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Meridian Mail

System Administration Tools

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Meridian Mail

System Administration Tools

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Contents

Figures

Tables

Procedures

About this guide

Typographic conventions

The following conventions are used throughout this guide:

- ***Softkeys*** Softkeys are displayed on the various administration menus and indicate which keyboard function keys carry out specific Meridian Mail tasks. These are referred to in the document by using the label of the softkey (as displayed in the given menu), delimited by square brackets (for example, [Exit], [OK to Delete]).
- ***Keyboard keys*** Keyboard keys appear as the key‘s label , delimited by angle brackets (for example, <1>, <2>, <Return>).
- ***Text input*** Where you are required to input specific text, the characters appear in bold print (for example, **abcd**, as opposed to <a><b><c><d>).
- ***Fields in a menu*** Field names appear in italics and in a different typeface than the body of the document (for example, *Last Name*, *Invalid Logon Attempts*).
- ***Screen text*** When a sample screen output is shown in the text, the screen typeface is used. For example,

```
disk pair 0
boot region:   32-2031
file region:   2032-665153
disk 0:  RW
disk 2: RW
```

The following typeface may also be used to represent screen text or prompts where necessary to improve the presentation of the material:

```
Specify User Mailbox (Blank for all):
Network Billing Start:      00/00/00  00:00:00
Network Billing End:        00/00/00  00:00:00
```

- ***Values in Fields*** Where a field displays a set of values from which you must select, these values are in quotes (for example, "Yes", "No", "Enable", "Disable").
- ***Spoken words*** Where you are required to speak into the telephone, such as in the recording of greetings and announcements, any suggested words appear in quoted italics (for example, Say *"Please wait on the line, an attendant will be with you shortly."*)

References

In this manual, where reference is made to another part of the manual, or to another document, the following conventions are used:

- A reference to text in the same chapter appears surrounded by double quotation marks, giving the heading under which the required text is found (for example, see "Voice recordings" in this chapter).
- A reference to text in another section appears with double quotation marks, giving the name of the chapter and, where necessary, the heading under which the required text is found (for example, see "Voice recordings" in the "User administration" chapter).
- A reference to text in another manual appears in italics, giving the title of the manual in which the required text is found, along with any applicable reference number (for example, see *System Installation and Modification Guide* (NTP 555-7001-215)).
- For the *Installation and Maintenance Guide* and the *System Administration Guide*, the exact NTP number depends on the system type you are using (for example, the "NTP references" section in the "Introduction" chapter provides a list of the system type and the matching NTP number for the *Installation and Maintenance Guide* and the *System Administration Guide*).

Chapter 1: Introduction

Note 1: Some of the utilities (tools) described in this document are feature-dependent and may not be installed on your system.

Note 2: The Find Users function can be accessed through the User Administration screens, which are documented in the "User Administration" chapter of the *System Administration Guide*.

TOOLS menu

The TOOLS menu provides access to some of the following system management utilities:

- ***Move user*** Use it to move users from one volume to another, one at a time.
- ***Modify hardware*** This utility can modify the hardware database.
- ***Set silence compression*** This utility compresses out recorded silence if turned on, or leaves it in if turned off.
- ***Control volume*** This utility allows you to control volume on Meridian Mail voice sessions.
- ***Update MWI*** This utility updates Message Waiting Indicators (MWIs) on telephone sets after the Meridian 1 is rebooted.
- ***Block Meridian Mail*** This utility allows you to specify whether or not access to Meridian Mail should be blocked in the case of a serious disk failure.
- ***Session Trace*** This utility allows you to obtain detailed information about the activity in a user’s mailbox and the state of the message waiting indicator (MWI).
- ***Audit all volumes*** This utility allows you to free up data blocks on all volumes in the system.

- ***Rebalance directory*** This utility rebalances the access structure for the organization directory in order to speed up searches and updates to its entries. This tool is intended mainly for Hospitality systems to assist in the initial setup of the system.
- ***COS Conversion*** This utility converts the class of service (COS) for several users from Personal COS to a matching COS that has been defined in the COS facility.
- ***Display system record*** This utility identifies the installed features, number of recording (storage) hours, and disk sizes on your system, among other items. This information is required when filling out a Site Profile form.
- ***Clone Disk*** This utility creates a copy of your system and stores the copy on a backup set of disks.

The following utilities are accessible when you select "Other" from the TOOLS menu. They are system/feature-dependent and will not be displayed if the necessary feature is not installed.

- ***Add/Delete many users*** This utility is available only on Card Option systems. It allows you to add or delete a block of mailboxes at one time.
- ***Change local site ID*** This utility is available only if Meridian Networking is installed. It allows you to change the local site ID.
- ***Configure GACs*** This utility is available only if Hospitality is installed. It allows you to install the Guest Administration Console program on a terminal (or delete it from one).
- ***Check out all rooms*** This utility is available only if Hospitality is installed. It allows you to check out all hotel rooms at one time.
- ***Transfer voice prompts*** This utility is available only if Meridian ACCESS is installed. It allows you to transfer voice prompt files between Meridian Mail systems.
- ***ACCESS diagnostics*** This utility is available only if Meridian ACCESS is installed. It allows you to diagnose and monitor system activity related to Meridian ACCESS.
- ***Configure MATs*** This utility is available only if the Multiple Administration Terminals feature is installed. It allows you to install the Multiple Administration Terminal program on a terminal (or delete it from a terminal that is currently equipped with it).

- ***RN Administration*** This utility is available only if Outcalling is installed. It allows you to change the parameters that affect the interaction between Meridian Mail and the paging company or remote phone during remote notification (RN).
- ***Console port*** This utility is available on all systems except Card Option and MSM. It allows you to change the default console port speed of the MMP40 card to either 2400 bps or 9600 bps.

ATTENTION

After using any of the following tools, you must reboot the system for the changes to take effect:

Modify hardware
Set silence compression
Control volume
Block Meridian Mail
Configure GACs
Configure MATs

NTP references

For references to the *System Administration Guide* or the *Installation and Maintenance Guide*, refer to the lists below to find the version of the NTP (as identified by the NTP number) that applies to your system:

Meridian 1 systems

- *System Administration Guide* for a single-customer system
  NTP 555-7001-301
- *System Administration Guide* for a multi-customer system
  NTP 555-7001-302
- *Customer Administration Guide* for a multi-customer system
  NTP 555-7001-303
- *Installation and Maintenance Guide* for a Modular Option EC system
  NTP 555-7061-250
- *Installation and Maintenance Guide* for a Modular Option system
  NTP 555-7041-250

- *Installation Guide* for an Options system
  NTP 555-7011-210
- *Maintenance Guide* for an Options system
  NTP 555-7011-500

DMS or SL-100 systems

- *System Administration Guide* for a single-customer system
  NTP 555-7001-307
- *System Administration Guide* for a multi-customer system
  NTP 555-7001-308
- *Customer Administration Guide* for a multi-customer system
  NTP 555-7001-309
- *Installation and Maintenance Guide* for a Modular Option GP system
  NTP 555-7051-250

Chapter 2: Using the TOOLS menu

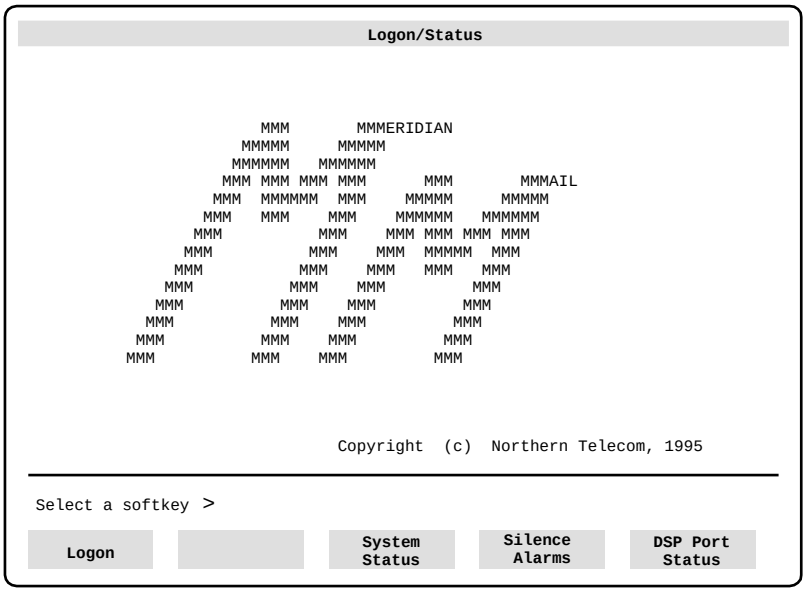
Logging on

The Logon screen (Figure 2-1) appears when the administrative console is idle. When the system is installed, the default administration password is "adminpwd" and the password used to access the TOOLS menu is "tools". To ensure system security, change the administrator password as soon as possible.

An unsuccessful logon attempt is automatically recorded in the system log file. As a security precaution, the system forces a ten minute delay after a third unsuccessful attempt to log on, before a further logon attempt will be accepted. Only your Nortel representative has the requisite privileges to gain access to the system during the lockout period.

To log on to the system and gain access to the tools, use Procedure 2-1, described on the following page.

Figure 2-1
The Logon screen



Logon		System Status	Silence Alarms	DSP Port Status

Procedure 2-1
Logging on

Starting point: Logon screen

1 Press [Logon]. Enter the tools password to access the TOOLS Level menu and press <Return>.

You are prompted to enter the administrator password.

2 Enter the administrator password and press <Return>.

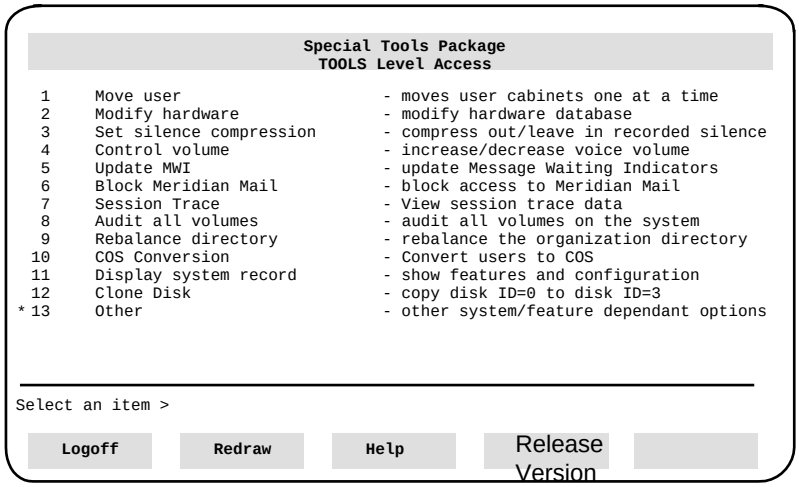
The TOOLS menu appears, depending on whether the T OOLs level or RSC level password was used in Step 1. See the section "The T OOLS menu" for details on how to use the T OOLS menu.

If you enter an invalid password, an error message appears; try logging on again.

The TOOLS menu

The TOOLS menu (Figure 2-2) appears after a successful logon using the TOOLS password. The menu allows you to select the tool you want. Never leave the administrative console unattended while you are logged on.

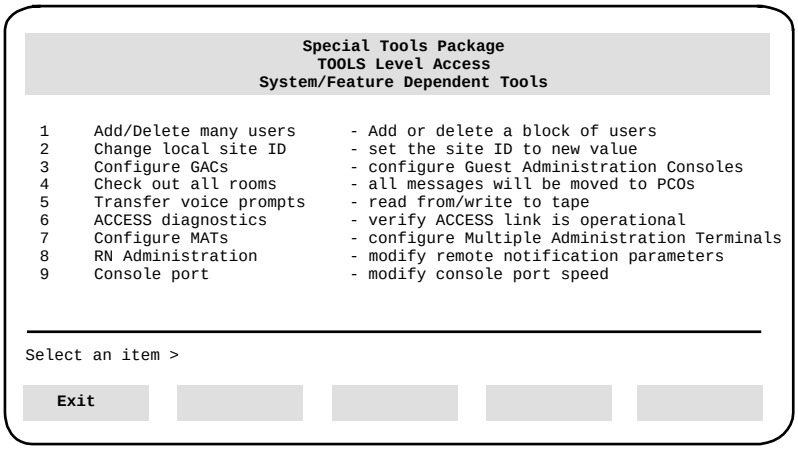
Figure 2-2
The TOOLS menu



* The "Other" option is available if other features are installed.

When you choose the "Other" option, the menu shown in Figure 2-3 is displayed. The items that appear on this menu depend on the features installed on your system. Figure 2-3 shows all possible feature-dependent tools. Your system will most likely have only a few of them and the menu item numbers may therefore be different on your system.

Figure 2-3
Feature-dependent tools



Procedure 2-2
Navigating the TOOLS menu

Starting point: The TOOLS menu

1 Choose an item by entering its number and pressing <Return>. After a few moments, the first screen for the tool you have selected will appear.

The softkeys, if selected, perform the following actions:

[Logoff]	returns you to the Logon screen
[Redraw]	refreshes the menu screen
[Help]	presents general information
[Release Version]	provides a brief summary of any pertinent release information; if the screen is simply redrawn then there is no release information available.

Note: On the Feature Dependent Tools menu, [Exit] returns you to the main TOOLS menu.

For other menu items, consult the appropriate chapter for details (see the Table of Contents).

After a few moments, the first screen for the tool you have selected will appear.

2 When you have finished using the tool, terminate the program in the manner described in the chapter for that tool. There are two typical methods of terminating a tool. Depending on the tool, you will either:

a. Press [Exit] if the tool displays softkeys, or

b. Press <Return> without entering data, or when the tool prompts you to enter <Return>. In some cases, when you toggle to a new setting and press <Return> to confirm the change, the tool will automatically return you to the TOOLS menu.

Note: You must terminate one tool before starting another.

3 To log off, press [Logoff].

The Logon screen is redisplayed.

Chapter 3: Move user

The Move user tool moves user cabinets, profiles, and voice messages from one user volume to another. This operation is performed one user at a time.

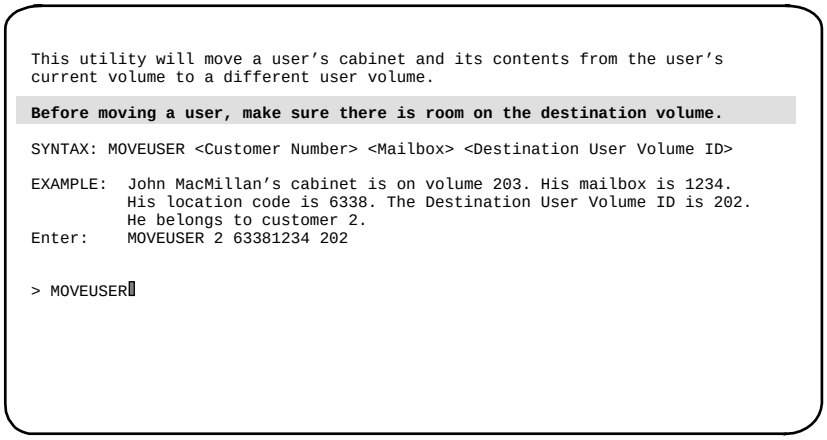
If the volume that you are moving users from (the source volume) is more than 95% full, the Move user tool will inform you of this fact and it will not move the user. This is because the source volume needs a certain amount of disk space in order to perform the "move user" task. If you get this warning message, run the Audit all volumes tool. If the source volume is still more than 95% full after the audit, then some files must be deleted from the source volume. When the source volume is less than 95% full, try running the Move user tool again.

The process of moving users uses up disk space on the source volume. So even if the source volume is less than 95% full when you start moving users, the disk may become more than 95% full while you are moving users. If this happens, the tool will not let you continue. Run Audit all volumes or delete files on the source volume to free up the necessary disk space you need to continue.

After you have moved the users, run Audit all volumes to reclaim the disk space on the volume that you moved the users from. Or you can wait for the automatic overnight audit to reclaim the freed up disk space.

> ***Note 1:*** This tool is only useful on systems with more than one user volume.
>
> ***Note 2:*** If you do not have the multi-customer feature, you are still prompted for the Customer Number. In this case, simply enter "1".

Figure 3-1
Move user screen



Procedure 3-1
Moving users from one volume to another

Starting point: The TOOLS menu

1 Select <1>, Move user, and press <Return>.

The command line at the bottom of the screen displays the command MOVEUSER and the cursor is positioned immediately after the command. You do not have to enter "moveuser" yourself.

2 For each user to be moved, enter the following information:

- user's customer number and mailbox number,
- the destination user volume ID

See Figure 3-1.

3 Press <Return>.

The user's cabinet and profile will be created under the "users" directory on the specified volume. This directory must already exist. It will not automatically be created.

If the move is successful, the following prompts appear:

```
Moving Mailbox <mailbox ID> of  Customer <customer
number> to volume <volume Id>

Mailbox <mailbox ID> of Customer <customer number>
moved to volume <volume Id>
```

The help command provides information on the move user command.

4 Exit the tool by pressing <Return> without entering any data.

Chapter 4: Modify hardware

The Modify hardware tool allows you to modify the contents of the hardware database in your Meridian Mail system. The hardware database is a system utility which maintains a current listing and description of all nodes, cards, and ports in your system.

Note: For any changes made with this tool, to take effect you must reboot the system after you have made the changes. Exceptions are dataport speed changes for MAT, GAC, AdminPlus, and MMLink.

ATTENTION

You should not leave the administrative console in any Hardware Administration menu overnight; otherwise, important system audits may fail due to lack of available memory, or there will be a security risk.

Hardware configurations available

For Release 10.0, an MMP40 card must be installed in every node.

The following screen examples are taken from an EC system. The basic setup and type of information shown in these screens is the same on other hardware platforms. Only the card types and system capacities will be different, as well as some of the data ports. For example, on a Modular Option GP system, the default link data port will be an SMDI data port, not an AML/CSL data port.

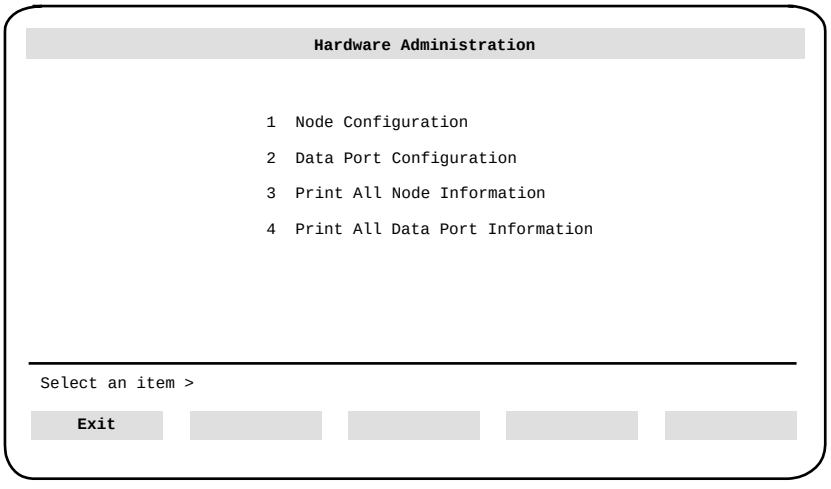
A fully upgraded 5-node EC system can have up to 96 ports. A fully upgraded 5-node Options, Modular Option, or Modular Option GP system can have up to 64 ports.

> ***Note:*** The figures in this section do not necessarily represent the hardware configurations on your system. They are illustrations only.

The Hardware Administration menu

The Hardware Administration menu (Figure 4-1) provides four functions.

Figure 4-1
Hardware Administration menu



Procedure 4-1
Navigating the Hardware Administration menu

Starting point: The TOOLS level menu

1 Select <2>, Modify hardware, and press <Return>.

The Hardware Administration menu appears (Figure 4-1).

2 Choose an item by entering its number and pressing <Return>.

The menu corresponding to your selection appears. See the following sections for details:

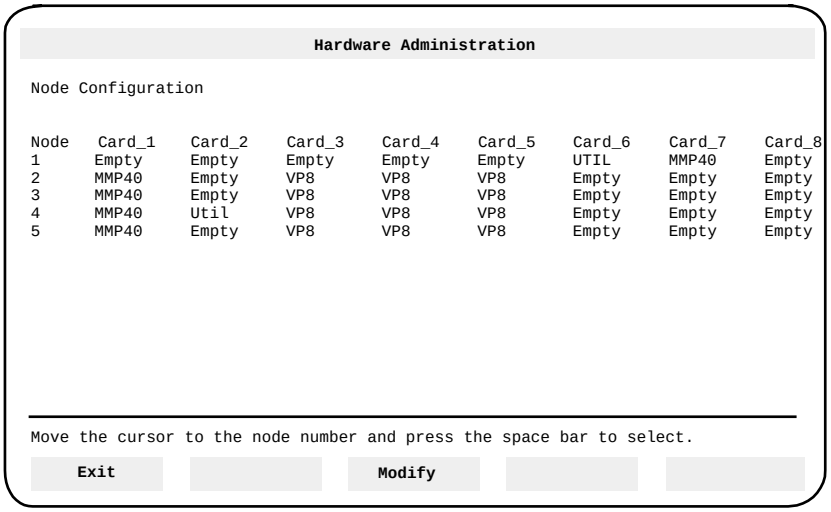
<1> "Node configuration"
<2> "Data port configuration"
<3> "Print all node information"
<4> "Print all data port information"

3 Press [Exit] to return to the TOOLS menu.

Node configuration

The Node Configuration screen is a summary listing of the cards found on all nodes in your system. Figure 4-2 shows a Node Configuration screen for a fully upgraded EC system (96 ports).

Figure 4-2
Node Configuration screen for a 96-port EC system



Note: A Card Option system may have a Card 9.

The following abbreviations identify the cards:

- ***MMP40*** This CPU card includes a 24 MHz 68040 processor, 16 Mbytes of memory, a SCSI interface processor, and up to two RS-232 serial ports.
- ***SBC*** This CPU card includes a 12 MHz 68010 processor. For Release 10.0, 68K cards are used for Card Option or MSM systems only.
- ***RSM*** This indicates an RS-232 service module.
- ***Bus*** This indicates a high-speed bus (also called HABC for High Availability Bus Controller).
- ***MSP*** This abbreviation stands for a multi-purpose signal processor.
- ***NVP*** This abbreviation stands for a network voice processor (16K).
- ***NVP32*** This is a 32K network voice processor.

The following cards are available on a Modular Option EC system:

- ***MMP40*** This card is used on all Classic and Modular Option EC Meridian Mail systems. See page 4-4 for a description.
- ***UTIL*** This card contains a high speed bus. It also includes 4 auxiliary RS-232 ports (1- to 4-node systems require one of these cards; 5-node systems with 60 or more ports require two of these cards).
- ***VP4/VP8 cards*** These cards are voice processor cards that provide four and eight ports respectively.

Procedure 4-2
Modifying node configurations

Starting point: The TOOLS level Hardware Administration menu

1 Select <1>, Node Configuration, and press <Return>.

The Node Configuration screen is displayed (Figure 4-2).

2 Move the cursor to the node you want to modify and press the <Space Bar>.

Your selection is highlighted.

3 Choose step 3a to modify the configuration information of the node or 3b to return to the Hardware Administration menu.

a. Press [Modify]

The Modify Node screen appears; see the next section, "Modify node".

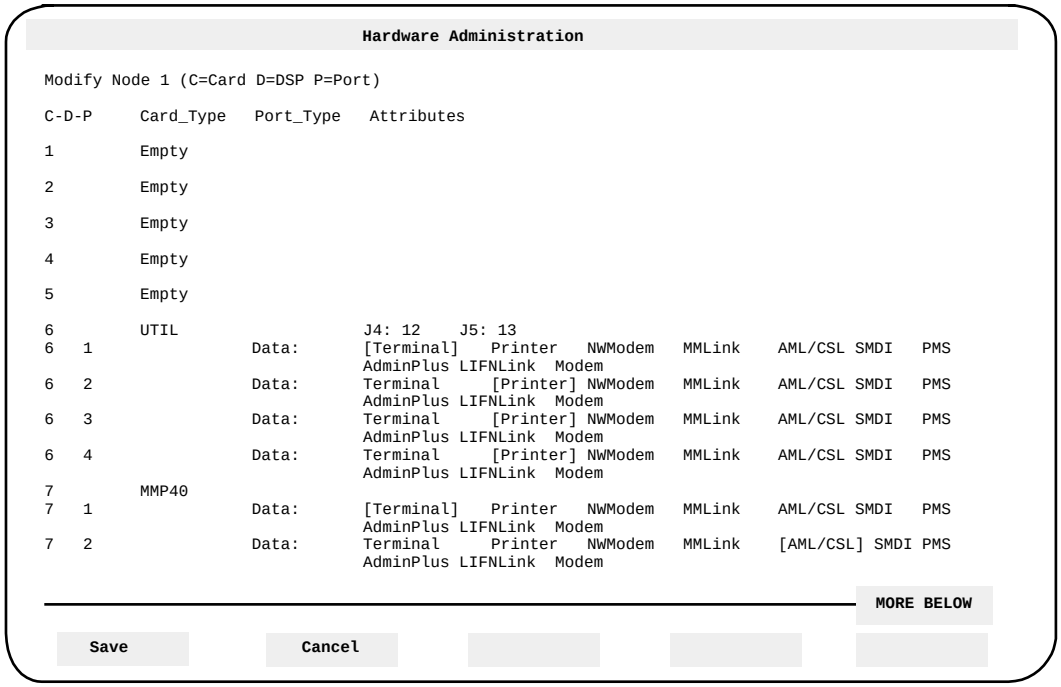
b. Press [Exit].

The Hardware Administration menu is displayed.

Modify node

The Modify Node screen displays the cards and ports (and their attributes) which are installed on the node you selected in the Node Configuration screen. Figure 4-3 shows a Modify (System) Node screen for a fully upgraded EC system (96 ports). Figure 4-4 shows a Modify (Voice) Node screen for a fully upgraded system.

Figure 4-3
Modify (System) Node screen for 96-port EC systems



Note: If the node you are viewing is a system node, you may have MMP40, VP4, VP8, or UTIL cards installed. A voice node may also have these cards installed.

Figure 4-4
Modify (Voice) Node screen for 96-port EC systems

```
                                Hardware Administration

Modify Node 1 (C=Card D=DSP P=Port)

C-D-P     Card_Type   Port_Type   Attributes

1         MMP40
1   1                 Data:       [Terminal]   Printer   NWModem   MMLink  AML/CSL   SMDI   PMS
                                  AdminPlus LIFNLink  Modem
1   2                 Data:       Terminal  [Printer] NWModem   MMLink      AML/CSL   SMDI   PMS
                                  AdminPlus LIFNLink  Modem

2         Empty

3         Empty

4         VP8
4-1-1             Voice:      TN: Double  12 -0-2 -0    AgtPosID: 9999
4                 Voice:      TN: Double  12 -0-2 -1    AgtPosID: 9999
4-2-1             Voice:      TN: Double  12 -0-2 -2    AgtPosID: 9999

                                                                          MORE BELOW

  Save          Cancel
```

```
                                Hardware Administration                   MORE ABOVE

Modify Node 1 (C=Card D=DSP P=Port)

C-D-P     Card_Type   Port_Type   Attributes

4                 Voice:      TN: Double  12 -0-2 -3    AgtPosID: 9999
4-3-1             Voice:      TN: Double  12 -0-2 -4    AgtPosID: 9999
4-3-2             Voice:      TN: Double  12 -0-2 -5    AgtPosID: 9999
4-4-1             Voice:      TN: Double  12 -0-2 -6    AgtPosID: 9999
4-4-2             Voice:      TN: Double  12 -0-2 -7    AgtPosID: 9999

5         VP8
5-1-1             Voice:      TN: Double  12 -0-3 -0    AgtPosID: 9999
5-1-2             Voice:      TN: Double  12 -0-3 -1    AgtPosID: 9999
5-2-1             Voice:      TN: Double  12 -0-3 -2    AgtPosID: 9999
5-2-2             Voice:      TN: Double  12 -0-3 -3    AgtPosID: 9999
5-3-1             Voice:      TN: Double  12 -0-3 -4    AgtPosID: 9999
5-3-2             Voice:      TN: Double  12 -0-3 -5    AgtPosID: 9999
5-4-1             Voice:      TN: Double  12 -0-3 -6    AgtPosID: 9999

                                                                          MORE BELOW

  Save          Cancel
```

The screen displays the following read-only information about each card on the node:

- ***C-D-P (Location)*** This is the physical location of the port in the Meridian Mail system, where C is the Card, D is DSP Port, and P is the port number.
- ***Card Type*** The function of the card appears here; see "Node configuration" for a description of the abbreviations used in this field.
- ***Port Type*** This is the type of port. "Data" indicates a serial data communications port. "Device" indicates a mass storage device or tape drive. "Voice" indicates a voice processor port. "Multi" indicates a multimedia port.
- ***J4*** (UTIL card only) This indicates the Meridian 1 network loop number connected to J4 on the utility card.
- ***J5*** (UTIL card only) This indicates the Meridian 1 network loop number connected to J5 on the utility card.
- ***Attributes (for ports with type = Data)***
  - ***Terminal*** This indicates a connection to an administration terminal or a personal computer.
  - ***Printer*** This is a printer serial connection.
  - ***NWModem*** This indicates a connection to a modem used for networking calls.

  Note: Ports on the MMP40 and the SBC card do not support networking. The RSM card and UTIL card, however, do support networking.

  - ***MMLink*** This indicates a Meridian ACCESS Link. This is the communications channel for Meridian ACCESS.

  Note: For voice nodes, ports on an RSM or Util card do not support Meridian ACCESS or AdminPlus.

  - ***AML/CSL (Meridian Link)*** This indicates a communications channel between Meridian Mail and a Meridian 1.
  - ***SMDI*** Not applicable. (This is a communications channel between Meridian Mail and a DMS-100, DMS-10, SL-100, AT&T, ROLM, or NEC switch.)

- ***PMS*** This attribute is available for Hospitality systems. It is the serial link between Meridian Mail, the PMS system and the Meridian 1 for PMS data.
- ***AdminPlus*** This stands for a connection to a PC equipped with Meridian Mail Reporter.
- ***LIFNLink*** Not applicable.
- ***Modem*** This is a connection to a modem used for remote access.

