The Care and Feeding of your INTUITY™ AUDIX® - UPDATED

Session 304

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WHAT YOU WILL LEARN AT THIS SESSION

- **Better understanding of your INTUITY™ system which will save you time and money.**

- **Basic maintenance procedures which will prevent problems later.**

- **Basic troubleshooting which will enable you to resolve problems quicker.**

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COVERED TOPICS

- **Rockwell Automation Voice Messaging Network**
- **Backups**
- **Administration logs**
- **Alarms logs**
- **Traffic Measurements**
- **Audits**
- **Security suggestions**
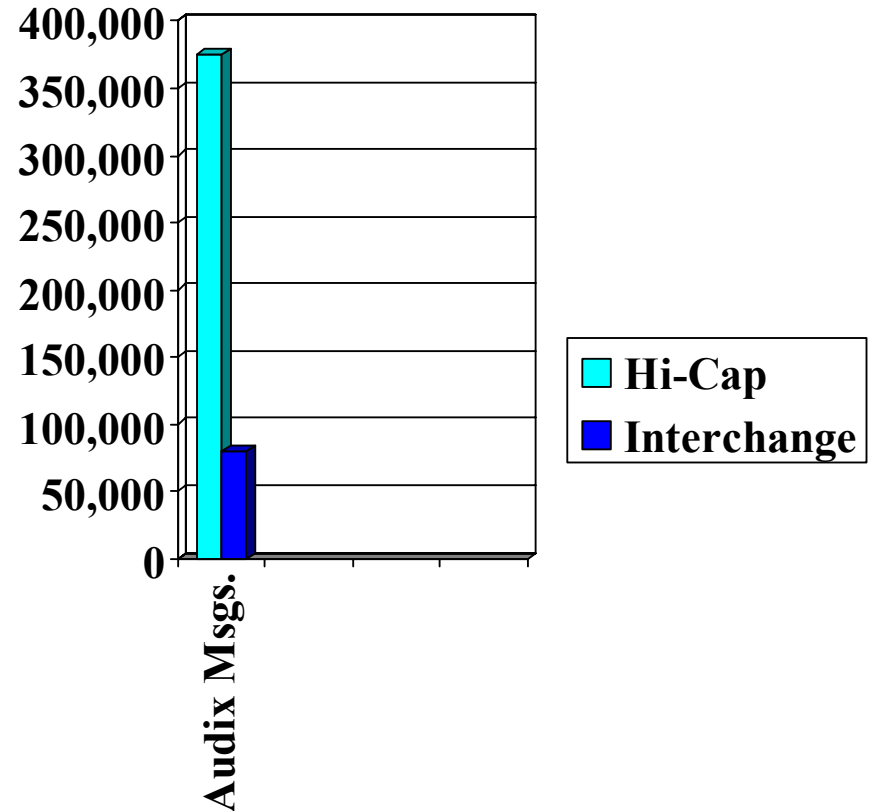- **Maintenance / Troubleshooting**
- **Recommendations**

