**NORTEL NETWORKS™**

**General Release Bulletin**          **Bulletin Number: GR-2003-0332-GLOBAL**
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# Optivity Telephony Manager (OTM) Release 2.10.56

This document provides an overview of enhancements and advisements specific to Optivity Telephony Manager Release 2.10.56. This is the GA (Generally Available) release of the software.

Some of the information from the Beta Release Bulletins has been transferred to the OTM 2.1 NTP's.  Information available after the publishing date for the NTP's is contained here in the GRB.

**PLEASE NOTE THAT THE GENERAL RELEASE BULLETIN FOR OTM 2.1 WILL BE CONTAINED IN THE README FILE ON THE OTM 2.1 SOFTWARE CD AND WILL NOT BE SENT AS A PAPER DOCUMENT WITH THE OTM PACKAGES.**

OTM 2.10 introduces the localized version in French and German and replaces the previously localized version OTM 2.01 and the English only OTM 2.0. It should be noted that OTM 2.10 introduces many new features described in this document and in the OTM 2.1 NTP's.

Please read all of the information in this document prior to loading the software.

For additional GA build information not available at the time of publishing of this document, an update/addendum of this GRB can be found on the Partner Information Centre (PIC) website if such an update is necessary. It will be posted in the General Release Bulletin area.

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# 1 ADVISEMENTS

## 1.1 Overview

OTM 2.10.56 introduces the GA cut of OTM 2.1 in English and localized into French and German. Note that only the Desktop User interface portion of OTM 2.1 is translated into French and German. This document covers the features introduced with OTM 2.10.

The main areas of change as a result of the introduction of OTM 2.10 are
- Concurrency with Succession 3.0 software
- Display of Used Set/TN Count
- Support Additional Buffer Box Scripts (NetLink)
- Adds the ability to import data based on TN
- IP Management changes are being made to support IP Line 3.1 within OTM for systems without a signaling server, and launch point into Element Manager for those with a signaling server.
- Localization of desktop user interface
- Supported Upgrade Paths
- Resolved issues in OTM 2.00.50  which are included in OTM 2.10
- Known Issues on OTM 2.10
- Station Administration / Call Party Name Display(CPND)
- Web Station
- Installation
- Station User Interface
- Employee Editor
- Global Preference functions

- Introduces support for English MS Windows XP Professional, dropping support for Windows 98 and Windows NT Workstation in all languages.

- Memory requirement and processor speed requirement changes and third party software updates, required to support Windows XP and new features in OTM 2.1.

- Introduces support for USB dongle in addition to parallel port dongle for Windows 2000 and Windows XP Professional.

- Additional supported systems and systems no longer supported

## 1.2 Platform Changes from OTM 2.0 and 2.01

The following is an overview of the platform changes from the 2.0 and 2.01 releases to the 2.1 release.  More details follow in subsequent sections.

- Introduces support for English MS Windows XP Professional, dropping support for Windows 98 and Windows NT Workstation in all languages.

- Memory requirement and processor speed requirement changes and third party software updates, required to support Windows XP and new features in OTM 2.1.

- Introduces support for USB dongle in addition to parallel port dongle for Windows 2000 and Windows XP Professional.

- New limits on migration paths

- Additional supported systems

## 1.3 Name Changes for eMobility and IP Line

In an effort to achieve uniformity of naming and terminology, eMobility had been changed to Wireless IP Gateway and IP Line 3.0 has expanded to include Line 3.1 and together they are renamed to IP Telephony.

## 1.4 Packaging and key codes

This release does not make any changes to the packages within OTM. OTM packages include General, Enhanced, and Premium, plus the unbundled Billing packages and Access Server and DECT for Europe.

OTM 2.1 requires new key codes. Key codes supported on previous releases of OTM will not work with this release.

## 1.5 Removal of Separate Subnet Checkbox in IP Telephony Application

Please be advised that the separate subnets checkbox in the IP Telephony application has been removed for OTM 2.1. If you have this checkbox checked, before updating your OTM to OTM 2.1, manually configure a second IP address and uncheck the box. Both IP addresses must be unique and correspond to the ELAN and TLAN subnets, one for each. Ensure both TLAN and ELAN cables are connected to the ITG card you are entering IP addresses for. If you do not have this checkbox checked, no action is required.

## 1.6 Import by TN

In previous versions of OTM, import by DN was possible. OTM 2.1 introduces import by TN as well.

To use this, 2 files are required. One details the fields used and can be done in Notepad as a *.fld file. The other can also be in notepad as a *.txt file or in Microsoft XL to create a *.csv file.

The .fld file could be as follows:

TN
FNAME
LNAME

DEPT
LOC

Then the .txt file would look like this:

"001 0 01 02","Jane","Smith","B234","Level3"
"001 0 01 03","Bill","Jones","C234","Level1"
"001 0 02 06","Jane","Smith","B241","Level4"

The TN or DN has to be the first field in these files.

In the Station Administration Application, select Conversion Utility from the File menu. Then in the Conversion Utility window, go to File, Import data files. Choose the .txt file, then choose the .fld file. Click OK.  A status window will appear and report records read and errors found.

# 2  INSTALLATION

## 2.1 First Time Installation of USB Dongles

If switching to a USB dongle, first install the OTM software and then attach the USB dongle.  The driver for the USB dongle is found on the OTM 2.1 software CD.  If the USB dongle is attached to the PC before loading the OTM 2.1 software, your PC will search for a driver.  This is not recommended.