- ***Attributes (for ports with type = Device)***
  - ***Disk*** This stands for a mass storage subsystem (hard disk).
  - ***Tape*** This indicates a cartridge tape subsystem.
- ***Attributes (for ports with type = Voice or Multi)***
  - ***TN*** (Meridian 1) This is the Terminal Number <Density + Address> where Density is either Single, Double, or Quadruple. (This is Octal on Card Option systems.) The Address consists of the set of numbers lll-ss-c-uu, where

    lll = loop (0-255)

    ss = shelf (0-3 for single-density, 0-1 for double, 0 for quadruple)

    c = card (0-15)

    uu = unit (0-3 for single density, 0-7 for double, 0-15 for quadruple)
  - ***AgtPosId*** This is the Agent Position ID for the voice port. It is equivalent to the Position ID for the virtual agent. The Position ID is an actual DN (although not directly callable). It is unique across the entire Meridian 1 customer and is associated with a particular (agent) telephone set. It is not necessary to fill in this field, but you may want to use this field to further label and track your ports. The default value is "9999".

Data port configuration

The Data Port Configuration screen (Figure 4-5) summarizes the data ports on all nodes in your system. For Networking systems, the modem port settings can be modified. The AML/CSL port can neither be viewed nor modified. All other data ports can always be selected and their configuration modified.

With Release 10.0, the baud rate for MAT, GAC, ACCESS, and AdminPlus terminals can be changed online through the appropriate Modify Data Port screen. No system reboot is required. If the MAT/GAC baud rate is changed, the terminal speed must also be adjusted.

> ***Note:*** The abbreviations used in this screen are described in the section "Node configuration" earlier in this chapter.

This section shows the recommended data port uses, followed by a description of the Data Port Configuration screen, and how to modify data ports for the following device types:

- Terminal
- Printer
- MMLink (Meridian Mail Link)
- NWModem (Networking Modem)
- SMDI
- PMS
- AdminPlus

The recommended data port uses are listed in the tables that follow:

Table 4-1
Recommended data port uses for Card Option systems

Port	Allowable uses
DP1	Network Modem, GAC, Printer, ACCESS Link, Admin Plus
DP2	Network Modem, GAC, Printer, ACCESS Link, Admin Plus
-continued-	

Table 4-1
Recommended data port uses for Card Option systems (continued)

Port	Allowable uses
DP3	PMSI to PMS System, Network Modem, Printer
DP4	PMSI to Meridian 1, Network Modem, Printer
-end-	

Note 1: DP3 and DP4 have a bypass relay installed for the PMS links.

Note 2: The cumulative baud rate of all Admin Plus and ACCESS dataports cannot exceed 9600 bps.

Table 4-2
Recommended data port uses for Options, Modular Option, and Modular GP systems

Port	Allowable uses
Node 1 MMP40 port 1: DP1	System Console
Node 1 MMP40 port 2: DP2	AML, CSL or SMDI
Node 1 RSM port 1: DP3	GAC, MAT, Network Modem, Printer, ACCESS Link, SMDI, AdminPlus
Node 1 RSM port 2: DP4	GAC, MAT, Network Modem, Printer, ACCESS Link, SMDI
Node 1 RSM port 3: DP5	PMSI Link, GAC, MAT, Network Modem, Printer, ACCESS Link, SMDI
Node 1 RSM port 4: DP6	PMSI Link, GAC, MAT, Network Modem, Printer, ACCESS Link, SMDI
Node 2 MMP40 port 1: DP7	GAC, MAT, Printer, SMDI, ACCESS Link
Node 2 MMP40 port 2: DP8	Maintenance
Node 2 RSM port 1: DP9	GAC, MAT, Network Modem, Printer, SMDI
Node 2 RSM port 2: DP10	GAC, MAT, Network Modem, Printer, SMDI
-continued-	

Table 4-2
Recommended data port uses for Options, Modular Option, and Modular GP systems (continued)

Port	Allowable uses
Node 2 RSM port 3: DP11	GAC, MAT, Network Modem, Printer, SMDI
Node 2 RSM port 4: DP12	GAC, MAT, Network Modem, Printer, SMDI
Node 3 MMP40 port 1: DP13	GAC, MAT, Printer, ACCESS Link, SMDI
Node 3 MMP40 port 2: DP14	Maintenance
Node 3 RSM port 1: DP15	GAC, MAT, Network Modem, Printer, SMDI
Node 3 RSM port 2: DP16	GAC, MAT, Network Modem, Printer, SMDI
Node 3 RSM port 3: DP17	GAC, MAT, Network Modem, Printer, SMDI
Node 3 RSM port 4: DP18	GAC, MAT, Network Modem, Printer, SMDI
Node 4 MMP40 port 1: DP19	GAC, MAT, Printer, ACCESS Link, SMDI
Node 4 MMP40 port 2: DP20	Maintenance
Node 4 RSM port 1: DP21	GAC, MAT, Network Modem, Printer, SMDI
Node 4 RSM port 2: DP22	GAC, MAT, Network Modem, Printer, SMDI
Node 4 RSM port 3: DP23	GAC, MAT, Network Modem, Printer, SMDI
Node 4 RSM port 4: DP24	GAC, MAT, Network Modem, Printer, SMDI
Node 5 MMP40 port 1: DP25	GAC, MAT, Printer, ACCESS Link, SMDI
Node 5 MMP40 port 2: DP26	Maintenance
Node 5 RSM port 1: DP27	GAC, MAT, Network Modem, Printer, SMDI
-continued-	

Table 4-2
Recommended data port uses for Options, Modular Option, and Modular GP systems (continued)

Port	Allowable uses
Node 5 RSM port 2: DP28	GAC, MAT, Network Modem, Printer, SMDI
Node 5 RSM port 3: DP29	GAC, MAT, Network Modem, Printer, SMDI
Node 5 RSM port 4: DP30	GAC, MAT, Network Modem, Printer, SMDI
-end-	

Note: The cumulative baud rate of all AdminPlus and ACCESS dataports cannot exceed 19200 bps on node 1 and 38400 bps on a voice node.

Table 4-3
Recommended data port uses for EC systems

Port	Allowable uses
Node 1 MMP40 port 1	System Console
Node 1 MMP40 port 2	AML/CSL
Node 1 Utility Card port 1 (modem on North American systems)	Remote Access
Node 1 Utility Card port 2	GAC, MAT, Network Modem, Printer, ACCESS Link, AdminPlus
Node 1 Utility Card port 3	PMSI Link, GAC, MAT, Network Modem, Printer, ACCESS Link
Node 1 Utility Card port 4	PMSI Link, GAC, MAT, Network Modem, Printer, ACCESS Link
Node 2 MMP40 port 1	GAC, MAT, Printer, ACCESS Link
Node 2 MMP40 port 2	GAC, MAT, Printer, ACCESS Link
Node 3 MMP40 port 1	GAC, MAT, Printer, ACCESS Link
Node 3 MMP40 port 2	GAC, MAT, Printer, ACCESS Link
-continued-	

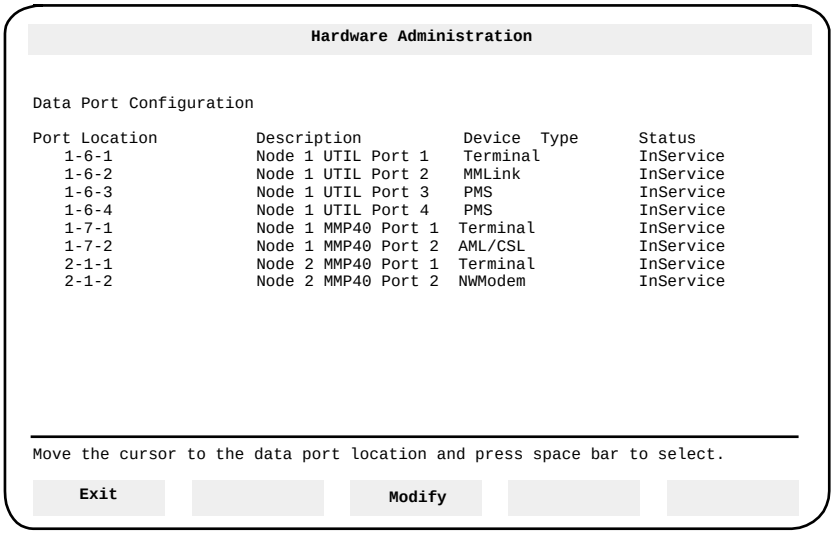
Table 4-4
Recommended data port uses for EC systems (continued)

Port	Allowable uses
Node 4 MMP40 port 1	GAC, MAT, Printer, ACCESS Link
Node 4 MMP40 port 2	GAC, MAT, Printer, ACCESS Link
Node 5 MMP40 port 1	GAC, MAT, Printer
Node 5 MMP40 port 2	GAC, MAT, Printer
Second Utility Card port 1	GAC, MAT, Printer
Second Utility Card port 2	GAC, MAT, Printer
Second Utility Card port 3	GAC, MAT, Printer
Second Utility Card port 4	GAC, MAT, Printer
-end-	

Note: The cumulative baud rate of all AdminPlus and ACCESS dataports cannot exceed 19200 bps on node 1 and 38400 bps on a voice node.

The remainder of this section describes the Data Port Configuration screen and the Modify Data Port screens. Figure 4-5 shows a Node Configuration screen for a fully upgraded EC system (96 ports).

Figure 4-5
Data Port Configuration screen-96 port EC system



The Data Port Configuration screen displays the following information:

- ***Port Location*** This is the port's physical location (node-card-port) in the system.
- ***Description*** This is the node and card type on which the port resides.
- ***Device Type*** This is the function of the port. MMP40 or SBC port 1 must be set to Terminal (SBC is available on Card Option systems). MMP40 port 2 must be SMDI or AML/CSL.
- ***Status*** This is the current operational state of the port. It can be one of the following:
  - ***InService*** This indicates that the data port is operational.
  - ***OutOfService*** This indicates that the data port is no longer operational because the node has been disabled.
  - ***Faulty*** This means that the system has detected an error in the data port.
  - ***Unequipped*** This means that the data port is not defined in the hardware database.

Procedure 4-3
Modifying data ports

Starting point: The TOOLS level Hardware Administration menu

1 Select [Data Port Configuration], and press <Return>.

The Data Port Configuration screen is displayed (see Figure 4-5).

2 Move the cursor to the port to be modified and press the <Space Bar>.

Your selection is highlighted.

3 Choose step 3a to modify the configuration information, or 3b to return to the Hardware Administration menu.

a. Press [View/Modify].

The Modify Data Port screen appears. See the next section for details.

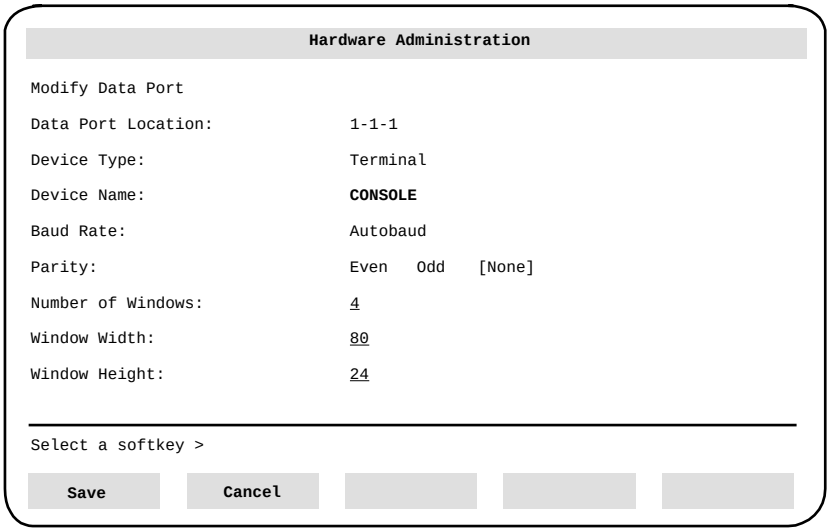
b. Press [Exit].

The Hardware Administration menu appears.

Modify terminal data ports

The Modify Data Port screen for terminals (Figure 4-6) allows you to modify information on the terminal connected to the selected port.

Figure 4-6
Modify Data Port screen for Terminals



The following fields are displayed in the screen:

- ***Data Port Location*** This is the physical location of the port (node-card-span). The MMI terminal must be located on node 1, MMP40, or SBC port 1 (for Card Option only).
- ***Device Type*** This field should be set to "Terminal".
- ***Device Name*** This is the name that identifies the terminal. If the name starts with "UAT", the terminal is configured as a multiple administration terminal. If the name starts with "GAC", the terminal is configured as a Guest Administration Console.

- ***Baud Rate*** Set this field to either 2400 or 9600 for all system types except Card Option and MSM. For Card Option systems, 2400 is recommended, but it must match the baud rate set on the Option 11 switch. For MSM systems, this should be set to 2400. On the MMI terminal or MMP40 systems, "Autobaud" is displayed in this field. This indicates that the Console Port utility should be used to obtain and modify the baud rate for the data port. Note that a reboot of the system is not required for the changes to take effect.
- ***Parity*** This must be set to "None".
- ***Number of Windows*** This specifies the number of windows that can be used simultaneously. Set to "4" for the System Administration terminal and "1" for the multiple administration terminal or GAC.
- ***Window Width*** This field sets the window width.
- ***Window Height*** This field sets the window height.

Procedure 4-4
Setting parameters for the terminal data port

Starting point: The TOOLS level Modify Data Port screen

1. Follow Procedure 4-3 to access the Modify Data Port screen.
2. Set the parameters as required.
3. When the parameters are set, proceed to step 3a or 3b:
   a. Press [Save].

      The changes are saved and the Data Port Configuration screen appears.

   b. Press [Cancel].

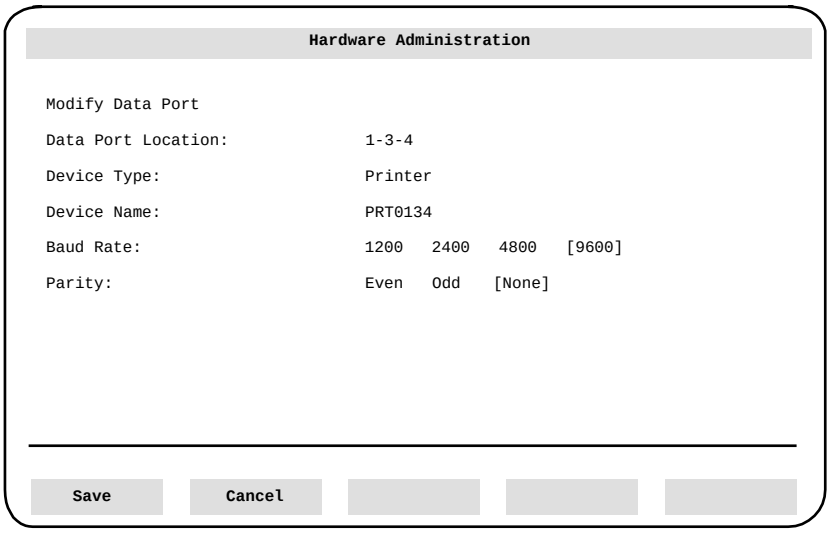
      Any changes you have made are discarded. The Data Port Configuration screen appears.
4. Adjust the baud rate to the required speed in the terminal setup of the connected terminal.

Modify printer data ports

The Modify Data Port screen for printers (Figure 4-7) allows you to modify the baud rate and parity of the terminal connected to the selected port.

> ***Note:*** A printer can be attached directly to the administration terminal. It does not require a separate data port. The printer must be defined in General Administration, General Options (see the *System Administration Guide*).

Figure 4-7
Modify Data Port screen for printers



The following fields are displayed in the screen:

- ***Data Port Location*** This is the physical location of the port (node-card-span).
- ***Device Type*** This is the function of the port. Set to "Printer".
- ***Device Name*** The name of the device goes here.
- ***Baud Rate*** Set this field to 1200, 2400, 4800, or 9600 depending on the current setup of the printer connected to the port.
- ***Parity*** Set the parity to "Even", "Odd", or "None" depending on the current setup of the printer connected to the port.

Procedure 4-5
Modifying printer data ports

Starting point: The TOOLS level Data Port Configuration screen

1. Follow Procedure 4-3 to access the Modify Data Port screen.
2. Set the parameters as required.
3. Choose step 3a to save the changes, or 3b to cancel.
   a. Press [Save].

      Changes are saved. The Data Port Configuration screen appears.

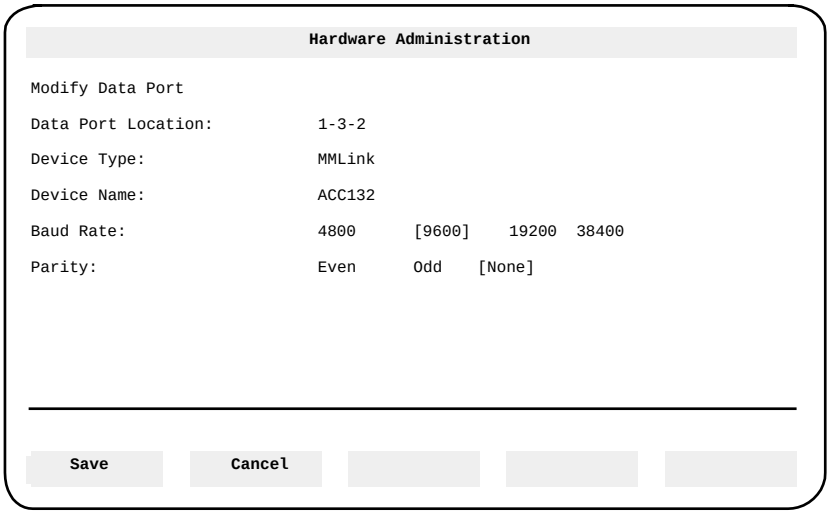
   b. Press [Cancel].

      Any changes you have made are discarded. The Data Port Configuration screen appears.

Modify MMLink data ports

The Modify Data Port screen for the Meridian ACCESS Link (Figure 4-8) allows you to modify link characteristics.

Figure 4-8
Modify Data Port screen for the MMLink



Note: The 19200 and 38400 baud rates are displayed when the MMLink Data Port is located on an MMP40 card.

The following fields are displayed in the screen:

- ***Data Port Location*** This is the location of the port in the system (node-card-span). (On node 1, this must be an RSM/Util port.)
- ***Device Type*** This is the function of the port. Set this field to "MMLink".
- ***Device Name*** This is the name of the device.
- ***Baud Rate*** This field can be set to 4800, 9600, 19200 (MMP40 only), and 38400 (MMP40 only) for MMLink. Note that a system reboot is not required when the baud rate is reset.
- ***Parity*** This field does not apply to MMLink.

Procedure 4-6
Modifying MMLink data ports

Starting point: The TOOLS level Data Port Configuration screen

1 Follow Procedure 4-3 to access the Modify Data Port screen.

2 Set the parameters as required. When the baud rate of the MMLink Data Port is to be changed, ensure that the application using the MMLink Data Port is shut down.

3 Choose step 3a to save the changes, or 3b to cancel.

a. Press [Save].

Changes are saved. The Data Port Configuration screen appears.

b. Press [Cancel].

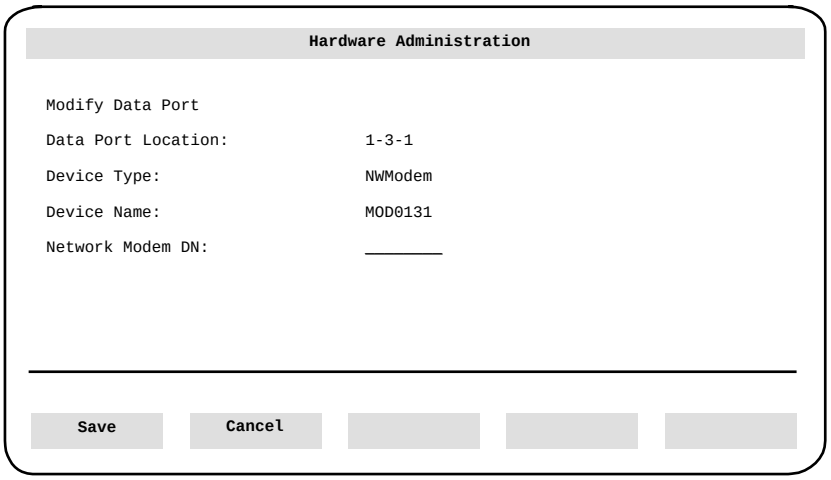
Any changes you have made are discarded. The Data Port Configuration screen appears.

4 If the baud rate has been changed, restart the application using the MMLink Data Port.

Modify NWModem data ports

The Modify Data Port screen for Networking Modems (Figure 4-9) allows you to specify the Directory Number (DN) of the modem connected to the selected port.

Figure 4-9
Modify Data Port screen for NWModems



The following fields are displayed in the screen:

- ***Data Port Location*** This is the physical location of the port in the Meridian Mail system (node-card-span).

  Note: Ports on the SBC card or the MMP40 card do not support networking. For EC systems, use one of the ports on the Utility card (except port 1 if the card has a built-in modem). For non-EC systems, use one of the ports on the RSM card.

- ***Device Type*** This is the function of the port. Set it to "NWModem".
- ***Device Name*** This is the name of the device.
- ***Network Modem DN*** This is the directory number (up to 8 digits) used to identify the modem connected to the port.

Procedure 4-7
Modifying NWModem data ports

Starting point: The TOOLS level Data Port Configuration screen

1. Follow Procedure 4-3 to access the Modify Data Port screen.
2. Modify the *Networking Modem DN* as required.
3. Choose step 3a to save the changes, or 3b to cancel.
   a. Press [Save].

      The changes are saved and you are returned to the Data Port Configuration screen.

   b. Press [Cancel].

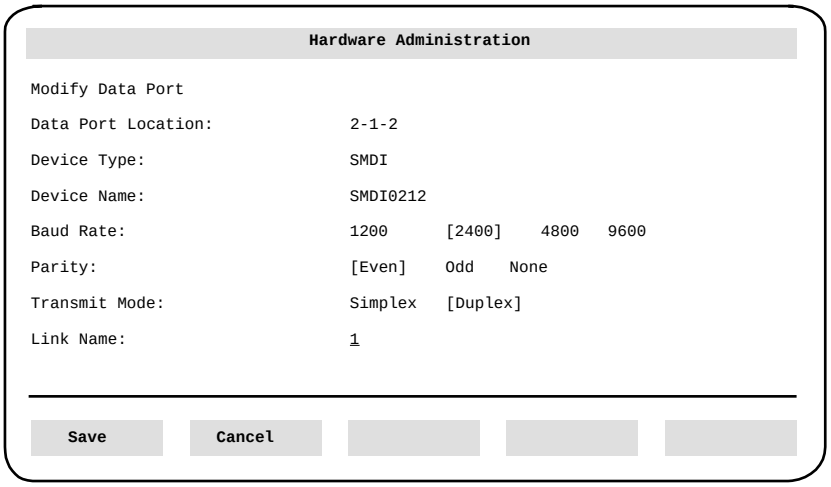
      You are returned to the Data Port Configuration screen.

      Note: The system must be rebooted for changes to take effect.

Modify SMDI data ports

The Modify Data Port screen for SMDI (Figure 4-10) allows you to modify the baud rate, parity, and transmit mode of the serial connection to the switch at the selected port.

Figure 4-10
Modify Data Port screen for SMDI



The following fields are displayed in the screen:

- ***Data Port Location*** This is the physical location of the port (node-card-span). It must be SBC port 2 (node 1).
- ***Device Type*** This is the function of the port. Set it to "SMDI".
- ***Device Name*** This is the name of the device.
- ***Baud Rate*** This field should be set to "2400" for the MPC card or "1200" for the 1X67FA card.
- ***Parity*** Set parity to "Even", "Odd", or "None" depending on the current setup of the SMDI connected to the port.
- ***Transmit Mode*** The mode can be "Simplex" or "Duplex".
- ***Link Name*** Enter the link's name in this field, using numeric and/or alpha characters. It is recommended that you enter a meaningful name (rather than a number) to make it easy to identify the link.

ATTENTION

Do not change the link name once it has been configured and users have been added to the system. If you change the link name, you must change the Message Waiting Link Name for each user profile that refers to the link.

Procedure 4-8
Modifying SMDI data ports

Starting point: The TOOLS level Data Port Configuration screen

1 Follow Procedure 4-3 to access the Modify Data Port screen.

2 Set the parameters as required.

3 Choose step 3a to save the changes, or step 3b to cancel.

a. Press [Save].

Changes are saved. The Data Port Configuration screen appears.

b. Press [Cancel].

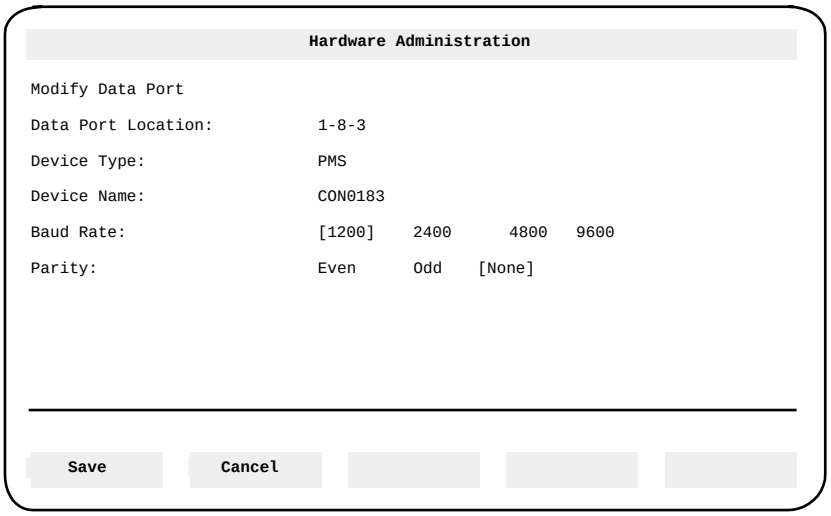
Any changes you have made are discarded. The Data Port Configuration screen appears.

Note: The system must be rebooted for changes to take effect.

Modify PMS data ports

This screen is applicable only if Hospitality Voice Messaging is installed. This screen can be ignored if your Meridian Mail hospitality system is not connected to a Property Management System (PMS). The Modify Data Port screen for PMS (Figure 4-11) allows you to modify the baud rate, and parity, of the serial connection to the Meridian 1.

Figure 4-11
Modify Data Port screen for PMS



The following fields are displayed on this screen:

- ***Data Port Location*** This is the physical location of the port.
- ***Device Type*** This is the function of the port. Set it to "PMS".
- ***Device Name*** This is the name of the device.
- ***Baud Rate*** This field should be set to "1200".
- ***Parity*** This field should be set to "None".

Procedure 4-9
Modifying PMS data ports

Starting point The TOOLS level Data Port Configuration screen

1. Follow Procedure 4-3 to access the Modify Data Port screen.
2. Set the parameters as required.
3. Choose step 3a to save the changes, or step 3b to cancel.
   a. Press [Save].

      Changes are saved. The Data Port Configuration screen appears.

   b. Press [Cancel].

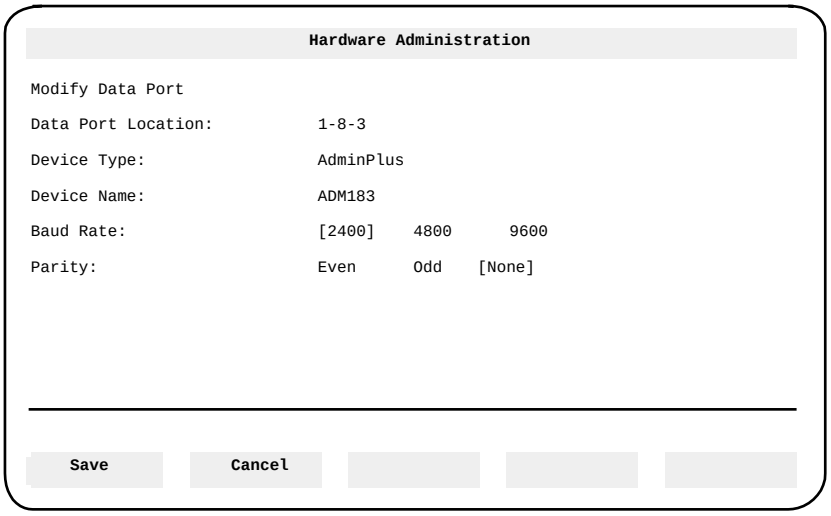
      Any changes you have made are discarded. The Data Port Configuration screen appears.

      Note: The system must be rebooted for changes to take effect.

Modify AdminPlus data ports

(This screen is applicable only if AdminPlus is installed.) The Modify Data Port screen for AdminPlus (Figure 4-12) allows you to modify the baud rate and parity of the serial connection to the Meridian 1.

Figure 4-12
Modify Data Port screen for AdminPlus



The following fields are displayed on this screen:

- ***Data Port Location*** This is the physical location of the port.
- ***Device Type*** This is the function of the port. Set it to "AdminPlus".
- ***Device Name*** This is the name of the device.
- ***Baud Rate*** This field can be set to 2400, 4800, or 9600 subject to engineering constraints.
- ***Parity*** This field should be set to "None".

Procedure 4-10
Modifying AdminPlus data ports

Starting point: The TOOLS level Data Port Configuration screen

1. Follow Procedure 4-3 to access the Modify Data Port screen.
2. Set the parameters as required.
3. Choose step 3a to save the changes, or step 3b to cancel.
   a. Press [Save].

      Changes are saved. The Data Port Configuration screen appears.

      Note: A system reboot is not required if only the baud rate of the data port is changed.

   b. Press [Cancel].

