



Nortel CallPilot

# 201i Server Maintenance and Diagnostics

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## Publication History

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### **February 2007**

CallPilot 5.0, Standard 01.01 of the *CallPilot 201i Server Maintenance and Diagnostics* is issued for general release.



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# Chapter 1

## How to get help

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This section explains how to get help for Nortel products and services.

### Getting help from the Nortel Web site

The best way to get technical support for Nortel products is from the Nortel Technical Support Web site:

<http://www.nortel.com/support>

This site provides quick access to software, documentation, bulletins, and tools to address issues with Nortel products. More specifically, the site enables you to:

- download software, documentation, and product bulletins
- search the Technical Support Web site and the Nortel Knowledge Base for answers to technical issues
- sign up for automatic notification of new software and documentation for Nortel equipment
- open and manage technical support cases

### Getting help over the phone from a Nortel Solutions Center

If you don't find the information you require on the Nortel Technical Support Web site, and have a Nortel support contract, you can also get help over the phone from a Nortel Solutions Center.

In North America, call 1-800-4NORTEL (1-800-466-7835).

Outside North America, go to the following Web site to obtain the phone number for your region:

<http://www.nortel.com/callus>

### **Getting help from a specialist by using an Express Routing Code**

To access some Nortel Technical Solutions Centers, you can use an Express Routing Code (ERC) to quickly route your call to a specialist in your Nortel product or service. To locate the ERC for your product or service, go to:

<http://www.nortel.com/erc>

### **Getting help through a Nortel distributor or reseller**

If you purchased a service contract for your Nortel product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller.

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## Chapter 2

# About this guide

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### In this chapter

"Maintenance and diagnostics overview" (page 11)

"Resolving system problems" (page 12)

"Replacing hardware components" (page 14)

## Maintenance and diagnostics overview

### Introduction

The maintenance and diagnostic activities discussed in this guide are divided into two groups of activities:

- troubleshooting and diagnostics (identifying the cause of and resolving system problems)
- performing hardware maintenance

For a list of CallPilot documentation, see the document map on page 7.

### Who should read this guide

This guide is for administrators, technicians, and engineers responsible for maintaining a CallPilot server. It is intended to act as a guide for:

- using system tools to identify the cause of system problems
- installing, replacing, or upgrading hardware components

This guide assumes that you have basic computing skills and are familiar with necessary safety procedures. For more information about safety, refer to *CallPilot Fundamentals* (NN44200-100).

### **Resolving system problems**

This guide describes how to use a variety of CallPilot resources for resolving system problems.

If you cannot resolve your problem with the resources described in this guide, you can also refer to the following documents:

- *CallPilot Administrator's Guide* (NN44200-601)
- *CallPilot Troubleshooting Guide* (NN44200-700)

**Note:** For more details, see ["Resolving system problems"](#) (page 12).

### **Preparing for hardware or software maintenance**

The *CallPilot Installation and Configuration Task List* (NN44200-306) explains how to restart, shut down, and power up the CallPilot server. You may be asked to perform one or more of these tasks while maintaining your server.

### **Performing hardware maintenance**

[Chapter 7 "Performing hardware maintenance and mechanical assembly" \(page 87\)](#) explains how to replace hardware components. For more details, see ["Replacing hardware components"](#) (page 14).

### **Rebuilding the CallPilot system**

When you purchased your CallPilot server, it came preinstalled with the operating system and CallPilot server software. If your CallPilot server no longer functions because of a software problem, you may need to reinstall the CallPilot software or rebuild the system.

To locate instructions for these tasks, refer to the *CallPilot Software Administration and Maintenance Guide* (NN44200-600).

## **Resolving system problems**

### **Introduction**

Chapters 2 to 5 in this guide describe how to use a variety of CallPilot resources for resolving system problems.