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Rockwell
Automation

- **Rockwell's largest business**
- **25,000 employees**
- **Over 190 Offices**
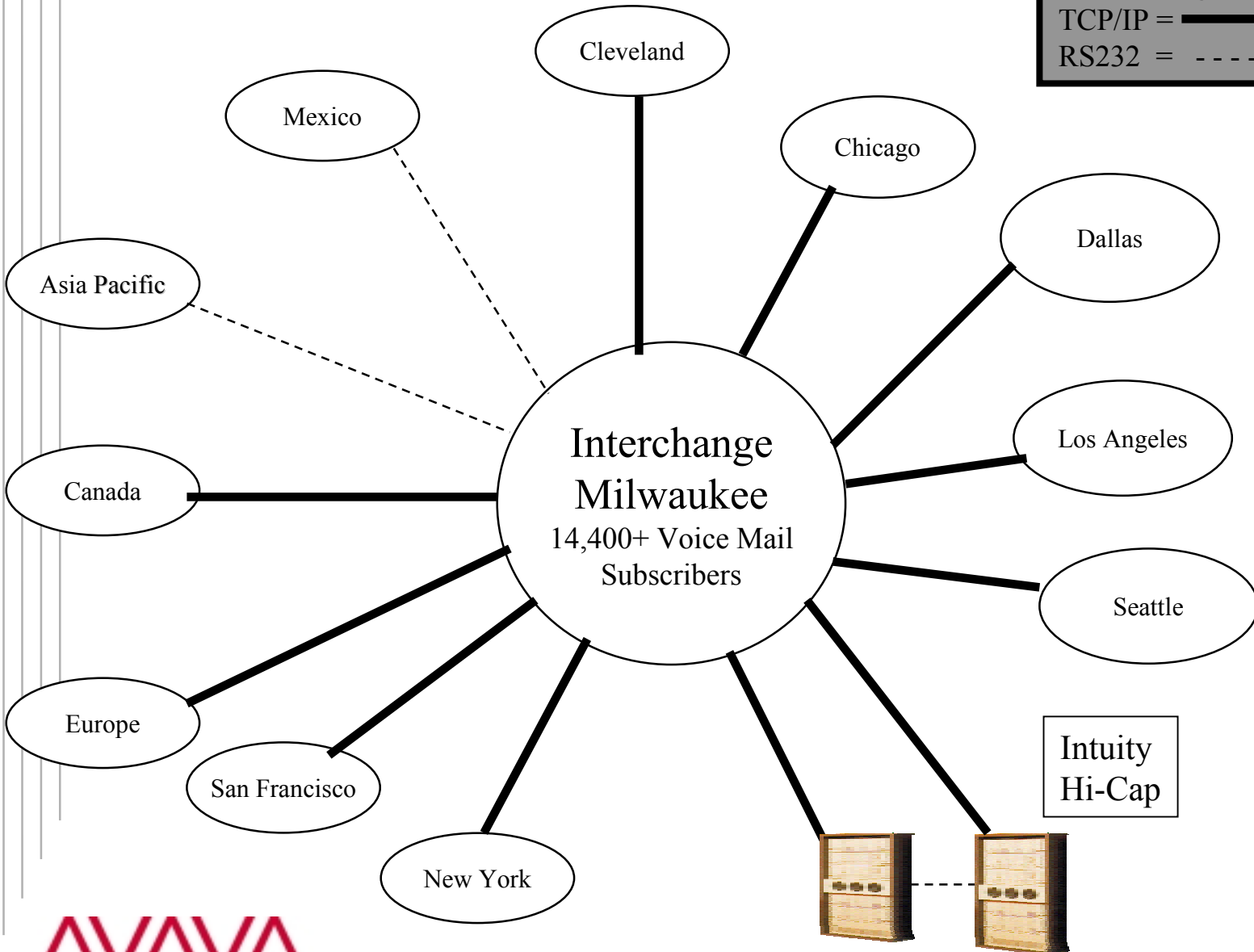- **Represented in 80+ countries**
- **Over 500,000 products**

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INTUITY™ Voice Mail Network

- Two INTUITY™ High Capacity (Hi-Cap) MAP100 Mach 4 systems connected via LAN supporting 3,500 subscribers (approx. 375,000 messages per month).

- INTUITY™ Interchange system serves 65 locations with 14,400+ subscribers. Networked messages = approx. 80,000 per month.

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Audix Network

Cleveland

Mexico

Chicago

Dallas

Asia Pacific

Los Angeles

Interchange
Milwaukee
14,400+ Voice Mail
Subscribers

Canada

Seattle

Europe

San Francisco

Intuity
Hi-Cap

New York

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BACKUPS

- INTUITY™ automatically conducts an unattended backup every night. For Intuity Release 3(IP55), 4(4.4-5), and 5(77), the backup includes a <u>full</u> backup of system data, stored messages, names, and personal greetings.   **Note**: a full backup will depend if all data fits on one tape or cartridge. If data cannot fit, only the system data is backed up (i.e. subscriber information and system translations).

- To verify if Intuity conducted a full backup, check the administrator's log for the following entry:

  05/01/00 04:24:15 MT BKRST001   1 Backup process has been completed
                                        successfully (full backup)

- The Interchange automatically conducts a full backup every night**.**

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BACKUPS

To conduct an attended backup

From the Main Menu, select:

- **Customer Services Administration**

- **Backup/Restore**

- **Backup**

NOTE: Full backups should be performed when there is minimal traffic on the system.

