **Trunk No.**: Trunk number
- **PEN**: Port equipment number
- **Prio**: Priority of the alarm (possible values: 0 to 11)
- **Single Device Time (h)**: Single device time in hours
- **Subscriber**: Subscriber number
- **Trunk Name**: Name of the trunk
- **Assigned PENs**: Assigned port equipment numbers

2.2 Configuration of Alarms Dialog Area

The **Configuration of Alarms** dialog area is used for configuring the alarms and for assigning these to subscribers and trunks.



- Toolbar
- Navigation Section
- dialog area:
  - Links as for navigation section
  - Buttons
  - Fields for the Upload Button
  - Fields for the Generating Button
- Step-by-step instructions: Generating Alarms, see page 25.

Buttons

Upload	**Upload** Starts uploading data that the Alarm Configurator reads out from the switch.
Generate	**Generating** Starts generating the proposed assignments for trunks where alarms have not been set. The result is a list of alarm assignments to trunks via PENs, which you can edit and save. If you save these, the assignments will be set in the switch.

Fields for the Upload Button

- **State:** The state of the upload is indicated by colored dots.

done, empty	The upload was performed or an upload was not performed.
busy	Upload in progress.
error	An error occurred during the upload.

- **Last Sync**: shows the time of the last upload.

Fields for the Generating Button

- **State**: The state of the generation is indicated by colored dots.

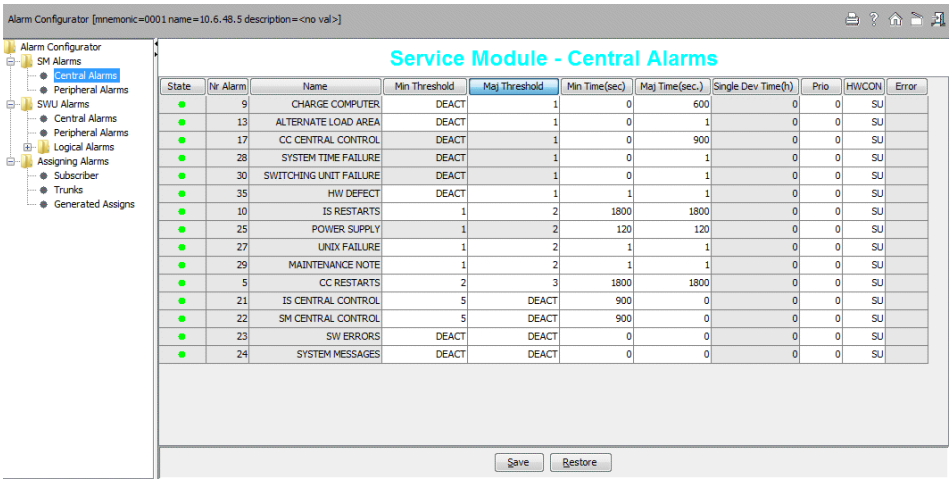
done, empty	Generation has been executed or generation has not yet begun.
started	Generation in progress.
error	An error occurred during generation.
proposed	Generation proposed/prepared: At this stage, you can check the proposed seizure of trunks with alarms and correct them manually if required.

- **Last Sync**: shows the time of the last generation.

2.3 Service Module – Central Alarms Dialog Area

The Service Module Alarms are classified into two types.

In the **Service Module – Central Alarms** dialog area you can change the central alarms that were preset in the switch.