If you cannot resolve your problem with the resources described in this guide, you can also refer to the following documents:

- *CallPilot Administrator's Guide* (NN44200-601)
- *CallPilot Troubleshooting Guide* (NN44200-700)

## Using this guide

This guide provides instructions for using the resources provided by your 201i server, as follows:

To	See
interpret the LEDs on the 201i server	<a href="#">Chapter 3 "Troubleshooting your CallPilot system" (page 17)</a>
interpret startup sequence and diagnostic codes	<a href="#">Chapter 3 "Troubleshooting your CallPilot system" (page 17)</a>
use the operating system diagnostic tools, including Event Viewer and TCP/IP diagnostic tools	<a href="#">Chapter 4 " Using the operating system online diagnostic tools" (page 33)</a>
use the Event Browser, Alarm Monitor, and Maintenance page in CallPilot Manager	<a href="#">Chapter 5 "Using CallPilot Manager to monitor hardware" (page 45)</a>
use the following CallPilot system utilities:	<a href="#">Chapter 6 "Using CallPilot system utilities" (page 71)</a>
<ul style="list-style-type: none"> <li>• Diagnostics Tool</li> <li>• System Monitor</li> </ul>	

## Using the *CallPilot Administrator's Guide*

The *CallPilot Administrator's Guide* (NTP NN44200-601) provides valuable information for monitoring system performance. The *CallPilot Administrator's Guide* describes how to:

- view and filter server events
- monitor the CallPilot server performance, disk space, and database
- monitor and manage CallPilot channels
- troubleshoot CallPilot call service and system operation problems

## Using the *CallPilot Troubleshooting Guide*

The *CallPilot Troubleshooting Guide* (NN44200-700) describes symptoms that can appear on all CallPilot server platforms, and ways to resolve them.

Use the *CallPilot Troubleshooting Guide* to resolve the following types of problems:

- server boot cycle failures
- peripheral device problems
- monitor display problems
- server-to-network connection problems

- remote access connection problems
- CallPilot application problems

## Replacing hardware components

### Introduction

This guide describes how to replace or install hardware components as follows:

To replace or install	See
the 201i server (in the event of a complete system failure)	"Replacing the server" (page 89)
the hard drive	"Replacing the IDE hard drive" (page 93)
the software feature key (dongle)	"Replacing the software feature key" (page 103)
MPC-8 cards	"Replacing Multimedia Processing Cards" (page 105)

### Approved replacement parts

Before replacing any parts on your server, refer to the Nortel\* product catalog for the part codes.



#### CAUTION

The use of parts that are not approved by Nortel can cause serious system problems or void your Nortel warranty.