BACKUPS

- **Wangtek vs Tandberg vs Jazz vs Travan drives**

- **525MB vs 2GB vs 4GB Tapes vs 2GB Jazz drives**

- **Rotation of tapes/cartridges for backups**

- **How often should I do backups?**

- **Mirroring available in R3 & 4, RAID in R5**

ADMINISTRATION LOG

Check the Administration Log daily for:

- **Successful backup**
- **Locked mailboxes**
- **Full Mailboxes**
- **Names not recorded**
- **Call Answer Non-subscriber**

To view the Administrator's Log:

From the Main Menu, select:

- **Customer Services Administration**
- **Log Administration**
- **Administrator's Log**
- **OR, from the Audix Administration menu type: display admin**

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ALARM LOG

To view the Alarm Log:

From the Main Menu, select:
- **Customer Services Administration**
- **Log Administration**
- **Alarm Log**
- **OR, from the Audix Administration menu type: display alarm**

- **NOTE: can view active or resolved alarms**

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Customer/Services Administration

Alarm Management

Log Administration

Administrator's Log

Alarm Log Display Selection

Alarm Log

The following options control which alarms will be displayed.

Alarm Type: A

Alarm Level:
Major? Y   Minor? Y   Warning? Y

Start Date: __/__/__   Time: __:__   Application: __

Resource Type: _____   Location: ____ __ ___   Alarm Code: ____

Type in Alarm Type (A=Active, R=Resolve) or Press CHOICES.

513	F1 Help	F2 Choices	F3 Save	F4	F5	F6 Cancel	F7	F8 Chg-Keys	F9	F10

Alarm Log

App	Resource Type	Location	Alarm Code	Alm Lvl	Ack	Date/Time Alarmed	Date/Time Resolved	Resolve Reason
NW	SOFTWARE	VCE ID 54	0005	WRN	N	06/17/99 15:17	06/17/99 15:20	MAINT
NW	SOFTWARE	VCE ID 54	0005	WRN	N	06/21/99 09:06	06/21/99 09:25	MAINT
VP	VOICE_PORT	TR CH 9	2	WRN	N	06/18/99 11:31	06/21/99 17:17	RESTRT
VM	WDOG		0	0	MAJ	Y 06/17/99 09:29	06/21/99 17:18	RESTRT
VM	ALARM_ORIG		42	0	MIN	N 06/21/99 17:45	06/21/99 18:15	MAINT
MT	UNIX		0		MAJ	N 06/21/99 22:05	06/22/99 07:35	MAINT
VM	ALARM_ORIG		42	0	MIN	N 06/22/99 09:48	06/22/99 10:18	MAINT
MT	ALARM_ORIG		1		WRN	N 06/22/99 04:31	06/22/99 11:20	MAINT
MT	UNIX		0		MAJ	Y 06/22/99 20:35	06/23/99 21:09	RESTRT

513	F1 Help	F2 Prevpage	F3 Nextpage	F4	F5	F6 Cancel	F7 Cmd-Menu	F8 Chg-Keys	F9	F10

ALARM REPORT

The following options control which alarms will be displayed.

Alarm Type: resolved

Alarm Level:
       Major? y   Minor? y   Warning? y

Start Date: __/__/__   Time: __:__   Application: __

Resource Type: _____   Location: ____ __ ___   Alarm code: ____

enter command: display alarms

| 513 | F1 Cancel | F2 Refresh | F3 Enter | F4 Clearfld | F5 Help | F6 Choices | F7 Nextpage | F8 Prevpage | F9 | F10 |

ALARM REPORT

App	Resource Type	Location			Alarm Code	Alm Lvl	Ack	Date/Time Alarmed	Date/Time Resolved	Resolve Reason
NW	SOFTWARE	VCE	ID	54	0005	WRN	n	06/17/99 15:17	06/17/99 15:20	MAINT
NW	SOFTWARE	VCE	ID	54	0005	WRN	n	06/21/99 09:06	06/21/99 09:25	MAINT
VP	VOICE_PORT	TR	CH	9	2	WRN	n	06/18/99 11:31	06/21/99 17:17	RESTRT
VM	WDOG				0	0	MAJ	y	06/17/99 09:29	06/21/99 17:18	RESTRT
VM	ALARM_ORIG			42	0	MIN	n	06/21/99 17:45	06/21/99 18:15	MAINT
MT	UNIX				0	MAJ	n	06/21/99 22:05	06/22/99 07:35	MAINT
VM	ALARM_ORIG			42	0	MIN	n	06/22/99 09:48	06/22/99 10:18	MAINT
MT	ALARM_ORIG				1	WRN	n	06/22/99 04:31	06/22/99 11:20	MAINT
MT	UNIX				0	MAJ	y	06/22/99 20:35	06/23/99 21:09	RESTRT
NW	SOFTWARE	VCE	ID	31	0005	WRN	n	06/25/99 01:17	06/25/99 02:15	MAINT
NW	SOFTWARE	VCE	ID	90	0005	WRN	n	06/25/99 09:25	06/25/99 09:30	MAINT
SW	DCIU_LINK			12	1	MIN	y	06/27/99 11:30	06/27/99 13:57	MAINT
MT	UNIX				0	MAJ	y	06/28/99 00:05	06/28/99 07:35	MAINT