- Toolbar
- Navigation Section

- dialog area
  - State Field
  - Other Fields
  - Error Field
  - Buttons

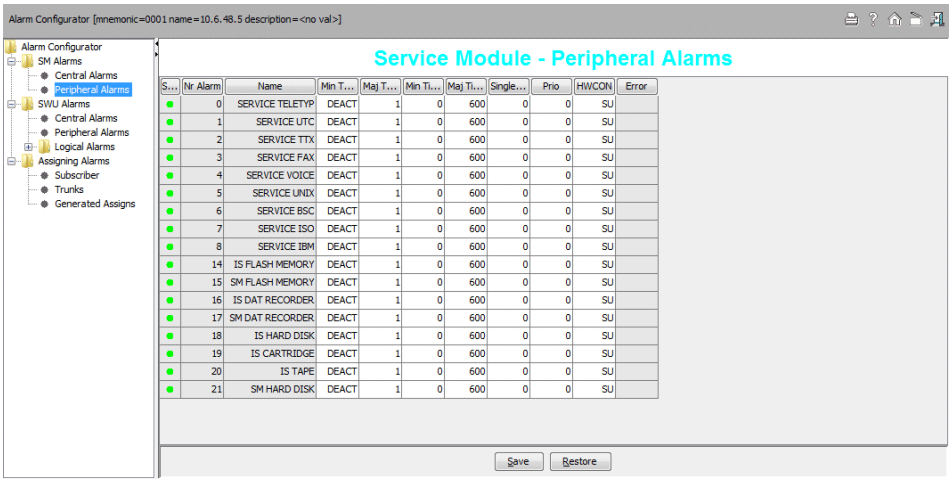
Buttons

Save	**Save** Sends the changes entered in the dialog area via AMO VADSU to the switch.
Restore	**Restore** Restores the original state.

2.4 Service Module – Peripheral Alarms Dialog Area

The Service Module Alarms are classified into two types.

In the **Service Module – Peripheral Alarms** dialog area you can change the peripheral alarms that were preset in the switch.

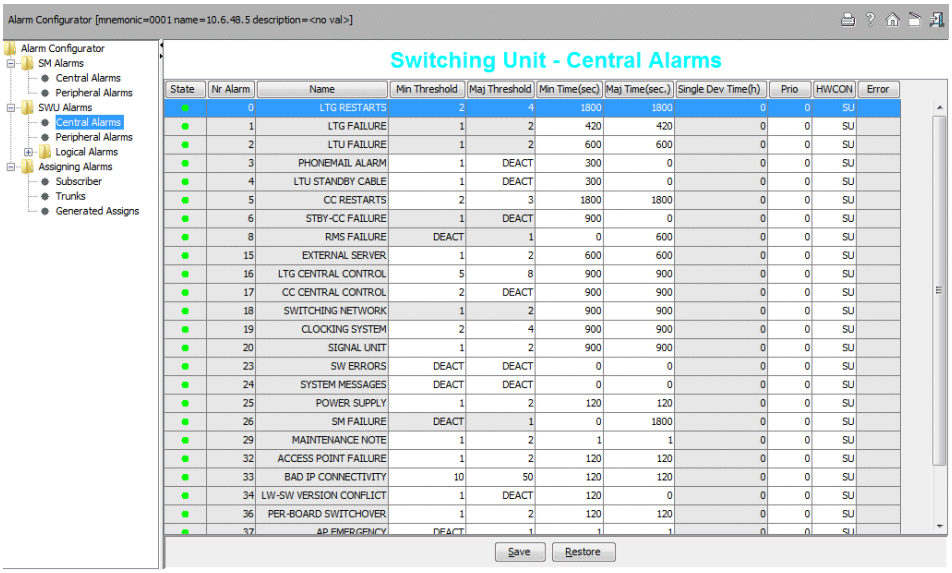


- Toolbar
- Navigation Section
- Dialog area
  - State Field
  - Other Fields
  - Error Field
  - Buttons see page 13.

2.5 Switching Unit – Central Alarms Dialog Area

The central alarms from the SWU are managed in exactly the same way as those of the service module.

In the **Switching Unit – Central Alarms** dialog area you can change the central alarms in the SWU that were preset in the switch.

