DEFINITY®
Translator ATM WSP Manager

Release 3.0

Installation and Configuration

555-233-223
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Contents

Welcome

1

Purpose

This book explains how to install and configure DEFINITY Translator ATM WSP Manager (DTA) software, how to test the installation, and how to troubleshoot it.

Prerequisites

Installing DTA requires familiarity with data networking concepts, knowledge of your company's data network, and proficiency with Windows.

Intended Audience

We wrote this book for PC Administrators who are responsible for their company's network of DEFINITY systems.

Conventions Used in This Book

In this book, we use the following typographical conventions:

- We use bold type for emphasis and for any information that you should type; for example: **save translation**.
- We use Courier font for any information that the computer screen displays; for example: `login`.
- We use arrows to indicate options that you should select on cascading menus; for example: "Select File>Open" means choose the "Open" option from the "File" menu.
- We use small type for any keyboard control keys that you should press; for example: Enter.

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Additional Resources

You may find the following additional resources helpful.

For help using DTA, look in the online help. For more detailed information on ATM WSPs, see *DEFINITY ECS ATM Installation, Upgrades, and Administration.* 555-233-124.

For help with complex DEFINITY switch administration tasks, use the *DEFINITY ECS Administrator's Guide*, 555-233-502, which explains system features and interactions in detail.

For a complete list of DEFINITY books, refer to the Avaya Publications Catalog, available at: http://www.lucent.com/enterprise/documentation

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3. Set up your browser preferences.

   Refer to the documentation that came with your browser.

4. Install Adobe Acrobat Reader with Search, version 3.0 or later.

   This is available on your DNA CD-ROM or from: http://www.adobe.com.

5. Access http://support.lucent.com
6. Wait a moment while the web page prepares the popup menus.
7. Position your cursor over `Online Services` (at the top left of the screen).
8. From the popup menu, click `Documentation`.
9. Click `Recent Documents.`
10. Enter 555-233-223 (the document number).

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Overview

2

DEFINITY Translator ATM WSP Manager (DTA) is a client-server application that allows you to upload translations from a DEFINITY switch and download them to multiple DEFINITY WAN spare processors (WSPs) simultaneously, according to a schedule you specify. This chapter explains roughly how the application works, explains security considerations, and summarizes the installation process.

The Upload and Download Process

DTA copies translations from a DEFINITY switch to its WSPs as follows.

Uploading Translations from the switch

When DTA copies translations from a DEFINITY switch to its WSPs, it first makes a connection with the switch over an Ethernet LAN or WAN, via the C-LAN board on the switch. It logs in to the switch using an “administration” login ID and password that has already been set up on the switch and specified in DTA. It issues the **save translations** command on the switch, and if successful logs off and disconnects. It then reconnects using the “upload/download” login, and issues the **upload translations** command. (If the **save translations** command fails, DTA will proceed with the second command only if you have specified that DTA should do so.) The switch translations are uploaded to DTA, and then DTA disconnects from the switch. DTA logs the success or failure of the upload in its log, which you can view from the DTA user interface. If the translations were uploaded successfully, DTA keeps a copy before downloading the translations to the WSPs.

Modifying Translations for the WSPs

DTA does not download an exact copy of the main DEFINITY switch's translations to the WSPs. If it did, it would overwrite critical connectivity information that allows the WSP to communicate with other systems. Instead, after uploading translations from the main switch, DTA makes some minor adjustments to the translations that are necessary for the translations to work on the WSP. For example, after uploading translations, DTA changes IP address, port, and node name information, as appropriate, to work on the given WSP.

Downloading Translations to the WSPs

Once DTA has uploaded translations from the DEFINITY switch, it issues the **status atm wsp** command on the main switch. If the WAN Processor Role field contains a value of "pending", no WSP data is available and DTA logs an error in the status log. If the WAN Processor Role field contains any other value, DTA can then display the name, number, and link status of each WSP in the network.

DTA then connects and logs in to each WSP, using login IDs and passwords that have previously been set up on the WSPs and specified in DTA. DTA issues the **status atm wsp** command on each WSP. If the WAN Processor Role field contains a value of "spare" and the State field contains a value of "standby," then DTA issues the **save translations removable-media** command, and then the **download translations** command. If the WAN Processor Role and the State fields contain any other values, then DTA aborts the save translations and the download and logs an error. After DTA downloads translations successfully, it issues the **display circuit 1** command to determine where the ATM-EI board resides, and then it issues a **reset system 3** command to reboot the WSP in a forced-standby mode. This terminates the connection between the WSP and DTA.

Five minutes later, DTA attempts to reconnect to the rebooted WSP. If it fails, it tries again in another five minutes. If it fails again, it logs an error in the status log. If it succeeds, DTA then performs the following administration on the translations: it issues the **busyout atm pnc 1** command; it issues the **remove atm pnc 1** command; and it makes the following changes on the change system-parameters maintenance form of the WSP: it enters "spare" in the WAN Processor Role field; it enters the WSP number (gathered from the main switch) in the WSP Number field; it enters the number of minutes (gathered from the DTA user) after which the WSP will take over in the event of a main switch failure in the WSP Active Time field; and it enters the previously determined location of the ATM-EI board in the A-PNC Board Location field. Finally, it issues a **save translations** command on the WSP, and disconnects.

Scheduling Uploads/Downloads

DTA lets you specify when you want to copy translations. You can copy them immediately, or schedule the copy to occur once, daily, or weekly.

Limited Administration of WSPs

DTA lets you set the number of minutes after which a WSP will take over in the event of a main switch failure. All other WSP administration commands are accessible only from a System Administration Terminal (SAT) or system administration application, such as DEFINITY Network Administration (DNA) or DEFINITY Site Administration (DSA).

Security

DTA has no login and password protection. Unauthorized use of DTA is prevented only through the login and password required by Windows, and the logins and passwords required by the DEFINITY switches and WSPs. Once DTA has been installed and configured, DTA stores the login IDs and passwords of the main switch and its WSPs on the DTA server, which means from that point forward, only your Windows security prevents unauthorized users from gaining access to these devices. However, all that an unauthorized user could do with DTA is copy translations from the main switch to its WSPs. Using DTA, users cannot manually modify translations between uploading them from the switch and downloading them to the WSP, which means users do not have any way through DTA to introduce errors or sabotage the WSP translations.

If you have a service agreement with Avaya, or if you want Avaya support during DTA's warranty period, you must install a copy of pcAnywhere on the DTA computers you want Avaya to support. For the required version number of pcAnywhere, see ‘‘Understanding System Requirements’’ on page 11. If used incorrectly, pcAnywhere can be a security risk. It is your responsibility to protect your network from unauthorized use. Before installing pcAnywhere, see the guidelines in ‘‘Understanding pcAnywhere Security’’ on page 30.