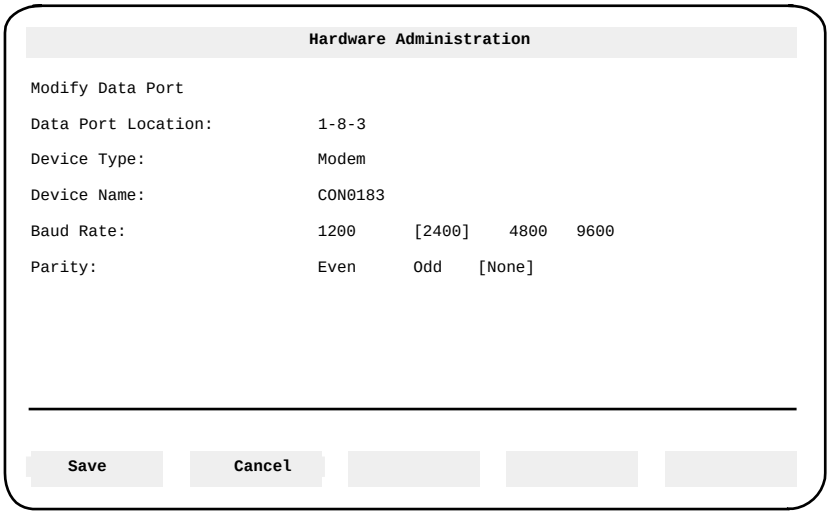
      Any changes you have made are discarded. The Data Port Configuration screen appears.

      Note: The system must be rebooted for changes to take effect.

Modify Modem data ports

The Modify Data Port screen for Modems (Figure 4-13) allows you to modify the modem characteristics.

Figure 4-13
Modify Data Port screen for Modems



The following fields are displayed on this screen:

- ***Data Port Location*** This is the port's physical location (node-card-port) in the system.
- ***Device Type*** This is the function of the port. Set it to "Modem".
- ***Device Name*** This is the name of the device.
- ***Baud Rate*** This setting will depend on the current setup of the modem connected to the port.
- ***Parity*** This setting will depend on the current setup of the modem connected to the port.

Procedure 4-11
Modifying Modem data ports

Starting point: The TOOLS level Data Port Configuration screen

1 Follow Procedure 4-3 to access the Modify Data Port screen.

2 Set the parameters as required.

3 Choose step 3a to save the changes, or step 3b to cancel.

a. Press [Save].

Changes are saved. The Data Port Configuration screen appears.

b. Press [Cancel].

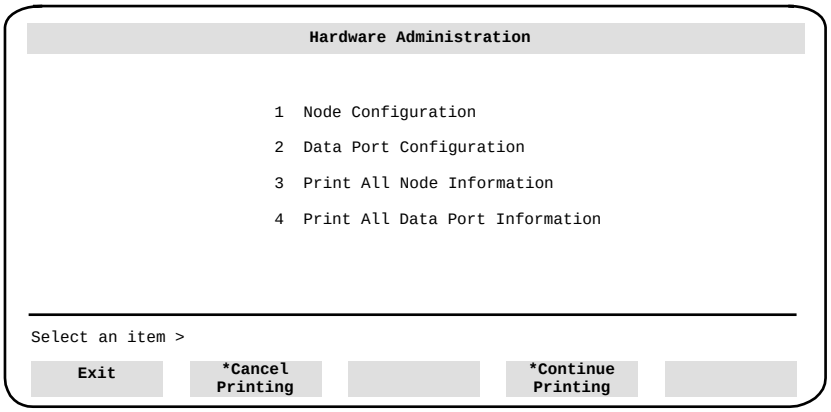
Any changes you have made are discarded. The Data Port Configuration screen appears.

Note: The system must be rebooted for changes to take effect.

Print node or data port information

The following procedure describes how to print a list of all the node or data port information contained in the hardware database.

Figure 4-14
Hardware Administration menu



* The Printing softkeys appear only when choice 3 or 4 is selected.

Procedure 4-12
Printing node and data port information

Starting point: The Hardware Administration menu

1 Select <3> or <4> to print all node or data port information and press <Return>.

The following softkeys appear: [Continue Printing] and [Cancel Printing].

You are prompted to check that the printer is ready and on-line.

2 Choose step 2a to print the node information or 2b to cancel.

a. Press [Continue Printing].

The node information begins printing.

Once printing is complete, the Hardware Administration menu and its softkeys are redisplayed; you may stop printing at any time by proceeding to 2b.

b. Press [Cancel Printing].

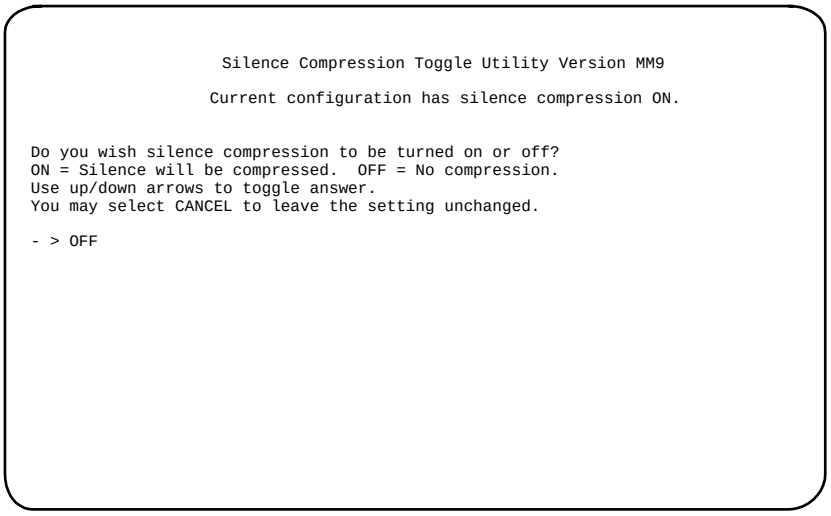
The print operation is cancelled and you are returned to the Hardware Administration menu.

There may be some delay before control is returned to the menu while the system waits for the printer to stop printing.

Chapter 5: Set silence compression

The Set silence compression tool (Figure 5-1) allows you to activate or deactivate the Silence Compression feature. This feature removes (compresses) extended periods of silence from messages.

Figure 5-1
Silence Compression screen



Procedure 5-1
Activating/deactivating Silence Compression

Starting point: The TOOLS menu

1 Select <7>, Set silence compression, and press <Return>.

The Silence Compression Toggle Utility screen appears (Figure 5-1).

Note: The actual screen display may differ slightly from the illustration.

2 Choose the required setting by using the up/down cursor keys. If you want to cancel, press the up/down arrow keys until CANCEL appears and press <Return>.

Note: Be sure that the prompt line displays the correct setting before you press <Return>. If silence compression is turned on when you enter this utility, the command line does not display the current setting but displays OFF (the utility assumes you have entered the utility to make a change).

3 Press <Return>.

The selection is made and the utility is terminated.

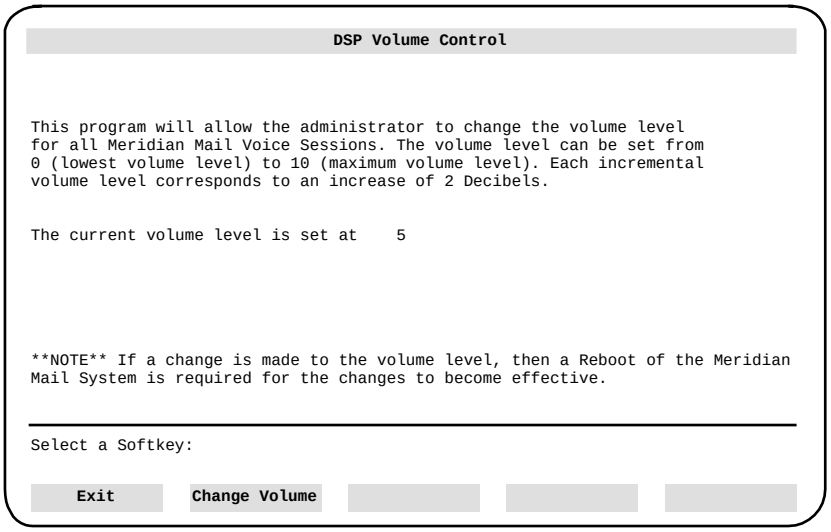
Note: If a change is made, you will have to reboot the system for the change to take effect.

Chapter 6: Control volume

The Control volume tool allows the administrator to change the volume levels on both recording and playback voice paths. Each level change of one unit, from level 0 to level 10, corresponds to an increase of two decibels.

Volume control changes cannot be performed on a 16K NVP (NT4R01AA) card.

Figure 6-1
Control Volume utility screen



Procedure 6-1
Changing the volume level

Starting point: The TOOLS menu

4 Select <4>, Control volume, and press <Return>.

The current volume level is shown in the center of the screen.

5 Press [Change Volume] to change the volume level.

6 Enter the desired volume level and press <Return>.

The screen is redrawn, showing the updated volume level.

7 Press [Exit] to return to the TOOLS menu.

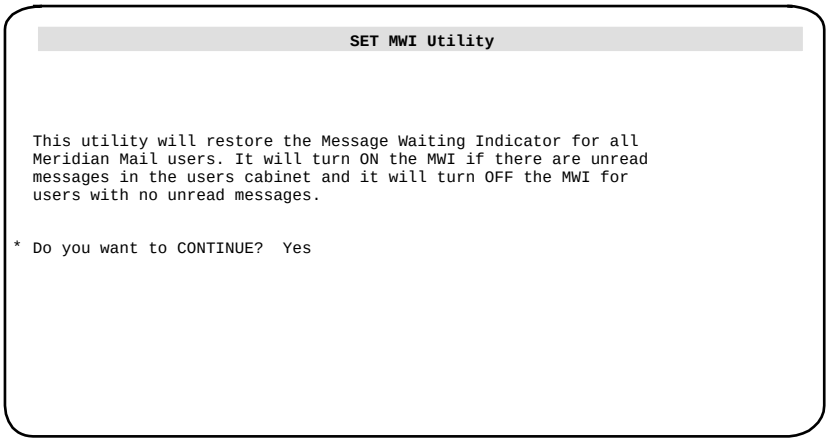
Note: The system must be rebooted for a change in volume level to take effect.

Chapter 7: Update MWI

The Update MWI tool restores the Message Waiting Indicators (MWIs) for all Meridian Mail users. It turns on the MWI if there are unread messages in a user's cabinet and it turns off the MWI for users with no unread messages.

This tool should be run after the switch is rebooted, since a reboot causes all message waiting indicators to be turned off. It is also useful if the link (AML/CSL or SMDI) goes down at a peak time period, because users who were connected to Meridian Mail at the time may not have had their MWI updated. The update requires 0.4 seconds per user to complete.

Figure 7-1
SET MWI Utility screen



* Use the up/down arrow keys to toggle the response from "Yes" to "No".

Procedure 7-1
Restoring message waiting indicators

Starting point: The TOOLS menu

1 Select <5>, Update MWI, and press <Return>.

The screen displays information about the SET MWI tool and prompts:

```
Do you want to continue? YES
```

2 Use the up/down arrow keys to toggle the response from YES to NO, or from NO to YES. Follow step 2a to reset the MWIs, or step 2b to cancel.

a. Select YES and press <Return> to reset the MWIs.

b. Select NO and press <Return> if you do not want to reset the MWIs.

3 If you choose YES, another set of prompts (shown below) are displayed. Use these **CheckTime** prompts to enter the date and time that the link to the switch went down:

```
CheckTime YR:  1994
CheckTime MON (1..12): 1
CheckTime DAY (1..31): 1
CheckTime HR (0..23): 0
CheckTime MIN (0..59): 0
CheckTime SEC (0..59): 0
```

After you respond to the CheckT ime prompts, the following message is displayed:

```
Initiated the updating of Message Waiting
Indicators.

Press <Return> to continue...
```

4 Press <Return> to terminate the utility and return to the TOOLS menu.

The following SEERs are produced for each node that has users:

*INF 9106 SYSTEM 04/29/94 09:52:13 *** NODE=1 HWLOC=NULL*
DES: MWIAUDIT VS2: Starting the Audit LNTC=05:7E:08833809:007B51C5

*INF 9105 SYSTEM 04/29/94 09:52:15 *** NODE=1 HWLOC=NULL*
DES: MWIAUDIT VS2: The Audit is Finished. LNTC=05:7E:08833809:007B5263

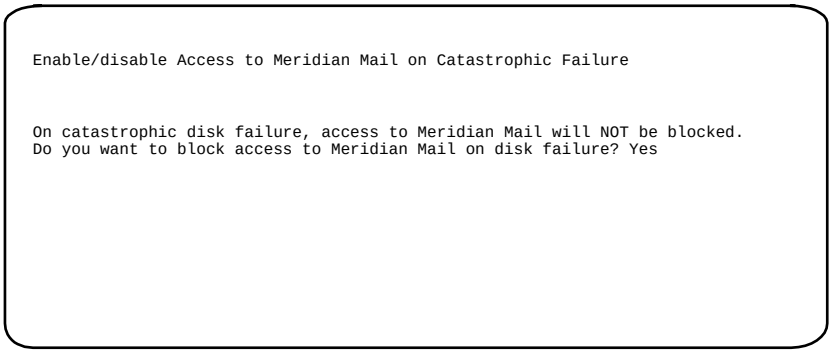
Chapter 8: Block Meridian Mail

The Block Meridian Mail tool allows the administrator to choose whether to deny all access to Meridian Mail voice services in the event of a serious disk failure. The default setting is "No" (that is, allow access). However, when you run this tool, the default response to the prompt is "Yes" (that is, deny access). Use the toggle key if you wish to change the response back to "No".

If access is blocked and a disk failure occurs, Meridian Mail voice services shut down and calls are immediately routed to a live attendant (as configured on the PBX). Meridian Mail system administration and maintenance capabilities remain operational.

Note: The default is to not block access to Meridian Mail voice services in the event of a serious disk failure.

Figure 8-1
Disable Access screen



Procedure 8-1
Blocking access to Meridian Mail voice services

Starting point: The TOOLS menu

1 Select <6>, Block Meridian Mail, and press <Return>.

The screen displays the setting currently in effect. If access to Meridian Mail is not blocked, the following set of lines are displayed:

```
On catastrophic disk failure, access to Meridian Mail
   will NOT be blocked.
Do you want to block access to Meridian Mail on disk
   failure? Yes
```

2 Use the up/down arrow keys to display the desired response (Yes or No).

Select "Yes" to change the current setting.

Select "No" to leave the current setting as is.

3 Press <Return> to confirm your selection.

The following message appears if you selected "Y es":

```
Upon reboot, access to Meridian Mail will be blocked
```

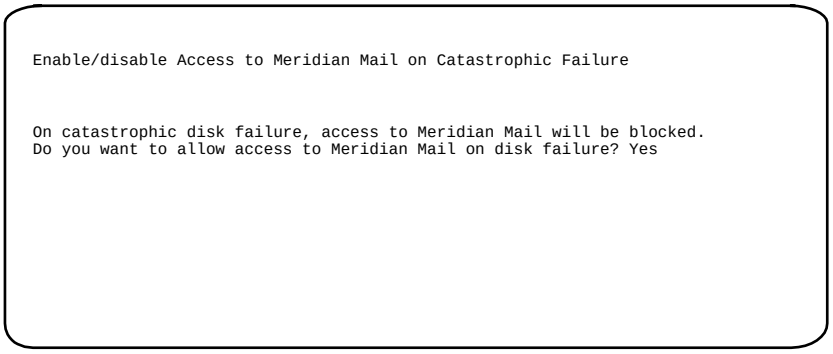
The following message appears if you selected "No":

```
No change. Access to Meridian Mail will NOT be
   blocked on disk failure.
```

After one of these messages is displayed, the T OOLS menu is automatically redisplayed.

Note: The system must be rebooted for the change to take effect.

Figure 8-2
Enable Access screen



Procedure 8-2
Enabling access to Meridian Mail voice services

Starting point: The TOOLS menu

1 Select <6>, Block Meridian Mail, and press <Return>.

The screen displays the setting currently in effect. If access to Meridian Mail is blocked, the following set of lines are displayed:

```
On catastrophic disk failure, access to Meridian Mail
   will be blocked.
Do you want to allow access to Meridian Mail on disk
   failure? Yes
```

2 Use the up/down arrow keys to display the desired response (Yes or No).

Select "Yes" to change the current setting.

Select "No" to leave the current setting as is.

3 Press <Return> to confirm your selection.

The following message appears if you selected "Y es":

```
Upon reboot, access to Meridian Mail will be allowed
```

The following message appears if you selected "No":

```
No change. Access to Meridian Mail will be blocked
   on disk failure.
```

After one of these messages is displayed, the T OOLS menu is automatically redisplayed.

Note: The system must be rebooted for the change to take effect.

Chapter 9: Session Trace

The Session Trace tool allows you to obtain detailed information about the activity in a user's mailbox and the state of the message waiting indicator (MWI). The session information includes voice messaging, call answering, and express messaging activity (messages composed and sent, or left in a mailbox), the number of messages played or left unplayed during a session, and the last change to the message waiting indicator (turned on or off, or untouched).

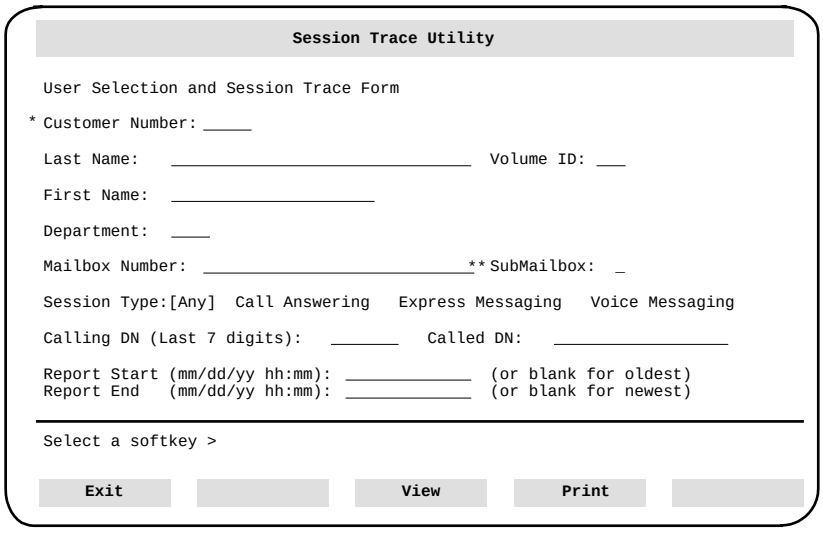
This session information allows an administrator or technician to study the state of a user's mailbox and the message waiting indicator, and use that information to follow up on any user complaints about Meridian Mail. For example, a user may complain that the MWI was on, but no voice messages were in the mailbox when the user logged in. The session information may tell the administrator why the MWI was turned on. Refer to the "Session trace report" section for more information about using session trace for diagnostics.

> ***Note:*** The session information is retrieved from the Operational Measurements billing file, and this billing data is stored only when "Collect User Usage Data" in the Operational Measurement Options screen is enabled. Session trace data is kept on the system for only two days plus the current day. Operational Measurements billing files and the Options screen is discussed in the "Operational Measurements" chapter of the *System Administration Guide*.

Find the session

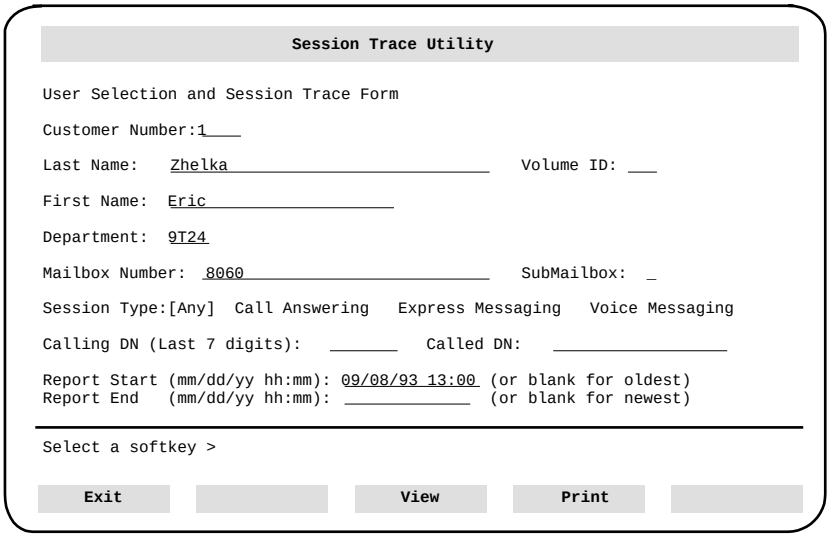
When you select Session Trace from the TOOLS menu, the following screen is displayed:

Figure 9-1
User Selection and Session Trace Form



* This field appears only on multi-customer systems.
** This field appears only on VMUIF systems.

Figure 9-2
User Selection and Session Trace Form (with search criteria filled in)



Enter as many search criteria in the "User selection" screen as you think you need to uniquely identify the session you want to view. The fields are described below.

- **Customer Number** This is the customer group you want to search. This field appears only on multi-customer systems.
- **Last Name** This is the last name of the user whose session information you want to find (maximum 31 characters). To find a group of users with similar last names, use wildcard characters.
- **Volume ID** This is the hard disk volume to which the user is assigned. All users are assigned to a volume.
- **First Name** This is the first name of the user whose session information you want to find (maximum 21 characters). To find a group of users with similar first names, use wildcard characters.

- **Department** This is the department to which the user or group of users that you want to find belongs.
- **Mailbox Number** If networking is installed, this field can hold up to 28 characters. If it is not installed, it holds up to 18 characters. Session information for mailboxes at a specific NMS satellite location can also be retrieved by prefixing the mailbox number with the appropriate location code.
- **SubMailbox Number** This is a one digit number identifying a submailbox if one exists. This field appears only on VMUIF systems.
- **Session Type** The session type is the action that occurred on the mailbox. The session types are grouped into the following categories:
  - Call Answering - This type of session is created when a message is left in a mailbox via Call Answering. This does not include sessions where a message is left in a mailbox using compose and send.
  - Express Messaging - This type of session is created when a message is received from someone using Express Messaging.
  - Voice Messaging - This type of session is created any time a user logs in to his or her mailbox. This session type includes activities such as logging in to listen to messages, to compose and send messages, or to record a new greeting.

  The default is "Any", which includes all session types.
- **Calling DN** This is the DN of the phone that initiates the session. For example, if a user logs in to their mailbox from a remote phone, the Calling DN will be the DN of the remote phone, not the user's regular phone. Even if the user goes on to call another DN from their mailbox which results in a CA session, the Calling DN for the CA session will be the DN of the remote phone.
- **Called DN** This is the DN that was called to initiate that session. For VM and EM sessions, the Called DN is the Voice Messaging ACD DN (the main Meridian Mail ACD DN). For CA sessions, this is the DN of the mailbox that had a message left in it.
- **Report Start** This is the start of the time period that you wish to search for session information. If left blank, the session trace report will begin with the oldest session still recorded in the OM billing files.

- **Report End** This is the end of the time period that you wish to search for session information. If left blank, the session trace report will end with the most recent session recorded in the OM billing files.

When you have finished entering the search criteria, select the [View] or [Print] softkey to initiate the search.

If you have entered enough criteria to identify one user, the session information for that user’s mailbox is displayed (if you chose [View]) or printed (if you chose [Print]). A sample report is shown later in this chapter in the section titled "Session trace report".

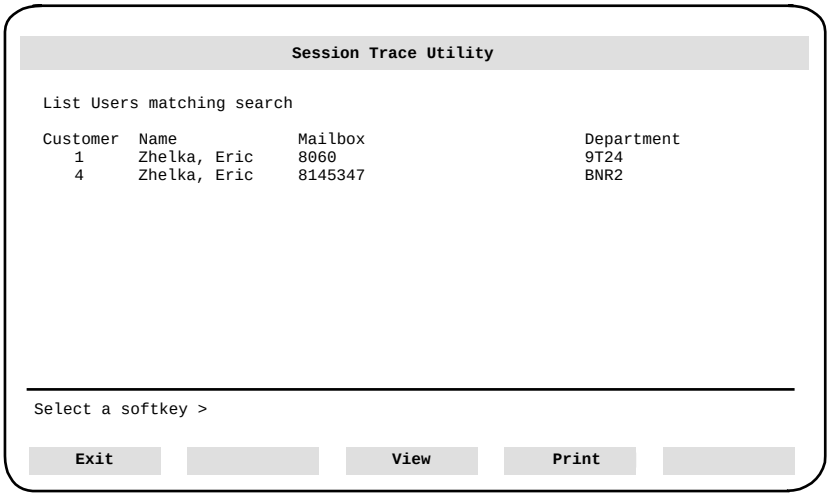
If you have not entered enough criteria to identify one user, a message on the screen informs you that multiple matches were found. The section titled "Select the user" discusses this situation.

Select the user (if multiple matches found)

If the search retrieves session information for more than one user, the [View] and [Print] softkeys change to [Cancel] and [List].

Press [List] to view a list of the users that matched the search criteria, or press [Cancel] to return to the User Selection and Session Trace Form. If you select [List], the following screen is displayed:

Figure 9-3
List users matching search screen

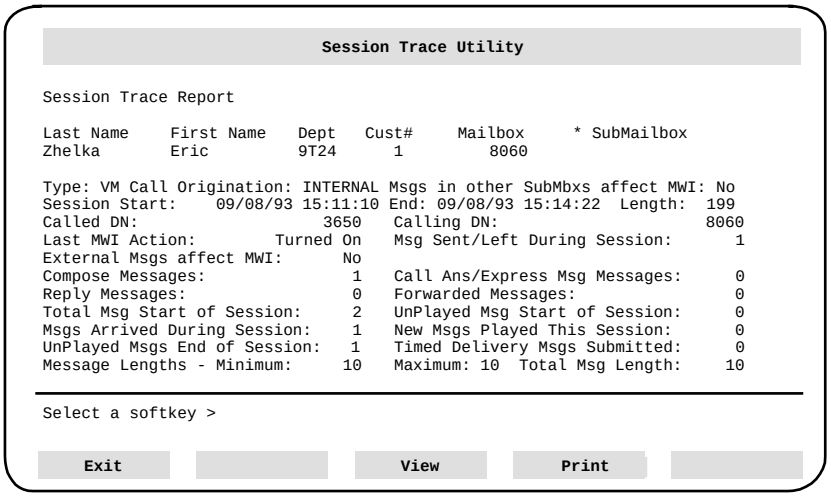


Select the appropriate user (use the arrow keys to move to the appropriate line and press the space bar) and then press [View] or [Print]. A sample report is shown in the "Session trace report" section. If you do not wish to view session information for any of the matches, press [Exit] to return to the "User Selection" screen.

Session trace report

The session trace report is displayed or printed when you press [View] or [Print] on the "User Selection and Session Trace Form" or "List users matching search" screens. An example of the Session Trace Report is shown in Figure 9-4.

Figure 9-4
Session trace report



```
                          Session Trace Utility

Session Trace Report

Last Name     First Name    Dept   Cust#     Mailbox     * SubMailbox
Zhelka        Eric          9T24       1         8060

Type: VM Call Origination: INTERNAL Msgs in other SubMbxs affect MWI: No
Session Start:    09/08/93 15:11:10 End: 09/08/93 15:14:22  Length:  199
Called DN:                    3650   Calling DN:                    8060
Last MWI Action:        Turned On    Msg Sent/Left During Session:      1
External Msgs affect MWI:       No
Compose Messages:                1   Call Ans/Express Msg Messages:     0
Reply Messages:                  0   Forwarded Messages:                0
Total Msg Start of Session:      2   UnPlayed Msg Start of Session:     0
Msgs Arrived During Session:     1   New Msgs Played This Session:      0
UnPlayed Msgs End of Session:    1   Timed Delivery Msgs Submitted:     0
Message Lengths - Minimum:      10   Maximum: 10  Total Msg Length:    10

Select a softkey >

   Exit                              View          Print
```

* This field appears only on VMUIF systems.

Press [Exit] to return to the User Selection and Session Trace Form.

Many of the fields in this report also appear on the "User Selection" screen and were documented there. The remaining fields are described below.

- **Type** This is the session type. CA is Call Answering, EM is Express Messaging, and VM is Voice Messaging. Note that VM includes any login to the mailbox.
- **Call Origination** If the call originated on the local switch, or any switch in an NMS network, this field will show "INTERNAL". If the call came in from outside the local switch (or outside the NMS network if you have NMS installed), this field will show "EXTERNAL".

- **Msgs in other SubMbxs affect MWI** If the MWI has been turned on or off as a result of activity in any submailboxes to this mailbox, this field displays "Yes". Otherwise, this field displays "No". This field is applicable only on VMUIF systems.
- **Session Start** This is the date and time that the session started. This is not the same as the Report Start indicated on the "User Selection" screen since there may be several sessions retrieved within the Report Start/End range, and each with a different Session Start time.

  A session starts as soon as the mailbox is accessed. For example, a VM session starts as soon as the user logs in to the mailbox. For CA or EM sessions, the session starts when the mailbox greeting is played.
- **End** This is the date and time that the session ended. This is not the same as the Report End indicated on the "User Selection" screen since there may be several sessions retrieved within the Report Start/End range, each with a different Session End time.
- **Length** This is the duration of the session in seconds.
- **Last MWI Action** The possibilities are "Turned On", "Turned Off", or "Untouched". These possibilities are described below:
  - ***Turned On:*** The last action in this session was to turn on the MWI. If the MWI was on at the start of the session and remained on, this field would show "Untouched", not "Turned On".
  - ***Turned Off*****:** The last action in this session was to turn off the MWI. If the MWI was off at the start of the session and remained off, this field would show "Untouched", not "Turned Off".
  - ***Untouched:*** The state of the MWI was not changed throughout the session. It either stayed on, or stayed off, through the entire session.
- **Msg Sent/Left During Session** For VM sessions, this field shows the number of messages that were sent from this mailbox using compose and send, reply, reply-all, and forward. For CA or EM sessions, this field shows the number of messages left in this mailbox through call answering or express messaging in this session (for CA or EM, this field will always show either 1 or 0, because each CA or EM message received comprises a separate session).