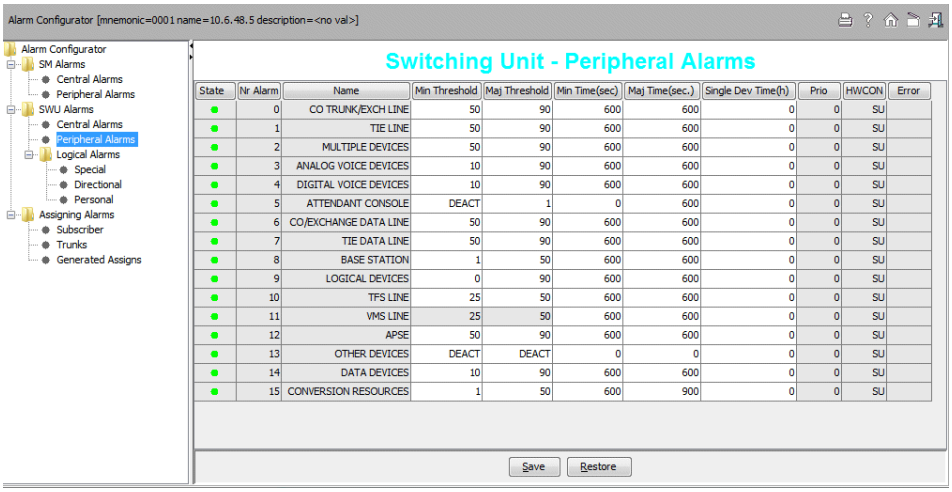


- Toolbar
- Navigation Section
- Dialog area
  - State Field
  - Other Fields
  - Error Field
  - Buttons see page 13

2.6 Switching Unit – Peripheral Alarms Dialog Area

The peripheral alarms from the SWU are managed in exactly the same way as those from the service module.

In the **Switching Unit – Peripheral Alarms** dialog area you can change the central alarms in the SWU that were preset in the switch.



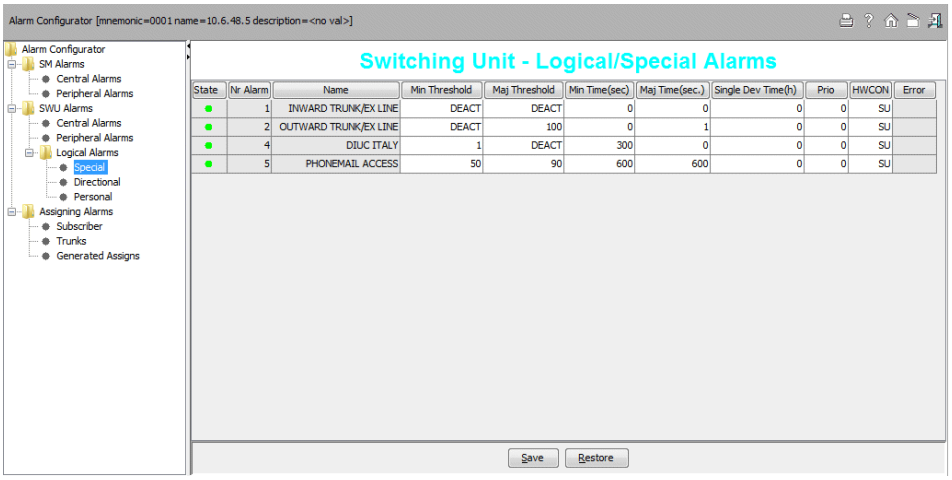
- Toolbar
- Navigation Section

- Dialog area
  - State Field
  - Other Fields
  - Error Field
  - Buttons see page 13.

2.7 Switching Unit – Logical/Special Alarms Dialog Area

Logical alarms range from 1 to 583. Logical alarms are classified into three types, see also Switching Unit Alarms on page 7.

In the **Switching Unit – Logical/Special Alarms** dialog area you can edit the data for the special alarms. These alarms are preset by the system. You may only change the threshold values.