Installation Checklist

The installation will follow a process like the one listed below.

1. **Connect DTA computers to main DEFINITY switches and WSPs.**

   We recommend that PC administrators or telephone technicians perform the following steps.

   a. Connect DTA computers, and the DEFINITY switches and WSPs that it supports, to a LAN or WAN, following the instructions in Chapter 4, ‘‘Connecting the Hardware’’ (page 13).

2. **Prepare main DEFINITY switches and WSPs for DTA.**

   We recommend that a DEFINITY switch technician perform the following tasks.

   a. Install main PPN, ATM-PNC, and WSPs, if you have not already.

      For instructions on installing main PPNs and WSPs, refer to *DEFINITY ECS Release 9 Installation and Test for Multicarrier Cabinets.* For instructions on installing ATM-PNC, refer to *DEFINITY ECS Release 9 ATM Upgrades, Installation, and Administration*.

   b. Install, administer, and test C-LAN boards on all DEFINITY switches and WSPs that DTA will support, if you have not already. (page 18)

   c. Set up asynchronous links, if you have not already. (page 19)

   d. If you will be using Access Security Gateway (ASG) on a DEFINITY ECS system that DTA supports, and if it is not already enabled, then contact Avaya to have this feature enabled (page 21).

   e. Have Avaya enable the “DEFINITY Network Admin” option for each DEFINITY switch and WSP that DTA supports, if it is not already enabled (page 22).

   f. Create an “Upload/Download” login and “Administration” login for each DEFINITY ECS system and each WSP that DTA supports, if these do not already exist (page 23).

3. **Prepare computers for DTA.**

   a. Upgrade existing computers (if necessary) to meet the hardware and software requirements specified on page 11.

   b. Ensure TCP/IP connectivity between the DTA server and all DTA clients, as well as between the DTA server, the main switch, and all of its WSPs.

      Make sure they can PING each other. Troubleshoot problems with the LAN/WAN administrator.

   c. Set the PC’s time (page 35).

4. **Give Avaya access to your system.**

   This step applies if you have a maintenance support agreement with Avaya, or if you want Avaya to be able to support you during DTA's warranty period. We recommend that PC administrators perform the following tasks.

   a. Install modems and pcAnywhere on all computers that you want Avaya to be able to access to support DTA.

   b. Provide Avaya's Technical Service Center (TSC) the phone number or IP address to access DTA computers.

5. **Install DTA.**

   We recommend that PC administrators perform the following tasks.

   a. Install DTA client and server software (page 29).

   b. Reboot.

6. **Configure DTA.**

   We recommend that PC administrators perform the following tasks.

   a. Specify the main switch connection information (page 36).

   b. Specify the WSP connection information (page 37).

7. **Test the Installation.**

   We recommend that PC administrators perform the following tasks.

   a. Test connections to devices (page 39).

   b. Have DTA copy translations from the main switch to the associated WSPs and examine the Status Log for errors.

8. **Troubleshoot, if appropriate.**

   We recommend that PC administrators and network administrators collaborate to perform the following tasks.

   a. Troubleshoot hardware connections.

   b. Troubleshoot software connections (page 40).

   c. Troubleshoot uploading/downloading.

Getting Help with the Installation

If you are located within the United States and require assistance installing DTA, contact your local Avaya representative for options and details. Please allow a 4-week lead time to ensure that your requested due date can be met.

If you are located outside the United States and require assistance installing DTA, contact your Avaya local representative or dealer. Please allow a 4-week lead time to ensure that your requested due date can be met.

Understanding System Requirements

3

PC Requirements

Any computer you use to run the DTA client or server software should meet the following requirements:

Parameter	Client	Server
Operating System	minimum: Windows 95	minimum: Windows NT
	recommended: Windows 2000	recommended: Windows 2000
Other Software	minimum: none	minimum: none
		recommended: DNA, pcAnywhere 9.0
RAM	64 MB	64 MB
Available Disk Space	50 MB*	50 MB, plus 15 MB for each switch or WSP*
CD-ROM Drive	Yes	Yes
Network Type	Ethernet	Ethernet

*If client and server software are on the same computer, add these space requirements together.

In addition, DTA computers must be on the same LAN or WAN as the DEFINITY ECS systems and the ATM WSPs that will DTA support.

IP addresses on the DTA client and server can be static or DHCP. If you are using DHCP, you must refer to the DTA server by host name.

DTA can run on the same computer with DNA 3.0 and later, and with pcAnywhere 9.0.

Enabling Avaya Remote Services

If you have a maintenance agreement with Avaya for support of DTA, you are required to install a modem and a copy of Symantec's pcAnywhere on the computers that you want Avaya to be able to access. pcAnywhere enables Avaya personnel to remotely troubleshoot and correct problems on your system.

Before installing pcAnywhere, please read the pcAnywhere security guidelines on page 30, and visit the following web site for the latest pcAnywhere security information: http://www.symantec.com/pcanywhere/index.html

Switch and WSP Requirements

DTA supports only Release 9.1 or greater of DEFINITY ECS systems. In addition, your switches and WSPs must meet the following requirements:

1. A C-LAN board must be installed, asynchronous links must be configured, and the board and configuration must be tested and fully functioning, both on the main switch and each of the WSPs that DTA will support.
2. The main switch and the WSPs you want to work with DTA must all be on the same LAN or WAN, and that must be the same LAN or WAN that supports all of the DTA computers.

Connecting the Hardware

4

To function properly, DEFINITY Translator ATM WSP Manager (DTA) must be connected to your DEFINITY system and ATM WSPs via a DEFINITY C-LAN board. Figure 1 illustrates one way to connect your DTA computers to your DEFINITY systems and WSPs.

Connecting to DEFINITY via CLAN Board

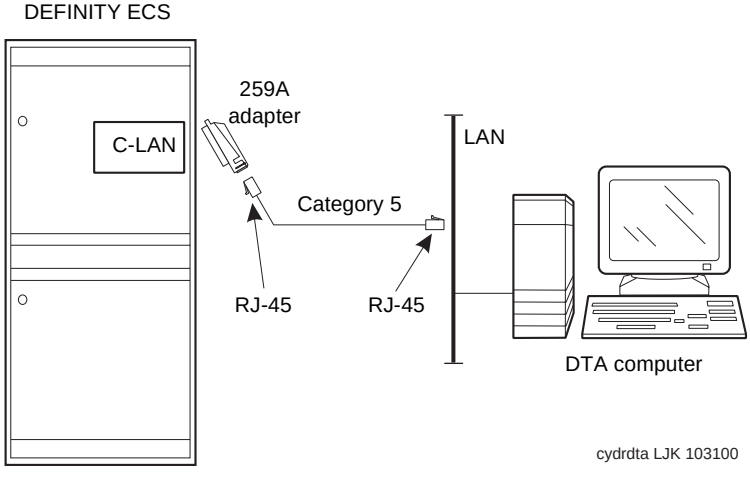

Figure 1. Connecting DEFINITY systems and WSPs via Network

Connect the equipment as shown in Figure 1.