### Preparing for maintenance activities

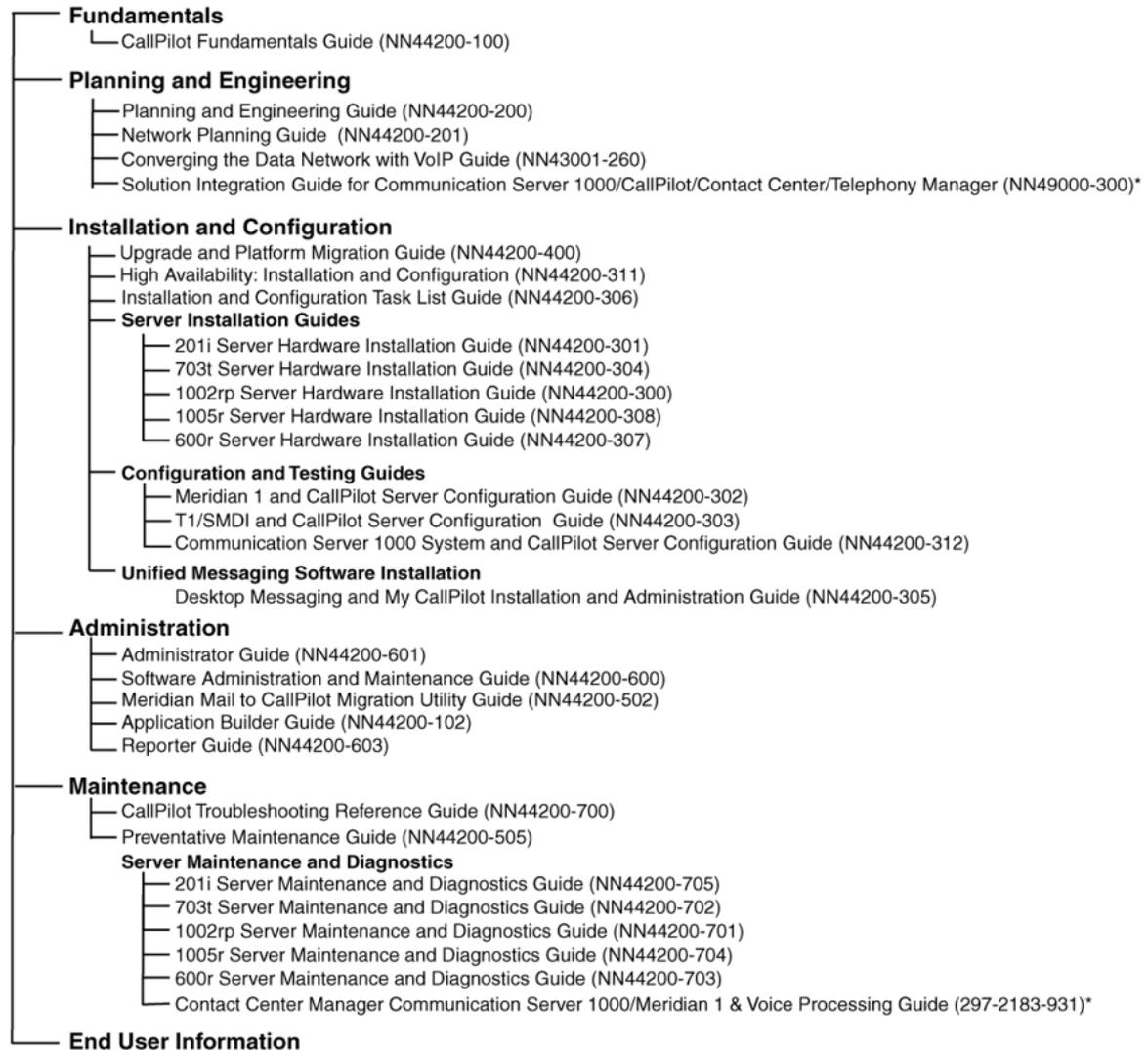
Before you proceed with hardware maintenance activities, review the *CallPilot Installation and Configuration Task List* (NN44200-306) for the following information:

- required tools and equipment
- recommended safety precautions for electrostatic discharge, handling cards, and handling your server
- instructions for shutting down your 201i server or for taking it out of service

## Reference documents



### CallPilot Customer Documentation Map



End User Cards
Unified Messaging Quick Reference Card
Unified Messaging Wallet Card
A-Style Command Comparison Card
S-Style Command Comparison Card
Menu Interface Quick Reference Card
Alternate Command Interface Quick Reference Card

End User Guides
Multimedia Messaging User Guide
Speech Activated Messaging User Guide
Desktop Messaging User Guide for Microsoft Outlook
Desktop Messaging User Guide for Lotus Notes
Desktop Messaging User Guide for Novell Groupwise
Desktop Messaging User Guide for Internet Clients
Desktop Messaging User Guide for My CallPilot
Voice Forms Transcriber User Guide

\*available in summer 2007



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# Chapter 3

## Troubleshooting your CallPilot system

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### **In this chapter**

"Overview" (page 17)

"Section A: LED and HEX displays" (page 18)

"Status LEDs and HEX display location" (page 18)

"Interpreting the power status LED" (page 19)

"Interpreting the MPC slot LEDs" (page 20)

"Interpreting the network and drive activity LEDs" (page 21)

"Interpreting the HEX display" (page 22)

"Section B: Startup diagnostics" (page 25)

"Startup diagnostic codes" (page 25)

"Startup sequence description" (page 28)

"Troubleshooting startup problems" (page 31)

## **Overview**

### **Introduction**

This guide provides instructions for using the resources provided by your 201i system. Use these resources to determine the cause of system problems, and then resolve them.