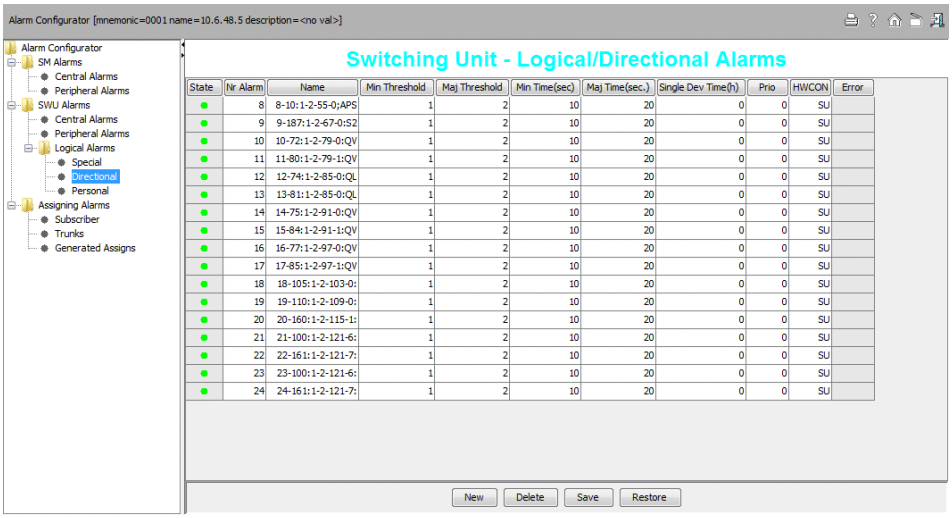


- Toolbar
- Navigation Section
- Dialog area
  - State Field
  - Other Fields
  - Error Field
  - Buttons see page 13.

2.8 Switching Unit – Logical/Directional Alarms Dialog Area

Logical alarms range from 1 to 583. Logical alarms are classified into three types, see also Switching Unit Alarms on page 7.

In the **Switching Unit – Logical/Directional Alarms** dialog area you can edit the data for directional alarms and add alarm data. Directional alarms are used to indicate trunk errors.



- Toolbar
- Navigation Section
- Dialog area
  - State Field
  - Other Fields
  - Error Field
  - Buttons

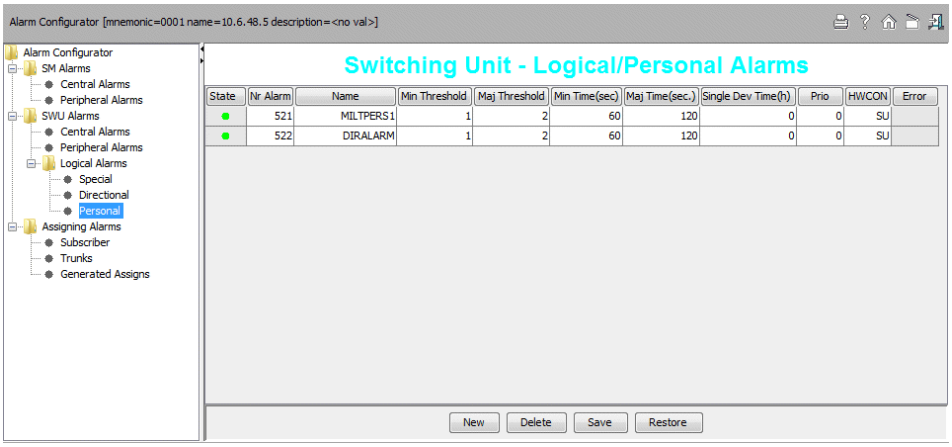
Buttons

New	**New** Inserts a new row into the table where you can enter data.
Delete	**Delete** Deletes the row from the table on which the cursor is located.
Save	**Save** Sends the changes entered in the dialog area via AMO VADSU to the switch.
Restore	**Restore** Deletes any changes made.

2.9 Switching Unit – Logical/Personal Alarms Dialog Area

Logical alarms range from 1 to 583. Logical alarms are classified into three types, see also Switching Unit Alarms on page 7.

In the **Switching Unit – Logical/Personal Alarms** dialog area you can edit the data for personal alarms and add alarm data. Personal alarms are used to signal faults in the devices of special subscribers (VIP alarms).