## 2.2 MDAC 2.5/2.7 + JetEngine

Windows NT Server installs MDAC 2.5 (which includes JetEngine 4.0), no change from OTM 2.0.

Windows 2000 SP4 and Windows XP include MDAC 2.7 + JetEngine in the operating system, so OTM does not install, but uses, these components.

## 2.3 JRE 1.4.2

OTM 2.0 used JRE 1.3.1 version 2.04.01.  For OTM 2.1, JRE 1.4.2 is used, which is supported on Windows NT, 2000 and XP.

Some users may experience the following pause in the JRE install routine: At the end of the OTM install, OTM informs the user that it is installing JRE.  User is notified that after the install of JRE 1.4.2 the user has to manually reboot the PC.  After clicking on OK, the JRE installer runs and appears to install JRE.  There is a pause of about 10 to 20 seconds on the PC where nothing appears to be happening. After this time, the JRE install routine

begins. It is possible that the installer for OTM will have already rebooted the server before the second screen appears. This issue is with JRE and not OTM.

Do not choose "custom install" when installing JRE.

To find which version of JRE you have, look under your "control panel -> Java plug-in->About box".

## 2.4 **Provisioning IP sets in Main and Branch Offices**

IP sets must exist in both the main and the branch office. From an OTM perspective there is currently no way to treat these separate entries as one. Enough sets need to be purchased for them in both locations, as IP telephones need to be configured on both the main and Branch Office. OTM has no support for this other than adding the phone on both systems via Station Administration. Since the phone must be entered twice visa Station Administration, two TN's are used.

## 2.5 **Supported upgrade paths**

OTM 2.1 supports a direct upgrade from OTM 1.20.26, the OTM 2.00 GA load and the OTM 2.01 GA load directly to OTM 2.1. All upgrades to OTM 2.10 require a new keycode. Customers cannot use their existing OTM 2.0 or OTM 2.01 keycode.

Direct upgrades are NOT supported for customers migrating from OTM releases prior to 1.20.26, or from MAT 6.67. For customers with MAT 6.67, OTM 1.0, 1.01 or 1.1, a two step upgrade is required, first to OTM 2.01 and then to 2.1. These upgrades are bundled in a single upgrade package.

Customers on MAT releases prior to 6.67 will need to purchase the appropriate upgrade code for MAT 5.X and 6.X and install OTM as a new installation since a two step upgrade is not supported for these releases of MAT.

Customers on MAT releases prior to MAT 5.X will need to purchase OTM new.

## 2.6 **Dongle Support**

OTM 2.10 introduces support for a USB dongle for Windows 2000 Server, Windows 2000 Professional and Windows XP Professional, in addition to continued support for the on board parallel port dongle as in previous releases.

USB dongles are not supported on Windows NT Server or on previous versions of OTM.

Dongle requirements are unchanged from previous releases of OTM, with the following additions:

- Exactly one dongle is to be connected to an OTM server. A dongle connected to a USB port at the same time as one connected to a parallel port is not supported. Likewise 2 USB dongles connected at the same time is not supported.

USB dongles are not supported by connecting through a USB hub. USB dongles are to be connected to USB ports located on the motherboard or on USB PCI cards.

USB dongles are supported beginning with OTM 2.1.

PCI parallel ports support the OTM parallel security device for OTM 1.2, OTM 2.0 and OTM 2.01 releases only, and is for supported on a Windows 2000 Server and Windows 2000 Professional operating system only.
Customers who require this support, but are not on a Windows 2000 platform must upgrade themselves to one of the two supported operating systems prior to installing and using the PCI parallel port for the OTM security device.
Customers on previous versions of OTM, which require this support must upgrade their OTM software to a supported release prior to installing and using the PCI parallel port for the OTM security device.

With OTM 2.10 and later, only onboard (direct from the PC motherboard) ports, either parallel or USB will be supported.

See Installation section for important note on attaching your USB dongle before loading the OTM 2.1 software.

If a USB dongle is not detected after a new system activation, wait a couple of minutes and try again.

## 2.6.1  Transfer from Parallel Port Dongle to USB Dongle

Migration from a parallel port dongle to USB dongle is supported as is the reverse.  To accommodate this, order the transfer code which replaces a parallel port dongle with a USB dongle. This is not the same as the Dongle Replacement Process outlined in bulletin PAA-2002-1650.

When a customer orders a dongle transfer and goes from a Parallel port to USB or vice versa, the old dongle serial number is MD'ed. Keycode issued will be for the new dongle serial number and will not work on the old dongle. The customer is expected to discard the old dongle.  This dongle swap or transfer is only for end user licensed dongles, not for distributor or enterprise licensed dongles.  Distributors can just simply order more dongles of either type.

# 3  OS REQUIREMENTS

## 3.1 OS support

English OTM Configurations are supported on the following operating systems:

- Windows NT4.0 Server + Windows XP Professional client
- Windows NT4.0 Server + Windows 2000 Professional client
- Windows 2000 Server + Windows XP Professional client
- Windows 2000 Server + Windows 2000 Professional client
- Windows 2000 Professional standalone
- Windows XP Professional standalone

Windows 2000 Server and NT4.0 Server are also supported without clients attached. OTM is not able to be installed on Windows 95, 98, ME or NT Workstation

### 3.1.1  Windows XP Restrictions

Some features introduced in Windows XP Professional either do not apply or cannot be used in conjunction with OTM.  Restrictions on Windows XP Professional in order to run OTM are as follows:

- Multi-session is not supported, i.e. two users cannot be concurrently logged into the same PC at the same time and have OTM running.