Press [NextPage], [PrevPage] or [Cancel] to abort

enter command: display alarms

| 513 | F1 Cancel | F2 Refresh | F3 Enter | F4 Clearfld | F5 Help | F6 Choices | F7 Nextpage | F8 Prevpage | F9 | F10 | ● ○ ○ |

TRAFFIC MEASUREMENTS

- **COMMUNITY (list measurements community day/hour)**

- **FEATURE (list measurements feature day/hour)**

- **LOAD (list measurements load day/hour)**

- **NETWORK LOAD (list measurements network day/hour)**

- **REMOTE MESSAGES (list measurements remote day/month)**

- **SPECIAL-FEATURES (list measurements special day/hour)**

- **SUBSCRIBER (list measurements subscriber day/month)**

- **TRAFFIC-SNAPSHOT (list measurements traffic day/month)**

VOICE MAIL AUDITS

- **Mailboxes**
- **Mailing lists**
- **Names**
- **Network data**
- **Personal directories**
- **Subscriber data**

SECURITY SUGGESSTIONS

- **Activate "Enhanced Call Transfer" feature**
- **Set "Transfer Restriction" for subscribers to subscriber**
- **Change "sa" & "vm" passwords from default**
- **Use minimum 6 digit passwords for mailboxes**
- **Consider using Password Aging**
- **Remote Port Security Device (RSPD) on maintenance port**
- **Automated Attendants**
- **"Transfer Security" for voice ports**

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MAINTENANCE / TROUBLESHOOTING

WHEN <u>NOT</u> TO WORK ON SYSTEM

- **Between midnight - 5:00am**

- **What's happening:**
    - **Audits**
    - **Backups**
    - **Clean-up routines**

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MAINTENANCE / TROUBLESHOOTING

IDENTIFYING SOFTWARE RELEASE

- **To identify software version for release 3 & 4**

    From the Main Menu

    Select "Customer Services Administration"

    "System Verification"

    "View Installed Software

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IDENTIFYING SOFTWARE RELEASE

- **To check software version for release 5**

From the Main Menu

Select "Software Management"

"Software Installation"

Intuity Software Display (p1 of 2)

High level packages installed on drintuit in Package Priority order

audixcd	ia5.0.77	Intuity AUDIX CD Versioning Package
U213rf+i	2.1.3	INTUITY SCO UnixWare 2.1.3 Enhancement Set
html	5.0-63	Intuity html server and browser
AUDIXset	3.2-25	INTUITY Platform AUDIX Set
swmgmt	5.0-63	Software Management
syseval	5.0-63	System Evaluation Utility
LANset	3.2-15	INTUITY SWIN LANset
APPLset	5.0-63	AUDIX(R) Application Set
ARIAAP	5.0-10	Features Plus on Intuity Messaging Solutions R5
ARIAIN	5.0-10	Aria User Interface on Intuity Messaging Solutions R5
? RMBset	3.2-15.2	INTUITY RMB V2 set
ariaeng	R2.0	ARIA Interface on Intuity - US-English System Announcements
portug	R3.4-2	Portuguese System Announcements
us-eng	R5.0-4	US-ENG System Announcements
field	5.0-63	EI Monitoring Data Collection Package
+ VM-lab	5.0-16	AUDIX(R) Lab software

-- press space for more, use arrow keys to move, (enter) to activate.