Preparing Switches for DTA

5

Before you can use DEFINITY Translator ATM WSP Manager (DTA) to copy translations to WSPs, the following activities must happen. A number of these activities require you to call Avaya. To avoid calling repeatedly, read all of the sections first, and then determine what activities you need Avaya to perform, before you call.

NOTE:
The instructions for Steps 4 through 8 (below) supercede the analogous instructions published in Issue 2 of the *DEFINITY ECS Release 9 ATM Upgrades, Installation, and Administration* book, until the time that errata pages for that book are published.

Overview

1. Install the main DEFINITY switch, if you have not already.

   Refer to *DEFINITY Made Easy Tools* on the *DEFINITY Documentation Library* CD.

2. Install the ATM-PNC, if you have not already.

   For instructions on installing ATM-PNC, refer to *DEFINITY ECS Release 9 ATM Upgrades, Installation, and Administration*.

3. Install the WSPs, if you have not already.

   Refer to Refer to *DEFINITY Made Easy Tools* on the *DEFINITY Documentation Library* CD. Verify that the WSP configuration matches the main PPN configuration.

   - If the main PPN is standard reliability, a port carrier can be in the B position.
   - If the main PPN is high reliability, the B position must be empty because that is where the duplicate control carrier is in the main PPN (see Figure 2).
   - The TN2305/TN2306 ATM expansion interface and the TN799B/C C-LAN circuit packs are in the same carriers and slots.

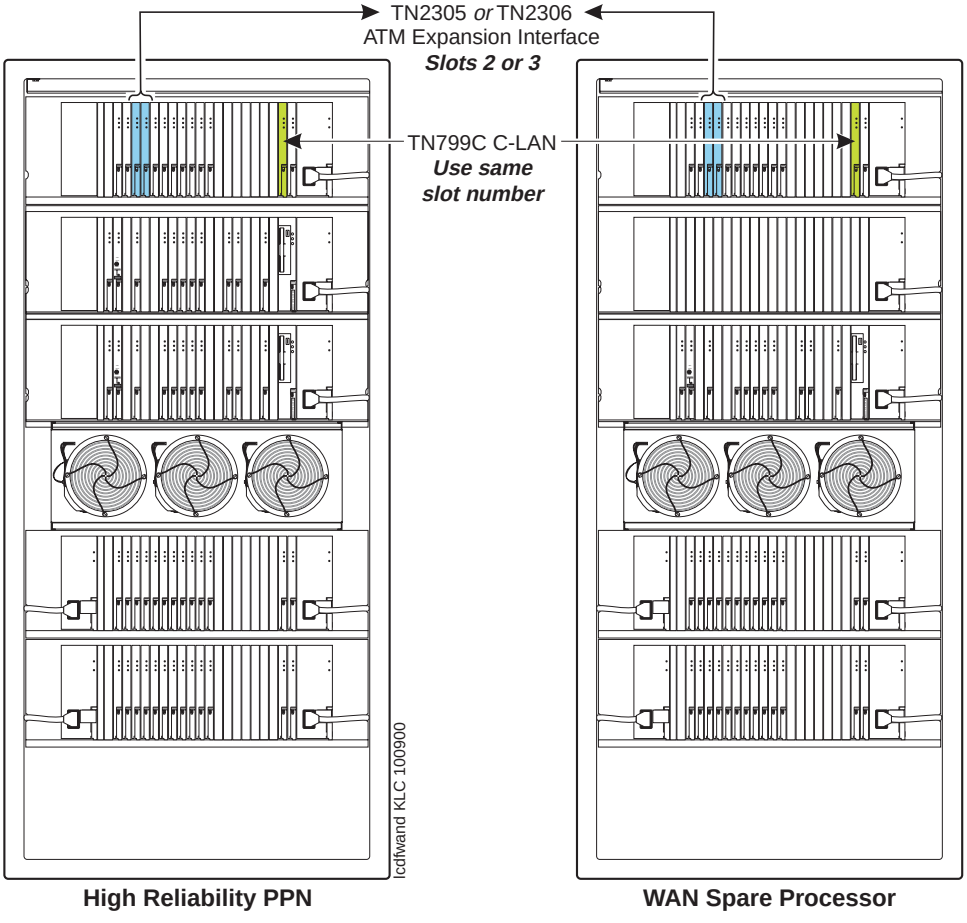

Figure 2. Main PPN and WSP sharing location of control and port carriers

4. Check the health of the main switch. (page 17)
5. Administer the WSPs on the main switch. (page 18)
6. Install the C-LAN circuit pack. (page 18)
7. Administer asynchronous links. (page 19)
8. Test C-LAN connectivity to the LAN. (page 20)
9. If you want to use Access Security Gateway (ASG), have Avaya enable it on your switches and/or WSPs. (page 21)

10. Have Avaya turn on the DEFINITY Network Administration customer option on each switch and WSP that you plan to use with DTA. (page 22)

    Skip this step if you have DNA and it has been set up to support this switch or WSP. In that case, this step would have been done as part of the DNA installation process.

11. Create a login on each DEFINITY switch and WSP that DTA can use to upload or download translations, or use existing logins that have these permissions. If you create new logins for this purpose, have Avaya enable them. (page 23)

12. Create a login on each DEFINITY switch and WSP that DTA can use for all other administration, or use existing logins that have this permission. If you create new logins for this purpose, have Avaya enable them. (page 25)

After you complete the above preparations, you can install and configure DTA, as described in the next chapter. (page 29)

Check the SPE on the main PPN

1. Type **status spe** and press Enter to check the health of the SPE.

   For standard reliability systems:

   - The `Standard` field shows **active**, **In Service**

   For high reliability systems:

   - The `Standby Refreshed` field shows **yes**
   - The `Standby Shadowing` field shows **on**
   - The `Standby Handshake` field shows **up**

2. Log off if not logged in as init.

Administer the WSPs on the main PPN

1. Log in as **init**.
2. Type **change system-parameters customer-options** and press Enter and go to screen 2.
3. Set the `ATM-PNC` field to **y**.
4. Set the `ATM WAN Spare Processor` field to **y**.
5. Press Enter to effect the changes.
6. Type **add atm wsp *number*** where the number is the number of the WSP from 1 to 7.
7. Type the name of the WSP in the `Name:` field.
   Can be up to 15 alphanumeric characters.
8. Type the priority number of the WSP in the `Priority:` field from 1 to 7.
9. Type the ATM address for the WSP.
10. Repeat steps 6 through 9 for each WSP.