## 3.2 OS Service Pack Requirements

Service pack support is required for the following Operating Systems:

| Operating System | Service Pack Required |
|---|---|
| Windows NT4 Server | Service Pack 6a |
| Windows 2000 Server | Service Pack 4 |
| Windows 2000 Professional | Service Pack 4 |
| Windows XP Professional | Service Pack 1 or 1a |

## 3.3 Engineering Considerations

Expectations are that performance will be as good as OTM 2.0 with the following exceptions:

- CPU utilization during switch retrieval is expected to be lower in OTM 2.1 than in OTM 2.0 due to a buffering scheme added in OTM 2.1 when retrieving characters from the switch. This does not shorten the time to retrieve data but should permit additional concurrent activities. Quantification will be reflected in the OTM 2.1 engineering spreadsheet.

- Windows XP clients may perform slightly slower than Windows 2000 clients of a similar hardware and software configuration due to the nature of the Operating System.

- For Windows Clients, turning off realtime virus scanning for files incoming to the **Nortel folder** improves OTM performance. Do not turn this off for any other folders due to possible security issues.

- Installing Optivity Policy Services (OPS) on the same PC as OTM will likely cause resource conflicts and is not recommended.

## 3.4 CLEANING UP PC ENVIRONMENT AFTER FAILED INSTALLATION

In the event a major problem occurs in the middle of an OTM installation, there are situations where an unstable system would prevent successful re-installation of OTM prior to the following tasks being performed:

- Delete OTM Navigator and Pervasive shortcuts from the StartUp folder.
- Reboot.
- Delete the OTM directory, e.g. C:\Nortel\OTM.
- Run regedit and delete the "HKEY_LOCAL_MACHINE\SOFTWARE\Normat" key.
- Reboot.

Once these steps are performed, re-install OTM.

## 3.5 SUPPORTED SYSTEMS

OTM 2.10 supports the following systems and components:

- See NTP for full list of systems supported – note X11 Release 22 is not supported. Lowest supported release is 21.

- Meridian ITG Trunk 1.0                          (OTM IP Telephony M1 IP Trunks application)

- Meridian ITG Trunk 2.0 to 2.2                  (OTM IP ISDN IP Trunks application)

- Meridian IP Trunk 3.0/3.01                      (OTM ISDN IP Trunk application)

- Meridian ITG Line 1.0                           (OTM IP M1 Telecommuter application)

- Meridian ITG Line 2.0 to 2.2                    (OTM IP Phones application)

- Meridian IP Line 3.0 and 3.1

- MDECT                                              (DMC8 card, and DMC4 with updated loadware)

- Meridian 802.11 Wireless IP Gateway         (OTM ITG Wireless Application)

**Note:** OTM concurrence follows the life cycle plans of the Meridian 1 and Succession systems and components it inter-works with. Some CPU/X11 release/system configurations that have reached their "end of life" cycle, and thus are not supported by Nortel Networks, are also not supported by OTM.

# 4 DOCUMENTATION AND PEPS

For GA, the OTM customer documentation is included in soft copy (PDF) on a separate documentation CD-ROM. Their will be an OTM Desktop User Guide for OTM 2.10, intended for End Users. Only the Desktop User Guide will be translated into French and German as well as being available in English. This Desktop User Guide is the only documentation available in print and on the documentation CD. The GRB for this release is on the OTM 2.1 software CD as the readme file and will not be available in print.

In order to view the documentation on your PC, you need to have Acrobat Reader 3.01 or later installed. If you do not have this, you will need to download a free copy of Adobe® Acrobat™ Reader (at www.adobe.com ).
OTM 2.10 documentation is not automatically loaded onto the PC as part of the software installation process. Use the Setup program on the Documentation CD to copy the OTM 2.10 Documentation to the hard drive of your PC.

## 4.1 PATCH UTILITY TOOL

This tool will be used as the primary vehicle for installing any PEPs (patches) that are required.
This tool provides the following functionality:

- Track all detailed patch information such as patch version number, date of creation, date of installation, Administration user who installs the enhancement/bug fix and a description of the patch

- Maintain backup folders for each patch

- Uninstall patches

- When using the Patch Utility Tool it might be necessary to re-boot the PC after installing a patch. The tool notifies the user when it is required to reboot the PC.

## 4.2 WEB ACCESS

Web Access URLs have changed between OTM Release 1.0x and OTM Release 1.1. OTM 1.1 and later are using:
For desktop users: http://<otm web server>
For Administrator users: http://<otm web server>/admin

## 4.3 **PEPs OR SERVICE UPDATES FOR OTM 2.10**

At the time of writing, no separately installed PEPs or Service Updates are required for OTM 2.10.  Any PEPs or Service Updates generated following the publication of this document will be provided on the Electronic Software Download site on the Partner Information Center at:

**www.nortelnetworks.com**

Please ensure that you visit this site prior to loading your software for any PEPs or Service Updates that may be pertinent to your installation.