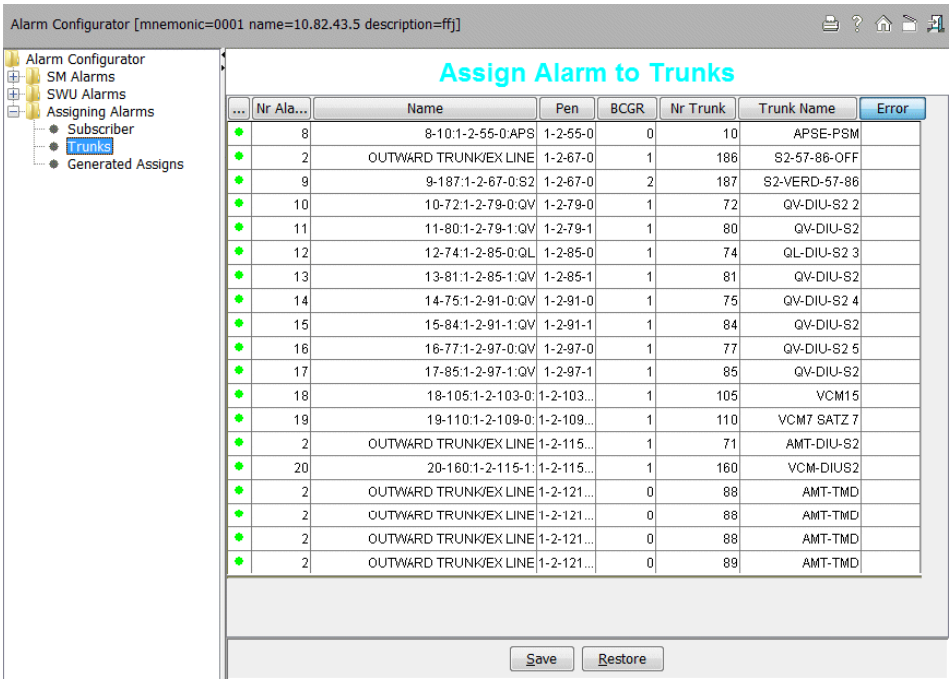
- Toolbar
- Navigation Section
- Dialog area
  - State Field
  - Other Fields
  - Error Field
  - Buttons see page 18.

2.10 Assign Alarm to Trunk via PEN Dialog Area

In the **Assign Alarm to Trunks via PEN** dialog area you can assign logical alarms to the SWU via the AMOs TSCSU, TACSU and TDCSU. The trunks are identified by means of PENs. All of the PENs available in the system are displayed in the dialog area.

All alarms created from 1 to 519 are displayed in the list.

The user's assignments are checked to prevent a PEN number from being used twice.



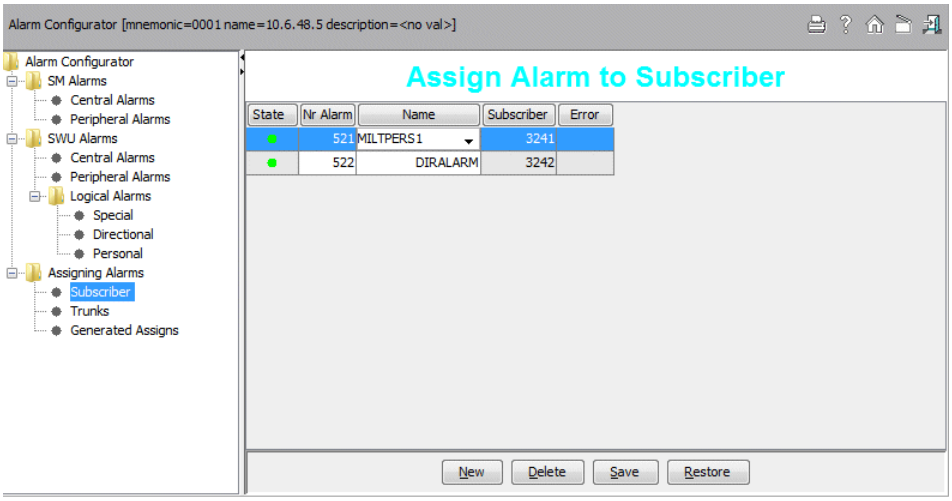
- Toolbar
- Navigation Section
- Dialog area
  - State Field
  - Other Fields
  - Error Field
  - Buttons see page 13.

2.11 Assign Alarm to Subscriber Dialog Area

In the **Assign Alarm to Subscriber** dialog area you can assign logical alarms to subscribers via the AMOs SCSU and SBCSU. The subscribers are identified by means of telephone numbers. These telephone numbers are entered as individual values.

All alarms created from 520 to 583 are displayed in the list. You can create these in the **Switching Unit - Logical/Personal Alarms** dialog area (see also page 20).