### **LEDs and HEX display on the 201i server faceplate**

The LEDs indicate when:

- the 201i server, MPC-8 card, or SCSI drive is in use
- it is safe to remove the server from the switch, or the MPC-8 card from the server
- network activity is occurring

The HEX display displays messages that appear during startup or normal 201i server operation.

For more information, see ["Section A: LED and HEX displays" \(page 18\)](#).

### **Startup sequence and diagnostic codes**

To help you determine if the 201i server started successfully (or if it failed), watch the startup sequence and the diagnostic codes that appear. The entire sequence occurs when you do one of the following:

- Lock the 201i server against the switch backplane. When locked against the backplane, the 201i server begins receiving power.
- Restart the operating system.
- Press Reset on the 201i server faceplate to perform a hardware restart.

For more information, see ["Section B: Startup diagnostics" \(page 25\)](#).

## **Section A: LED and HEX displays**

### **In this section**

["Status LEDs and HEX display location" \(page 18\)](#)

["Interpreting the power status LED" \(page 19\)](#)

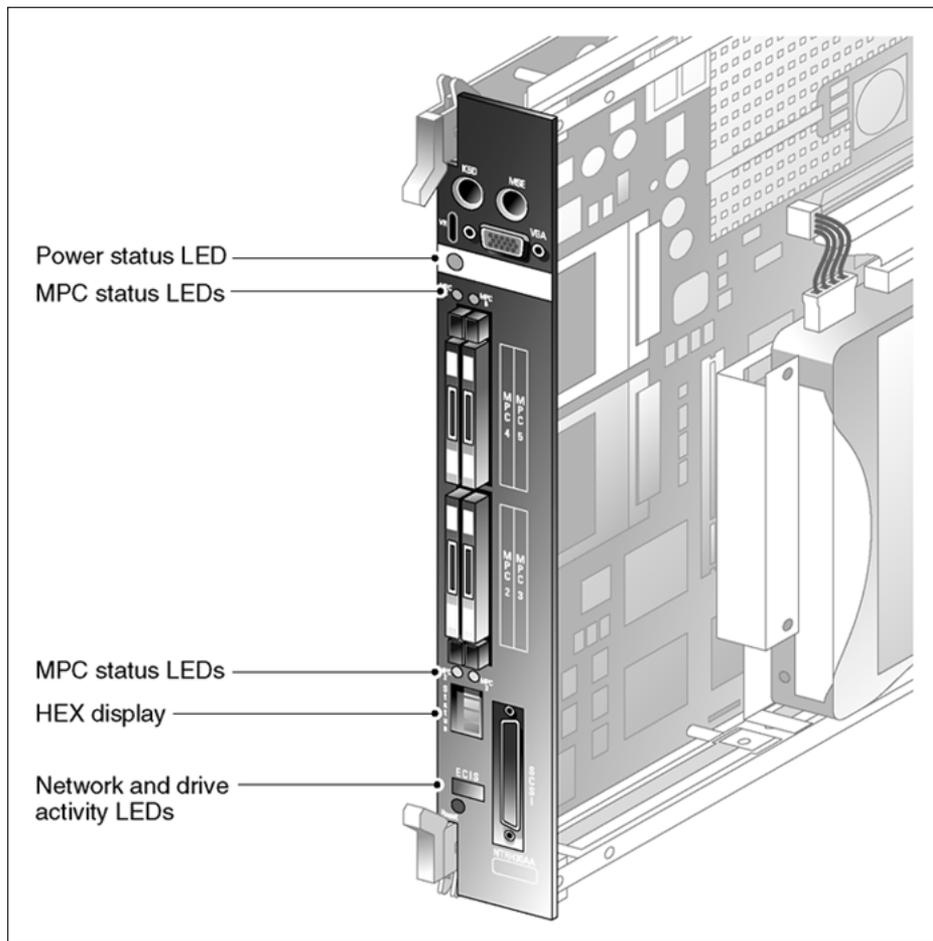
["Interpreting the MPC slot LEDs" \(page 20\)](#)

["Interpreting the network and drive activity LEDs" \(page 21\)](#)

["Interpreting the HEX display" \(page 22\)](#)

### **Status LEDs and HEX display location**

The following diagram shows the location of the status LEDs and HEX display on the 201i server's faceplate.