- **External Msgs affect MWI** If the user's phone is connected to other messaging systems besides Meridian Mail, then the MWI may be turned on because of messages received through the other messaging system. This can occur, for example, in hotels that use the MWI to indicate text messages left at the front desk, as well as voice mail left through Meridian Mail.
- **Compose Messages** This is the number of messages composed during the session.
- **Call Ans/Express Msg Messages** This is the number of messages left in the mailbox through call answering or express messaging during the session (always either 1 or 0).
- **Reply Messages** This is the number of messages created and sent using the reply option on Meridian Mail (reply to received message).
- **Forwarded Messages** This is the number of messages forwarded from this mailbox during the session.
- **Total Msg Start of Session** This is the total number of messages in the mailbox at the start of the session.
- **Unplayed Msg Start of Session** This is the number of unplayed messages in the mailbox at the start of the session. Unplayed messages are messages that have never been played. Old messages that have already been played during earlier sessions are not included.
- **Msgs Arrived During Session** This is the number of messages that arrived during the session.
- **New Msgs Played This Session** This is the number of new messages played during the session. Any messages that have not been played yet are labeled as new messages. This includes messages received during or prior to this session but never played.
- **Unplayed Msg End of Session** This is the number of unplayed messages in the mailbox at the end of the session.
- **Timed Delivery Msgs Submitted** This is the number of messages with a programmed delivery time submitted during the session. This does not include messages that are immediately sent because the message is submitted after the delivery time has passed.

- **Message Lengths** This is the shortest (Minimum) message, the longest (Maximum) message, and the total length of all messages composed or created during the session. These values are listed across the report beside the headings "Minimum", "Maximum", and "Total Msg Length".

Using session trace to perform diagnostics

The session trace information allows you to follow up on complaints by users regarding voice messages and the MWI. The following points describe some of the checks you can make to ensure that Meridian Mail is working properly, and some specific items to check for MWI-related complaints.

- If a user complains that a message was not delivered, the user may have forgotten to send the message after creating it. The number of unsent messages can be determined by adding the numbers recorded in the compose, reply, timed delivery submitted, and forwarded messages fields and subtracting the number of messages sent (shown in the "Msg Sent/Left" field).
- The delivery time of any CA or EM messages that were placed in a particular mailbox can be confirmed through the session data.
- When a CA or EM message is left in a mailbox, the session trace data will show this. The first VM session that follows the CA or EM session should also show the existence of the CA or EM message as a new message in the "Unplayed Msg Start of Session" field.

MWI diagnostics

- To check that the MWI is being turned on by call answering for a particular mailbox, leave a message on the mailbox using call answering. Then check the session information. Unless the MWI was already on, the last MWI action should be "Turned On". If the session information shows that the MWI was turned on but the lamp on the phone was not lit, there may be a problem with the telephone, and not with Meridian Mail.
- If a user complains that the MWI is on, but there are no voice messages, two possible causes are:
  - A message was left in a submailbox (VMUIF systems only) that caused the MWI to be turned on.

- A message was left using another messaging system, so there was no Meridian Mail voice message even though the MWI was turned on. For example, at a hotel the front desk clerk may be able to turn on the guest's MWI to alert the guest about a message or note left at the front desk.

To explore these possibilities, check the session information for "External messages" or "Msgs in other SubMbxs" that are affecting the MWI.

- If there are unplayed messages in the mailbox, the last MWI action should be "Turned On" or "Untouched" (if MWI was already on).

Procedure 9-1
Searching, selecting, and viewing a session trace report

Starting point: The TOOLS menu

1 Select <7>, Session Trace, and press <Return>.

The system displays a search screen titled "User Selection and Session Trace Form".

2 Enter search criteria on this form that will identify the particular session you wish to view.

3 Press [View] or [Print] to initiate the search and display or print the session trace reports.

If more than one mailbox is found that matches the search criteria, a message is displayed informing you that multiple matches were found. The softkeys then change to [Cancel] and [List].

4 Press [Cancel] to return to the "User Selection" screen, or [List] to see a list of the matching mailboxes (then go to step 5).

If a single matching mailbox is found, the Session T race Report is displayed (go to step 6).

5 On the "List user matching" screen, use the arrow keys to move the cursor to the line with the mailbox you want to select and press the space bar. Then press [View] or [Print] to either display or print the Session Trace Report for the selected mailbox.

6 Press [Next Record] to view the next session record, or follow step 7 to exit the tool.

7 Press [Exit] until the TOOLS menu reappears.

Chapter 10: Audit all volumes

When users delete voice messages, the disk space taken up by those messages isn't immediately freed up and made available. System audits, which typically begin every morning at 1:30, make this space available. These overnight audits are sufficient for most normally loaded systems. However, if your system is heavily loaded and there is a lot of traffic, you may have to perform additional audits with this utility. If SEERs with the return code 1103 are being generated, this is an indication that the server is full and that an audit is in order.

While the Audit all volumes tool is running, the console will not accept any input. The audit will take from 1 to 10 minutes, depending on the number of users on the system and the system size.

Procedure 10-1
Auditing all volumes

Starting point: The TOOLS menu

1 Select <8>, Audit all volumes, and press <Return>.

Auditing begins immediately. While the audit is running, the system displays messages telling you what volume is currently being audited. When all volumes have been audited, the system displays a message indicating that auditing is complete and the T OOLS menu is redisplayed.

Note: While the Audit all volumes tool is running, the console will not accept any input.

Chapter 11: Rebalance directory

The organization directory is organized as a main index file with many secondary index files. The secondary files contain the actual entries for users. In terms of balance, the optimal situation is where each secondary index file contains 68 uniquely indexed entries. If many users are added at one time, the index files can become unbalanced.

The Rebalance directory tool rebalances the index files for the organization directory in order to speed up searches and updates to its entries. Note that while the rebalancing tool is running, the following administrative tasks and user-performed tasks cannot be executed:

- Adding, changing, or deleting users, classes of service, customer groups, VSDNs, or voice services
- Recording a personal verification for the first time; re-recording a personal verification is allowed
- Fax item maintenance

Sites with Hospitality systems should run this tool immediately after the initial setup of the system. For most Hospitality systems, you should not have to run the rebalancing tool again. However, if the system administrator notices that access to the organization directory has slowed (for example, more than 7 seconds to update the name of a guest, or logon sessions taking longer to initiate), then the rebalancing tool should be run again.

On non-Hospitality systems, it is a system default for the directory rebalance to run automatically every night (usually at 3:30 am). No set up is required by the administrator. However, if many updates have been made to the directory, then it may help to run the tool during the day right after the updates are done. For example, if many users or voice services are added during the day and system performance decreases (for example, the system is noticeably slower as you attempt to add more users), then a directory rebalance may speed up the system. During the rebalancing, updates are disabled. SEER number 3135 will indicate when the rebalancing has started and stopped.

For Hospitality systems, the benefit of automatic nightly rebalancing is lost because the names are constantly changing as guests check in or out. As a result, the directory rebalancing is not run automatically every night for Hospitality systems.

Figure 11-1
Sample run (prompts and responses) for the Rebalance tool (after "Rebalance directory" is selected from the TOOLS menu)

```
Organization directory rebalancing not currently running.
You are about to rebalance the organization directory.

The hospitality feature is installed on your system
Guest check-ins and check-outs must not be processed during
rebalancing. Use the MMI to place the PMSI link (if not
a standalone system) in bypass mode and do not use the GAC
until the rebalancing is complete. Refer to the NTP for
details. Seers numbered 3135 will indicate when the
rebalancing begins and ends.

Do you wish to continue? Yes
Enter time limit (hrs) 2
Enter time limit (min) 0
Do the rebalancing? Yes
*SEER>03/11/93 09:58:41 ...
*3135 DR Audit Begun: [ ]

*SEER>03/11/93 10:40:18 ...
*3135 DR Audit Done ...
```

*These lines include additional numbers and data not show here. Also, SEERs are printed to the screen only if no printer is connected.

Procedure 11-1
Rebalancing the directory in a Hospitality system

Starting point: The TOOLS menu

1 Select <9>, Rebalance directory, and press <Return>.

The system displays some help text, followed by the prompt

```
Do you wish to continue?
```

Note 1: Run this tool when:
a) all the users and rooms have been added on a newly installed Hospitality system
b) access to the organization directory is slow (for example, more than seven seconds to update the name of a guest)

Note 2: Before running this tool, first choose a period when the traffic in terms of check-ins and check-outs is low. Then put the PMSI link into bypass mode, and instruct staff not to use the Guest Administration Console for check-ins, and so on, until the rebalancing is completed.

2 If you have satisfied the required conditions for running this tool (see Step 1), then answer "Yes" and press return. If you respond with "No", the rebalancing is not started and you are returned to the TOOLS menu.

If you respond with "Yes", the system prompts you for a time limit (first hours, and then minutes):

```
Enter time limit (hrs)
```

```
Enter time limit (min)
```

3 Enter a time limit (for example, 2 hours, 0 minutes) for the rebalancing to finish. Large systems (for example, 5 nodes, 8000 rooms) could take up to 12 hours or longer if no time limit is enforced. This time delay may hinder the normal operation of the hotel. The rebalancing usually takes less than 1 hour. The default for this tool is 2 hours. The default for the automatic nightly rebalancing on non-Hospitality systems is 3 hours.

If the rebalancing does not finish within the enforced time limit, rerun the rebalancing tool on successive days until it completes.

If the time limit is reached, a 3135 SEER with a timeout message is printed. The next time the rebalancing is run, it will start from the beginning again but it will not have to redo the rebalancing already done. If the rebalancing does finish with no problems before the time limit is reached, a 3135 SEER with the message "DR audit completed" is printed.

4 After you set a time limit, the following prompt appears:

```
Do the rebalancing?
```

Enter "Yes" to begin the rebalancing. SEER 3135 will print once to indicate that the rebalancing ("DR Audit") has begun, and then once more to indicate that either the rebalancing has finished or the timeout limit has been reached.

5 After rebalancing, take the PMSI link out of bypass mode. If any check-ins or check-outs have taken place since the rebalancing started, then put the system into resynch mode, and run a database swap.

6 Following the database swap, take the system out of resynch mode to make the system fully operational.

Procedure 11-2
Rebalancing the directory in a non-Hospitality system

Starting point: The TOOLS menu

1 Select <9>, Rebalance directory, and press <Return>.

The system displays some help text, followed by the prompt

```
Do you wish to continue?
```

Note: Run this tool when system performance slows down significantly while adding (or after adding) many users in one day. A rebalancing (once completed) will speed up the entry process, but you will not be able to add users while the rebalancing tool is still running.

2 If you have satisfied the required conditions for running this tool (see Step 1), then answer "Yes" and press return. If you respond with "No", the rebalancing is not started and you are returned to the TOOLS menu.

If you respond with "Yes", the system prompts you for a time limit (first hours, and then minutes):

```
Enter time limit (hrs)

Enter time limit (min)
```

3 Enter a time limit (for example, 2 hours, 0 minutes) for the rebalancing to finish. Large systems (for example, 5 nodes) could take up to 12 hours or longer if no time limit is enforced. The rebalancing usually takes less than 1 hour. The default for this tool is 2 hours. The default for the automatic nightly rebalancing is 3 hours.

If the rebalancing does not finish within the enforced time limit, rerun the rebalancing tool.

If the time limit is reached, a 3135 SEER with a timeout message is printed. The next time the rebalancing is run (for example, using this tool, or the automatic nightly rebalancing), it will start from the beginning again but it will not have to redo the rebalancing already done. If the rebalancing does finish with no problems before the time limit is reached, a 3135 SEER with the message "DR audit completed" is printed.

4 After you set a time limit, the following prompt appears:

```
Do the rebalancing?
```

Enter "Yes" to begin the rebalancing. SEER 3135 will print once to indicate that the rebalancing ("DR Audit") has begun, and then once more to indicate that either the rebalancing has finished or the timeout limit has been reached.

Procedure 11-3
Stopping the rebalancing process

Starting point: The TOOLS menu

1 Select <9>, Rebalance directory, and press <Return>.

If the rebalancing tool is already running, the system informs you of this and asks you if you wish to stop the rebalancing:

```
The directory is currently being rebalanced.

Do you wish to stop the rebalancing?
```

2 Enter "Yes" to stop the rebalancing. The rebalancing tool will stop when it has finished the directory files it is currently rebalancing. If the rebalancing is not running (that is, the system prompts and messages are similar to those shown in Figure 11-1), then enter "No" to the prompt to indicate that you do not wish to continue.

Note: If you stop the rebalancing, the next time you run the rebalancing tool it will have to start again at the first directory file, but it will not have to redo the rebalancing already done. The work done so far is not wasted.

3 For Hospitality systems, after rebalancing, take the PMSI link out of bypass mode. If any check-ins or check-outs have taken place since the rebalancing started, then put the system into resynch mode, and run a database swap. Following the database swap, take the system out of resynch mode to make the system fully operational.

Chapter 12: COS conversion

ATTENTION

Since the COS conversion tool does not use or recognize location prefixes on NMS systems, you may get unexpected results. Read the warnings in the sections "View users who are not assigned to a COS," and "Create a COS based on one user's mailbox" for more information.

The COS conversion tool allows you to assign users who have a personal Class of Service (COS) to a defined COS.

Users who are not part of a defined COS are given a COS labelled "personal," These users can be referred to as "unassigned" because they are not part of a defined COS. The mailbox attributes for users with a personal COS cannot be manipulated or revised as a group the way you can for users who are part of a defined COS. As a result, it is beneficial to assign users who have a personal COS to one of the defined COSs.

For complete details on Class of Service administration, please read the "Class of Service" chapter in the *System Administration Guide*.

Applications for the COS conversion tool

There are four basic reasons for running this tool.

1 You have defined COSs on your system that your organization has determined are required to properly manage the users on your system. Now you want to quickly assign users to a defined COS that matches the users' mailbox attributes.

2 You have started assigning users to the defined COSs (either using this tool or using the "Class of Service" facility described in the *System Administration Guide*). Now you want to finish the process by assigning the remaining unassigned users to a defined COS.

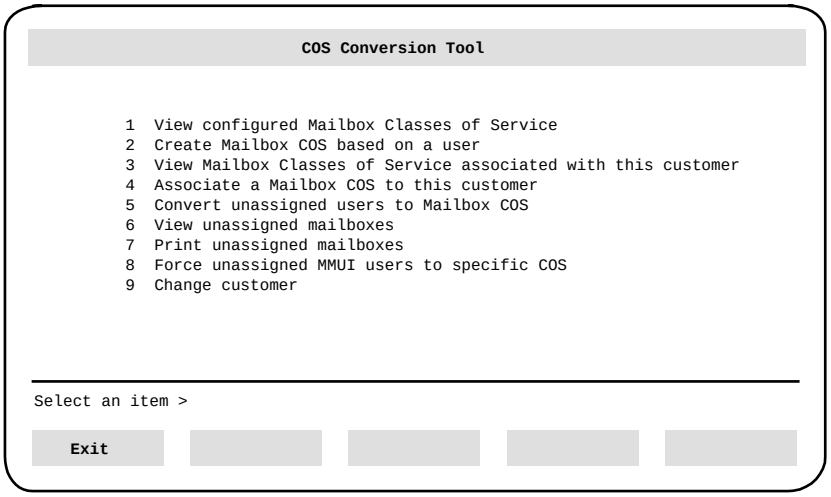
3 Your organization has no preset needs in terms of Class of Service groupings. All you want to do is create COSs that match the mailbox attributes already set up for most users so that you can group those users under a matching defined COS. As discussed, once you have your users assigned to a COS, their mailbox attributes can be modified as a group to suit the needs of your organization. This is the benefit of assigning users to a defined COS. See the "Class of Service" chapter in the *System Administration Guide* for details on modifying a COS.

4 You wish to assign all remaining personal COS users to a defined COS, whether or not they match one of the defined COSs. The "Force unassigned MMUI users to specific COS" option allows you to do this. This option is not available to VMUIF customers. This option is discussed in greater detail in the section "Force unassigned MMUI users to a specific COS" near the end of this chapter.

Accessing the tool

To access the COS conversion tool, select "COS conversion" from the TOOLS menu. On a multi-customer system, you are prompted for a customer group number. After you enter an existing customer group number, the COS conversion tool functions are listed in a menu (see Figure 12-1).

Figure 12-1
COS Conversion menu



Steps for assigning COSs

Follow the steps below to assign a COS to currently unassigned users. If after following these steps, there are still unassigned users, you may wish to use the "Force unassigned MMUI users" option which is described in the section "Force unassigned MMUI users to a specific COS."

Note: If you have not yet defined any COSs, start at step 2.

Procedure 12-1
Assigning COSs

Starting point: The COS Conversion Tool menu

1 Select <5>, convert unassigned users to Mailbox COS, and press <Return>.

This function searches for unassigned users and looks for a defined COS that exactly matches the user 's mailbox attributes. If a match is found, the COS is assigned to the user . If some users are still unassigned, repeat this step.

2 Define new COSs, and assign (enable) the COSs to the appropriate customer groups. You can either use the "Class of Service" facility described in the System Administration Guide, or use this tool to create new COSs (see steps 3 to 5).

Note: If the maximum number of COSs allowed for a customer group (15 COSs) have already been associated with this customer, you may want to remove one or more unused or unnecessary COSs from the customer group (see the System Administration Guide). This will allow you to add a COS that may match some of the unassigned users.

3 Select <6>, view unassigned mailboxes, and press <Return>.

This option allows you to view unassigned users. Note the mailbox number of one or more users whose mailbox attributes you would like to use as the basis for a new COS.

4 Select <2>, create Mailbox COS based on a user, and press <Return>.

This option allows you to create a COS based on an unassigned user you selected in step 3.

5 Select <4>, associate a Mailbox COS to this customer, and press <Return>.

This option allows you to associate the newly created COS with the customer group you are working on. For single-customer systems, this would be customer 1.

6 Repeat this procedure.

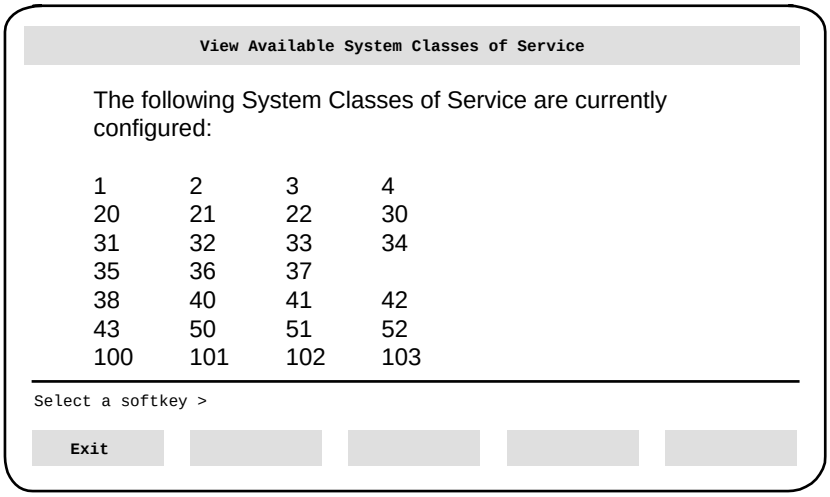
The COS conversion tool functions, including the menu items referred to in the procedure above, are described in the remainder of this chapter in the order that they appear in the COS conversion tool menu.

View configured mailbox classes of service

When you select item 1 from the COS Conversion menu, the COS numbers for all the configured classes of service on your system are listed on the screen as shown in Figure 12-2. To see the classes that are available for a particular customer group, refer to the "View COS associated with this customer group" section.

Note: On a single-customer system a maximum of 15 classes of services may be defined, while on a multi-customer system a maximum of 127 classes of service may be defined, but only 15 can be associated with one customer at one time.

Figure 12-2
View configured mailbox classes of service



Create a COS based on one user's mailbox

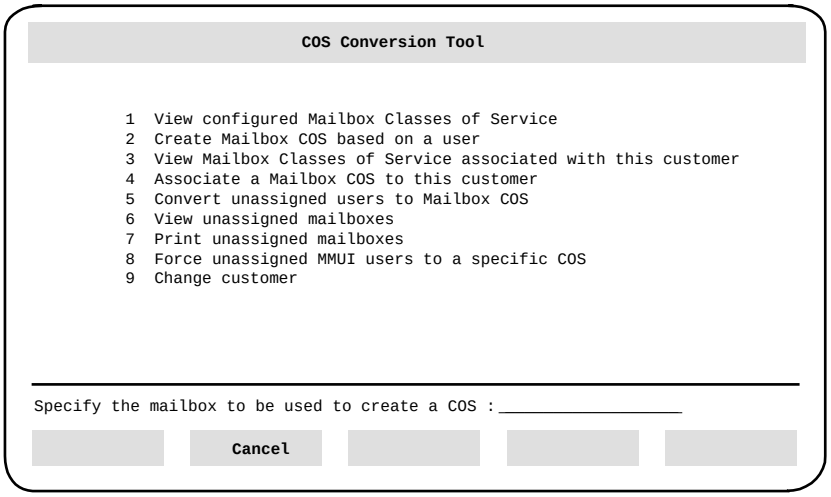
ATTENTION

On NMS systems, mailboxes are not recognized if they are entered with location prefixes. For example, 6333-1234 will not be accepted, but 1234 will be. You can only use a prime location mailbox as the basis for a COS, but only if the mailbox is entered without the location prefix.

This option allows you to use one user's mailbox attributes as the basis for a new COS. One situation where you might want to use this option is if you know that several mailboxes have the same attributes. Use this option to create a new COS that is based on one of these mailboxes. When you run the convert unassigned users function, all the mailboxes that match the new COS will be assigned to that COS. Another use for this option is to use existing mailboxes to quickly create a COS rather than using the Class of Service Administration screens and keying in all the required data.

An example of the COS Conversion menu with the "Specify the mailbox" prompt is shown in Figure 12-3.

Figure 12-3
Create a COS based on a user



Procedure 12-2
Creating a COS based on a user

Starting point: The COS Conversion Tool menu

1 Select <2>, Create Mailbox COS based on a user, and press <Return>.

A prompt appears at the bottom of the screen asking for the mailbox number that will be the basis for the new COS:

```
Specify the mailbox to be used to create a COS:
```

2 To specify a mailbox number, go to step 2a. To cancel go to step 2b.

a. Enter a valid mailbox number and press <Return>.

A new COS is created. A confirmation message is displayed indicating what number has been assigned to the new COS. For example:

```
COS 5 has been created.
```

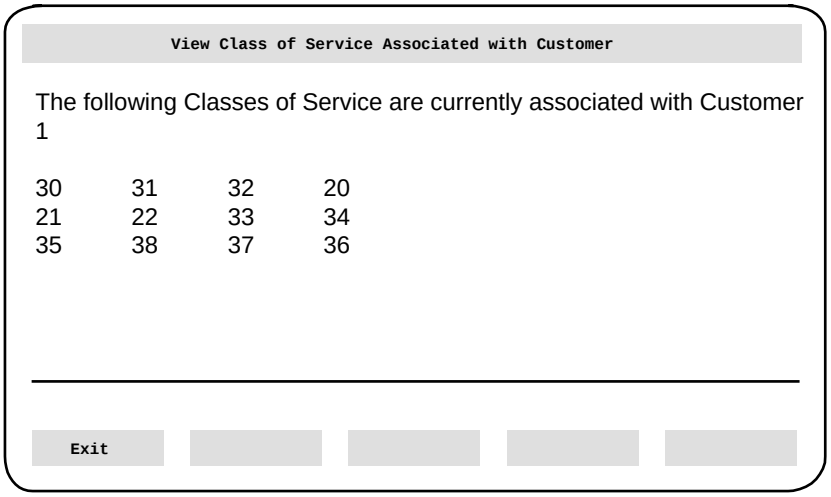
b. Press [Cancel].

The COS Conversion Tool screen is redisplayed.

View COSs associated with this customer

When you select this item from the COS Conversion menu, all the COSs that are available for this customer group are displayed as shown in Figure 12-4.

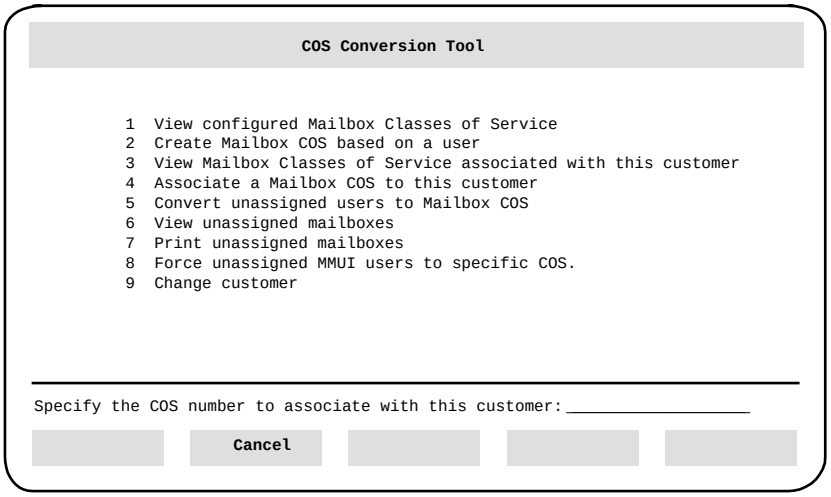
Figure 12-4
View Mailbox Classes of Service associated with this Customer



Associate a COS with this customer

A maximum of 15 COSs can be assigned to a customer group. If you do not have 15 COSs already assigned to the customer you are working on, you can add a COS to this customer's list of available COSs by selecting item 4 from the COS Conversion menu.

Figure 12-5
Associate a COS with this customer



Procedure 12-3
Associating a COS with the customer

Starting point: The COS Conversion Tool menu

1 Select <4>, Associate a Mailbox COS to this customer, and press <Return>.

The following prompt appears at the bottom of the screen:

`Specify the COS number to associate with this customer:`

2 To specify a COS number, go to step 2a. To cancel, go to step 2b.

a. Enter a valid COS number and press <Return>.

A confirmation message is displayed indicating that the COS number has been associated with the customer group that you are currently working on.

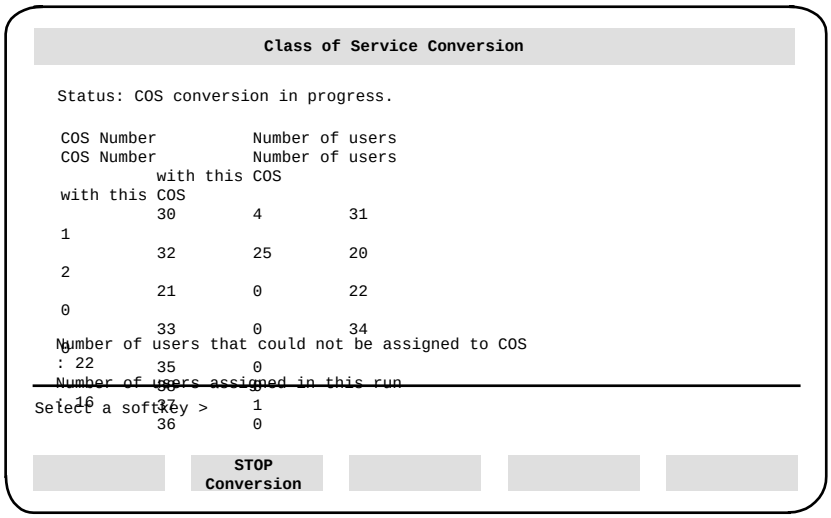
b. Press [Cancel].

The COS Conversion Tool screen is re-displayed.

Convert unassigned users to a matching COS

Item 5 from the COS Conversion menu assigns users who currently have a personal COS to one of the configured COSs that is associated with the customer group and that match the user's mailbox attributes. The user's mailbox attributes must match a COS exactly in order to be assigned to that COS. Some mailboxes will not match any of the available COSs and will not be assigned. The screen display that appears when you select this function is shown in Figure 12-6 (shown how it appears during the conversion process).

Figure 12-6
Convert unassigned users to a defined COS



The following information is displayed:

- ***COS Number*** These are the numbers for the COSs associated with this customer. These numbers do not change.
- ***Number of users with this COS*** This is the number of users currently assigned to the corresponding COS number to the left. The numbers in this column are updated periodically as the tool reads in users. This column essentially counts the number of users assigned to each COS.

When the tool reads in a user with a personal COS, it searches for a matching COS and, if one is found, the user is assigned to that COS. The "Number of users with this COS" column is then updated.

To stop the conversion process, press [STOP Conversion]. This stops the conversion at the last personal COS user record read. Once the conversion is completed, this softkey selection disappears and you can press [Exit] to return to the COS Conversion menu.

The result of the conversion is shown in the two lines at the bottom of the screen: namely, the number of users that could not be assigned (no matching COS found), and the number of users assigned to a COS during this run (matching COSs found for this number of users). At the end of the run, the "Number of users with this COS" column shows the total number of users within this customer group that have been assigned to a COS, including those users assigned during this conversion run.

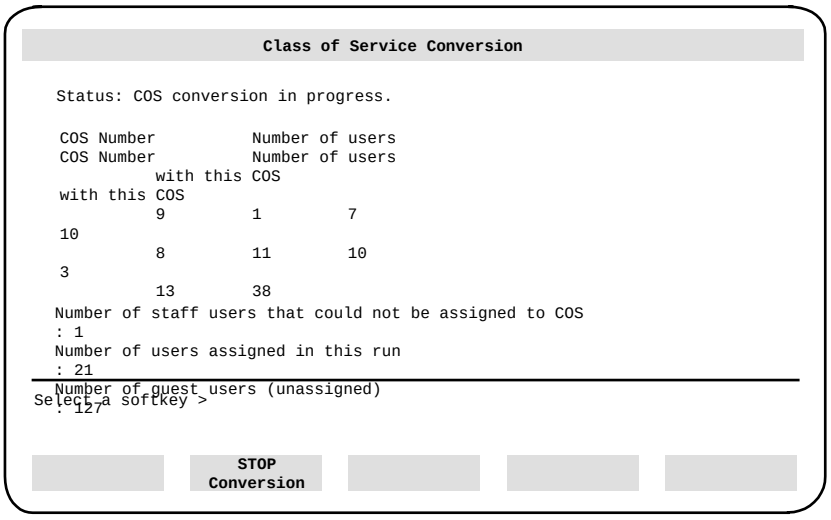
Convert unassigned users on a Hospitality system

On a Hospitality system, the "Convert users" option functions slightly differently.