# 5  OTM 2.1 RESOLVED ISSUES

This is the list of 144 resolved issues having a priority 1 or 2.  An additional 551 issues of priority 3, 4 and 5 were also resolved in OTM 2.1 but are not listed here.

| | |
|---|---|
| Q00753820 | Missing BO system after restored "All sites, All systems" |
| Q00735090 | Cannot launch EM from OTM SA without IIS |
| Q00742365 | OTM dongle missing error prevents Login to Web Navigator |
| Q00754705 | MDRCorpdbTypes error pops up while adding a new system. |
| Q00723820 | Scheduler cannot be started |
| Q00750260 | Web Station- Directory Update causes Error: "Data Retrieval Error" |
| Q00754827 | Forms interface looses headers on secondary sets |
| Q00744919 | Upgrade to 2.10.47 failed with DR Watson |
| Q00722620 | Scheduled Ethernet Traffic Collection Fails due to Overlay Conflicts |
| Q00703579 | Global Update of ADN can change Value of MARP |
| Q00734881 | Virtual Office Prompts VOLA and VOUA not available on Succession 1000M large |
| Q00725069 | Web Maintenance-Unable to perform loop back test |
| Q00744078 | Fail to print or print preview all Avotus application such as GCAS, CCR,CCCR,TBS |
| Q00741464 | Cannot install OTM 2.10.48 on WinNT server |
| Q00741473 | Cannot run any commands under Core Equipment from Win, Web maintenance |
| Q00738852 | OTM: Migration cannot be completed from MAT to OTM, generates MDRCORPDBTYPError |
| Q00739669 | Unable to create a template in station admin. |
| Q00735556 | ROS: IP Telephony missing Card Properties values on German OS. |
| Q00733710 | Cannot launch Help in Station and CPND |
| Q00732616-01 | Restrict MOV and OUT operations on acquired TNs |
| Q00743126 | WinXP client performance issues. |
| Q00730005-01 | Unable to Launch CPND |

| | |
|---|---|
| Q00746164 | Lost Station data after clone a Branch Office system |
| Q00749235 | Duplicate Location in Station creates database error |
| Q00749997 | Fail to Launch OTM Navigator on build 2.10.51. |
| Q00752830 | Organization Filter Report generates an error. |
| Q00747693 | Error message displayed when Site name is changed. |
| Q00743126-01 | WinXP client performance issues. |
| Q00749002 | Missing some maintenance commands for M3902, M3903 type in PE Units |
| Q00752615 | operation in OTM Navigator with large database take very high response time |

| | |
|---|---|
| Q00707292 | Can not Schedule any job through Web Station on WIN 2K Server or Pro with SP4. |
| Q00673801 | LDAP Synch - 15 to 20 sec per record when derived fields are used |
| Q00705141 | End User Keys page does not display in French |
| Q00671989 | Cannot login OTM Web Navigator on OTM 2.10.29 installed on Japanese WinNT Server |
| Q00633030-01 | Cannot open applications of OTM systems on Web |
| Q00660926 | Unable to transmit ACD sets with RPL status |
| Q00652015 | OTM hangs on changing the Machine Type to Succession 1000M Half Group 060" |
| Q00692152 | Cannot configure Branch User BUID and MOTN values using OTM 2.1 |
| Q00682340 | Can not launch DECT Application on OTM 2.10.34. |
| Q00655287 | Unable to login OTM 2.10.27 after upgrade |
| Q00696847 | Problem with ITG Node Retrieval window, Succession 1000 systems not displayed. |
| Q00677993 | Error messages when executing commands in Web Maintenance |
| Q00679007 | Install OTM 2.10.32 failed on Chinese Win2K Server |
| Q00697123 | Can't configure IP Line node for Branch Office using OTM2.10.35 |
| Q00678012 | Cannot launch Web DECT application with server IP address |

| | |
|---|---|
| Q00672536 | Exported CDR missing end time of Call in Fixed Width Format |
| Q00652830 | Fail to run all commands in Web Maintenance on WinXP |
| Q00701994 | Cannot delete Branch User BUID and MOTN values using OTM |
| Q00723390 | "Link to Directory" works improperly in CPND Name |
| Q00694122 | Export - exports No Data, even when status reads successful |
| Q00677592 | Patcher does work properly if different drives selected for OTM install |
| Q00722614 | Support JRE 1.4.2 Standard version instead of JRE 1.4.2 Beta version. |
| Q00695874 | Fail to convert database for ITG IP Telecommuter application during upgrade |
| Q00694976 | Station Changes through Web Schedule ( Windows Scheduler) via SEB incomplete |
| Q00648041 | Certain commands for SUTL,CMDU and CNI cards are not supported for 61c CPP m/cs. |