G101439

## Interpreting the power status LED

### Introduction

The power status LED is located on the 201i server faceplate, directly under the keyboard connector. The LED indicates whether it is safe to remove the server from the switch (which results in a server power down).



### CAUTION

Do not remove the 201i server during normal operation or certain phases of the startup sequence, as this can damage the operating system files on the hard disk.

To determine if it is safe to remove the 201i server from the switch, see "[Power status LED indications](#)" (page 20).

### Power status LED functions

The LED indicates two server states:

- The 201i server is in use.

- It is safe to remove the 201i server from the switch.

### Power status LED indications

IF the power status LED is	THEN
on	the server is powered on. <i>It is safe</i> to remove it from the switch.
<p><b>Note:</b> When the LED is lit, the HEX display may display one of the following: T:XX, F:XX, HOST, or DOWN.</p>	
off	<div style="border: 1px solid black; padding: 10px;"> <div style="display: flex; align-items: center;">  <div> <p><b>CAUTION</b></p> <p><i>It is not safe</i> to remove the server from the switch. The server is in one of the following states:</p> <ul style="list-style-type: none"> <li>• The server is in the operating system startup sequence.</li> <li>• The server has completed the startup sequence and is running.</li> </ul> <p><b>Note:</b> You must courtesy down CallPilot, and then shut down the operating system before you can remove the 201i server from the switch. For instructions, see "Powering down the server" in the <i>CallPilot Installation and Configuration Task List</i>. (NN44200-306)</p> </div> </div> </div>

## Interpreting the MPC slot LEDs

### Introduction

There is an LED for each MPC slot on the 201i server.

### MPC slot LED functions

The LEDs indicate two possible MPC slot states:

- The MPC is in use.
- It is safe to remove the MPC from the server.

## MPC slot LED indications

IF the MPC slot LED	THEN
is off	the MPC is not receiving power. It is safe to remove the MPC from the server.
is on	the MPC is in use. It is not safe to remove the MPC from the server.
was off, then came on	the MPC was recognized by the 201i software and subsequently powered up.
was on, then went off	the MPC was successfully disabled using the Maintenance page in CallPilot Manager. It is safe to remove the MPC from the server.

## Interpreting the network and drive activity LEDs

### Introduction

The 201i server provides four LEDs to indicate ELAN Subnet, Nortel server subnet, SCSI device, and IDE hard drive activity. They are labeled as follows:

LED label	Description
E	ELAN subnet
C	Nortel server subnet
I	IDE hard drive
S	SCSI device (CD-ROM or tape drive)

### Network LED states

IF the E or C LEDs are	THEN
off	a valid hardware connection with the network has not been established.  Ensure that the cable is connected to the respective network switch or hub. If the cable is connected, ensure that the cable is not damaged.

IF the E or C LEDs are	THEN
on	a valid hardware connection with the network has been established.  <b>Note:</b> Before the 201i server can receive or transmit data, you must configure valid IP settings on the 201i server by running the Configuration Wizard. For instructions, refer to the CallPilot Manager online Help.
blinking rapidly	activity is occurring on the network.  <b>Note:</b> This does not mean that the 201i server is actually transmitting or receiving packets.

### IDE drive LED states

IF the I LED is	THEN
off	the IDE hard drive is idle.
on	the IDE hard drive is being accessed.