Install the C-LAN Circuit Pack

To install a TN799B/C C-LAN circuit pack, you need the following items:

- An unoccupied port slot (must be same slot in each WSP as in main PPN)
- A 10 BaseT Ethernet connection into your local area network.
- A valid, unused IP address on your network for each C-LAN circuit pack.

From the rear of the cabinet:

1. Connect the 259A connector to the backplane connector corresponding to the TN799B/C slot.
2. Connect one end of the CAT5 cable to the 259A connector. Connect the other end to the customer's network.

From the front of the cabinet:

CAUTION:
When adding or replacing any hardware, be sure to ground yourself against electrostatic discharge (ESD) by wearing a grounded wrist strap.

NOTE:
The TN799B/C circuit pack is hot-swappable, so you do not need to power down the carrier to install it.

3. Insert the TN799B/C circuit pack into the port slot identified earlier.

Administer Asynchronous Links

Refer to DEFINITY ECS Release 9 Administration for Network Connectivity, Chapter 5 “Asynchronous Connectivity for DEFINITY Applications and Adjuncts,” Tasks 1 through 5 (pages 251 through 258). In addition, you may need the following information, as well.

NOTE:
For Task 5, Defining asynchronous IP service types, you may find that, although you can have up to 8 concurrent sessions, only 5 are generally available; the other 3 are reserved for a direct connection to the switch and maintenance. The direct connection ID number is always 0; the C-LAN, serial, and subsequent maintenance ports are assigned the next available ID numbers (1-7).

Freeing Up a Session

On occasion, you may get the following error message when you try to log in:

All administration ports are busy (si/csi)

Login resources unavailable (r)

This is because no administrative ports are available for log in—all 5 ports are in use. To free up a session:

1. On the direct-connect access terminal, log in.
2. Type **status login-ID** and press Enter. Look at the Active Command column to review any activity in progress. Note the ID number of a session with a blank Active Command field.
3. Type **reset login-ID *number*** and press Enter to drop that session.
4. Type **status login-ID** and press Enter to verify that the session cleared.
5. Log in to the available session ID.

Test C-LAN Connectivity to the LAN

To test the external IP connections, ping the C-LAN gateway and, if possible, ping a known computer connected to your network. If everything is configured correctly, the `Result` column on the Ping Results screen reads **pass**. If it reads **fail** or **abort**, verify the IP-address information and check the connectivity, including the cabling.

1. Type **ping ip-address *nnn.nnn.nnn.nnn* board *UUCSS*** and press Enter. The variable ***nnn.nnn.nnn.nnn*** is the IP address of the TN799B/C C-LAN circuit pack and ***UUCSS*** is the cabinet, carrier, and slot of the TN799B/C C-LAN circuit pack.

```
ping ip-address 192.168.10.21

                          PING RESULTS

  End-pt IP         Port       Port Type   Result     Time(ms)   Error Code

  192.168.10.21     01C19         CLAN      PASS        10         1124
```

2. Type **ping ip-address *nnn.nnn.nnn.nnn* board *UUCSS*** and press Enter. The variable ***nnn.nnn.nnn.nnn*** is the IP address of the customer's gateway and ***UUCSS*** is the cabinet, carrier, and slot of the TN799B/C C-LAN circuit pack.
3. Type **ping ip-address *nnn.nnn.nnn.nnn* board *UUCSS*** and press Enter. The variable ***nnn.nnn.nnn.nnn*** is the IP address of another computer beyond the gateway and ***UUCSS*** is the cabinet, carrier, and slot of the TN799B/C C-LAN circuit pack.

The TN799B/C C-LAN circuit pack is now installed in the DEFINITY carrier and connected to the IP network.

Enabling ASG on Your Switch

ASG is an optional security feature that prevents unauthorized persons from accessing your DEFINITY switch. To determine if the ASG feature is enabled on your switch, complete the following steps:

1. Log in to your switch.
2. Type **display system-parameters customer-options** and press Enter.

   If the `Access Security Gateway` field has a value of **y**, then your switch has the ASG feature.

If your switch does not have the ASG feature enabled, and you want it, you can order it by completing the following steps:

1. Call Avaya (see numbers below).
2. Give Avaya your Installation Location (IL) number.
3. Request that Avaya turn on the ASG customer option.

If you are calling from the United States...	Dial...
CT, DC, DE, MA, ME, NH, NJ, NY, PA, RI, VA, VT, WV	1-800-632-0900
AL, AR, FL, GA, KS, KY, MO, MS, NC, SC, TN	1-800-922-1523
IA, IL, IN, MI, MN, ND, NE, OH, SD, WI	1-800-572-0036
LA, OK, TX	1-800-527-6889
AZ, S. CA, NM, HI	1-800-829-8888
AK, N. CA, CO, ID, MT, NV, OR, UT, WA, WY	1-800-642-4690

If you are calling from outside the United States, contact your Avaya representative or dealer.

Enabling Your Switch to Work with DTA

Your DEFINITY switch or WSP will not work with DTA until Avaya turns on the DNA customer option on that system. This should already have been done if you are using DNA with this switch or WSP.

To determine whether your system has the DNA customer option turned on, complete the following steps:

1. Log in to the switch or WSP.
2. Type **display system-parameters customer-options** and press Enter.

   If the `DEFINITY Network Admin` field has a value of **y**, then the DNA customer option is enabled, and your switch will work with DTA.

If this option is not enabled, you can enable it as follows:

1. Call Avaya (see numbers above).
2. Give Avaya your Installation Location (IL) number.
3. Request that Avaya turn on the DEFINITY Network Administration customer option.

Creating the Upload/Download Login

On each DEFINITY switch and WSP that you will be using with DTA, there must be a login that DTA can use to upload translations (from the switch to the DTA server), or download translations (from the DTA server to the WSPs). The login does not have to be the same for the switch and the WSPs.

Do you need to create this login?

Any login that has permissions to issue the **upload, download translations,** and **logoff** commands will work. If an appropriate login already exists on the main switch and WSPs, then go to "Creating the Administrative Login" on page 25.