- Guest users with a personal COS are not converted to a defined COS. These guest users are counted among the guest users unassigned (see last line of screen example in Figure 12-7).
- Guest users that were already assigned a COS are counted in the "Number of users with this COS" column.
- Staff users are treated the same as users on a non-Hospitality system. If they have a personal COS but their mailbox attributes match those of an available COS for the customer group, then they are assigned to the matching COS.
- The status lines at the bottom of the screen display are different:
  - "Number of staff users that could not be assigned to COS" applies only to staff users.
  - "Number of users assigned in this run" also applies only to staff users.
  - "Number of guest users (unassigned)" is the number of guest users with a personal COS.

The screen display that appears on Hospitality systems is shown in Figure 12-7. As in the non-Hospitality system, the [STOP Conversion] softkey stop the process. Any users assigned up to the point where you used the [STOP Conversion] softkey stay assigned.

Figure 12-7
Convert unassigned users to a defined COS on a Hospitality system



View users who are not assigned to a COS

ATTENTION

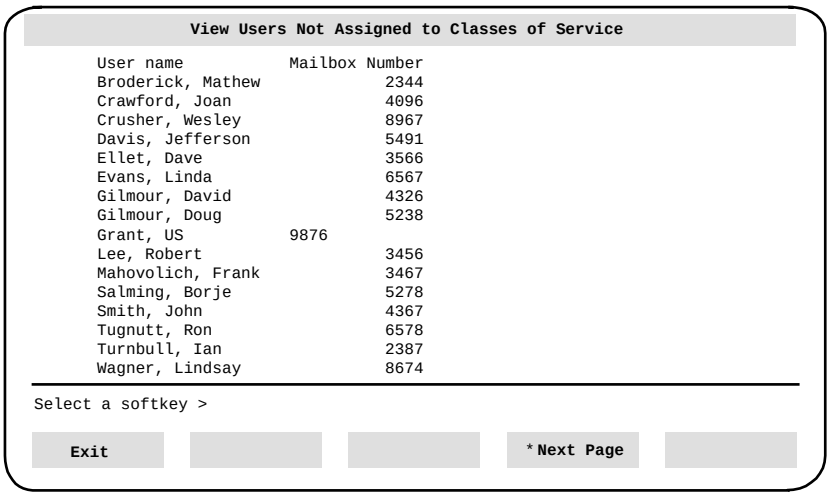
On NMS systems, location prefixes are not displayed as part of a mailbox. Boxes that differ only in their location prefix will appear identical. For example, 6333-1234 and 6222-1234 will both appear as mailbox 1234.

When you select item 6 from the COS Conversion menu, all users (in the customer group you are working on) who are not assigned to a COS are listed (user's name and mailbox number). An example display is shown in Figure 12-8.

Note 1: If your system has more than one user volume, users will be sorted alphabetically by user volume instead of strictly alphabetically.

Note 2: If the customer group being searched is a Hospitality customer, guest users with nothing entered for the name fields will be listed after users with name data.

Figure 12-8
View unassigned mailboxes



* Appears when the information fills more than one screen.

Print users who are not assigned to a COS

ATTENTION

On NMS systems, location prefixes are not displayed as part of a mailbox. Boxes that differ only in their location prefix will appear identical. For example, 6333-1234 and 6222-1234 will both appear as mailbox 1234.

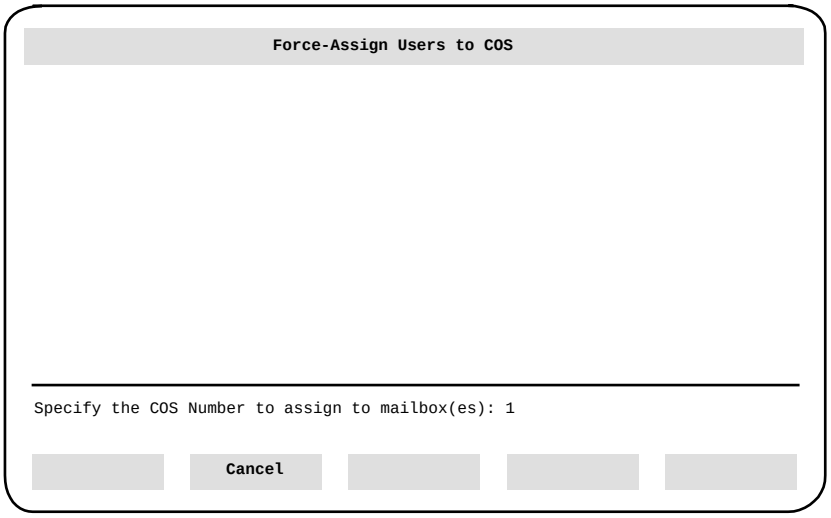
When you select item 7 from the COS Conversion menu, all users who are not assigned to a COS are printed (user's name and mailbox number). Before the printing begins, the softkeys [Cancel Printing] and [Continue Printing] are displayed. Select [Continue Printing] to start the print job. Select [Cancel Printing] to cancel the print users request or to interrupt the printing at any point.

Force unassigned MMUI users to a specific COS

Item 8 from the COS Conversion menu allows you to force the assignment of users who have a personal COS to one of the defined COSs associated with the customer group, regardless of the user's current mailbox attributes. This allows you to clean up any personal COS users left after running the conversion (see the section entitled "Convert unassigned users to a matching COS"). This will leave the customer with no personal COS users. However, the newly-assigned users will experience mailbox attribute changes if their mailbox attributes did not already match the attributes of the selected COS. The initial screen display that appears when you select this function is shown in Figure 12-9.

Note: This option is *not* available to customers with the VMUIF feature. All Hospitality customers have the MMUI feature by default.

Figure 12-9
Force unassigned users to a COS - initial screen



Procedure 12-4
Forcing unassigned COS users to a COS

Starting point: The COS Conversion Tool menu

1 Select <8>, Force unassigned MMUI users to specific COS, and press <Return>.

The Force-Assign Users to COS screen is displayed, and a prompt appears at the bottom of the screen asking for the COS number to assign:

```
Specify the COS number to assign to mailbox(es):
```

2 To specify a COS number, go to step 2a. To cancel, go to step 2b.

a. Enter a valid COS number and press <Return>.

A new softkey, [Continue], is displayed, along with the following message:

```
CAUTION:  The command you have selected will
force assign every Personal COS user in customer
2 to COS 1

Hit the appropriate softkey to cancel or
continue.
```

Go to step 3.

b. Press [Cancel].

The COS Conversion Tool screen is re-displayed.

3 To confirm that you want to continue, go to step 3a. To cancel, go to step 3b.

a. Press [Continue].

The conversion process begins. See Figure 12-10 for a conversion example on a non-Hospitality system. See Figure 12-1 1 for a conversion example on a Hospitality system. Go to step 4.

b. Press [Cancel].

You are returned to the COS Conversion menu and no change is made.

4 Once the conversion is completed, press [Exit] to return to the COS Conversion menu. You can press [STOP Force-Assign] while the conversion is running to stop the conversion at the last personal COS user record read.

Figure 12-10
Force unassigned users to a COS on a non-Hospitality system

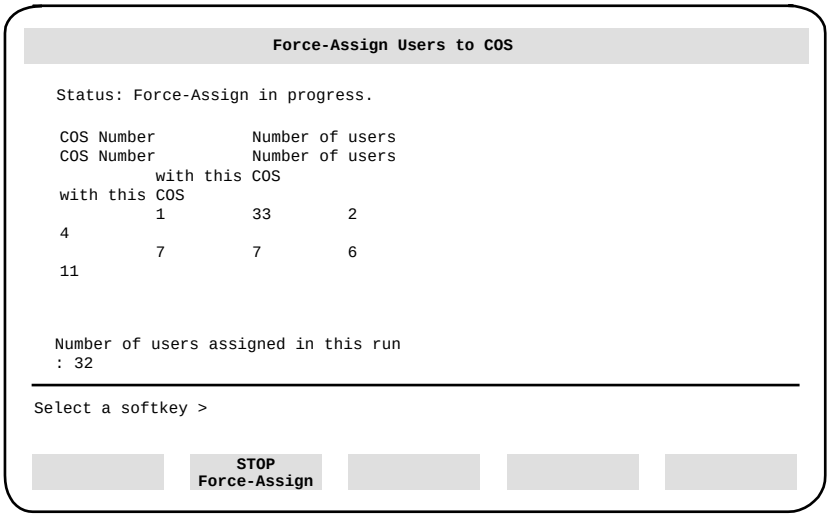
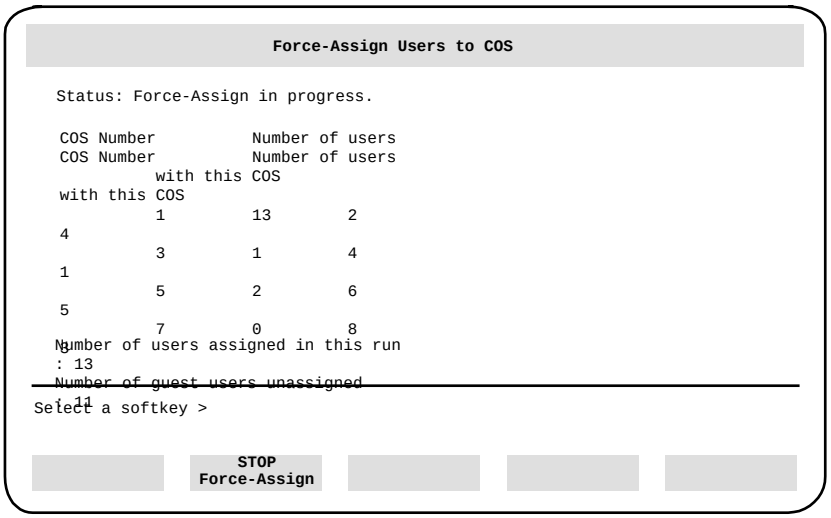


Figure 12-11
Force unassigned users to a COS on a Hospitality system



The number of users assigned to the specified COS is shown at the bottom of the screen ("Number of users assigned in this run").

For Hospitality systems, the "Number of guest users (unassigned)" field at the bottom of the screen shows the number of personal COS guest users that still remain in this customer. They are exempt from being assigned a COS using "Force unassigned users," just as they are exempt from the normal COS Convert procedure.

Change customer

This option (item 9) only appears on multi-customer systems. This function allows you to switch to a different customer group.

Procedure 12-5
Changing customer

Starting point: The COS Conversion Tool menu

1 Select <9>, Change customer, and press <Return>.

A prompt appears at the bottom of the screen asking for the number of the new customer group:

```
Please specify customer:
```

2 To specify a customer number, go to step 2a. To cancel, go to step 2b.

a. Enter a valid customer number and press <Return>.

The customer group you are working on is switched to the customer specified by the new number .

b. Press [Cancel].

The COS Conversion Tool screen is re-displayed.

Chapter 13: Display system record

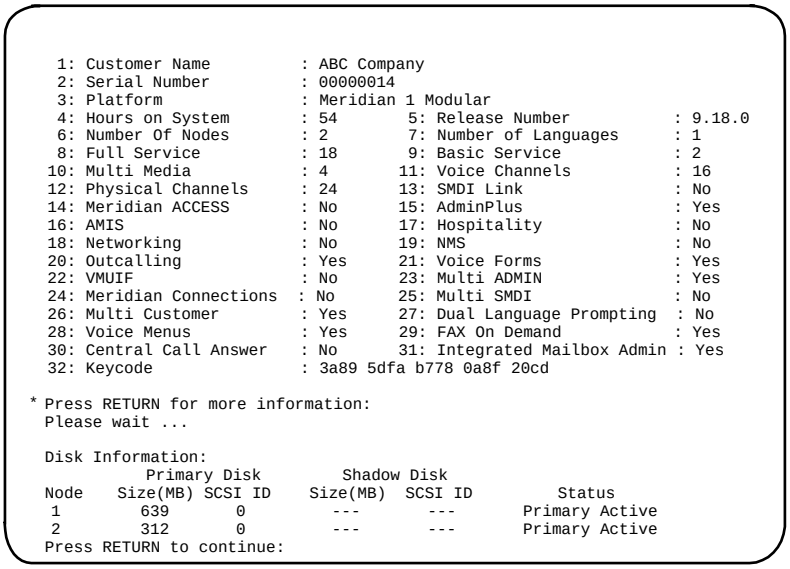
The Display system record tool identifies the installed features, number of recording (storage) hours, and disk sizes on your system, among other items. This information is required when filling out a Site Profile form.

When you select this tool from the TOOLS menu, the system record display appears (Figure 13-1). The display indicates if a feature has been purchased with a "Yes" or "No" listed beside the feature name.

> ***Note:*** The customer name listed by this tool is the customer name used during installation. The customer name may have been modified since then.

You will be asked if you want to view the disk information. If you select "Yes", the sizes of all disks installed on the system will be displayed. Please note, there is a delay of approximately a minute from the time "Yes" is selected until the information is displayed.

Figure 13-1
System record display



```
  1: Customer Name         : ABC Company
  2: Serial Number         : 00000014
  3: Platform              : Meridian 1 Modular
  4: Hours on System       : 54       5: Release Number           : 9.18.0
  6: Number Of Nodes       : 2        7: Number of Languages      : 1
  8: Full Service          : 18       9: Basic Service            : 2
 10: Multi Media           : 4       11: Voice Channels           : 16
 12: Physical Channels     : 24      13: SMDI Link                : No
 14: Meridian ACCESS       : No      15: AdminPlus                : Yes
 16: AMIS                  : No      17: Hospitality              : No
 18: Networking            : No      19: NMS                      : No
 20: Outcalling            : Yes     21: Voice Forms              : Yes
 22: VMUIF                 : No      23: Multi ADMIN              : Yes
 24: Meridian Connections  : No      25: Multi SMDI               : No
 26: Multi Customer        : Yes     27: Dual Language Prompting  : No
 28: Voice Menus           : Yes     29: FAX On Demand            : Yes
 30: Central Call Answer   : No      31: Integrated Mailbox Admin : Yes
 32: Keycode               : 3a89 5dfa b778 0a8f 20cd

* Press RETURN for more information:
  Please wait ...

  Disk Information:
            Primary Disk         Shadow Disk
  Node    Size(MB) SCSI ID    Size(MB)  SCSI ID         Status
   1        639       0         ---       ---       Primary Active
   2        312       0         ---       ---       Primary Active
  Press RETURN to continue:
```

*Note: After you press return, the system may take up to three minutes to refresh the screen and display the additional information.

Most of the fields are self-explanatory. A few of the fields which may not be self-explanatory are described below.

- ***8: Full Service*** This is the maximum number of full service channels allowed on your system. This number is defined in your system's keycode and reflects how many full service channels were purchased with your system.
- ***9: Basic Service*** This is the number of basic service channels initially installed on your system. You can reduce or increase the number of basic service channels using the Channel Allocation Table (see "System Status and Maintenance" chapter in the *System Administration Guide*).
- ***10: Multi Media*** This is the minimum number of multimedia ports that must be configured on your system. This number is defined in your system's keycode and reflects how many multimedia channels were purchased with your system.

- ***11: Voice Channels*** The maximum number of voice channels installed on your system. This number is defined in your system's keycode and reflects how many multimedia channels were purchased with your system. You can reduce the number of full service voice channels in order to increase the number of multimedia channels using the Port Reconfiguration Utility on the tape menu.
- ***15: AdminPlus*** This optional feature of Meridian Mail enables the Meridian Mail Reporter software package to collect detailed accounting and billing operational measurements (OM) data for users. Refer to the *Meridian Mail General Description (NTP 555-7001-100).*
- ***32: Keycode*** The code used during the software installation procedure that defines your system and the purchased features (see the *System Installation and Modification Guide*, NTP 555-7001-215).

In addition, when you press <Return>, the tool displays information about the disks on each node.

> ***Note:*** The system may take up to three minutes to refresh the screen and display the disk information after you press <Return>.

The following information is displayed after you press <Return>:

- disk size and SCSI ID of the primary disk
- disk size and SCSI ID of the shadow disk (if this is a shadowed system)
- status of the disk, which will be one of the following:
  - ***Primary Active*** The primary disk is active. If this is a shadowed system, this means that there is a problem with the shadow disk, or that the shadow disk is not synchronized properly.
  - ***Shadow Active*** The shadow disk is active. This means that there is a problem with the primary disk, or that the primary disk is not synchronized properly.
  - ***Disks Shadowed*** The primary disk is shadowed and synchronized.
  - ***No Disk*** There is no physical disk in that node.

Chapter 14: Clone Disk

The Clone Disk tool allows you to copy the contents of a node's disk onto a secondary disk drive. This tool can be used for any procedure that requires the technician to copy the contents of one disk onto another (for example, when replacing a faulty disk, performing a platform migration, or performing a storage expansion). For these procedures, disk cloning is a faster alternative to backing up onto a backup tape, and then loading the information back onto the new disk.

The Clone Disk tool is not intended to replace regular tape backups, but is available to speed up procedures that would otherwise require a backup and restore from tape. The cloning process takes approximately 9 minutes for a 300 Mbyte disk, 30 minutes for a 600 Mbyte disk, or 13 minutes for a 1.0 Gbyte disk.

Note that the disk you are cloning to (the secondary disk drive) must be at least as large as the disk being cloned.

ATTENTION

This tool is supported only on unshadowed Modular Option, Modular Option GP, and Modular Option EC systems with a specific minimum vintage (see "Hardware and software requirements" in this chapter). Shadowed systems do not need to use this tool. (For details on disk shadowing, see the *Installation and Maintenance Guide.)*

This tool is intended for use by technicians. A secondary disk drive must be inserted into each node to be cloned in the Meridian Mail system (as described in this chapter), and this should be done by a technician.

Example applications for disk cloning

A storage expansion requires that you copy the contents of the existing disk onto a larger disk. Instead of backing up the existing disk to tape, use the Clone Disk tool to copy (clone) the existing disk's contents directly onto the new disk. Then run the storage expansion function from the Install/Data tape (see the *System Installation and Modification Guide*, NTP 555-7001-215). When you reach the step that asks you to install the new disk drive, insert the disk drive that you just cloned to.

Another application for disk cloning is the situation where you have a faulty disk drive, but the data has not been corrupted. As long as the data is okay, you can clone the faulty disk onto a replacement disk.

And as stated, disk cloning can also be used for any other procedure that requires copying the contents of a disk onto a new disk.

Hardware and software requirements

The hardware and software minimum vintage requirements for disk cloning are the same as those for the Disk Shadowing feature.

Refer to the Meridian Mail *Installation and Maintenance Guide* for details on Disk Shadowing requirements. The additional hardware required to satisfy the hardware requirements do not have to stay connected to the system after the disk cloning operation has been completed.

The secondary disk drive that you are copying to should be a standard disk drive on an EC disk drive plate for EC systems, or housed in a Modular Option MSU cage for Modular Option or Modular Option GP systems.

For most of the systems that allow disk cloning, the procedure involves inserting a secondary disk drive into the free slot on the node that you wish to clone. The exception is nodes 1 and 3 on a 3-, 4-, or 5-node EC system. These nodes do not have a free disk slot, so a different procedure is required for this system type. The specific procedure required for each system type is discussed in the "Disk cloning procedures" section later in this chapter.

Prior to inserting the secondary disk drive, power off the node or the system as specified in the relevant procedure.

CAUTION
Risk of severe data corruption
Severe data corruption on the original (prime) disk will occur if you do not turn off the power on the node before you insert the secondary disk drive.

Disk cloning procedures

Use Procedure 14-1 for

- Nodes 1 and 3 on a 3-, 4-, or 5-node EC system (for nodes 2, 4, and 5, use Procedure 14-2)

Use Procedure 14-2 and then Procedure 14-3 for the following system types:

- Modular Option
- Modular Option GP
- Modular Option EC, 1- and 2-node systems
- Nodes 2, 4, and 5 on a 3-, 4-, or 5-node EC system

Procedure 14-1
Cloning nodes 1 and 3 on a 3-, 4-, or 5-node EC system

Note: Before beginning this procedure, label the secondary disk drives (and the original or prime disk drives if they are not labelled) with the node number and "original" or "secondary," as well as the date and time. The disk cloning procedure involves removing and reinserting disks, and the labels will prevent confusion when you need to reinsert the original disks (or the secondary disk if you are replacing a disk).

1 Courtesy Down the system.

This step is optional, and ensures that active calls are not dropped.

2 Power off the system.

3 On the backplane of the first module (module 0), set switch 1, 2, 3, and 4 for a shadowed system. Leave switch 5 as it is. For more detailed instructions for this step, refer to the *Installation and Maintenance Guide*.

4. Remove node 3's disk drive from the upper left disk drive slot.
5. If you are cloning node 1, go directly to step 6. If you are cloning node 3, then remove the disk drive from node 1 and replace it with the disk drive from node 3. Now go to step 6.

   Note: In this procedure, the disk that you are cloning (copying) must always be in the lower left disk drive slot and have the SCSI ID set to 0. Since the disk you are cloning is one of the original disks, the SCSI ID should already be set to 0. If you are not sure, check the SCSI ID setting. The secondary disk drive (that you are writing to) must always be in the upper left disk drive slot and have the SCSI ID set to 3. The "SCSI ID settings" section at the end of this chapter shows how to set the SCSI ID to 0 or 3 for various types of disk drives.

6. Remove the terminating resistors from the secondary disk drive and set the SCSI ID to 3. You must remove the disk drive from the bracket to remove the terminating resistors.

   The Installation and Maintenance Guide includes diagrams showing where to find the terminating resistors. The "SCSI ID settings" section at the end of this chapter shows how to set the SCSI ID to 3.

   Note: Use extreme caution when performing this step.

7. Insert the secondary disk drive into the upper left disk drive slot (where node 3's disk is normally located).
8. Insert the Install/data tape into the tape drive.
9. Boot the system from tape.
10. Select "Exit to Support Level" from the tape menu.
11. Type "clonedisk" at the command line and press return.

    A screen display (Figure 14-1) confirms the existence of the 2 disk drives on its SCSI Bus (ID' s 0 and 3). SCSI ID=0 is the disk that you are copying. SCSI ID=3 is the secondary disk drive that you are writing to.

Figure 14-1
Disk cloning screen when booting from tape

```
  Disk Cloning Utility

  This utility will copy the contents of the disk with SCSI ID 0 to
  the disk with SCSI ID 3

  Disk SCSI ID = 0
  vendor: CDC
  product: 94171-9
  revision: 2347

  Disk SCSI ID=3
  vendor: SEAGATE
  product: ST11200N
  revision: 9300

  This is a block by block copy of data from ID 0 to ID 3
  This will destroy any data on the disk with SCSI ID 3

 *Cloning from A disk onto B disk
**WARNING: The Target disk is SMALLER than the Source disk
  Do you wish to continue? Yes
            .
            .
            .
  Disk cloning has been successful

  Remove window by pressing control-W KR and then select the MMI window
```

* A and B are one of the following disks: 155M, 300M, 600M, or 1000M.
** Displayed if disk A is smaller than disk B.

The screen display ends with the following prompt::

```
Do you wish to continue? No
```

The default response "No" is displayed. Use the up or down arrow keys to change the response to "Y es" if you wish to continue.

12 If there has been an error accessing the disks or if the technician has answered "No" to the "continue" prompt, then the contents of both disks are not changed and a screen message instructs the technician on how to continue. To end this procedure, ignore this message and go to step 18 for more detailed instructions on how to return the system to its original setup.

13 If the technician has answered "Yes" to the "continue" prompt, then the contents of the original disk (SCSI ID=0) are copied to the secondary disk (SCSI ID=3). The cloning process will take approximately 9 minutes for a 300 Mbyte disk, 30 minutes for a 600 Mbyte disk, or 13 minutes for a 1.0 Gbyte disk.

14 If an error occurs during the cloning operation, error return codes are displayed. See *Maintenance Messages (SEERS)* , NTP 555-7001-510 for more detailed information on return codes.

On the terminal there will be a final message indicating the success or failure to clone the original disk. Also, whether the disk cloning has succeeded or failed, a screen message will appear that directs the technician to power off, reconfigure the disks as they were, and reboot into full service.

15 Ignore this screen message and proceed to step 16 for more detailed instructions on how to proceed.

16 If you are finished cloning or if the cloning was not successful, go to step 18.

If the cloning was successful and you now want to clone the other node (node 1 or 3), then go to step 17 (do not reboot at this time).

17 If you have just cloned node 1's disk and you now want to clone node 3's disk, then perform the following steps:

a. power off the system and then remove the secondary disk drive

b. remove node 1's disk and replace it with node 3's original disk

c. have a new secondary disk drive nearby that you can use for cloning node 3's disk

d. repeat steps 6 to 16.

If you have just cloned node 3's disk and you now want to clone node 1's disk, then perform the following steps:

e. power off the system and then remove the secondary disk drive

f. remove node 3's disk from node 1

g. insert node 1's original disk back into node 1

h. repeat steps 6 to 16.

18 After all cloning is completed on node 1 and/or node 3, or if the cloning failed and you want to stop this procedure, follow these steps:

a. Power off the system.

b. Remove the secondary disk from the upper left disk drive slot.

c. Reconfigure the switch settings on the backplane of the first module to be an unshadowed module.

d. Place the node 1 and node 3 disk drives in their appropriate disk drive slots. If you are replacing a disk, set the SCSI ID to 0 on the replacement disk (the disk you cloned to) and insert the replacement disk in place of the original disk.

e. Remove the Install/Data tape from the tape drive.

f. Boot the system into full service.

Procedure 14-2
Cloning nodes 2, 4, and 5 on a 3-, 4-, or 5-node EC system, and any nodes on Modular Option, Modular Option GP, and 1- and 2-node EC systems

Note: Before beginning this procedure, label the secondary disk drives (and the original disk drives if they are not labelled) with the node number and "original" or "secondary", as well as the date and time.

1 Courtesy Down the system.

This step is optional, and ensures that active calls are not dropped.

2 Power off the system.

Note: Some Modular Option systems may have the disk drive in one MSU slot and the tape drive in the other MSU slot on the same node. If this is the case for the node you are cloning, remove the tape drive after you have powered off the node. At the end of Procedure 14-3, you will be instructed to reinsert the tape drive.

3 On EC systems, set switch 1, 2, 3, and 4 for a shadowed system on the backplane of each module containing a node to be cloned. Leave switch 5 as is.

4 Set the SCSI ID of the secondary disk drive to 3 and remove the terminating resistors. The "SCSI ID settings" section at the end of this chapter shows how set the SCSI ID to 0 or 3 for various types of disk drives.

5 Place the secondary disk drive in the free slot on the node to be cloned. On an EC system, place the secondary disk drive in the free disk slot directly above the original disk.

6 Repeat step 2, 4, and 5 for each node to be cloned. You can clone up to 3 nodes at one time. If you are cloning more than one node at one time, you will need a secondary disk drive for each node that you plan to clone.

7 The section "Using the Clone Disk tool" in this chapter and Procedure 14-3 describe the remaining steps in this disk cloning procedure.

Using the Clone Disk tool

If you have just completed Procedure 14-2, you need to access the Clone Disk tool from the TOOLS menu to complete the disk cloning. See Procedure 14-3 for the remaining steps in the disk cloning procedure.

Procedure 14-3
Cloning a disk

Starting point: The TOOLS menu

1 Select <12>, Clone Disk, and press <Return>.

The system prompts:

```
Type node number (1 if single node) 1
```

The default response (1) is displayed.

Note 1: Prior to selecting this tool, the technician must power off the node and insert a secondary disk drive into the free disk slot for each node to be cloned, as described in Procedure 14-2.

2 Enter the node number that you are cloning and press <Return>.

The TOOLS menu screen is refreshed.

3 Repeat steps 1 to 2 for each node that you are attempting to clone. You can clone up to 3 nodes at one time.

4 When you have selected each node that you plan to clone, press Ctrl-W to open the CobraVT window.

5 Use the arrow keys to select CLONEDISKn where n is one of the nodes entered in step 2, and press <Return>.

A description of the cloning process is displayed on the screen (see Figure 14-2). The screen display will confirm the existence of the 2 disk drives on its SCSI Bus (ID' s 0 and 3). SCSI ID=0 is the disk that you are copying. SCSI ID=3 is the secondary disk that you are writing to.

Figure 14-2
Disk cloning screen when accessed through the TOOLS menu

```
  Disk Cloning Utility

  This utility will copy the contents of the disk with SCSI ID 0 to
  the disk with SCSI ID 3

  Disk SCSI ID = 0
  vendor: CDC
  product: 94171-9
  revision: 2347

  Disk SCSI ID=3
  vendor: SEAGATE
  product: ST11200N
  revision: 9300

  This is a block by block copy of data from ID 0 to ID 3
  This will destroy any data on the disk with SCSI ID 3

 *Cloning from A disk onto B disk
**WARNING: The Target disk is SMALLER than the Source disk
  Do you wish to continue? Yes
            .
            .
            .
  Disk cloning has been successful

  Remove window by pressing control-W KR and then select the MMI window
```

* A and B are one of the following disks: 155M, 300M, 600M, or 1000M.
** Displayed if disk A is smaller than disk B.

> ***Note:*** A SEER with the message "device 3> reuse Key:6 error code:41" may appear in the Disk Cloning screen. This message is the result of a new disk being detected in the normally empty disk drive slot. When using this tool, you can ignore this message.

6 The screen display ends with the following prompt:

```
Do you wish to continue? No
```

The default response "No" is displayed. Use the up or down arrow keys to change the response to "Y es" if you wish to continue.

7 If there has been an error accessing the disks or if you have answered "No" to the "continue" prompt, then the contents of both disks do not change and a screen message instructs you to remove the current CLONEDISKn window and return to the MMI. To end the procedure (if there has been an error or if you do not want to continue), go to step 11.

8 If the technician has answered "Yes" to the "continue" prompt, then the contents of the original disk (SCSI ID=0) are copied to the secondary disk (SCSI ID=3). The cloning process will take approximately 9 minutes for a 300 Mbyte disk, 30 minutes for a 600 Mbyte disk, or 13 minutes for a 1.0 Gbyte disk.

If an error occurs during this cloning operation, error return codes are displayed. See *Maintenance Messages (SEERS)* , NTP 555-7001-510, for more detailed information on return codes.

In the CLONEDISKn window there will be a final message indicating the success or failure to clone the original disk on node n.