| | |
|---|---|
| Q00709216 | CorpDir changed data of existing report if user entered duplicated report |
| Q00686765 | OTM ESN and listmanager send incorrect $modempwd |
| Q00703590 | DV: Rebuild from CPND not working properly, removes names from Station Admin Win |
| Q00721068 | Display Name is blank when creating a new CPND Name |
| Q00712236 | Failed to generate OM report for ITG M1 IP Trunk application on Win2K Server and Pro. |
| Q00706098 | IPL 3.1 card codec could not be changed by OTM 2.10.38 |
| Q00671991 | Cannot execute any tasks in Scheduler on OTM 2.10.29 installed on NT Server |
| Q00719623 | Cannot work on Web Station on OTM 2.10.41 installed on Japanese Win NT Server |
| Q00598128 | Traffic trunk report does not work when customized |
| Q00716303 | "Language Selection" Link in Navigator tree missing after upgrade |
| Q00655299 | Unable to launch User Group page. |
| Q00562655 | Primus: NORT110544 : Cannot get LDAP attributes with Netscape Directory 6.1 |
| Q00574196 | Internal Call records not being collected. |
| Q00617585 | OTM auto closes if new system is added on the client. |
| Q00652830 | Fail to run all commands in Web Maintenance on WinXP |
| Q00690682 | Cannot launch Key page of a set in Web Station on Chinese Win 2K Server |
| Q00604637 | ESN crashes prior to accessing the modem |
| Q00656157 | ITG Card can not be retrieved when SS Present box checked under Network tab. |
| Q00598128 | Traffic trunk report does not work when customized |
| Q00677346 | OTM Navigator terminated when cloning BO system without choosing Main Office |
| Q00661070 | Upgrading from 1.2 to 2.1 fails |
| Q00659215 | Change Password menu option is not available on WIN 2K Server. |
| Q00632984 | GPF when selecting Zoneview Tab after removing a CSE1K system from zone. |
| Q00669205 | When adding a Media Gateway on CSE1K, OTM close automatically |
| Q00597445 | Station Administration - telephone SCR/MCR keys disappearing |
| Q00537038 | Rebuild Directory stops when error is encountered |
| Q00562796 | Unable to synchronize External Telephone Number attribute to LDAP server |
| Q00665734 | Cannot launch Web DECT Application after upgraded from OTM 2.00.50a to 2.10.29 |
| Q00636880 | Cannot login EndUser page by using LDAP authentication |
| Q00636800 | CPND record is getting locked while restoring set from station admin |
| Q00636797 | Employee record is getting deleted from employee directory |
| Q00655491 | Cannot restore survivable systems for a Succession system with SS. |
| Q00659289 | With OTM 2.10.28 fresh install, Navigator is taking long time to launch. |
| Q00659704 | The system hangs on clicking the System button in Terminal Server. |
| Q00650717 | Under GateKeeper Zones view tab, Systems can be deleted while they are opening |
| Q00649793 | The log window hangs when multiple transmission operations happen simultaneously |
| Q00650503 | Unable to change ACD position id information using Global Update |

| | |
|---|---|
| Q00622319 | Primus: NORT121440 : Transmit of RPL status set fails |
| Q00670703 | Signaling Server status is not read properly through Matdll.Dll. |
| Q00631279 | Partial Transmission of RPL status sets. |
| Q00532398 | Memory leak in Traffic Collection |
| Q00646043 | Cannot restore BO system from backed up file on OTM 2.10.22 |
| Q00650882 | Restore Full OTM failed on OTM 2.10.22 |
| Q00691054 | Traffic data not upgraded properly from 1.2 and 2.0 |
| Q00638148 | File is not getting installed from the Access Runtime install |
| Q00653401 | New Traffic Files Not Installed |
| Q00652885 | Windows Script error pops up on upgrading to OTM 2.1 |
| Q00661594 | Error occurs when delete a BO associated with M1 system |
| Q00669264 | Update System Data does not work properly for Succession Rls 3 |
| Q00586329 | GPF when System Web Sites folder of Branch Office is opened in Zone view. |
| Q00637694 | Cannot launch Element Management page from OTM Navigator |
| Q00655495 | Unable to associate Media Gateways with a M1 not having signaling servers. |
| Q00655492 | Unable to restore CSE systems with Media Gateway properly. |
| Q00654730 | isSignalingServerPresent variable not set properly in M1data |
| Q00640798 | Commands for DCH Monitoring not working from IO Ports. |
| Q00648041 | Certain commands for SUTL,CMDU and CNI cards are not supported for 61C CPP m/cs. |
| Q00666664 | Cannot configure key feature SCR on Web Station |
| Q00599764 | Virtual System Terminal connection to Generic System type does not work |
| Q00648994 | GPF occurs when users uncheck and checks the "Link to Directory" |
| Q00656001 | Using Select function in CPND causes GPF error |
| Q00624634 | OTM: Administrator profile doesn't override other profile |
| Q00664879 | IP Telephony application is terminated when selecting Maintenance menu |
| Q00649826 | DSP changes not getting saved for IPL3.1 for a new node for the first time. |
| Q00499971 | ITG T 3.0 only changes the community name of the Leader 0 |
| Q00649193 | IP Telephony application does not accept blank TN field in bootptab for SS |
| Q00688106 | Unable to download gatekeeper properties for IPT 3.01 node |
| Q00651981 | Cannot retrieve IPL 2.0 node configuration in IP Telephony |
| Q00474093-01 | OTM does not accept new virtual trunk fields in OM reports |
| Q00650926 | In IPLine30, changes made to configuration parameters are not getting saved |
| Q00650023 | bootptab files created by EM cannot be retrieved and parsed by OTM 2.1 |
| Q00661420 | Employee name changes in Employee Editor are not updated into station admin |
| Q00548031 | Selecting CLID_ENTRY in Station Admin causes GPF in matdll.dll |
| Q00661072 | Cannot retrieve station data when using Station Specific Authorization Codes |
| Q00676890 | In Succession 3.0 user can create TN above 80 but in OTM 2.1 user can not. |
| Q00350728 | DBA does not attempt 2nd retrieval if first fails |
| Q00637783 | Cannot edit access rights for application and telephone |

| | |
|---|---|
| Q00581025 | Web Alarms stops functioning with user defined device in devices.txt file. |
| Q00643743 | Change in Employee name is not reflected in forms interface UI. |
| Q00653706 | New Machine Names not shown for Succession systems in Report |
| Q00653702 | Media Gateways not deleted for Machines that do not support Succession Rls 3 |
| Q00653662 | Machine Type, Release and Issue not reverted back on clicking on Cancel button |
| Q00543565 | Case sensitive Location field causes corruption in Station after Rebuild |
| Q00610753 | Station administration not possible to create a new DECT set above unit 15 |
| Q00664884 | Transmit failed when configuring HOT_P feature without value Target DN in PCA |
| Q00639775 | Forms interface allows configuring employees to templates |
| Q00639861 | PCA set, key 1: HOT_P does not have assign button. |
| Q00552642 | GPF occurs if CPND FNAME/LNAME exceeds 27 characters in station forms interface |
| Q00652066 | Can not select Meridian 1 system as main office of Survivable cabinet |
| Q00730005-01 | Unable to launch CPND |
| Q00722561 | all ITG applications disappear after upgrade on German/French OS |
| Q00750260 | Web Station- Directory Update causes Error: "Data Retrieval Error" |
| Q00700303 | DV: About OTM Applications in Navigator window takes long time to open. |