### SCSI device LED states

IF the S LED is	THEN
off	the SCSI device is idle, or the driver is not loaded.
blinking	the SCSI device is being accessed.
lit solid	the software driver has loaded, but the SCSI device is not connected.

## Interpreting the HEX display

### Introduction

This section describes the codes that can appear on the HEX display during startup or normal 201i server operation.

**Note:** For a description of the codes that appear during startup diagnostics, see "[Startup diagnostic codes](#)" (page 25). For a description of the startup sequence, see "[Startup sequence description](#)" (page 28).

## HEX display codes

During startup and normal 201i server operation, the HEX display on the server faceplate displays one of the codes in the following table:

HEX display output	Description
<b>Startup codes</b>	
T:XX	<p>The 8051 controller is starting and running diagnostics. These diagnostics are performed during a cold restart (when the server is powered up, or if you press Reset on the 201i server's faceplate).</p> <p>For more details, see <a href="#">"Startup diagnostic codes" (page 25)</a>.</p>
F:XX	<p>At least one diagnostic failed. The displayed error code represents the first failed diagnostic.</p> <p>For more details, see <a href="#">"Startup diagnostic codes" (page 25)</a>.</p>
P:XX	<p>An Extended POST error has occurred, where XX represents a two-character code. If the error is a critical error, the start cycle may halt. If the error is a non-critical error, the error code is logged in the operating system event log after the operating system startup completes and the CallPilot 8051 device driver starts.</p>

### ATTENTION

POST Terminal errors that result in a system halt do not appear on the HEX display. If you cannot use the HEX display to determine the cause of a system halt, contact your Nortel technical support representative.

HEX display output	Description
<b>Startup codes</b>	
HOST	This code appears during the startup sequence and means that BIOS diagnostics have started.  HOST also appears on the HEX display when the server has been started to ROM-DOS.
NT	The operating system start sequence has started.
OK	The operating system start sequence was successful.
<b>CallPilot and 201i server operation codes</b>	
BOOT	CallPilot is starting and is not yet fully operational.
PASS	CallPilot is fully operational and ready to accept calls.
WARN	CallPilot is ready to accept calls. However, some services failed the start sequence. Review the event log for further information.
FAIL	CallPilot failed the start sequence and cannot accept calls. Review the event log for further information.
MIN	A minor alarm has occurred. Review the event log for further information.
MAJ	A major alarm has occurred. Review the event log for further information.
CRI	A critical alarm has occurred. Review the event log for further information.
???	An alarm of unknown severity occurred. This error should not occur on a properly installed system. The severity of this event is treated as higher-than-critical.
<b>Note:</b> If you observe "???" or anything else on the display, contact your Nortel technical support representative.	
DOWN	The operating system has been shut down. When the power status LED is on, it is safe to remove the 201i server from the switch.

HEX display output	Description
<b>Startup codes</b>	<p>If you perform a cold restart by pressing Reset on the 201i server faceplate, or by removing and then reinserting the 201i server in the switch, the start sequence starts at stage 1, described on 1.</p> <p>If you perform a warm restart by selecting Restart on the operating system shutdown menu, the start sequence begins at stage 9, described on 9. However, the HEX display behaves as follows:</p> <ul style="list-style-type: none"> <li>• The DOWN message remains displayed until the operating system start sequence begins.</li> <li>• The DOWN message does not scroll.</li> </ul>

## Section B: Startup diagnostics

### In this section

"Startup diagnostic codes" (page 25)

"Startup sequence description" (page 28)

"Troubleshooting startup problems" (page 31)

## Startup diagnostic codes

### Introduction

HEX display diagnostic codes are divided into the following two categories:

- critical startup diagnostics
- non-critical operating system and switch diagnostics

### Critical startup diagnostic codes

All critical startup diagnostics must pass before the 201i can proceed with the start sequence. If a critical diagnostic fails, the start sequence indefinitely halts, an error code displays, and a continuous beep is heard.

The following table shows the critical startup diagnostic codes with their corresponding failure codes. Failure of these diagnostics means that there has been a server failure. The start cycle is halted.