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MAINTENANCE / TROUBLESHOOTING

SOFTWARE FOR R3 & R4

- **UNIX software (Tape and Floppies)**
- **Platform software (Tape)**
- **Switch Integration software (Tape or Floppy)**
- **Voice Messaging software (Tape)**
- **Announcements software (Tape)**
- **Remote Field Updates (Tape)**
- **INTUNIX updates (Tape)**
- **Custom software (Tape)**
- **CAS software (Floppies)**

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SOFTWARE FOR R5

- **UNIX boot floppies (2 Floppies)**
- **Intuity™ AUDIX software (CD)**
- **Intuity™ AUDIX Languages (CD)**

MAINTENANCE / TROUBLESHOOTING

Circuit cards in your Intuity™ System

- IVC6(AYC10, AYC29) - Tip Ring/Voice Card
- ACCX(AYC22) - Digital Network Card
- GP-SYNC / EICON Card - DCIU Switch Card
- Ethernet - LAN Card
- CPU - Central Processing Unit Card (Brains)
- RMB - Remote Maintenance Board
- Equinox - Multi-port Serial Card
- Video Card - Monitor Card

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MAINTENANCE / TROUBLESHOOTING

New hardware in Release 5

- PCI LAN Card (10/100MB)
- PCI video card
- PCI RAID card for Map40P & Map100P
- CPU - Pentium200 MHZ
- CDROM - used for software install
- Iomega 2GB JAZ drive - used for backups for Map40P & Map100P
- IDE Travan 4GB tape drive for Map5P

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MAINTENANCE PORT

- **COM 2 is Maintenance Port -** DO NOT USE
    - **Alarms called out**
    - **Support for the system**
    - **Monitoring of system - AUDIX® Expert**

- **COM 1 is your port to use**
- **Multi-port serial card is available for additional ports**

TROUBLESHOOTING

- **Get all the information**

- **Verify information given**
    - **Administration Log**
    - **Activity Log**
    - **System Monitor**

- **Reproduce problem**

STEPS TO CHECK ACTIVITY LOG

- **To see the activity log**

From the Main Menu

Select "AUDIX Administration"

Type "display activity-log 83644"

STEPS TO CHECK SYSTEM MONITOR

- **To see the system monitor screen**

  From the Main Menu

  Select "Voice System Administration"

  "System Monitor"

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```
                 System Monitor - Voice Channels
         Calls Voice         Service                    Caller        Dialed
Channel  Today Service       Status                     Input         Digits

     48   117                *On Hook
     49   126 AUDIX:49        Talking            83385#XXXXXX2
     50   112 AUDIX:50        Talking         *3055230555#0230
     51   121                *On Hook
     52   124 AUDIX:52        Collect
     53   118 AUDIX:53        Talking                                 81654
     54   120                *On Hook
     55   120                *On Hook
     56   124 AUDIX:56        Talking              #XXXXXXXX20
     57   114 AUDIX:57        Talking               #XXXXXX20
     58   111 AUDIX:58        Collect                                 84031
     59   122                *On Hook
```

MAINTENANCE / TROUBLESHOOTING

WHEN CALLING TSC (800-242-2121)

- **Have your Installation Location (IL)**

- **Describe problem**

- **Know maintenance port dial-up number**

- **Have details about subscriber problem(time message was sent, recipient of message, etc..)**

RECOMMENDATIONS

THINGS NOT TO DO

- **DON'T**

  Hit reset button on your Intuity™ system

  Hit power button while system up

  Replace parts/cables while system up

- **BECAUSE**

  Data corruption / loss of data

  Additional downtime

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DOCUMENTATION

- **Keep documentation in appropriate places**
- **Read/Use documentation**
- **System Administrators**
    - **Administration manual**
    - **Networking manual**
    - **ADAP manual**
- **Technicians**
    - **Installation manual**
    - **Maintenance manual**

RECOMMENDATIONS

ENVIRONMENT

- **Keep the following in mind when finding a home for your Intuity™ system:**

  - **Room Temperature - not too hot or cold**
  - **Security - who has access to the Intuity™ system**
  - **Ventilation - not confined to closed-in area**
  - **Accessibility - ability to work on the system**
  - **Power - put Intuity™ system on separate power and UPS**

RECOMMENDATIONS

HARD COPIES

- **Voice port administration**
- **Network administration**
- **TCP/IP administration**
- **Switch Translations administration**
- **Feature Options**
- **Automated Attendants**
- **Class of Service**
- **List of subscribers**

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RECOMMENDATIONS

DISK MIRRORING

Disk mirroring feature has an image of all disks if the event a disk has a problem or was unrecoverable.

To determine if you have the Disk Mirroring:

From main menu, select:

• Select Customer Services

• Select Feature Options

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THE BOTTOM LINE

PROACTIVE

vs

REACTIVE