The user's assignments are checked to prevent a telephone number from being used twice.



- Toolbar
- Navigation Section
- Dialog area
  - State Field
  - Other Fields
  - Error Field
  - Buttons see page 18.

2.12 Generated Assigns Dialog Area

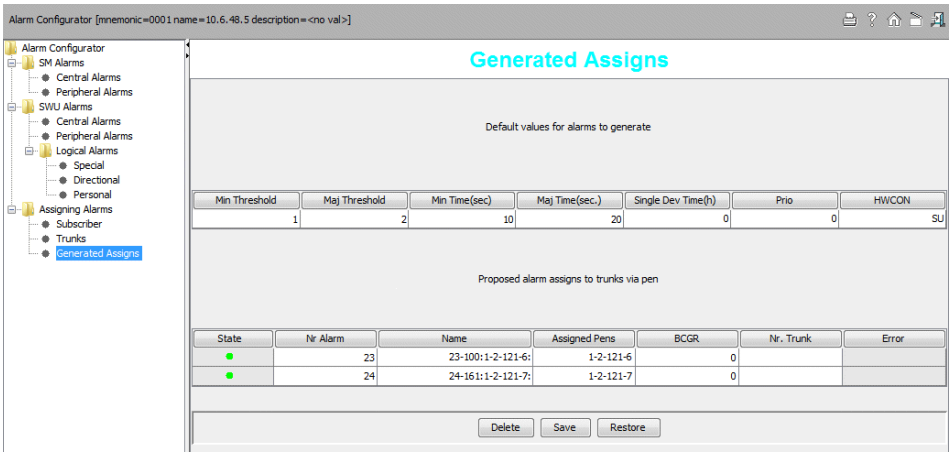
When you click the **Generating** button in the **Configuration of Alarms** dialog area (see also page 11), the server starts to check the trunks and the alarms assigned to them. If it finds trunks without any assigns, it generates an alarm and assigns it to the respective trunk in the database.

If the generation is in the **proposed** state, you can display generated data via the link **Generated Assigns** in the Navigation Section.

The **Generated Assigns** dialog area is divided into two parts:

- The upper part contains settings for all new alarms to be set up.
- The lower part of the dialog area contains the proposals. You can change the alarm name and number if the alarm selected does not already exist in the switch.

The following AMOs are used: VADSU, TDCSU, TSCSU and TACSU.



- Toolbar
- Navigation Section
- Dialog area
  - **Default values for alarms to generate** The fields in the table contain standard parameters for generating alarms, see Other Fields.
  - **Proposed alarm assigns to trunk via PEN**
  - – State Field
    – Other Fields
    – Error Field
  - Buttons
- Step-by-step instructions: Generating Alarms, see page 25.

Buttons

Save	**Save** Sets the alarms and assignments at the switch via the AMO VADSU.
Restore	**Restore** Deletes any changes made.
Delete	**Delete** Deletes alarm assignments on the switch.

3 Step by Step

Topics

Generating Alarms

OpenScapeFM Grace Period (for Service Use)

3.1 Generating Alarms

Since alarms are not assigned to trunk groups by default during switch configuration, Alarm Configurator allows you to generate alarms and assign them to trunk groups.

Prerequisite:

PBX data must be correctly downloaded. This is indicated by the state `done` beside the **Upload** button in the **Configuration of Alarms** dialog area.

Step	Action	Meaning/result
Generate proposal	Configuration of Alarms dialog area -> Generating button	The state field first displays `busy`, t the number of trunks and trunk gro The application searches for an ava for every trunk group and the corre assigned. This proposal is displayed in the lo Generated Assigns dialog area. You can change the alarm name ar selected does not already exist in t
Activate proposal on the switch	Generated Assigns dialog area -> Save button	The state field next to the Generati Configuration of Alarms dialog area a successful, automatic upload, the `error` or `done`. A batch file is generated and forwa The configuration and assignment time.
Respond to `error`	After modifying a data record: Generated Assigns dialog area -> Save button	You can read the error text in the la Generated Assigns dialog area. The data records must be transmitt again after they have been change

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