**Note:** When a test is successfully completed, the next test code appears.

Test code	Test description	Failure code
T:01	Internal RAM self-test	F:01
T:02	ALU self-test	F:02
T:03	Address mode self-test	F:03
T:04	Boot ROM self-test	F:04
T:05	Timer self-test	F:05
T:06	Watchdog self-test	F:06
T:07	EEPROM self-test	F:07
T:08	End of system controller self-tests	not applicable
	The power status LED blinks three times.	
HOST	Start of BIOS diagnostics	HOST continues to scroll across the HEX display
	The monitor displays the BIOS start screen.	
	If a critical error occurs, the start cycle is halted. Examples of critical errors are memory failure or another type of error resulting in no display on the monitor.	

### Non-critical operating system and switch diagnostic codes

If a noncritical operating and switch diagnostic test fails, the HEX display stops at the failed test. The remaining diagnostics are not performed. The start sequence continues, but server functionality can be compromised.

The following table shows the noncritical operating system and switch diagnostic codes with their corresponding failure codes.

**Note:** While the test is in progress, the following codes may appear for a short period. If these messages display temporarily (that is, no longer than one second), a problem does not exist.

Status code	Operation description	Failure code
HOST	Continuation of BIOS diagnostics  The monitor displays the BIOS start screen. If a noncritical error occurs, the server continues the start sequence.	P:XX
NT	The operating system start sequence started  <b>Note:</b> If the CallPilot server software is not installed, the HEX display remains at NT. (This can occur if you are performing a system rebuild.) During CallPilot software installation, the 8051 device driver is copied to the operating system, at which point the HEX display shows CDLN.	P:XX  <b>Note:</b> For a description, see "P:XX failure codes" (page 28).
CDLN	8051 device driver on the operating system has started; beginning of Cardlan interface communication (DS30x interface initialization)  The system controller communicates with the switch, indicating that two cards are installed, and waits for switch acknowledgement.	CDLN  Neither DS30x interface was initialized (both failed).
C:01	Initialization of the first DS30x interface	C:01  Initialization of the first DS30x interface failed. The second DS30x interface is OK.

Status code	Operation description	Failure code
C:02	Initialization of the second DS30x interface	C:02  Initialization of the second DS30x interface failed. The first DS30x interface is OK.
OK	Switch acknowledgement complete  The operating system startup is complete, and CallPilot Fault Management takes over.	CRI, FAIL, MAJ, MIN, or WARN

**P:XX failure codes**

P:XX indicates a BIOS diagnostic error, where XX represents a two-character code. If the error is a critical error, the start cycle may halt. If the error is a noncritical error, the error code is reported in the operating system system event log after the operating system start sequence completes and the CallPilot 8051 device driver starts.

**Note:** If CallPilot is not installed, no event is logged.

**ATTENTION**

POST Terminal errors that result in a system halt do not appear on the HEX display. If you cannot use the HEX display to determine the cause of a system halt, contact your Nortel technical support representative.

**Startup sequence description****Introduction**

The following table describes the startup sequence and the diagnostic stages that occur. The entire sequence occurs when you do one of the following:

- You lock the 201i against the switch backplane, and the 201i powers up.
- You press Reset on the 201i server faceplate to perform a hardware restart.

**Note:** If you restart the operating system by clicking the Shut Down and Restart options, the start sequence starts at stage 9. However, the HEX display behaves as follows:

- The DOWN message remains displayed until the operating system start sequence begins.

- The DOWN message does not scroll.