# 6  OTM 2.1 KNOWN ISSUES

This is a list of 45 items that have been identified but not yet resolved.  Issues in this section are considered for resolution on subsequent service updates for OTM 2.1 or in future releases of system management.

| | |
|---|---|
| Q00728306 | Admin web page blank after upgrade from 2.01 |
| Q00722565 | Fail to launch DECT after upgraded to OTM 2.10.41 on German/French OS |
| Q00724319 | Cannot access telephone on EndUser page with user belongs to Administrators grp |
| Q00712839 | Not able to invoke the existing OTM application after canceling the upgrade setup. |
| Q00726544 | Modem connects fails to use init string in modeminit.txt file |
| Q00636829 | Application error occurs after closing LDAP Synchronization window |
| Q00703931 | DV: On Win NT Server Station Administration window did not open at all. |
| Q00728249 | Document for What's New for Succession 3.0 and real application are not identical |
| Q00716152 | DV CallPilot Admin Client is damaged after installing OTM 2.1 |
| Q00716887 | Cannot transmit card properties once changed security of node in IP Telephony |
| Q00711061 | Dr Watson occurred when performing update system data over 5 systems |
| Q00675327 | Cannot update value to an unassigned key in Global Update |
| Q00632090 | Low virtual memory when using Web Station with large database |
| Q00639799 | CPND Name of a MADN isn't updated when user change MARP of this DN |
| Q00640603 | HOT P is not recognized in Global Update |

| | |
|---|---|
| Q00652891 | MDR.Eventlog error messages pop up on OsUpgrade from OTM 1.2 to OTM 2.1 |
| Q00653785 | Display Name isn't updated when add and sync from LDAP to OTM directory. |
| Q00691568 | Log file displayed wrong info after synchronized data from OTM directory to LDAP |
| Q00700521 | Traffic trunk report does not work when modified options |
| Q00710244 | DV: Old Deleted Generic system is displayed after OTM Upgrade 1.2 to 2.1 |
| Q00711061 | Dr Watson occurred when performing update system data over 5 systems |
| Q00711104 | Installation process roll back when upgrading keycode on OTM 2.10.38 |
| Q00711924 | Missing confirmation message when executing some commands of CMDU card |
| Q00712000 | Status changed into TRN although SCL transmitted unsuccessfully |
| Q00712839 | Not able to invoke the existing OTM application after canceling the upgrade setup. |
| Q00724324 | Error message popped up when launch System Terminal on OTM 2.1 upgrade from 2.01 |
| Q00734665 | During Update system data the Log Window shows incorrect TID. |
| Q00737862 | Only three DN fields are displayed in report of STATION |
| Q00738608 | Transmission of RPL records incomplete if one set gets SCH |
| Q00738885 | Dr Watson message is shown up when retrieving data in STATION |
| Q00739748 | DBA Fails to Launch intermittently on reboot. |
| Q00742522 | DBA error The Handle is Invalid |
| Q00742909 | OTM 2.1 does not un-install does not remove all files (different drives). |
| Q00743446 | ASP error occurs on Edit Custom Help page |
| Q00745211 | Report file in Corporate Directory displayed incorrectly |
| Q00760673 | Cannot launch Consolidate Call Cost Reports on Chinese Win2K Server SA |
| Q00745767 | Maintenance Windows PE Units Displays Status with TBUG613 |
| Q00746169 | Display wrong number of Intrazone Call Made in Intrazone Etherset Data report |
| Q00746432 | Retrieving PCA set in OTM does not fill in the HOTP key information |
| Q00749052 | IP Telephony - Retrieval Node takes too long to Launch. |
| Q00749919 | Errors occur on Export file with HTML 3.2 format in Traffic Analysis |
| Q00751754 | ODBC error displayed when copying some help files to custom directory |
| Q00751880 | New M3903 set with ADL on Key 3 adds key 4 and fails |
| Q00753821 | Some problems found in GCAS application |
| Q00754708 | Failed to launch EM Page when customer 0 is not configured. |

## 6.1 **GCAS**

In the GCAS application main window, when values are entered for a New Bill Type under the folder "Quantity-Based Billing" and then this file is exported, the column ItemTime and the data displayed at column ItemDate in Access and Excel are different:
- Access file: Displays date and time at column ItemDate.
- Excel file: displays date at column ItemDate.

This also happens with Time-BasedBilling and Destination-Based Billing.

When a user imports New Bill Type of Quantity Based Items, there is a default item "Quantity Based Items" displayed under the File/Table Name drop down list. If user does not change to name Quantity_Based_Items in the drop down list and click on OK button, a warning message pops up: "Invalid File/Table Name". Click OK to bypass the message and change the name to Quantity_Based_Items in the drop down list.

Reference Q00753821

## 6.2 **Missing Help**

When instances of missing help are discovered, please consult the appropriate NTP for the Help information.