If you need to create this login

The following procedure creates a login that, for security purposes, can only issue the **upload, download translations,** and **logoff** commands. To create the login, complete the following steps:

NOTE:
To perform this task, you must have permissions on the DEFINITY switch to add and change logins.

1. Log into the DEFINITY ECS.
2. At the command line, enter **add login** <**name**>

   Where <name> is the word you want to use as the login.
3. Enter your password.
4. Verify that the `Login Type:` field is set to **customer**.
5. Verify that the `Service Level:` field is set to **non-super-user**.
6. In the `Login's password:` field, enter the password that you want to associate with the login.
7. In the `Reenter Login's password:` field, enter the password again.
8. If you want this login to use ASG, then in the `Access Security Gateway?` field, enter a **y** and complete the fields on page 2 of the form (described in the following table).

   If you do not see this field, your switch does not have the ASG feature enabled. To enable it, see "Enabling ASG on Your Switch" on page 21.

Field	Description
Blocked	Enter **y** to temporarily disable the login ID from accessing the switch through ASG.
System Generated Secret Key?	To use ASG, either you or the switch must generate a Secret Key, which you must enter on the switch and in DTA when you are configuring it. Enter a **y** to have the switch generate the Secret Key.
Secret Key	If you want to create your own Secret Key, enter it in this field. Be sure to note the Secret Key; you will need it to configure DTA and/or any response generation devices. The Secret Key must conform to the following requirements: ■ It must be 20 digits long. ■ Each digit must be between 0 (zero) and 7, inclusive. ■ The last number must be 0 (zero). ■ The next-to-last number must be 0 (zero), 2, 4, or 6.
Expiration Date	To disable this login after a certain date, enter the date in this field. If you enter a value in the Number of Sessions field, then the login will be disabled based on whichever criteria is satisfied first.
Number of Sessions	Enter the number of times this login ID can be used to access the switch (between 1 and 999). If you enter a value in the Expiration Date field, then the login will be disabled based on whichever criteria is satisfied first.
Restrict Days of Week	Enter **y** to restrict this login from accessing the switch on the specified day of the week.
Restrict From Time and Restrict To Time	Enter the time interval during which this login ID is blocked from accessing the switch.

9. Press Enter to submit the form.
10. Call Avaya. (page 21)
11. Give Avaya your Installation Location (IL) number.
12. Give Avaya the login name you just added, and request that they enable the `System Management Data Transfer Only?` field on the first page of the Change Permissions form for your DEFINITY switch.

NOTE:
Only Avaya can set the `System Management Data Transfer Only?` field to **y**. DTA will not work with your switch until this is enabled.

Creating the Administrative Login

DTA needs a login that it can use to issue all of the commands described in "Downloading Translations to the WSPs" and "Limited Administration of WSPs" on page 7. The DTA administrative login is what DTA uses to make changes to your DEFINITY switch. DTA cannot make changes to your switch if you do not create this login.

Do you need to create this login?

Any login will work that has permissions to issue the commands **status atm wsp, display circuit 1, reset system 3, busyout atm pnc 1, remove atm pnc 1, save translations,** and **logoff**. If an appropriate login already exists on the main DEFINITY switch and WSPs, then skip the remainder of this section.

If you need to create this login

To create the administrative login, you must have permissions on the DEFINITY switch to add and change logins.

1. Access the DEFINITY System administration screens.
2. At the command line, enter **add login *<name>***

   Where *<name>* is the word you want to use as the *Do not* reuse DNA logins for this purpose.
3. Enter your password.
4. Verify that the `Login Type:` field is set to **customer**.
5. Verify that the `Service Level:` field is set to **super-user**.
6. In the `Login's password:` field, enter the password that you want to associate with the administrative login.
7. In the `Reenter Login's password:` field, enter the password again.

8. If you want this login to use ASG, then in the `Access Security Gateway?` field, enter a **y** and complete the fields on page 2 of the form.

   If you do not see this field, your switch does not have the ASG feature enabled. To enable it, see "Enabling ASG on Your Switch" on page 21.

Field	Description
Blocked	Enter **y** to temporarily disable the login ID from accessing the switch through ASG.
System Generated Secret Key?	To use ASG, either you or the switch must generate a Secret Key, which you must enter on the switch and in DTA when you are configuring it. Enter a **y** to have the switch generate the Secret Key.
Secret Key	If you want to create your own Secret Key, enter it in this field. Be sure to note the Secret Key; you will need it to configure DTA and/or any response generation devices. The Secret Key must conform to the following requirements: ■ It must be 20 digits long. ■ Each digit must be between 0 (zero) and 7, inclusive. ■ The last number must be 0 (zero). ■ The next-to-last number must be 0 (zero), 2, 4, or 6.
Expiration Date	To disable this login after a certain date, enter the date in this field. If you enter a value in the Number of Sessions field, then the login will be disabled based on whichever criteria is satisfied first.
Number of Sessions	Enter the number of times this login ID can be used to access the switch (between 1 and 999). If you enter a value in the Expiration Date field, then the login will be disabled based on whichever criteria is satisfied first.
Restrict Days of Week	Enter **y** to restrict this login from accessing the switch on the specified day of the week.
Restrict From Time and Restrict To Time	Enter the time interval during which this login ID is blocked from accessing the switch.

9. Press Enter to submit the form.
10. At the command line, enter **change permissions *<name>*.**

    Where *<name>* is the word you used as the login in Step 2. The system displays the Command Permission Categories form.

11. Set the fields to **y** to enable DTA to perform the listed activity.

    Use the table below to decide which of the fields to set to **y**.

    The fields listed in the following table are for a basic switch configuration. Your switch may display more than the following fields. For help setting those fields, refer to the *DEFINITY Enterprise Communications Server Administrator's Guide*, 555-233-502.