Whether the disk cloning succeeded or failed, the technician will be instructed to remove the current CLONEDISKn window and return to the MMI with the following message:

```
Remove window by pressing control-W KR and then
select the MMI window
```

9 Press Ctrl-W to open the CobraVT window, and then press KR to remove the CLONEDISKn window. If you need to return to the TOOLS menu, use the arrow keys to move the cursor (highlight bar) to the MMI option and press return. If the disk cloning failed or if all nodes that require cloning have been completed, go to step 11. Otherwise, go to Step 10.

10 Repeat steps 4 to 9 for each node that you are attempting to clone.

11 After all cloning is completed (or if you need to end this procedure because of an error during the disk cloning operation), follow these steps:

a. Power off the system.

b. Remove the secondary disk drives that were inserted as part of the cloning procedure.

Note: The secondary disk drives should not be left in the system. This setup will not act as disk shadowing.

c. For EC systems, reconfigure the switch settings on the backplane for an unshadowed module for each module where cloning was done.

d. If you are planning to use the secondary disk drive (that you just cloned to) to replace the original disk drive for a particular node, reset the SCSI ID to 0 on the secondary disk drive. Then remove the original disk drive and replace it with the secondary disk drive.

Note: Depending on the type of disk drive, you may also need to put the terminating resistors back onto the secondary disk drive. Refer to the *Installation and Maintenance Guide* for details.

e. For Modular Option and Modular Option GP systems, if you had to remove a tape drive on a node to free up an MSU slot, then reinsert the tape drive.

f. Boot the system into full service.

SCSI ID settings

The figures in this section indicate how to set the SCSI ID to 0 or to 3 on various types of disk drives.

Figure 14-3
300-Mbyte Seagate ST1480 disk drive - SCSI IDs for disk cloning

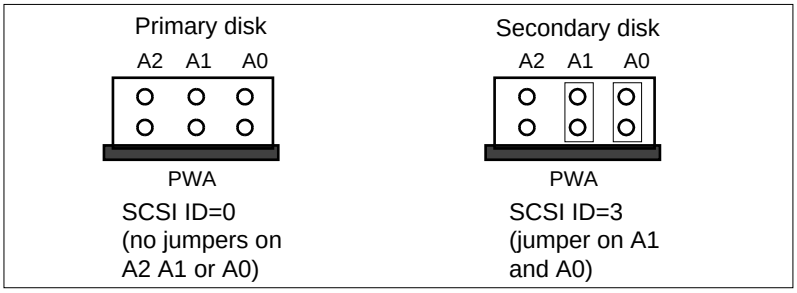


Figure 14-4
300-Mbyte Seagate ST3390N disk drive - SCSI IDs for disk cloning

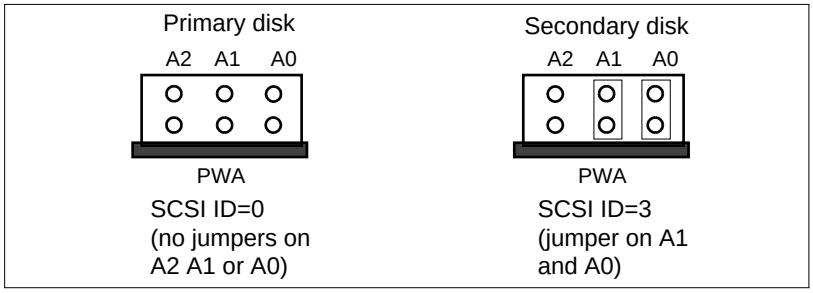


Figure 14-5
300-Mbyte Maxtor LXT340SY disk drive - SCSI IDs for disk cloning

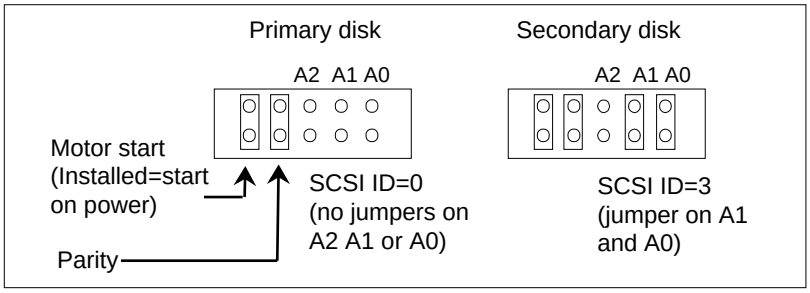


Figure 14-6
365 Mbyte Quantum L365 disk drive- SCSI IDs for disk cloning

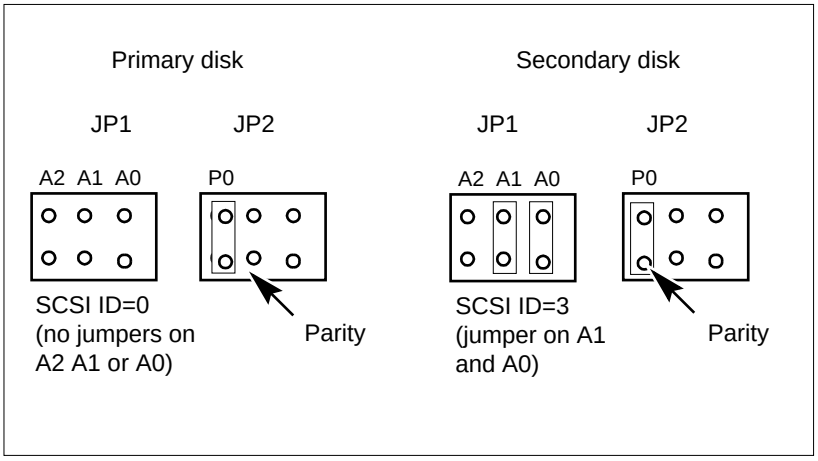


Figure 14-7
600-Mbyte Seagate, Wren V, model 94181 or ST4702N disk drives - SCSI IDs for disk cloning

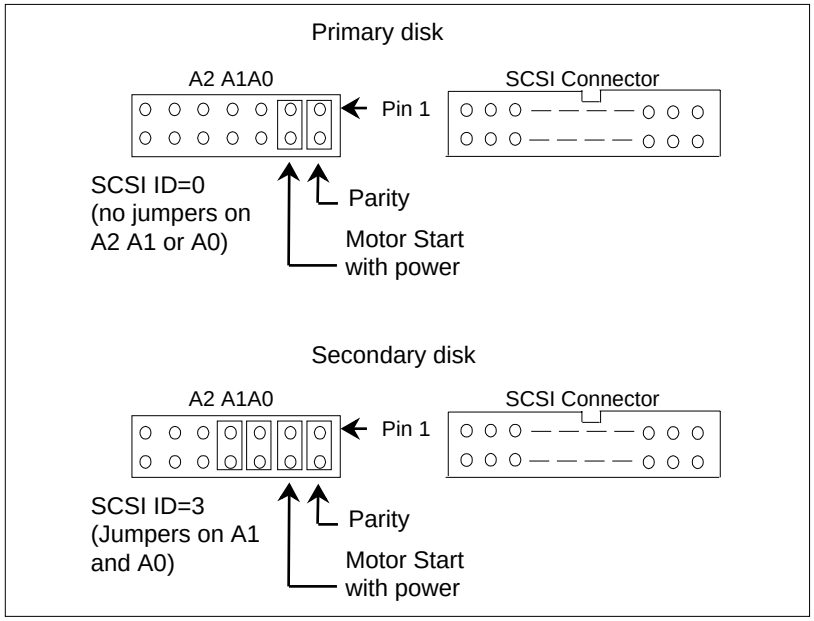


Figure 14-8
600-Mbyte Maxtor XT8760S disk drive - SCSI IDs for disk cloning

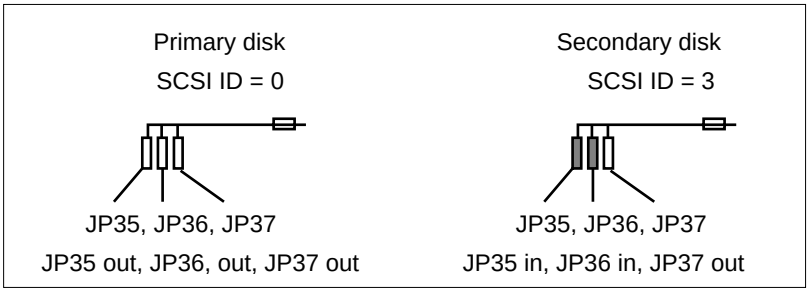


Figure 14-9
1.2-Gbyte Seagate ST11200N disk drive - SCSI IDs for disk cloning

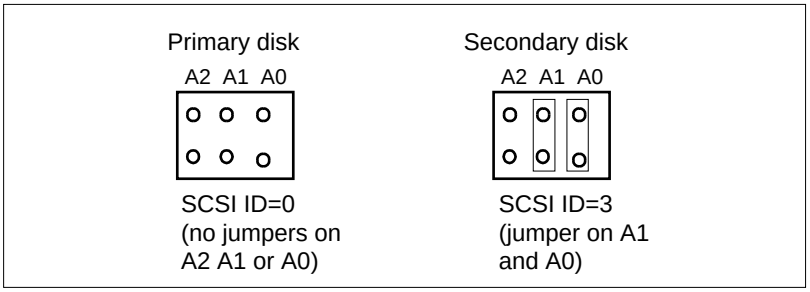


Figure 14-10
1.2-Gbyte Seagate ST31230N disk drive - SCSI IDs for disk cloning

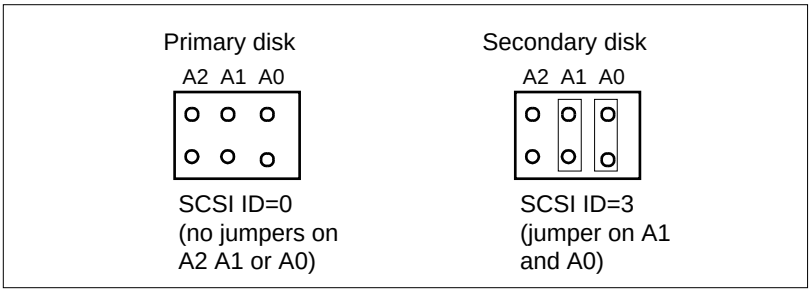


Figure 14-11
1.2-Gbyte Maxtor MXT1240S disk drive - SCSI IDs for disk cloning

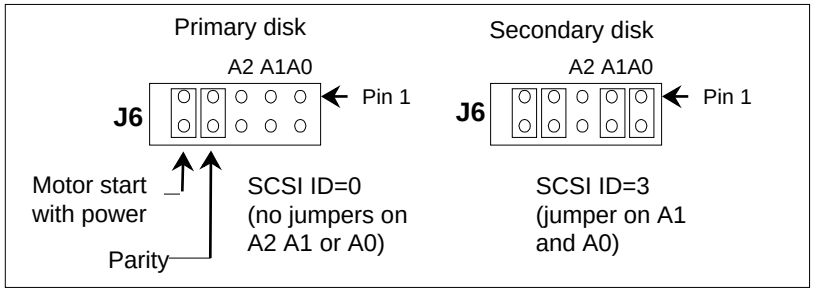
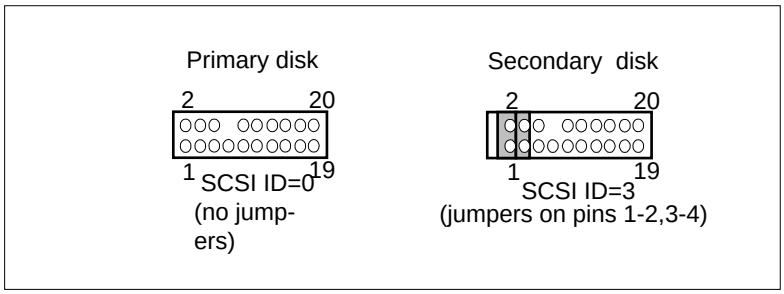


Figure 14-12
1.0-Gbyte DEC DSP3107L disk drive - SCSI IDs for disk cloning



Chapter 15: Add or delete many users

ATTENTION

Only prime location users can be added or deleted. They must be specified without a location prefix.

Note: This tool is available only on Card Option systems.

The Add or Delete many users tool allows you to do the following:

- assign a Class of Service (COS) and a hospitality user class (if applicable) to the group of mailboxes you wish to add; this is the "Set Parameters" option and must be run before you run the "Add User" or "Delete User" options.

  Note: On multi-customer systems, the Set Parameters option also prompts for the customer group that you wish to delete from or add to.

- add or delete a group of consecutive user mailboxes, rather than adding or deleting them one at a time through User Administration (see the "User Administration" chapter in the *System Administration Guide*, or the *Customer Administration Guide* for Multi-Customer systems)

Card Option systems may be installed with user mailboxes already added. If the number of mailboxes or the mailbox numbers are not appropriate, you can delete the existing mailboxes and then add a group of new ones with this tool (or add them one at a time in User Administration).

For example, your system may come with mailbox numbers that are 4-digits in length whereas you require 3-digit mailbox numbers. Rather than changing each mailbox individually, it would be easier to delete the existing block of mailboxes and add a new block using a numbering plan that is appropriate.

When you select the Add/delete many users item from the TOOLS menu, the screen shown in Figure 15-1 is displayed.

Figure 15-1
The Add or Delete Blocks of Users screen

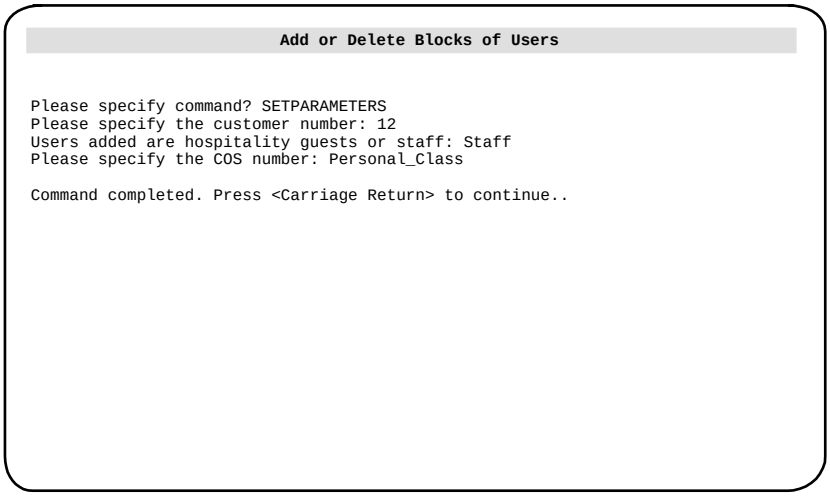
```
                          Add or Delete Blocks of Users


Add or Delete Blocks of Users    This Utility will add or delete
==============================   blocks of users

The four possible commands are SETPARAMETERS, ADDUSER, DELETEUSER, and quit.
   When you select SETPARAMETERS you will be prompted for a customer number,
on Multi-Customer systems, and a class of service number. You may also be
prompted  for a hospitality user type if applicable to the customer selected.
   If you select ADDUSER you will be prompted for number of users
to add, and the first mailbox. You will have an option of adding
with or without prompting.
   If you select DELETEUSER you will be prompted for number of users
to delete, and the first mailbox. You will have an option of deleting
with or without prompting.

Please specify command? SETPARAMETERS
```

The Set Parameters option must be run first before adding or deleting. Following that, typically administrators will want to delete a block of users, and then add a new block of users that will have the parameters that were set during the Set Parameters option.

Set Parameters

Figure 15-2 provides an example of the prompts and responses for the Set Parameters option.

Figure 15-2
Set parameters for a block of users



Note 1: On single-customer systems, the Set Parameters option does not prompt for a customer number. Similarly, the prompt for a hospitality user class does not appear on non-Hospitality systems.

Note 2: The specified hospitality user class and Class of Service is assigned to any users added through the Add User option of this tool. However, the hospitality user class and Class of Service do not affect the Delete User option. When you run Delete User, mailboxes are deleted regardless of the hospitality user class or Class of Service selected here.

Delete a block of users

Figure15-3 provides an example of the prompts and responses for the Delete User option. This option allows you to delete up to 1000 users (mailboxes). On multi-customer systems, these users are deleted from the customer group specified when you ran the Set Parameters option.

By specifying a starting mailbox number and how many users you want to delete, you define a range of mailboxes to be deleted. For example, if the starting mailbox number 1000 and you specify 50 mailboxes to delete, mailboxes from 1000 to 1049 will be deleted.

If some of the mailboxes within the specified range did not exist (for example, mailboxes 1010 to 1015 were never set up), then they are skipped over. No additional mailboxes are deleted to compensate for the skipped mailboxes. The range of mailboxes to delete would remain 1000 to 1049.

Also, mailboxes within the specified range will be deleted regardless of the hospitality user class or Class of Service selected when you ran the Set Parameters option.

If you want a printout of the deleted users, press Ctrl-W to access the CobraVT window. Then press P to turn on the printer. All screen messages and displays are printed. To turn off the printer, press Ctrl-W to access the CobraVT window. Then press P to toggle off the printer.

A success or failure message is displayed after each attempted deletion.

Figure 15-3
Delete a block of users

```
                    Add or Delete Blocks of Users


Please specify command? DELETEUSER
Please specify how many users are to be deleted: 4
Please specify the start mailbox number: 2221
Are you sure you want to delete these users? YES
Do you want to be prompted for each user deletion? YES
Do you want to Delete User with Mailbox 2221? YES
User with Mailbox 2221 deleted.
Do you want to Delete User with Mailbox 2222? NO
Do you want to Delete User with Mailbox 2223? YES
User with Mailbox 2223 deleted.
Do you want to Delete User with Mailbox 2224? YES
User with Mailbox 2224 does not exist.

Command completed. Press <Carriage Return> to continue..
```

Add a block of users

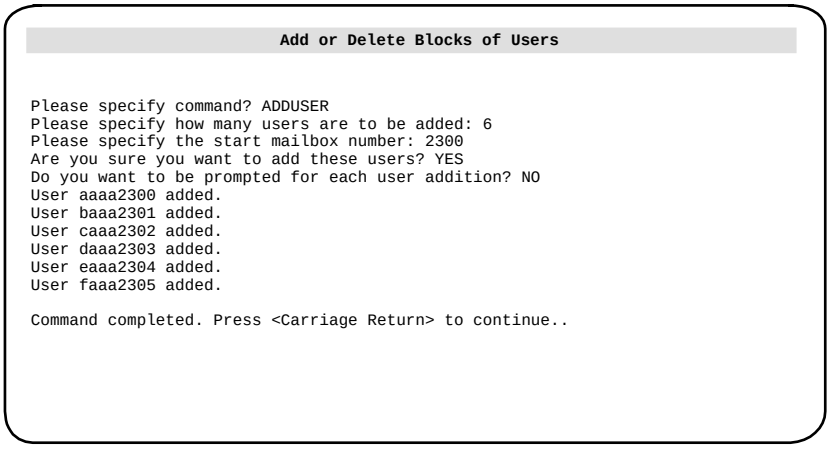
Figure 15-4 provides an example of the prompts and responses for the Add User option. This option allows you to add up to 1000 users (mailboxes). On multi-customer systems, these users are added to the customer group specified when you ran the Set Parameters option.

On non-Hospitality systems, the mailbox number is preceded by a default surname created for the new mailbox that is sequentially generated starting with "aaaa" as shown in Figure 15-4. Note that the surname is not part of the mailbox number. It is displayed beside the mailbox number so that you can see what default surname has been assigned to the new mailbox.

The added users will have the Class of Service that was selected when you ran the Set Parameters option.

If you want a printout of the added users, press <Ctrl-W> to access the CobraVT window. Then press <P> to turn on the printer. All screen messages and displays are printed. To turn off the printer, press <Ctrl-W> to access the CobraVT window. Then press <P> to toggle off the printer.

Figure 15-4
Add a block of users



Adding users on Hospitality systems

Figure 15-5 provides an example of the prompts and responses for the Add User option on a Hospitality system. You can add up to 1000 users at one time.

The added users will have the Class of Service and the hospitality user class that was selected when you ran the Set Parameters option.

If you want a printout of the added users, press <Ctrl-W> to access the CobraVT window. Then press <P> to turn on the printer. All screen messages and displays are printed. To turn off the printer, press <Ctrl-W> to access the CobraVT window. Then press <P> to toggle off the printer.

Figure 15-5
Add a block of users to a Hospitality system

```
                        Add or Delete Blocks of Users


Please specify command? ADDUSER
Please specify how many users are to be added: 6
Please specify the start mailbox number: 2300
Are you sure you want to add these users? YES
Do you want to be prompted for each user addition? NO
Guest User 2300 added.
Guest User 2301 added.
Guest User 2302 added.
Guest User 2303 added.
Guest User 2304 added.
Guest User 2305 added.

Command completed. Press <Carriage Return> to continue..
```

Procedures for setting parameters, deleting users, and adding users

The Set Parameters option must be run first. After that, you can run Add User or Delete User.

Procedure 15-1
Setting parameters for adding or deleting users

Starting point: The TOOLS menu

1. Select Other and press <Return>.
2. Select Add/Delete Many Users and press <Return>.

   The SETPARAMETERS option is the default, and should be the option that appears first in response to the prompt "Please specify command?". Press <Return> to select this option.
3. If this is a multicustomer system, the following prompt appears:

   ```
   Please specify the customer number:
   ```

   Enter the customer number that you plan to delete from or add to.
4. Next, if this is a Hospitality system, the following prompt appears:

   ```
   Users added are hospitality guests or staff:
   ```

   Use the up or down arrow keys to select "guests" or "staff".
5. Next, you are prompted for a COS number:

   ```
   Please specify the COS number:
   ```

   The default is Personal_Class. Use the up or down arrow keys to change this selection to one of the other COSs assigned to this customer. Except for Personal_Class, only the COS number appears for the other choices.

   Once you have completed this step, you are prompted to press <Return> to continue. After you press <Return>, the initial Add or Delete Blocks of Users screen is displayed.
6. Once you have returned to the initial screen display, you can select the same command again or a different command. Or you can select QUIT to return to the TOOLS menu.

Procedure 15-2
Deleting a block of users

Starting point: The Add or Delete Blocks of Users screen

1 Use the up or down cursor key to select the DELETEUSER command and press <RETURN>. The following prompt is displayed:

```
Please specify how many users are to be deleted:
```

2 Enter the number of users that you want to delete.

The following prompt is displayed:

```
Please specify the start mailbox number:
```

3 Enter the start mailbox.

If the end of the block of users exceeds the maximum mailbox number , the following message appears (go to step 2 to continue):

```
This block will exceed the maximum Mailbox number
threshold.
Please choose another (lower) start Mailbox number,
or reduce the number of users to be deleted.
Please specify how many users are to be deleted:
```

If the block of users to be deleted does fit into the mailbox limitations, the following prompt is displayed (go to step 4 to continue):

```
Are you sure you want to delete these users?
```

4 To continue, use the up or down arrow keys to select YES and press return.

To cancel the operation, select NO. The Add or Delete Blocks of Users screen remains displayed, but the users are not deleted.

If you choose to continue, the following prompt is displayed:

```
Do you want to be prompted for each user deletion?
```

5 Use the up or down cursor to select YES if you want to be prompted before each user is deleted or select NO if you want all users to be deleted without any prompting.

Once the deletion steps have completed, you are prompted to press <Return> to continue. After you press <Return>, the initial Add or Delete Blocks of Users screen is displayed.

6 Once you have returned to the initial screen display, you can select the same command again or a different command. Or you can select QUIT to return to the TOOLS menu.

Procedure 15-3
Adding a block of users

Starting point: The Add or Delete Blocks of Users screen

1 Use the up or down cursor key to select the ADDUSER command and press <Return>. The following prompt is displayed:

```
Please specify how many users are to be added:
```

2 Enter the number of users that you want to add.

The following prompt is displayed:

```
Please specify the start Mailbox number:
```

3 Enter the start mailbox.

If the end of the block of users exceeds the maximum mailbox number , the following message appears (go to step 2 to continue):

```
This block will exceed the maximum Mailbox number
threshold.
Please choose another (lower) start Mailbox number,
or reduce the number of users to be added.
Please specify the start Mailbox number:
```

If the block of users to be added does fit into the mailbox limitations, the following prompt is displayed (go to step 4 to continue):

```
Are you sure you want to add these users?
```

4 To continue, use the up or down arrow keys to select YES and press return.

To cancel the operation, select NO. The Add or Delete Blocks of Users screen remains displayed, but the users are not added.

If you choose to continue, the following prompt is displayed:

```
Do you want to be prompted for each user addition?
```

5 Use the up or down cursor to select YES if you want to be prompted before each user is added or select NO if you want all users to be added without any prompting.

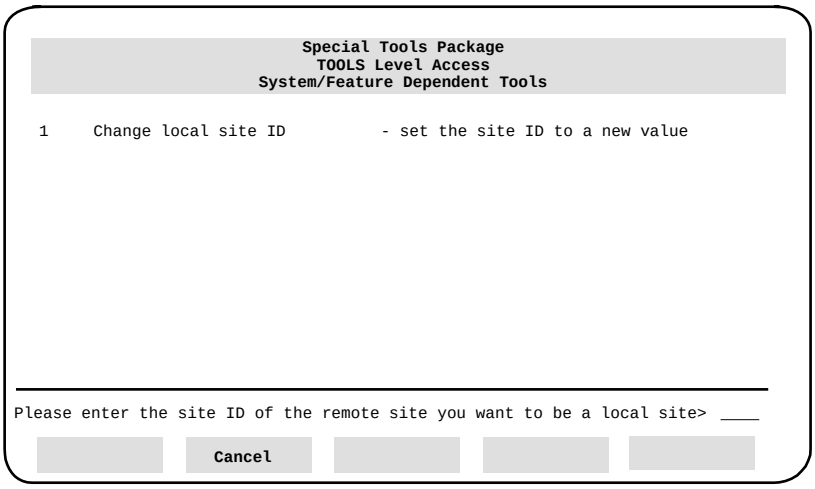
Once the "add user" steps have completed, you are prompted to press <Return> to continue. After you press <Return>, the initial Add or Delete Blocks of Users screen is displayed.

6 Once you have returned to the initial screen display, you can select the same command again or a different command. Or you can select QUIT to return to the TOOLS menu.

Chapter 16: Change local site ID

The Change local site ID tool can only be used if you have Networking installed on your system (although the option will show up in the TOOLS menu even if it is not installed). It allows the administrator to change the local site ID (if, for example, it was entered incorrectly when the site was defined). The site ID you specify must already be defined as a remote site. You will therefore have to create a dummy remote site using Networking Administration (described in the *System Administration Guide*) before using this tool. The current local site will be redefined as a remote site.

Figure 16-1
Change Local Site ID screen



Note: Other tools may also be listed here depending on your system type or what features are installed.

Procedure 16-1
Changing the Local Site ID

Starting point: The TOOLS menu

1 Select Other and press <Return>.

2 Select Change local site ID and press <Return>.

You are prompted to enter the ID of the remote site that will become the new local site.

3 Enter the site ID and press <Return>, or press [Cancel] to cancel the selection.

Chapter 17: Configure GACs

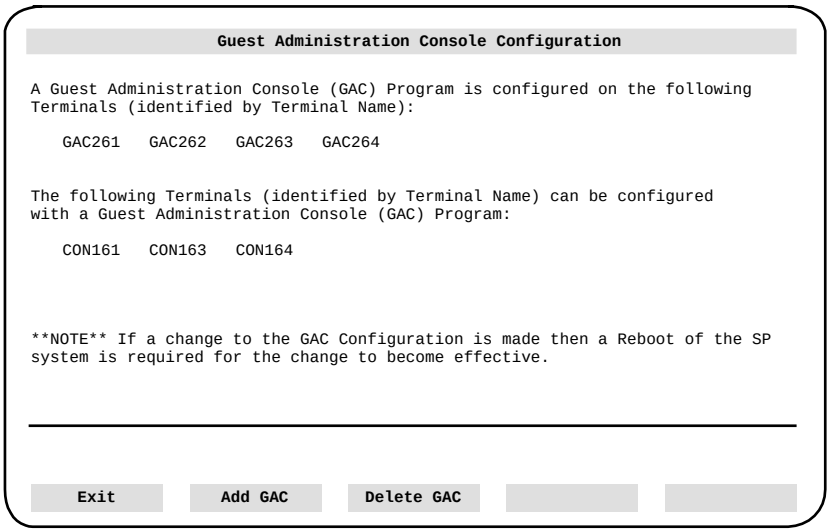
Note: This tool is available only on those systems with Hospitality Voice Services (HVS).

The Guest Administration Console (GAC) configuration tool allows you to view or change the number of Guest Administration Consoles (see Figure 17-1). The tool lists the currently configured GAC programs and terminal data ports and provides the means to add or delete a GAC on an appropriately equipped terminal.

This tool requires about 160K of memory. To ensure that you have enough memory available, disable the last voice card on node one. To disable the voice card go to the System Status and Maintenance menu, select the Card Status option, highlight the card you want to disable and press the [Disable Card] softkey. For more information see the "System Status and Maintenance" chapter in the *System Administration Guide*.

Note: To change the GAC Dataport speed, refer to Chapter 4, procedure 4-4, "Setting parameters for the terminal data port."

Figure 17-1
The Guest Administration Console Configuration screen



Procedure 17-1
Adding a GAC

Starting point: The TOOLS menu

Note 1: If there are no available terminal ports, an existing unused data port must be configured using the hw_modify tool. Change the data type of the data port to hd_termdata so that the data port can be used for GAC. No more than four Guest Administration Terminals should be installed on a system and no more than two should be installed on Node 1.

Note 2: Ensure that you have disabled the last voice card on node one.

1 Select Other and press <Return>.

2 Select Configure GACs and press <Return>.

The Guest Administration Console Configuration screen appears.

3 Press [Add GAC].

You are prompted for the name of the terminal that you want to add.

A new softkey, [Cancel], is displayed. If you do not wish to proceed, press [Cancel] to quit the operation.

4 Enter the name of one of the terminals listed in the bottom half of the screen that you want to configure with the GAC program, and press <Return>.

The new GAC terminal name will begin with "GAC" and end with a suffix that you define here. Y ou are now prompted for that suffix.