There may be some discrepancies in information found in the documentation and the actual application. These are being addressed and appropriate updates will appear in bulletins or future documents as appropriate.

## 6.3 **Keycode Entry**

During an upgrade, it may be necessary to enter the keycode twice.

Reference Q00711104

## 6.4 **Correction to Station Admin Documentation**

Sync status of SWP records cannot be changed through global update

Example:

1. Customer sets up two sets to SWP.
2. During the transmit the transmit fails.

If SWP fails before it outs the sets from the PBX then there is a no requirement to change the status of the SWP - just retransmit.
If it fails to out the sets after the transmit then change SWP to TRN first, then to New thru Global update and transmit.
After the transmit fails, there's one record still in SWP status. Choose this record and go to Global Update and change status to TRN then to NEW and transmit it to switch.

To change SWP in Global Update set Old value as "*" and New Value as "TRN".

Reference Q00741527

# 7 OTM CONCURRENCY WITH MERIDIAN 1 25.47 and SUCCESSION 3.0

## 7.1 **Overview**

 "ANSI T1.619a MLPP Support on M1" and "DSN Enhancements on M1" are the only two features supported on X11 release 25.47. All other features are supported only on Succession 3.0.

## 7.2 **Multi-Customer Support**

Create different systems, configuring only the respective customer number and Login Username and password, along with Dial Plan. This will ensure each customer only sees their own information.

All customer related information is only used internally within OTM and not transmitted to the M1.

Connection to the switch is done based on the communication profile entered in OTM and by entering different login User ID's and passwords on each OTM server. In this manner, it is possible to retrieve data for each customer on the switch separately.

If multiple OTM servers are all configured with customer 0, data could be retrieved from different customers on the same switch. Multiple systems can be defined in OTM, each system connecting to the same switch but retrieve from a different customer.

## 7.3 **ESN Analysis and Reporting Tool**

ESN ART application of OTM is used to administer the dialing plan (UDP/CDP) used in the Meridian1 switch.

The new prompt "MLSD" at Network Control Data, while configuring the Network Class of Service. This field accepts six-character hexadecimal value in the range 0 to FFFFFF. This new prompt is visible in the NCOS 11-Properties window only if the package-68 is enabled. The ESN Report is changed.

## 7.4 **Call Centre Transfer Connect**

The Call Centre Transfer Connect feature also called User to User Information (UUI) feature provides User to User Signalling (UUS) supplementary service on various ISDN PRI interfaces supported on Meridian1 connected to different CO switches.

The Meridian1 feature enables a user to send/receive a limited amount of information to/from another user over the signalling channel in association with a call to the other user. This information shall be passed transparently (i.e. without modification of

contents) through the network. The network shall not interpret or act upon this information. Meridian1 extracts the UUS information passed over ISDN interface and sends it over ELAN interface to SCCS. SCCS can then pass this over to the third party CTI Application. This feature supports only the Target Party functionality of AT&T Toll Free Transfer Connect Service feature.

The information exchanged between two ISDN users is referred to as User-to-User Information.

This X11 feature is bundled in a new package 393 and is shown in the Packages section of the System Properties window.

The package information could be retrieved from a switch by running Update System Data.

## 7.5 **SUCCESSION 3.0 Succession Branch Office**

The Branch Office feature is being ported from CSE 1K, Release 2 to Succession 3.0. The Main Office can be either a large or small system.

The Succession Branch Office provides a means of extending the Meridian1 features offered by a Meridian switch at a main office across the WAN to one or more branch offices. In case of a WAN failure, the Succession Branch Office offers survivability to the internet telephones at the branch office by providing call processing capability for extension to extension calls within the branch office and local PSTN access via local trunks.

The OTM 2.0 Navigator currently provides support for adding a BO to a CSE 1000 Release 2.0 system. The OTM 2.1 Navigator is modified to provide the same support to a Meridian1.

The feature BUID and MOTN are made available for configuring Internet telephones on the Branch office, only if the package 390 (SBO) is enabled. These features are not available for Internet telephones' configuration, if package 390 is disabled.
In OTM 2.1 the feature MOTN accepts both LSCU as TN format for Large systems and CU format for small systems. Any other input results in the TN validation failure.
Configuration of MOTN with both format (LSCU and SU) is done from Feature tab and Feature Group tab in Station Administration.

Validation of TN for MOTN is based on TN format i.e. LSCU and CU and not on the machine type.

In OTM 2.1 Succession 3.0, the BO feature is renamed as Succession Branch Office and is applicable to Meridian1 systems as well. This means that, though BO itself could only be a CSE system, the Main Office can be both CSE 1K and Succession systems, which again can be either a large or small system.

The modifications made for Maintenance Windows and Web maintenance pages during the BO Support in OTM 2.0, holds good for OTM 2.1 and Succession 3.0. However, some new Branch Office Login statuses have been introduced for the SBO support which

are not supported in OTM 2.0. Some statuses are removed. OTM 2.1 needs to support these inclusions and deletions. The following table shows the difference between the existing Branch Office Login statuses and the new statuses introduced for SBO support in Succession 3.0:

| Login Status # | Description in CSE1K R2 | Description in SUCCESSION 3.0 |
|---|---|---|
| 0 | Initialize status | Same as CSE1K |
| 1 | Branch User Login | Same as CSE1K |
| 2 | Branch User Local Test | Same as CSE1K |
| 3 | Branch User Config | Same as CSE1K |
| **4** | **Branch user forced logout (Preemption)** | **Not Applicable** |
| 5 | Branch User Forced Logout (F/W Download) | Same as CSE1K |
| 6 | Branch User No Branch Password Provisioned | Same as CSE1K |
| 7 | Branch User Locked from Branch Password Retry | Same as CSE1K |
| **8** | **Branch user no main password provisioned** | **Not Applicable** |
| **9** | **Branch user locked from main password retry** | **Not Applicable** |
| 10 | Branch User Gatekeeper Unavailable | Same as CSE1K |
| 11 | Branch User Gatekeeper User Unknown (user id - TN combination unknown) | Same as CSE1K |
| 12 | Branch User Main Office Unavailable | Same as CSE1K |
| 13 | Branch User Main Office User Unknown | Same as CSE1K |
| 14 | Branch User Firmware Out of Sync | Same as CSE1K |
| **15** | **Not Applicable** | **User ID already logged in by another Branch User at MO, and active on a call** |
| **16** | **Not Applicable** | **BUID entry in Gatekeeper database has Branch Office node as endpoint** |
| 30 | Virtual Office Login | Same as CSE1K |
| **31** | **Virtual office forced logout** | **Not Applicable** |
| 32 | Virtual Office Locked from Login | Same as CSE1K |
| X | Unknown, x is number not defined above | Same as CSE1K |

## 7.6 Corporate Directory support for Internet Telephones

Corporate Directory is an existing set feature which is currently applicable for M3900 sets and for Internet Telephones on CSE Release 2. A system database is created by OTM from either the configured DN information or retrieved from a corporate LDAP server. This database is downloaded and stored on the PBX CPU platform and is then accessible from the M3900 sets and for Internet Telephones on CSE Release 2. The operation of the feature is nearly identical to how it is used on the Taurus terminals.  By pressing the Directory key on an Internet Telephone, the customer can access the corporate directory list and select to dial.  This feature is supported on Internet Telephones: i2002, i2004 and i2050.

To enable this feature, CRPA (Corporate Directory) Class of Service should be enabled for that particular TN.

The Corporate Directory feature is configured for Internet Telephones from Station Administration by clicking on the Features button, which displays the Features Dialog containing the Features and Feature Groups that are applicable for that set. In the Features Dialog the 'Features' radio button is chosen to list all the features. From that list, the user chooses CRPA, which pops a dialog showing the CRPA feature. By default it is set to denied.

In Web Station, CRPA is configured by choosing the set from the Telephones Page and then clicking on the Features button. This shows the Features Page, which lists all the features applicable for that particular set. To set the CRPA to allowed or denied, the user scrolls down to the feature on the Features web page and clicks on the Combo Box which has the values Allowed or Denied. i2002 set in Web Station with CRPA feature

CRPA feature is applicable to the sets i2002, i2004, i2050, M3903, M3904, M3905 only.

## 7.7 TN License Feature

There is a change in the way OTM 2.1 will display the sets consumed and the sets displayed. In OTM 2.1, the sets consumed and sets licensed information is displayed in the OTM Navigator window under the "Help" menu, "TN Licenses".  Depending on the number of sets and systems being managed, this calculation may take a few minutes to come up.

The sample sets provided in OTM are not counted while calculating the TN License. When user uses 90%-100% of the licenses, a warning message "***Your TN licenses (90%) is nearly exceeded. Please contact your vendor to get more licenses***." is displayed to the user. Similarly when the user exceeds the 100% licenses another error message "***Your TN license (100%) is exceeded. You are now in violation of your license agreement with Nortel Networks. Please contact your vendor to get more licenses.***" is displayed.

## 7.8  Station Admin, Web Station and CPND

There are applicability checks based on System Type and software release in Station Admin and Web Station code. The Station Administration and Web Station are changed to support the new software release Succession 3.0.

NOTE: When opening the Station or CPND windows, please allow more than 60 seconds to pass between opening one window and opening the next window.

To address an issue specific to a Succession System with Signaling Server Enabled, where the CPND window does not launch properly, please perform the following procedure:

1. Kill "MDRRTCtoIMc.exe" in Task Manager.

2. Message box with title "MDRCOM16" with message 'Invoke() failed 260' appears on STATION and CPND.
3. Click on OK.
4. STATION and CPND will be launched successfully.

This only occurs if the user opens a Station and CPND window within a minute of each other, then OTM will lock up. The above is a manual recovery procedure.
Reference: CR Q00730005-01

## 7.9 ESN ART Changes

### 7.9.1 Create ESN Database Changes

User can create database for the customer by following three ways in the ESN ART application.

1. Copy from the existing database.
2. Retrieve data from PBX.
3. Create an empty database.

In OTM 2.1, when user selects the first option, Succession systems are shown in the list along with the Meridian1, CSE and Branch Office systems.

### 7.9.2 'Equipped ESN Packages' Report

The 'Equipped ESN Packages' report displays machine type.

## 7.10 DBA Changes

### 7.10.1 New Live Session

In OTM 2.1, when a new Live Session to the PBX is started, the system list displays Succession systems along with Meridian 1, CSE 1000 and Branch Office systems configured in OTM Navigator.

### 7.10.2 New Scheduled data retrieval / PBX Database Backup

In OTM 2.1, the list of systems for data retrieval /PBX Database Backup displays Succession Systems along with Meridian 1, CSE 1000 systems and Branch Offices configured in OTM Navigator.

## 7.11 LDAP Sync Setup & Logs Changes

In OTM 2.1, the Synchronization tab of LDAP Sync Setup & Logs lists all Succession systems along with Meridian 1, CSE 1000 and Branch Office systems configured in OTM Navigator.

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