If this field is set to Y...	Then...
Display Admin and Maint Data?	Setting this field to **y** allows DTA to issue **status atm wsp** and **display circuit pack** commands. **The login you use for DTA administration must have this field set to y for DTA to work.**
System Measurements?	Since this field applies only to vs/si systems, and C-LAN boards are not available for vs/si systems, this field is irrelevant for DTA purposes.
System Mgmt Data Transfer Only?	**Only Avaya can set this field. You should have them set it to y only for your DTA Upload/Download login.**
Administer Stations?	DTA can issue add, change, duplicate, or remove commands for stations, data modules, and associated features, such as abbreviated dialing, vectors, and routing tables. You do not need to set this field to **y** for DTA to work.
Administer Trunks?	DTA can issue commands to administer AAR/ARS, trunk groups, remote access, and route patterns. You do not need to set this field to **y** for DTA to work.
Administer Features?	Setting this field to y allows DTA to issue **remove atm pnc** and **save translations** commands. **The login you use for DTA administration must have this field set to y for DTA to work.**
Administer Permissions?	DTA can issue commands to administer logins and command permissions. You do not need to set this field to **y** for DTA to work.
Restricted Objects?	You can specify any objects that you want DTA not to be able to access, like stations, trunks, or hunt groups. You do not need to set this field to **y** for DTA to work.
Maintain System	Setting this field to **y** allows DTA to issue **reset system 3** and **busyout atm pnc** commands. **The login you use for DTA administration must have this field set to y for DTA to work.**

12. Press Enter.
13. Call Avaya. (page 21)
14. Give Avaya your Installation Location (IL) number.
15. Give Avaya the login name you just added, and request that they enable the `Maintain System` field on the Change Permissions form for your DEFINITY switch.

NOTE:
Only Avaya can set the `Maintain System` field to **y**. DTA will not work with your switch until this is enabled.

Installing DTA

6

Installation Prerequisites

Before you install DTA, be sure that the computers you plan to install it on meet the hardware requirements listed in ‘‘Understanding System Requirements’’ on page 11.

DTA requires a functioning LAN or loop-back host to operate. The instructions in this section assume that your LAN is fully operational and that all DTA computers can PING each other. In addition, to install DTA, you must have a Windows login with Administrator privileges.

If your company has a support agreement with Avaya, you need to install a modem and a copy of Symantec’s pcAnywhere on all computers that will host DTA software. pcAnywhere enables Avaya Service personnel to remotely troubleshoot and correct problems on your system. For the required version number of pcAnywhere, see ‘‘Understanding System Requirements’’ on page 11. Once pcAnywhere is installed, contact Avaya’s Technical Service Center (TSC) (from the US: 1 800 242 2121; from outside the US, contact your Avaya representative or dealer.) Then give them the phone numbers or IP addresses they should use to access your DTA computers.

Understanding pcAnywhere Security

Before you install a copy of Symantec's pcAnywhere on any of your computers, read this section.

You are responsible for the security of your data network and for preventing unauthorized individuals from accessing it. Therefore, exercise caution when using pcAnywhere. Having it installed does not pose a security risk; it must be up and running, and be configured to receive calls, before a remote user can enter the system. In addition, pcAnywhere offers a number of security features.

Follow these guidelines to protect PCs with pcAnywhere installed:

1. Unplug the modem from the phone jack when pcAnywhere is not in use.
2. Only run pcAnywhere when necessary.
3. Do NOT publish the phone number for the modem that people use to access the computer.
4. Change your password after Avaya personnel leave your site and after Avaya personnel terminate a remote service session.
5. Configure the following pcAnywhere security options:
   - Require login names for callers.
   - Make passwords case sensitive.
   - Log all failed connection attempts.
   - Set a maximum number of login attempts per call.
   - Allow time to enter the complete login.
   - Disconnect if inactive.
6. Configure pcAnywhere to log remote call and online sessions.

For more information on pcAnywhere, including acquisition and security, visit the following web site:

http://www.symantec.com/pcanywhere/index.html

Installing DTA

To install DTA, you must use a Windows login that has Administrator privileges. Then, complete the following steps:

1. Shut down all applications running on the computer.
2. Insert the DTA CD into the CD drive.

   Wait a moment for the CD browser window to appear automatically.
3. Click **Install DTA.**

   The installation program extracts the necessary files.
4. At the Welcome window, click **Next.**
5. If this is the first time you have installed DTA on this computer, specify the folder where you want to install it and click **Next.**

   The installation program asks which of the following DTA components you want to install:

   - Client: This can be installed on one or more computers. It is installed on the server computer automatically when you install the server software.
   - Server: This must be installed on a single computer only.
6. Select the component you want to install on this computer and click **Next.**

   If you plan to install both client and server, install the server first.

   If you select Server, the installation program lists the fully-qualified domain name (FQDN) and the data network port number for the computer it is being installed on. It will store this information in the DTA configuration files unless you clear the “Keep Server Settings” checkbox, click **Next,** and enter different information in the subsequent wizard pages.

NOTE:
Note the information you enter here; you will need it when you install the client.

The FQDN is the host name followed by the IP domain name. For example: `dnapc1.department.company.com`.
If you do not know the IP address, find it as follows: on the Core Services computer, choose **Start>Settings>Control Panel,** double-click **Network,** click the **Protocols** tab, select **TCP/IP,** click the **Properties** button, and then click the **IP address** tab.

If you select Client: the installation program asks you for the host name and port of the DTA server. Enter the information you recorded when you installed the server clicking **Next** between pages.

7. If this is the first time you have installed DTA on this computer, enter the name that you want to appear on the Programs folder (and Windows Start menu) for this application, or accept the default value, and click **Next.**

   The installation program displays the Summary page.

8. Review the information you have entered, click **Back** to correct any information, and click **Next** when you are ready to install the selected component.

   The installation program installs the selected DTA component. When it is finished, it displays the Setup Complete window.

9. To start the DTA server software immediately leave the checkbox checked and click **Finish.** To start the DTA server software at the next reboot, clear the checkbox and click **Finish.**

You can now install DTA on other computers in your network, using the same process.

Viewing Electronic Books Online

The DTA CD includes electronic copies of this book, plus the *DEFINITY Enterprise Communications Server Release 9 ATM Installation, Upgrades, and Administration* book.

With this CD, you can:

- read the documentation directly from CD
- install the documentation on your computer
- install it on a network server, so people can access it using your LAN or corporate intranet.

For instructions on performing any of the above options, refer to the readme file in the Documentation directory on the DTA software CD.

Uninstalling the Electronic Books

To remove the electronic books, complete the following steps:

1. From the Windows Start menu, select **Programs>Avaya Documents>Uninstall DTA Documents.**

   If you installed the electronic books to a different location, select Uninstall DTA documents from wherever you installed them.

2. Click **Yes** to the confirmation dialog box.

   The Uninstall program removes the documentation and indicates when the uninstall is complete.

3. Click **OK.**

Shutting Down DTA

Before you uninstall DTA, you must shut down DTA. To do so, you must have access to the DTA server PC. To shut down DTA, complete the following steps:

1. Exit the client if it is open by choosing File>Exit.
2. Open an MS-DOS window.

   Most likely, you can access this from the Windows Start menu, by choosing Start>Programs, MS-DOS Command Prompt.
3. At the prompt, type **net stop “WSP Background Processes”**
4. Wait a minute for the DTA server to shut down.