5 Enter a new suffix for the new GAC terminal, and press <Return>.

The terminal name is added to the top part of the screen, to the list of terminals that have been configured with the GAC program.

6 Press [Exit] to return to the TOOLS menu.

7 Re-enable the last voice card on node one. (See the "System Status and Maintenance" chapter in the *System Administration Guide* for more details on enabling or disabling cards.)

8 Reboot the system for the change to take effect.

Procedure 17-2
Deleting a GAC

Starting point: The TOOLS menu

Note 1: Ensure that you have disabled the last voice card on node one.

1 Select Other and press <Return>.

2 Select Configure GACs and press <Return>.

The Guest Administration Console Configuration screen appears.

3 Press [Delete GAC].

You are prompted to specify the name of the terminal that you want to delete.

A new softkey, [Cancel], is displayed. If you do not wish to proceed, press [Cancel] to quit the operation.

4 Enter the name of the terminal from which you want to delete the GAC program. Press <Return>.

The terminal name is removed from the top of the screen and moved to the bottom to the list of terminals that can be configured with the GAC program.

5 Press [Exit] to return to the "Other" submenu of the main TOOLS menu.

6 Re-enable the last voice card on the node one.

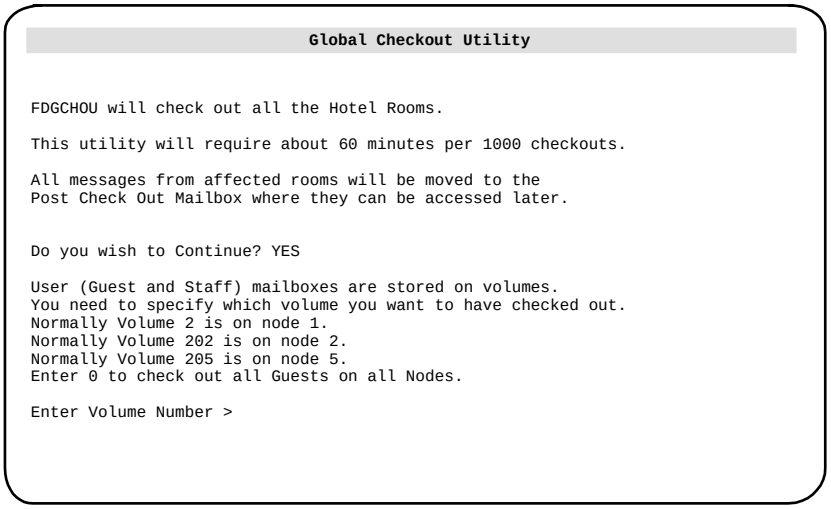
7 Reboot the system for the change to take effect.

Chapter 18: Check out all rooms

Note: This tool is only available on those systems with Hospitality Voice Services (HVS).

This tool allows you to check out all hotel rooms at one time. This tool is only required when a system restore operation has been performed, so that the messages of the previous room occupant are not restored to a new guest's mailbox.

Figure 18-1
The Global Checkout screen



Procedure 18-1
Checking out all rooms

Starting point: The TOOLS menu

1 Select Other and press <Return>.

2 Select Check out all rooms and press <Return>.

The Global Checkout screen appears.

3 To check out all rooms, go to step 3a. To return to the TOOLS menu go to step 3b.

a. Press the up or down arrow key until "YES" appears next to the prompt "Do you wish to Continue?". Then press <Return>.

b. Press the up or down arrow key until "NO" appears next to the prompt "Do you wish to Continue?". Then press <Return>.

The TOOLS menu is displayed.

4 If "YES" is selected, the information shown in 18-1 is displayed. You must choose a volume to be checked out, one volume at a time, or select the option to check out all guests.

Note: On Card Option systems, only node 1 and volume 1 exist.

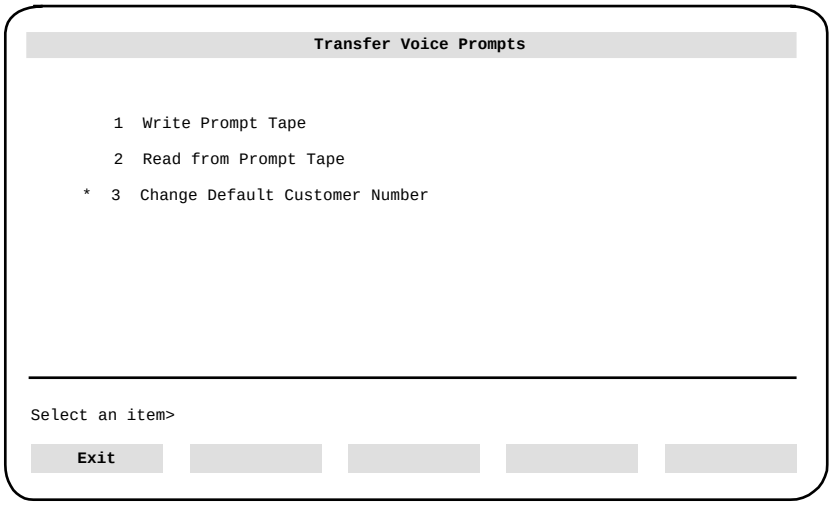
Chapter 19: Transfer voice prompts

Note: This tool is available only if the Meridian ACCESS Enable feature is installed on your system.

The Transfer voice prompts tool is designed to facilitate the transfer of voice prompt files between mailboxes or Meridian Mail systems.

When you select the "Transfer voice prompts" from the TOOLS Level menu, the Transfer Voice Prompts screen (Figure 19-1) is displayed.

Figure 19-1
The Transfer Voice Prompts screen



* This item is applicable only if the Multi-Customer feature is installed.

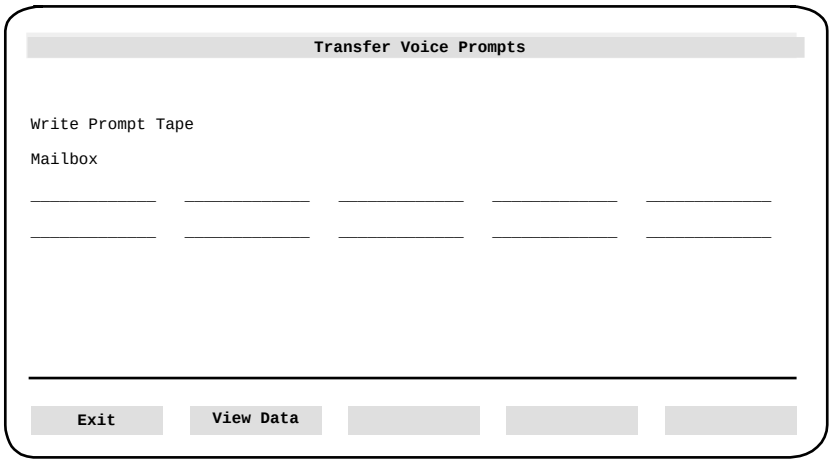
Write Prompt Tape

Only voice prompt files can be written to a prompt tape. (Files cannot be appended to the end of an existing tape.) This tool begins its write operation at the beginning of the tape. Figure 19-2 shows the Write Prompt Tape screen.

For the write operation to work properly, the system must have enough free disk space to store a copy of all the voice prompt files. One method to free up disk space is to run the "Audit all volumes" tool. For other suggestions on how to reduce the amount of disk space used, or to find out how much disk space is currently being used, consult the "Disk Usage Detail" report section in the "Operational Measurements" chapter of the *System Administration Guide.*

> ***Note:*** If the Multi-Customer feature is installed, specify the appropriate customer number before using this command.

Figure 19-2
The Write Prompt Tape screen



You may specify up to 10 different mailbox numbers (identifying the mailboxes containing the voice prompt files) in the available fields. If you want to write the files of more than 10 mailboxes to tape, you will have to perform more than one tape dump operation. You are also limited to writing a maximum of 16 files onto one tape.

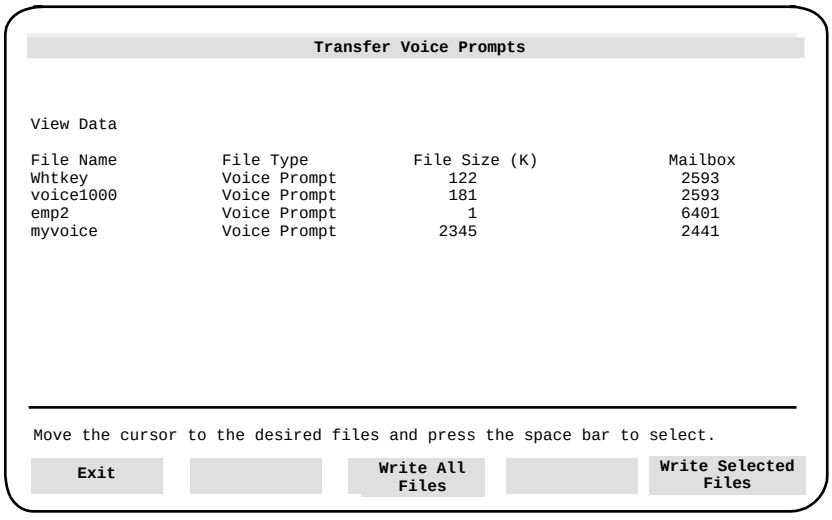
Mailbox numbers are validated as you enter them. Only valid input will be accepted. If the entry is invalid, an error message will be displayed. Mailboxes are also validated for the existence of voice prompt files.

> ***Note:*** If Networking is installed on your system, only mailboxes at the local site are considered valid.

Once the mailbox numbers have been entered, press [View Data to display a screen (Figure 19-3) listing the entered mailbox numbers and all the files associated with them.

If duplicate filenames show up on the View Data screen (more than one mailbox has the same filename associated with it), then these files must be written to tape separately. Select one of the duplicate filenames for one write operation (press [Write Selected Files]) and then select the other file for the next write operation.

Figure 19-3
The View Data screen



The following fields are displayed on this screen:

- ***File Name*** The names of the files associated with the mailbox numbers entered in the Write Prompt Tape screen appear here. The total number of files associated with the (up to 10) mailboxes cannot exceed 16.
- ***File Type*** This is the type of file associated with the mailbox numbers entered in the Write Prompt Tape screen. Currently, the only valid file type is "Voice Prompt".
- ***File Size*** This is the size of the files (in kilobytes) associated with the mailbox numbers entered in the Write Prompt Tape screen.
- ***Mailbox*** This is the mailbox number as entered in the Write Prompt Tape screen.

Procedure 19-1
Transferring files to tape

Starting point: The Transfer Voice Prompts screen

1 Select "Write Prompt Tape" from the Transfer Voice Prompts screen.

The Write Prompt Tape screen is displayed.

2 Enter the mailbox numbers of the mailboxes containing the voice prompt files you wish to transfer to tape.

If the total number of voice prompt files contained in the specified mailboxes exceeds 16, you will not be able to enter any more mailbox numbers. In this case, you will have to perform more than one tape dump operation.

3 Press [View Data].

The "View Data" screen is displayed

Note 1: A number of error conditions may be reported during the tape dump process such as tape write errors and tape media failures. Error messages are displayed to notify you of such conditions and a [Retry] softkey is displayed so that you may try the tape dump again.

Note 2: If duplicate filenames show up in the View Data screen, the duplicate files must be written to tape separately. Use the [Write Selected Files] option discussed in Step 4b.

4 To transfer all the files listed in the View Data screen to tape, go to step 4a. To transfer one or more (but not all files listed) to tape, go to step 4b.

a. Press [Write All Files]. All of the files listed on the screen are transferred to tape.

The files are converted to the required format. After a short delay , a new screen is displayed, prompting you to insert the tape and press [OK] to start writing to tape.

b. Use the up or down arrow key to move the cursor to the desired file. Press the <Space Bar> to select it. Repeat this step for all files that you want to transfer to tape.

Once all of the files you want to transfer are selected, press [Write Selected Files].

The files are converted to the required format. After a short delay , a new screen is displayed, prompting you to insert the tape and press [OK] to start writing to tape.

5 Insert the tape.

6 Press [OK] to start writing to tape. The [Cancel] softkey appears. Press [Cancel] if you need to abort an active tape dump at any time during the transfer process.

The files are transferred to tape. The output from the program that transfers the files is displayed on the screen as the transfer occurs.

Note: The active utility program looks in up to 4 text volumes for space to hold the temporary file that is created during the transfer process. This space is released as soon as the tape is made. If there is not enough temporary space available on your system, you will be notified with a message indicating the amount of space required to complete the transfer.

When the transfer is complete, the following message is displayed:

```
*** MAKETAPE volume completed ***
```

7 To make extra copies of the tape, wait until the above message is displayed and then press [Retry/Another Copy] to make extra copies of the current tape. If you do not need more copies, go to step 8.

8 To transfer more files from the mailboxes already displayed on the View Data screen, go to step 8a. If you want to specify a new group of mailboxes from which you wish to transfer voice prompt files, or if you do not want to do another tape transfer at this point, go to step 8b.

a. Press [Cancel].

You are returned to the View Data screen (Figure 19-3).

To transfer files to another tape, go to step 4b.

b. Press [Exit].

You are returned to the Write Prompt tape screen (Figure 19-2). From this screen, you may delete the current mailboxes and enter a different set of mailboxes (go to step 2), or you may return to the Transfer Voice Prompts menu (Figure 19-1) by pressing [Exit].

Use the [Exit] softkey on the Transfer Voice Prompts menu screen to return to the TOOLS menu.

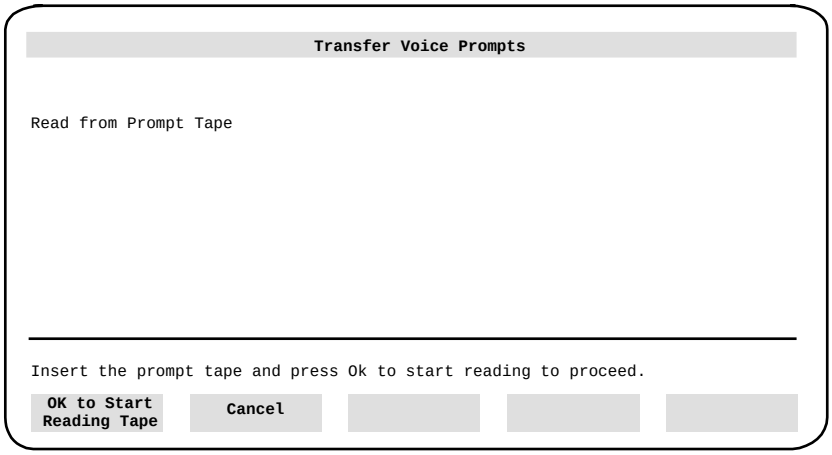
Read Prompt Tape

Read Prompt Tape scans all files on the tape and processes them according to your specifications.

When you select the Read Prompt Tape option from the Transfer Voice Prompts menu, the Read from Prompt Tape screen is displayed (Figure 19-4).

> ***Note:*** If the Multi-Customer feature is installed, specify the appropriate customer number before using this command.

Figure 19-4
The Read from Prompt Tape screen



Procedure 19-2
Reading voice prompts from tape

Starting point: The Transfer Voice Prompts menu

Note: There must be enough memory and temporary space on your system to accommodate the temporary files that are created during this process. If additional memory is required in an active system, channels can be courtesied down to get required memory. It is recommended that the higher numbered channels are courtesied down first.

1 Select "Read from Prompt Tape" from the Transfer Voice Prompts screen.

The Read from Prompt Tape screen (Figure 19-4) appears.

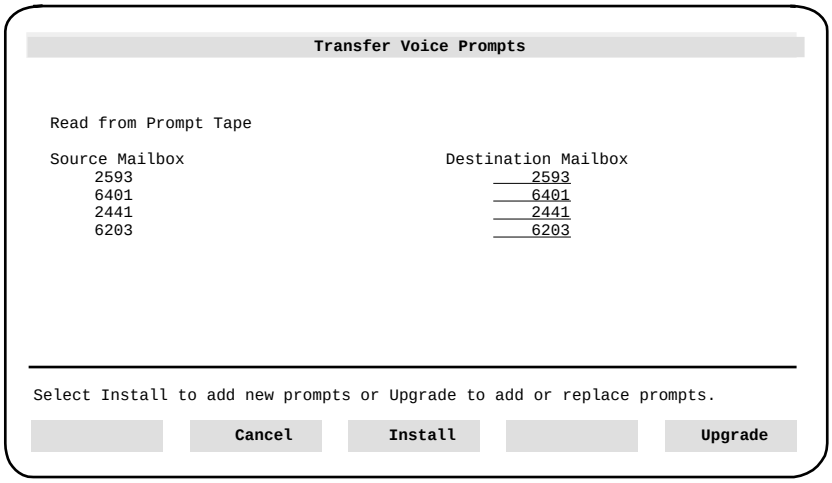
2 Insert the prompt tape.

3 Press [OK].

The tape is read and verified. If an incorrect tape has been inserted, or if there are any errors during the process, you will be notified by a screen message and given the opportunity to retry the operation.

When the correct tape is inserted, the screen shown in Figure 19-5 is displayed. This mailbox information is obtained from the tape.

Figure 19-5
Source and Destination Mailboxes



The Destination Mailbox fields are prefilled with the source mailboxes as the default data. The Destination Mailbox fields can be edited to indicate the mailboxes to which prompts are to be copied. If a Destination Mailbox field is left blank, the contents of the corresponding source mailbox will not be copied to any mailbox.

4 Press [Install] or [Upgrade] to transfer the source mailboxes to the destination mailboxes.

If you press [Upgrade], any existing files with the same name will be overwritten.

If you press [Install], you will be informed that there are existing files having the same name, and they will not be overwritten.

Press [Cancel] to abort all action.

You are returned to the Transfer Voice Prompts menu.

Change default customer number

This command only applies if the Meridian Mail Multi-Customer feature is installed. When this item is selected, you are prompted to enter the customer number to be used when referencing mailboxes in the read or write commands. No validation is performed on the number you enter so be sure to enter the correct customer number.

Chapter 20: ACCESS diagnostics

Note: This tool is available only if the Meridian ACCESS Enable feature is installed on your system.

The ACCESS diagnostics tool can be used to diagnose and/or monitor system activity related to Meridian ACCESS running on a UNIX processor.

The diagnostic tool includes a group of commands which allow you to verify

- if an ACCESS link is operational
- link stability
- the ACCESS port number and link version of the application processor (Release 2 or 3)
- the number of link outages that have occurred
- if application traffic is present
- whether the Meridian ACCESS tasks are running
- whether the applications processor link handler is running

Figure 20-1 shows the initial screen that is displayed when the diagnostic tool is loaded from the TOOLS menu. The last line on the screen displays the current command.

ACCESS components

There are three primary components on each side of the ACCESS link. They are briefly discussed in the following sections. If you require a more detailed description, refer to the Overview in the *Meridian ACCESS Configuration Guide* (NTP 557-7001-315).

Meridian Mail components

Toolkit

There is a Toolkit (TK) for each voice port on the system. The Toolkit is responsible for executing API commands received across the Meridian ACCESS link.

Toolkit Master

The Toolkit Master (TKM) acts as a resource manager for Toolkit tasks. There will be a Toolkit Master for each node configured to have an ACCESS link.

Toolkit Communications

The Toolkit Communications (TC) task is responsible for driving the Meridian ACCESS link. It implements a proprietary protocol that supports variable size packets, checksum error handling, virtual channels, and retransmission on errors. Valid command packets received are passed on to the appropriate toolkit task. There will be a TC for each node configured to have an ACCESS link.

Application processor components

ACCESS link handler

This task provides functionality equivalent to the Toolkit Communications task for the applications processor side. The link handler is split into two tasks: one receives data and the other handles the output.

ACCESS Application Programming Interface (API) library

This is the ACCESS object code library containing ACCESS Application Programming Interface (API) procedures that are accessed by the applications. Most procedures translate into commands that are put into a data packet and passed on to the link handler.

Application

This is the ‘C’ program written by either Northern Telecom or a third party developer which uses ACCESS API procedures to answer calls when they arrive. The application controls the interactive voice response (IVR) service being provided.

Meridian ACCESS Diagnostics (MADT) screens

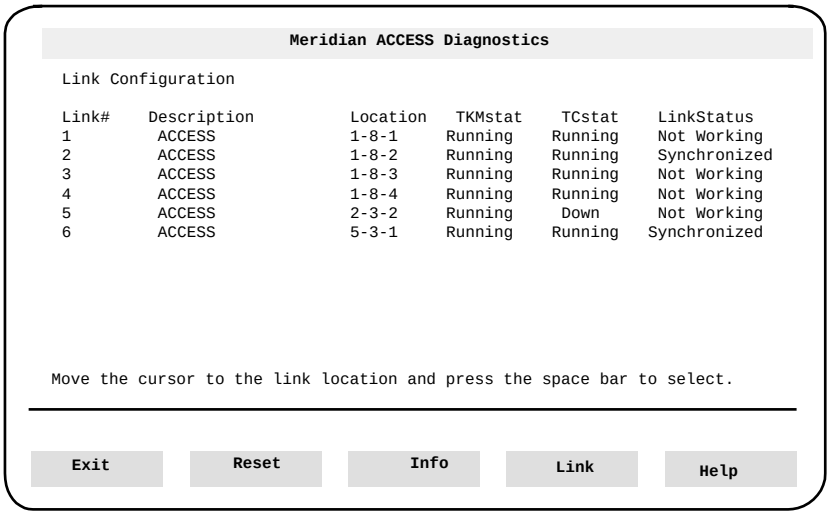
The Meridian ACCESS Diagnostics screens provide information concerning the stability and status of all ACCESS links. The main Meridian ACCESS Diagnostic screen which is available through the TOOLS menu provides a list of current links, while softkeys allow you to select more extensive levels of detail or to reset counters.

Procedure 20-1
Accessing the main Meridian ACCESS Diagnostics screen
Starting point: The TOOLS menu

1 Select *Other* and press <Return>.
The System/Feature Dependent T ools menu is displayed.

2 Select *ACCESS Diagnostics* and press <Return>.
The main Meridian ACCESS Diagnostics screen is displayed.

Figure 20-1
The main Meridian ACCESS Diagnostics screen



3 Use the up and down arrow keys to highlight the ACCESS link you wish to view, then press the space bar to select the link. Each link entry provides the following information:

- link number
- link type name (ACCESS)
- link hardware location (in the format <node#>-<card#>-<port#>)
- TKM status
- Toolkit communication status
- status of the link (not working, synchronized)

4 Select one of the softkeys to perform the appropriate action. Refer to Table 20-1 for an explanation of each action.

Table 20-1
MADT softkeys

Softkey	Action
Exit	Return to the TOOLS level menu.
OM Reset	Reset the packet counters of the highlighted link to zero. An informational message is displayed once the operation is complete. See Figure 20-2.
OM Info	Displays the MADT Link Information screen. See Figure 20-3.
Link Test	Determines if the link handler on the applications processor is operational for the highlighted link. A status message is displayed on the MADT Link Information screen. See Figure 20-4.
Help	Displays MADT Help screen. See Figure 20-6.

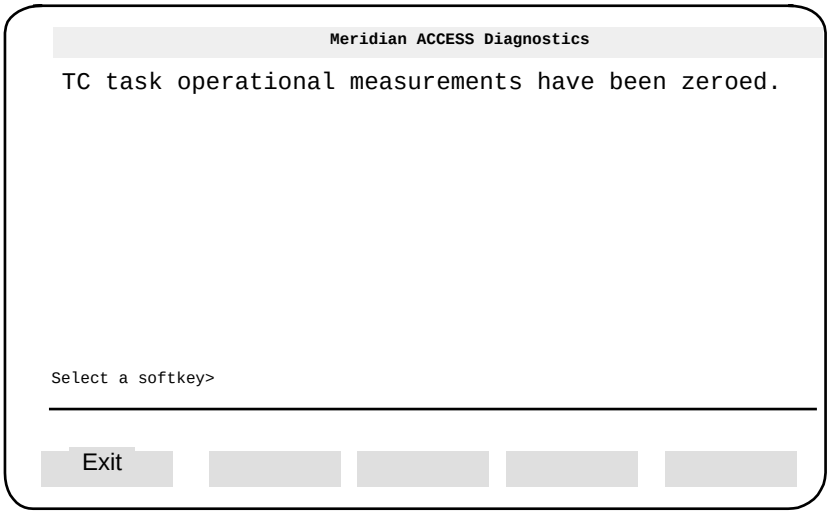
5 When you have finished running diagnostics, select the EXIT command to return to the TOOLS menu.

OM Reset

The Meridian ACCESS Diagnostics Reset Information screen is accessed by selecting <OM Reset> from the Main ACCESS Diagnostics screen. The screen indicates whether the operational measurements (OMs) have been reset. Refer to Figure 20-2.

If the reset is properly executed, the message "TC task operational measurements have been zeroed." is displayed, and the counters are reset to zero. If the reset cannot be accomplished, an appropriate message will be displayed.

Figure 20-2
OM Reset screen



OM INFO

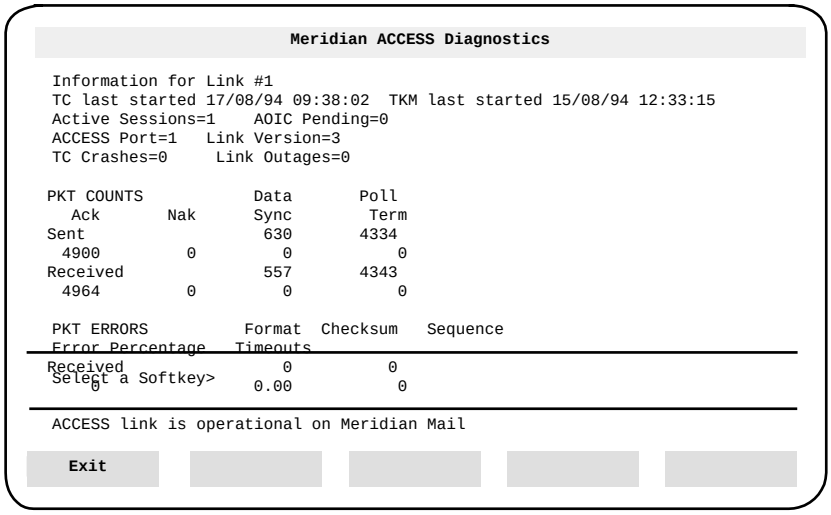
The Meridian ACCESS Diagnostics Link Information screen is accessed by selecting <OM Info> from the Main ACCESS Diagnostics screen. The screen provides read-only access to statistics regarding the stability of the link. Refer to Figure 20-3.

There are several indicators in the OM data which can help to determine link stability, such as the number of errors detected. There are several types of errors that occur. For each type, a total is calculated. These totals are then used to calculate the link error rate. It is quite normal to have some errors. The error rate will be slightly higher for more heavily-used links.

Note: If the error rate remains greater than 0.01%, action should be taken. On a system that has been up and running normally, the error rate should not fluctuate greatly. However, during installation or configuration changes, you may experience a higher error rate for several reasons:

- The ACCESS RS-232 cable is too long (for example, greater than 50 feet).
- The application processor cannot cope with link traffic. This is probably the case if the majority of received errors are "Naks."
- Application traffic needs to be reduced. This is probably the case if the majority of errors are on the receiving (Meridian Mail) side.

Figure 20-3
The Meridian ACCESS Diagnostics Link Information screen



At the top of the screen, a variety of fields display information regarding the stability and status of the link.

- ***TC last started*** This is an indication of whether or not the TC task is running. When the TC task is running, the link is either in operational mode or attempting to synchronize with the UNIX processor. If the link is operational, then the link handler on the UNIX processor is up and running.
- ***TKM last started*** This is an indication of whether or not the TKM task is running.

  Note: For the TC to be running, the TKM must be present.

- ***Active Sessions*** Self-explanatory
- ***AOIC Pending (Acquire on Incoming Calls)*** This field indicates whether a port has been acquired to run the application.

- ***ACCESS port*** This is the number of the data port.
- ***TC Crashes*** Self-explanatory
- ***Link Outages*** Self-explanatory

PKT COUNTS

- ***Data*** The total number of data packets.
- ***Poll*** The number of sanity poll packets (sent only when the link is idle).
- ***Ack*** The number of acknowledgement packets.
- ***Nak*** The number of negative acknowledgement packets.
- ***Sync*** The number of synchronization request packets.
- ***Term*** The number of shutdown link request packets.

PKT ERRORS

- ***Format*** The number of packets received in the wrong format.
- ***Checksum*** The number of packets received containing checksum errors.
- ***Sequence*** The number of packets received out of sequence.
- ***Error Percentage*** The link receive error rate, calculated by dividing the total number of packets received by the number of packet transmission errors.
- ***Timeouts*** UNIX workstation responses not received.
- ***Link status*** The report indicates whether or not the ACCESS link is operational. If the link cable is unplugged, it may take up to 30 seconds to detect this.

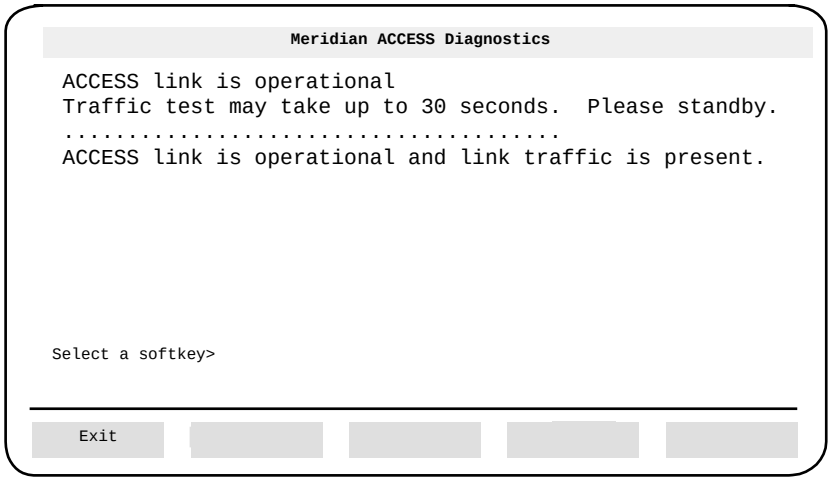
Link Test

This softkey performs the necessary checks and displays a report on the status of ACCESS software running on the applications processor.