   The MS-DOS window will display a message that the services are stopping. After the DTA server has shut down successfully, the MS-DOS window that says “DO NOT CLOSE THIS WINDOW” will also close.

DTA will not notify users when it has shut down, but users *will* receive an error to this effect if they attempt to perform an action that requires the DTA server. The DTA server software will automatically start again after you reboot the server.

Starting DTA

You can start the DTA client or the DTA server. The DTA server must be running before you can start the client.

Starting the DTA Server

Once DTA is installed, the DTA server starts automatically each time you reboot your computer, and runs continuously unless you stop it manually. If you have stopped it manually and you want to restart it without rebooting your computer, complete the following steps:

1. Open an MS-DOS window.

   Most likely, you can access this from the Windows Start menu, by choosing Start>Programs, MS-DOS Command Prompt.
2. At the prompt, type **net start “WSP Background Processes”**
3. Wait a minute for the DTA server to start.

   The MS-DOS window will display a message that the services were started successfully. Then an MS-DOS window will appear that says “DO NOT CLOSE THIS WINDOW.” Do not attempt to close the window!

Starting the DTA Client

To start the client, choose **Start>Programs>Avaya Enterprise Management> DEFINITY Translations Manager.** If you installed DTA under a different Program Group name, select that instead.

Uninstalling DTA

To remove DTA from a computer, you must have Windows Administrator privileges.

1. If the DTA client is running on this computer, close it.
2. From the Windows Start menu, select **Settings>Control Panel.**
3. Double-click **Add/Remove Programs.**
4. On the **Install/Uninstall** tab, highlight **DEFINITY Translator ATM WSP** and click the **Add/Remove** button.
5. Confirm that you want to remove the selected application.

   If the selected application uses software components that are also used by another application, the system displays the Remove Shared File? dialog box. If you know that the shared file is not being used by any other application, you can delete it by clicking **Yes** or **Yes to All.**
6. Click **OK.**

Configuring DTA

7

To configure DEFINITY Translator ATM WSP Manager (DTA), you will perform the following main steps. The rest of this chapter explain these steps in detail.

1. Set the PC's time.
2. Start DTA.
3. Specify the main DEFINTY ECS system in the WSP network.
4. Provide connection and login information about each WSP.

Setting the PC's Time

After DTA is installed, when people use it to schedule downloads to occur from a DEFINITY switch to its WSPs, DTA will execute the download according to the date and time that the user specifies. However, this date and time is the date and time at the PC where the DTA server software is installed. For this reason, it is highly advantageous for the DTA server PC to have the correct date and time set in the operating system.

To do so, complete the following steps:

1. Choose **Start>Settings>Control Panel** on your Windows PC.
2. In the Control Panel, double-click **Date/Time.**
3. Specify the date, time, and time zone using the dialog box.
4. Specify whether to automatically adjust for daylight savings time.
5. Click **OK.**

Starting DTA

DTA's server software will start automatically each time you reboot the server. DTA's client software is accessible from the Windows Start menu, like other Windows applications.To start the client, choose **Start>Programs>Avaya Enterprise Management> DEFINITY Translations Manager.** If you installed DTA under a different Program Group name, select that instead.

Specifying the Main Switch

The first time you start DTA, it will ask you to specify the main DEFINITY switch. To do so, complete the following steps:

1. Enter the switch name.
2. Enter the switch's IP Address.

   To determine the switch's IP address, you can ask your LAN/WAN administrator, or you can gather this information from the switch itself, as follows: Log in using your favorite system administration tool. Type **display ip-interfaces** and press Enter. Look for the C-LAN board and note the value in the `Node Name` field. Then type **list node-names** and press Enter. Look for the Node Name you noted from the previous screen. Next to it will be the IP Address for that C-LAN board.
3. Enter the number of the IP Network port on this switch's C-LAN board that DTA should use to communicate with this switch.

   This is a IP Network port number (for example, 5000), not a switch port address. To determine the IP Network port, you can ask your LAN/WAN administrator, or you can gather this information from the switch itself, as follows: Log in using your favorite system administration tool. Type **display ip-interfaces** and press Enter. Look for the C-LAN board and note the value in the `Node Name` field. Then type **display ip-services** and press Enter. In the `Local Node` field, look for the Node Name you noted from the previous screen. Next to it, in the `Local Port` field, will be the IP Network port for that C-LAN board.
4. Check or clear the "Continue if save translation fails?" check box.

   Before copying translations, DTA issues the **save translations** command on the main switch. If you check this box, DTA will copy the translations even if the **save translations** command fails on the main switch. If you leave this box empty, DTA will abort the copy if the **save translations** command fails.
5. In the Upload/Download area, and in the Administration area, specify the login IDs and passwords of the Upload/Download and Administration logins that you created (on page 23 and page 25) for the main switch.

6. Check or clear the **Use ASG** check box.

   ASG is an optional security feature on your DEFINITY ECS system. To determine if ASG is enabled on the main switch, see page 21. If you set up the logins on your main switch to use ASG, check this box. Otherwise, leave it empty.

7. Click **Test Connectivity.**

   Clicking this button tests the connection between the DTA server and the main switch, for both the Upload/Download login and the Administration login. If you encounter any error messages, see ‘‘Troubleshooting’’ on page 40. If there are no errors with connectivity, DTA will display the name, number, and link status of each WSP in the network, in the “Administration” tab of the main DTA window. DTA got this information from the main switch (assuming that someone has already entered this information in the main switch as part of Step 1 on page 15).

8. Click **OK.**

   This saves the information you entered in this dialog box.

Specifying WSP Information

To finish configuring DTA, you must supply login and password information about each WSP, as follows:

1. Double-click a WSP from the list on the “Administration” tab.

   DTA displays the DEFINITY WSP Properties dialog box. The name of the WSP is already displayed.

2. Enter the IP address, port, login IDs, passwords, and ASG information for this WSP, in the same way you did for the main switch.

3. Specify the WSP Take Over Time.

   This is the amount of time you want this WSP to wait in the event of a main switch failure before the WSP comes up as a main processor.

4. Click **Test Connectivity.**

   This tests the connection between the DTA server and the selected WSP, for both the Upload/Download login and the Administration login. If you encounter any error messages, see ‘‘Troubleshooting’’ on page 40.

5. Click **OK.**

Testing the Installation

8

To test that you have correctly installed and configured all the components of DEFINITY Network Administration (DTA), complete the following sections.

Testing Connections

To test DTA's connections to supported devices, complete the following steps:

1. Start DTA (page 35).
2. Select a switch on DTA's main screen.
3. Choose **Tools>Validate.**

   DTA attempts to connect to the main switch, and if it is able to log in, it issues the **status atm wsp** command. If the WAN Processor Role field contains any value other than "pending," then DTA can display the name, number, and link status of each WSP in the network.