When <Link Test> is running, it monitors the link and reports if any application traffic was detected. If the link appears operational but no link traffic is detected within 30 seconds, the link handler on the applications processor is not functioning correctly.

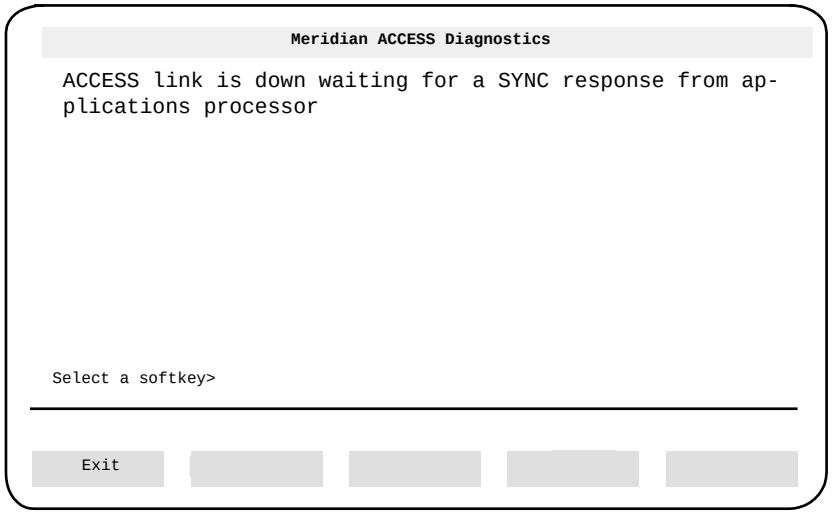
Figure 20-4 shows the output for the <Link Test> softkey when the system is operating normally and one or more applications are active.

Figure 20-4
Link Test screen



When the Link Information screen indicates that the link is not operational, selecting <Link Test> simply confirms this as shown in Figure 20-5.

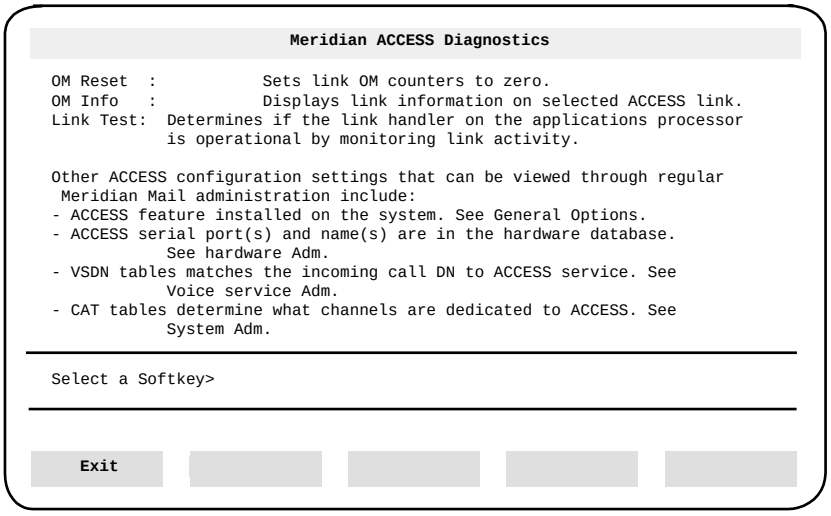
Figure 20-5
Link Test output screen (link not operational)



Help screen

This softkey displays the Meridian ACCESS Diagnostics Help screen.

Figure 20-6
The Meridian ACCESS Diagnostics Help screen



Diagnosing ACCESS configuration problems

If results indicate that there may be a configuration problem on Meridian Mail, it is useful to know the actual configuration requirements of ACCESS on Meridian Mail. The following sections discuss configuration parameters which can be checked.

Procedure 20-2
Verifying ACCESS is enabled on Meridian Mail

Proceed as follows to check if ACCESS is enabled on your Meridian Mail:

1. Select *General Administration* from the Meridian Mail Main Menu.
2. Select *General Options* from the next menu displayed.

   "Meridian ACCESS" will be listed under the Available Features portion of the screen.

ACCESS link cable

The ACCESS link cable should be connected to the data ports that are configured as MMLink in Meridian Mail. If you are unsure whether the ACCESS link cable is correctly connected, compare the physical cables to the dataports appearing on the Dataport Configuration screen. See "Dataport configuration" for more information.

Viewing hardware database settings

Procedure 20-3
Viewing hardware database settings

1. Select *Hardware Administration* from the Meridian Mail Main Menu to view hardware database settings.
2. Select *Data Port Configuration* from the next menu displayed.

   This screen displays a list of configured system data ports only , one of which should be of device type "MMLink".
3. Select the item in the list and press the [View] softkey to view the port setting.

The data port that is configured for ACCESS must have the following settings:

- *Device Type must be set to "MMLink"*
- *Baud Rate must be set to "4800" or "9600". Refer to the* ACCESS Configuration Guide *(555-7001-315) for further information.*
- *Data Port Location must be specified*

Chapter 21: Configure MATs

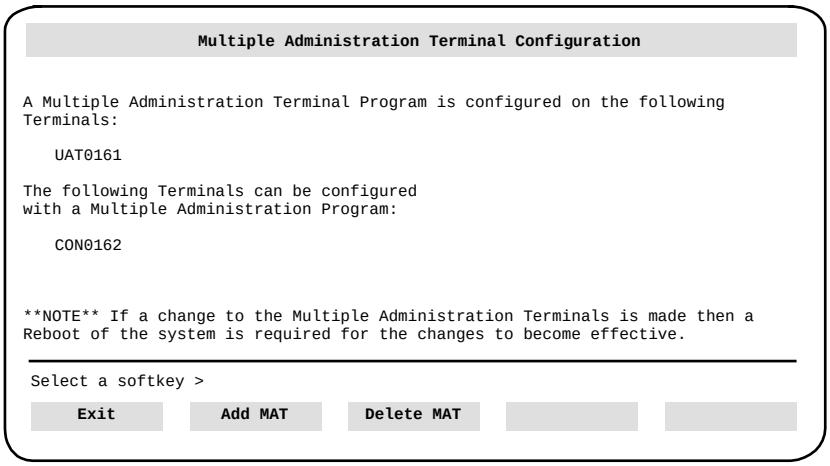
> ***Note:*** This tool is available only if the Multiple Administration Terminals feature is installed on your system.

The Configure MATs tool allows you to view or change the number of Multiple Administration Terminals (MATs). The tool lists the currently configured MATs and provides a means for adding the MAT program to a terminal or deleting it from one. Terminals are normally defined as MAT terminals during installation. Therefore, this tool is only used in the event that you need to change the configuration that was created during installation.

The Configure MATs option is displayed when you select "Other" from the main TOOLS menu. When you select Configure MATs from this submenu, the screen shown in Figure 21-1 is displayed.

> ***Note:*** To change the MAT Dataport speed, refer to Chapter 4, procedure 4-4, "Setting parameters for the terminal data port."

Figure 21-1
The Multiple Administration Terminal Configuration screen



A terminal name is displayed in this screen for any data port that is defined as "Terminal" in the hardware database. The first part of the screen displays all terminals that have been configured with the Multiple Administration Terminal Program. The bottom portion of the screen displays those terminals that can be configured with the program. The following procedures describe how to add and delete the MAT program.

Procedure 21-1
Adding a MAT

Starting point: The TOOLS menu

> ***Note:*** If there are no available terminal ports, an existing unused data port must be configured using the Modify hardware tool. No more than three Multiple Administration Terminals can be installed on a system.

1 Select Other and press <Return>.

2 Select Configure MATs and press <Return>.

The Multiple Administration Terminal Configuration screen appears.

3 Press [Add MAT].

You are prompted to specify the name of the terminal that you want to add.

A new softkey, [Cancel], is displayed. If you do not wish to proceed, press [Cancel] to quit the operation.

4 Enter the name of one of the terminals that can be configured with a Multiple Administration Program. Press <Return>.

You are prompted to provide a suffix for the new terminal name. All terminals configured with the Multiple Administration T erminal program begin with "UAT".

5 Enter the suffix for the new terminal name (you do not have to enter "UAT", but only alphanumeric input will be accepted).

The terminal name is added to the top of the screen where the configured terminals are listed.

6 Press [Exit] to return to the "Others" submenu of the main TOOLS menu.

7 Reboot the system for the change to take effect.

Procedure 21-2
Deleting a MAT

Starting point: The TOOLS menu

1 Select Other and press <Return>.

2 Select Configure MATs and press <Return>.

The Multiple Administration T erminal Configuration screen appears.

3 Press [Delete MAT].

You are prompted to specify the name of the terminal that you want to delete.

A new softkey, [Cancel], is displayed. If you do not wish to proceed, [Cancel] to quit the operation.

4 Enter the name of one of the terminals that is currently configured with a Multiple Administration Program. Press <Return>.

The terminal name is removed from the top of the screen and moved to the list of terminals that can be configured with the Multiple Administration Program. The name is changed from UA Txxx to CONxxx.

5 Press [Exit] to return to the main TOOLS menu.

6 Reboot the system for the change to take effect.

Chapter 22: RN Administration

Note: This tool is available only if the Outcalling feature is installed on your system.

The Remote Notification (RN) Administration tool allows you to change the parameters that control the interaction between Meridian Mail and the remote notification device selected by the user. When the user sets up RN on his or her mailbox, the user is asked to select a *"telephone type,"* which can be a remote telephone, tone only pager, voice pager, numeric pager, or paging service.

If you are unclear about how remote notification works on Meridian Mail, please read the *Voice Messaging User Guide* which describes various Meridian Mail features, including remote notification. Also refer to the *Outcalling Application Guide* (NTP 555-7001-320) which describes how the system administrator sets up outcalling features on the system.

When a user selects one of the pagers or the paging service to be the paging device, Meridian Mail must interact first with the paging company which then calls the pager. So the requirements of the paging company must be considered when defining the parameters for these paging devices. When the paging device is a phone, Meridian Mail calls the remote phone directly (no paging company is involved).

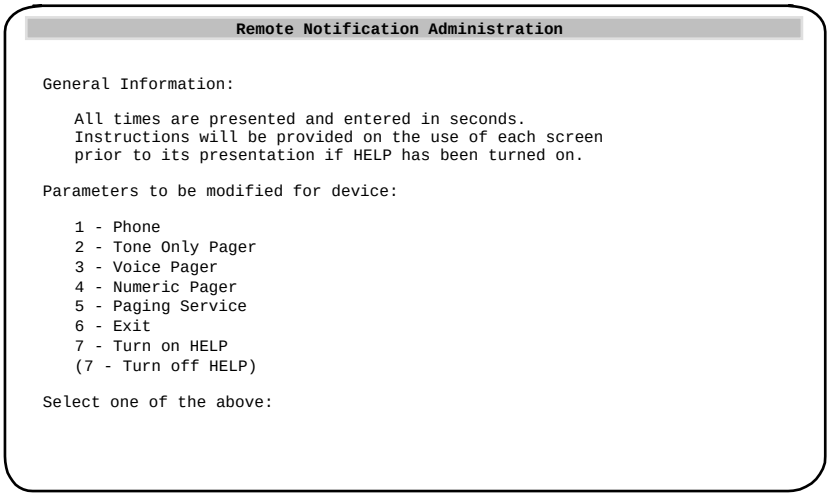
Note 1: The parameters that you define using this tool take effect only when the system administrator sets the Numeric Pager Data Terminator field to "E" (see the *Outcalling Application Guide* for details). Otherwise, the default parameters (as shown in this chapter) are used, regardless of the last parameter values defined through this tool.

Note 2: When the user sets up remote notification for his or her mailbox, the user may mistakenly indicate that the paging device they are using is a tone only pager, for example, when it is actually a remote telephone. As a result, the option to play Meridian Mail prompts is available for paging devices such as the tone only pager, numeric pager, and paging service.

The RN Administration main menu

When you select RN Administration from the TOOLS menu, the following screen appears:

Figure 22-1
Remote Notification Administration menu



When you select one of the menu items 1 to 5, the system prompts you to fill in values for the various parameters for that device.

Selecting item 7 turns the HELP feature on. Select item 7 a second time if you wish to turn HELP off. If HELP is turned on, help text is displayed when you return to this screen and before the prompts begin when you select one of the items 1 to 5.

The prompts, the allowable answers, and the default answers are presented in table form in the rest of this chapter.

Note: If a parameter value has already been changed during a previous use of the RN Administration tool, then the default response shown in this document is replaced by the last value defined for that parameter.

However, if the system administrator has not set the Numeric Pager Data Terminator field to "E", the RN parameters revert back to the original default responses shown in this document, regardless of the last parameter values defined through this tool.

Phone (item 1)

These parameters determine how the RN feature works when the selected paging device is a phone.

Table 22- 1
RN Feature with phone

Prompt number	Prompt	Pos-sible answer	Default answer
1	Silence Detection Timeout (in seconds):	1 - 30	20
2	Is this value correct? (Yes/No):	Yes, No	No

The prompts are explained in more detail below.

1 The "Silence Detection Timeout," when the paging device is a phone, is how long RN waits for the person answering the phone to finish his greeting (for example, *"Good morning. Northern Telecom ...")* before RN sends its message. The person answering the phone may not be ready to receive the RN message until he finishes speaking. The RN message, in this case, would be, *"Hello, <Custom Call Answering Greeting> has received a message for ...,"* If the timeout is reached before the person finishes his greeting, RN will continue anyway.

2 Select Yes to confirm or save any changes made to the parameters for this device. Use the cursor arrows to toggle the selection between No and Yes, and press return when the selection you want is displayed.

If you do not confirm that the entered values are correct by selecting Yes, the parameter values are returned to their previous state.

Tone Only Pager (item 2)

These parameters determine how the RN feature works when the selected paging device is a tone only pager. A tone only pager can only make an audio signal (a beep or tone) when it is reached.

Table 22-2
RN Feature with tone only pager

Prompt number	Prompt	Possible answer	Default answer
1	Silence Detection Timeout (in seconds):	1 - 30	20
2	Delay before playing Prompts or Disconnecting (in seconds):	0 - 30	0
3	Play Prompts to the paging system? (Yes/No):	Yes, No	Yes
4	Are these values correct? (Yes/No):	Yes, No	No

The prompts are explained in more detail below:

1 The "Silence Detection Timeout" is how long RN waits for the paging company to finish its greeting (for example, *"you have reached xxx paging company ..."*) before continuing with the RN procedure. While the paging company's greeting is playing, the paging company may not be ready to receive the RN greeting and any other data that is being sent to this paging device. If the timeout is reached before the paging company's greeting is done, RN will continue anyway.

2 Some paging companies require a delay following the silence detection before receiving the RN/Meridian Mail prompts or disconnecting. A tone only pager is not equipped to receive the RN/Meridian Mail prompts, so you may want to suppress the prompts (see point 3) so that the phone lines are not tied up unnecessarily while the prompts are playing.

3 Respond No if you do not want the RN/Meridian Mail prompts to play. Respond Yes if you do want the prompts to play.

Note: If a user has selected something other than a phone as the paging device, but the number provided to RN reaches a touch tone phone, the notified user is still able to log in to Meridian Mail if the prompts are allowed to play (respond Yes to this parameter prompt).

As a result, you may wish to allow the prompts to play even if the selected paging device is not a phone. If your greater concern is not to tie up the line any longer than necessary, suppress the login prompts by responding No for paging devices other than a phone.

4 Select Yes to confirm or save any changes made to the parameters for this device. Use the cursor arrows to toggle the selection between No and Yes, and press return when the selection you want is displayed.

If you do not confirm that the entered values are correct by selecting Yes, the parameter values are returned to their previous state.

Voice Pager (item 3)

These parameters determine how the RN feature works when the selected paging device is a voice pager. A voice pager can play a voice message when the pager is reached and activated.

Table 22-3
RN Feature with voice pager

Prompt number	Prompt	Possible answer	Default answer
1	Silence Detection Timeout (in seconds):	1 - 30	20
2	Delay before playing Prompts (in seconds):	0 - 30	0
3	Are these values correct? (Yes/No):	Yes, No	No

The prompts are explained in more detail below.

1 The "Silence Detection Timeout" is how long RN waits for the paging company to finish its greeting (for example, *"you have reached xxx paging company ..."*) before continuing with the RN procedure. While the paging company's greeting is playing, the paging company may not be ready to receive the RN message or data. The RN message or data would include the RN greeting (*"Hello, <Custom Call Answering Greeting> has received a message for ..."*) and any other data that is required for this paging device. If the timeout is reached before the paging company's greeting is done, RN will continue anyway.

2 Some paging companies require a delay following the silence detection before receiving the RN/Meridian Mail prompts. Although a voice pager can receive and play a voice message or prompt, it does not allow the user to log in to Meridian Mail.

Note: If a user has selected something other than a phone as the paging device (for example, a voice pager), but the number provided to RN reaches a touch tone phone, the notified user is still able to log in to Meridian Mail.

3 Select Yes to confirm or save any changes made to the parameters for this device. Use the cursor arrows to toggle the selection between No and Yes, and press return when the selection you want is displayed.

If you do not confirm that the entered values are correct by selecting Yes, the parameter values are returned to their previous state.

Numeric Pager (item 4)

These parameters determine how the RN feature works when the selected paging device is a numeric pager. A numeric pager can display a digital message (callback number).

Note that RN on Meridian Mail sends a predefined callback number to the numeric pager that simply alerts the user that Meridian Mail has a message waiting. The user defines this callback number when setting up remote notification for his or her mailbox.

Table 22-4
RN Feature with numeric pager

Prompt number	Prompt	Pos-sible answer	Default answer
1	Callback Number Prefix:	up to 2 digits, or #, or *	no prefix
2	Callback Number Terminator:	up to 2 digits, or #, or *	#
3	Silence Detection Timeout (in seconds):	1 - 30	20
4	Delay before sending Callback Number Prefix (in seconds):	0 - 30	2
5	Delay between sending Prefix and send-ing Data (in seconds):	0 - 30	0
6	Delay before playing Prompts or Discon-necting (in seconds):	0 - 30	3
7	Play Prompts to the paging system? (Yes/No):	Yes, No	Yes
8	Are these values correct? (Yes/No):	Yes, No	No

The prompts are explained in more detail below.

1 The Callback Number Prefix is sent to the paging company before the callback number is sent. Valid characters are the digits 0 - 9, #, * or any combination of these (or blank if the paging company does not require a callback number prefix).

2 The Callback Number Terminator is sent to the paging company after the callback number is sent. Valid characters are the digits 0 - 9, #, * or any combination of these (or blank if the paging company does not require a callback number terminator).

3 The "Silence Detection Timeout" is how long RN waits for the paging company to finish its greeting (for example, *"you have reached xxx paging company ..."*) before continuing with the RN procedure. While the paging company’s greeting is playing, the paging company may not be ready to receive the RN greeting and any other data that is being sent to this paging device. If the timeout is reached before the paging company’s greeting is done, RN will continue anyway.

4 Some paging companies require a delay following the silence detection before receiving the callback information. The value entered for this field is the delay between the silence detection and sending the Callback Number Prefix (or the callback number if there is no prefix).

5 For some paging companies that require a Callback Number Prefix, it may be necessary for Meridian Mail to wait a short time after sending the Callback Number Prefix before sending the callback number. The Callback Number Terminator is then sent after the callback number.

6 Some paging companies require a delay before receiving the RN/Meridian Mail prompts or disconnecting. A numeric pager is not equipped to receive the RN/Meridian Mail prompts, so you may want to reduce this delay and suppress the prompts (see point 7), so that the phone lines are not tied up unnecessarily while the prompts are playing.

7 Respond No if you do not want the RN/Meridian Mail prompts to play. Respond Yes if you do want the prompts to play.

Note: If a user has selected something other than a phone as the paging device, but the number provided to RN reaches a touch tone phone, the notified user is still able to log in to Meridian Mail if the prompts are allowed to play (respond Yes to this parameter prompt). As a result, you may wish to allow the prompts to play even if the selected paging device is not a phone. If your greater concern is not to tie up the line any longer than necessary, suppress the login prompts by responding No for paging devices other than a phone.

8 Select Yes to confirm or save any changes made to the parameters for this device. Use the cursor arrows to toggle the selection between No and Yes, and press return when the selection you want is displayed.

If you do not confirm that the entered values are correct by selecting Yes, the parameter values are returned to their previous state.

Paging Service (item 5)

These parameters determine how the RN feature works when the selected paging device is a paging service. A paging service requires a Pager Identification Number (PIN) to identify the pager. The PIN is defined when the user sets up RN on his or her mailbox. For a paging service, the callback number is defined by the system administrator using the Outcalling Administration function.

Table 22-5
RN Feature with paging service

Prompt number	Prompt	Possible answer	Default answer
1	Paging Service PIN Prefix:	up to 2 digits, or #, or *	no prefix
2	Paging Service PIN Terminator:	up to 2 digits, or #, or *	#
3	Callback Number Prefix:	up to 2 digits, or #, or *	no prefix
4	Callback Number Terminator:	up to 2 digits, or #, or *	#
5	Silence Detection Timeout (in seconds):	1 - 30	20
6	Delay before sending Prefix (in seconds):	0 - 30	2
7	Delay between sending Prefix and sending Data (in seconds):	0 - 30	0
8	Delay before playing Prompts or Disconnecting (in seconds):	0 - 30	3
9	Play Prompts to the paging system? (Yes/No):	Yes, No	Yes
10	Are these values correct? (Yes/No):	Yes, No	No

The prompts are explained in more detail below.

1 The PIN Prefix is sent to the paging company before the PIN is sent. Valid characters are the digits 0 - 9, #, * or any combination of these (or blank if the paging company does not require a PIN prefix).

2 The PIN Terminator is sent to the paging company after the PIN is sent. Valid characters are the digits 0 - 9, #, * or any combination of these (or blank if the paging company does not require a PIN terminator).

3 The Callback Number Prefix is sent to the paging company before the callback number is sent. Valid characters are the digits 0 - 9, #, * or any combination of these (or blank if the paging company does not require a callback number prefix).

4 The Callback Number Terminator is sent to the paging company after the callback number is sent. Valid characters are the digits 0 - 9, #, * or any combination of these (or blank if the paging company does not require a callback number terminator).

5 The "Silence Detection Timeout" is how long RN waits for the paging company to finish its PIN prompt or callback number prompt before continuing with the RN procedure. While the paging company's greeting or callback number prompt is playing, the paging company may not be ready to receive the next RN data that is being sent to this paging device. If the timeout is reached before the paging company's prompt is done, RN will continue anyway.

6 Some paging companies require a delay before receiving the PIN or callback information. The value entered for this field is the delay between the silence detection and sending the PIN prefix, and the delay between the callback number prompt (played by the paging service) and sending the Callback Number Prefix.

7 For some paging companies that require a PIN prefix or Callback Number Prefix, it may be necessary for Meridian Mail to wait a short time after sending the Prefix before sending the PIN or the callback number. The value entered here is the delay between sending the PIN prefix and sending the PIN, and the delay between sending the Callback Number Prefix and the callback number.

8 Some paging companies require a delay before receiving the RN/Meridian Mail prompts or disconnecting. A paging service pager is not equipped to receive the RN/Meridian Mail prompts, so you may want to reduce this delay and suppress the prompts (see point 9) so that the phone lines are not tied up unnecessarily while the prompts are playing.

9 Respond No if you do not want the RN/Meridian Mail prompts to play. Respond Yes if you do want the prompts to play.

Note: If a user has selected something other than a phone as the paging device, but the number provided to RN reaches a touch tone phone, the notified user is still able to log in to Meridian Mail if the prompts are allowed to play (respond Yes to this parameter prompt). As a result, you may wish to allow the prompts to play even if the selected paging device is not a phone. If your greater concern is not to tie up the line any longer than necessary, suppress the login prompts by responding No for paging devices other than a phone.

10 Select Yes to confirm or save any changes made to the parameters for this device. Use the cursor arrows to toggle the selection between No and Yes, and press return when the selection you want is displayed.

If you do not confirm that the entered values are correct by selecting Yes, the parameter values are returned to their previous state.

Chapter 23: Change console port speed

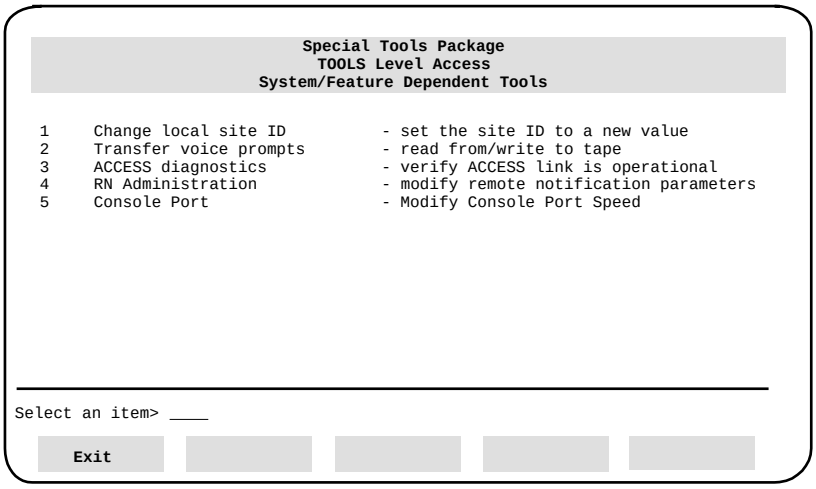
Console Port Speed Configuration Utility

The Console Port Speed Configuration Utility (see Figure 23-2) is accessed either through the System Operation Utilities Menu on the Install/data tape or the System/Feature Dependent Tools Menu of the MMI. This utility is used to change the baud rate on the administration terminal.

> ***Note:*** The Console Port Speed Configuration Utility is not available on MSM and Card Option.

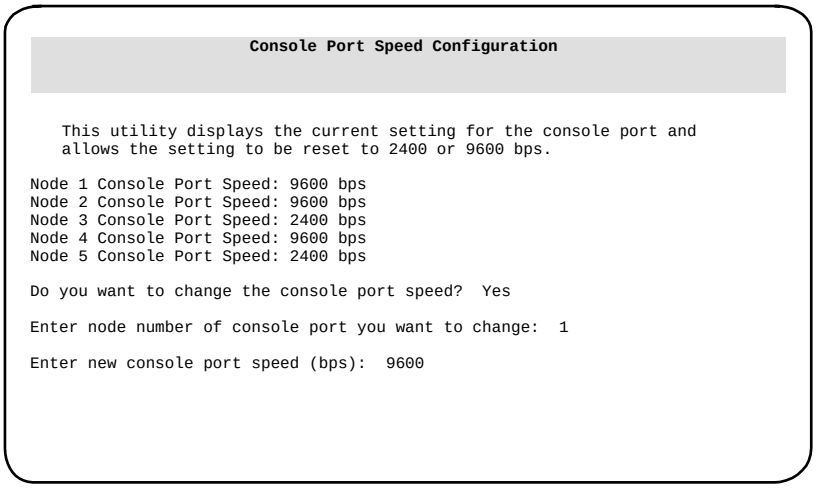
The Console Port Speed Configuration screen (Figure 23-2) displays the default console port speed stored in the Non-volatile RAM (NVRAM) of the MMP40 card. The utility permits you to change the speed to either 2400 or 9600 bps.

Figure 23-1
Feature Dependent Tools screen



Note: Other tools may also be listed here depending on your system type or what features are installed.

Figure 23-2
Console Port Speed Configuration screen



***Note*:** The second prompt is displayed on multi-node systems only**.**

The following fields are displayed on this screen:

- ***Node X Console Port Speed*** This field indicates the current setting for the console port speed stored in the NVRAM for the indicated node. Values that can be displayed in this field include 2400 and 9600. If the stored value in NVRAM is invalid, the system displays 2400 bps.
- ***Do you want to change the console port speed?*** To exit the utility without changing the console port speed, select NO. Select YES to reset the console port speed to either 2400 or 9600 bps.
- ***Enter node number of console port you want to change*** This prompt is displayed for only multi-node systems. Enter the number of the node being modified. The default value is 1.
- ***Enter new console port speed (bps)*** Enter the appropriate console port speed to reset the value to 9600 or 2400 bps. The default value for this field is 9600.

  Note: For node 1 only, this is an on-line operation, and a system reboot is not required. For non-prime nodes, if an on-line change is required, use "Modify Hardware" at the TOOLS level. A warning message indicates that the speed of the attached device (terminal or modem) should be adjusted.

Procedure 23-1
Selecting the Console Port Speed Configuration

Starting point: The TOOLS menu

1. Select "Other" from the Tools Level Access screen and press <Return>.
2. Select "Console Port" and press <Return>.
3. Enter "Yes" to the prompt "Do you want to change console port speed?"
4. Enter node number being modified at the prompt, "Enter node number of console port you want to change."
5. Enter required port speed (2400 or 9600) at the prompt, "Enter new console port speed (bps)."
6. If the change is to the node 1 console, adjust the baud rate in the terminal setup of the connected terminal.

Index

D

E

G

H

K

L

M

N

O

R

S

T

U

V

Reader's Response Form
for

Meridian Mail
System Administration Tools, **555-7001-305,**
August 1995

Tell us about yourself:

Name: _____ **Date:** _____

Company: _____

Address: _____

_____

Occupation: _____ **Phone:** _____

1. What is your level of experience with this product?

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2. How do you use this book?

   ❑ Learning ❑ Procedural ❑ Problem solving ❑ Reference

3. Did this book meet all of your needs?

   ❑ Yes ❑ No

   If you answered **No** to this question, please answer the following questions.

4. What chapters, sections, or procedures did you find hard to understand?

   _____

   _____

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5. What information (if any) was missing from this book?

   _____

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   _____

6. How could we improve this book? (For example, books can also be evaluated in many other ways, including: ease of information retrieval, presentation, and use of reading aids, such as diagrams.)

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Please return your comments by fax to (416) 597-7104, or mail your comments to: Customer Documentation Development, Toronto Lab, 522 University Ave.,12th Floor Toronto, Ontario, Canada M5G 1W7

Reader's Response Form

Meridian Mail

System Administration Tools

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