Troubleshooting

In the table below, find the symptoms in the left column and follow the instructions in the right.

Message		Possible Causes and Solutions
Attempt to remove non-existing or un-writable file <translations file name>.	<1>	After DTA uploads translations from a main switch, it makes a copy for each WSP and then, before it downloads the copy to each WSP, it modifies the translations slightly so they will work on the WSP. The listed errors can occur when DTA attempts to rename the uploaded translations, if: ■ there was an error in uploading the translations and, in fact, no upload file really exists on the DTA server. ■ there was an error in the file system that either a) prevented the upload file from being written to the DTA server hard drive, or b) prevented the upload file from being copied and renamed to the WSP file name. ■ you or someone else changed your permissions after the DTA server software was installed and configured. ■ whoever set up the directory on the DTA server where the translations are uploaded didn't share the directory with you.
Cannot replace file <new translation file name>		See <1>.
Error reading schedule type <type> starting schedule now	<2>	You should never receive this message. This error would appear if DTA is running a job that has a scheduling option that is no longer supported by DTA. For example, if today's release supports "Run Now," "Run Once," "Run Daily," and "Run Weekly," and a subsequent release supports only 3 options, then you might see this message. In that case, you can simply click the Schedule tab and either alter the schedule or leave it as is and click Submit. By resubmitting the job, you will clear the error.

Message	Possible Causes and Solutions
Failed opening connection to <switch> with <connection state>. <3>	DTA may encounter problems connecting to a switch or WSP for any of the following reasons:· ■ the IP address, Network Port Number, default Gateway, or Subnet Mask in DTA no longer matches what has been administered in the switch or WSP, or on the LAN/WAN. ■ the login ID and password (and possibly ASG Secret Key) in DTA no longer matches what has been administered in the switch or WSP.· ■ a physical connection has been severed. ■ the switch or WSP is down. ■ the part of the DTA software that establishes a connection with a switch or WSP is experiencing problems.
Failed to create connection object for <system> <exception description>. <4>	This message can occur if DTA experiences difficulty building a connection file it uses to make a connection with the named device. Contact Technical Support, tell them what you were doing when the incident occurred, and give them the exception description.

Message		Possible Causes and Solutions
Failed to retrieve ATM PNC board location from <WSP> <exception description>. Failed to run atmwsp command on <system> <exception description>. Failed to run busyout atm pnc command on <WSP> <exception description>. Failed to run remove atm pnc command on <WSP> <exception description>. Failed to run reset system 3 command on <switch> <exception description>. Failed to run save translation command on <switch> <exception description> Failed to set system parameters for <WSP> <exception description>	<5>	All of these are errors indicate that DTA was unable to issue a command on the listed switch or WSP. Information in the exception description may give a clue. Possible reasons include:· ■ Someone upgraded the switch software but didn't upgrade DTA, or vice versa (post Release 9) ■ There are problems with physical connectivity. ■ Someone entered the wrong connection information in DTA or on the switch or WSP (IP Address, Port, Subnet Mask, Gateway, login ID, password, or ASG Secret Key).· ■ Someone changed the connection information in DTA but not on the switch or WSP, or vice versa. ■ There are problems with the permissions assigned to the DTA login ID(s) that you created on the given switch or WSP. You can either troubleshoot the problem yourself using the information provided in the exception description, or contact Technical Support and give the exception description to them.
File <translations file name> does not exist or is un-writable.See <1>		See <1>.
No network <network file path> or modem <file path + system> connection file(s) exist.	<6>	DTA creates the network connection file when you install DTA. Users cannot configure or modify this file. You should never receive this message. If you do, the recommended process is to reinstall the DTA server. If that doesn't work, call Technical Support and give them the exception description.

Message		Possible Causes and Solutions
The connection definition file <definition file> does not exist.	<7>	DTA creates the connection definition file when you install DTA. Users cannot configure or modify this file. You should never receive this message. If you do, the recommended process is to reinstall the DTA server. If that doesn't work, call Technical Support.
The WSP returned an unknown Link Status <state>.	<8>	This message is purely informational. DTA can upload and download translations regardless of what the value in the Link Status field.
Schedule for <main DEFINITY> submitted.	<9>	This message appears when you click the Submit button on the Schedule tab of DTA's main screen. It simply confirms that DTA has received the change you specified. It does NOT mean that the job is starting. Rather, the job will start when you specified for it to start.
Scheduled task failed while: uploading translations. Scheduled task failed while: verifying WSP list – this message indicates a fatal condition which occurred during the upload translations step. Scheduled task failed while: uploading translations: Save translations failed for <main DEFINITY>. <main DEFINITY> set to stop task if translations save failed.	<10>	All of these errors indicate that DTA was unable to copy translations from the main switch to the DTA server. The only difference between them is when in the upload process the error was detected. Contact Technical Support.
Scheduled task pending. Start time is: <date> -	<11>	This message appears if you change a schedule, or when a schedule completes and it is set to run periodically.
Scheduled task started.	<12>	This message appears immediately before DTA begins copying translations from the main switch to the DTA server. It will stay in the history log until the history log fills and begins to overwrite the first entries.

Message		Possible Causes and Solutions
Translations download processing for <WSP> has failed. <exception description>	<13>	This indicates that DTA was unable to copy translations from the DTA server to the given WSP. Information in the exception description may give a clue. Possible reasons for the failure include:·Problems with physical connectivity· Incorrect or changed connectivity information (IP Address, Port, Subnet Mask, Gateway, login ID, password, or ASG Secret Key)·Problems with the permissions assigned to the DTA login ID(s) on the given switch or WSP. You can either troubleshoot the problem yourself using the information provided in the exception description, or call Technical Support.
Translations upload processing for <main DEFINITY> has failed. <exception description>		See <10>.
Upload of translation from <main DEFINITY> has failed.		See <10>.
Updated schedule not started due to currently active schedule.	<14>	This error means that DTA is already in the process of copying translations from a main switch to WSPs. Reschedule the job in question to start after the current job is complete.
Updated WSP list from <DEFINITY> received.	<15>	Each time you start the DTA client, each time you choose Tools>Validate, and each time DTA starts to upload translations, DTA automatically contacts the main switch and verifies that DTA's list of WSPs is still accurate. When the switch returns the updated list of WSPs, DTA displays this informational message.

Index

Symbols

Numerics

A

B

C

D

E

F

H

I

L

M

N

O

P

R

S

T

U

V

W

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