Stage	Description	HEX display	Status LED
1	Internal RAM self-test  This is the start of critical startup diagnostics for the 8051 system controller. If any of the tests fail, the startup cycle is halted.  Approximate duration: less than 1 second	T:01	ON
2	ALU self-test  Approximate duration: less than 1 second	T:02	ON
3	Address mode self-test  Approximate duration: less than 1 second	T:03	ON
4	Boot ROM self-test  Approximate duration: less than 1 second	T:04	ON
5	Timer self-test  Approximate duration: less than 1 second	T:05	ON
6	Watchdog self-test  Approximate duration: less than 1 second	T:06	ON
7	EEPROM self-test  This is a noncritical diagnostic. If it fails, this is a noncritical error, and the start cycle continues.  Approximate duration: less than 1 second	T:07	ON

Stage	Description	HEX display	Status LED
8	<p>End of system controller self-tests. No errors were found.</p> <p>Approximate duration: less than 3 seconds</p>	T:08	blinks three times
9	<p>Beginning of BIOS diagnostics</p> <p><b>Note:</b> The BIOS splash screen appears, and HOST scrolls across the HEX display.</p> <p>Approximate duration: 7 seconds</p>	HOST	ON
10	<p>Beginning of the operating system start sequence</p> <p>The monitor displays the operating system logon prompt.</p> <p>You are prompted for an operating system user name and password. If the system needs to be configured, a pop-up box for Maintenance Configuration Detection Information may appear to remind you.</p> <p>If the Maintenance Configuration Detection Information box appears, click OK unless you want a reminder to configure the server.</p>	NT	OFF
11	<p>Completion of operating system start sequence. The 8051 system controller is running normally.</p>	OK	OFF
12	<p>The 201i CallPilot software loads.</p> <p>OK means that CallPilot has loaded. CallPilot Fault Management takes over.</p> <p>If FAIL, WARN, CRI, MAJ, or MIN appears instead of OK, a fault has occurred. Use the system and CallPilot Manager event logs and Alarm Monitor to determine what happened.</p> <p>Approximate duration: 5 minutes</p>	<p>One of the following, as applicable:</p> <ul style="list-style-type: none"> <li>• BOOT</li> <li>• PASS</li> <li>• FAIL</li> <li>• WARN</li> <li>• CRI</li> </ul>	OFF

Stage	Description	HEX display	Status LED
		<ul style="list-style-type: none"> <li>• MAJ</li> <li>• MIN</li> </ul>	

## Troubleshooting startup problems

### Introduction

This section suggests tasks you can perform to determine why the 201i server fails the startup cycle.

### To determine why the 201i server failed the 8051 startup

Step	Action
1	Make a note of any diagnostic codes.
2	Try restarting the server by pressing Reset on the 201i server's faceplate.
3	<p>During the restart sequence, view the diagnostic codes on the HEX display for failures.</p> <p>For a description, see "<a href="#">Startup sequence description</a>" (page 28).</p> <p><b>Note:</b> Allow 5 minutes for the start cycle to complete.</p>
4	Refer to the <i>CallPilot Troubleshooting Guide</i> for other suggestions.
5	If you still cannot find the cause of the failure, call your Nortel technical support representative.

—End—

### To determine why the 201i server failed to start CallPilot

Step	Action
1	Make a note of any diagnostic codes.
2	Try restarting the server by pressing Reset on the 201i server's faceplate.
3	<p>During the start sequence, view the diagnostic codes on the HEX display for failures.</p> <p>For a description, see "<a href="#">Startup sequence description</a>" (page 28).</p>

**Note:** Allow 5 minutes for the start cycle to complete.

- 4 View the event logs.  
For instructions, see "[Viewing event logs](#)" (page 34).
- 5 Refer to the *CallPilot Troubleshooting Guide* for other suggestions.
- 6 If you still cannot find the cause of the failure, call your Nortel technical support representative.

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—End—

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## Chapter 4

# Using the operating system online diagnostic tools

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### In this chapter

"Overview" (page 33)

"Viewing event logs" (page 34)

"Using TCP/IP diagnostic tools" (page 37)

## Overview

### Introduction

This section describes how to access the runtime online diagnostic tools provided by the operating system server software. Use these tools when a serious problem prevents the use of the CallPilot diagnostic tools that are available in CallPilot Manager.



### CAUTION

Do not run any utilities that are not documented in this guide.

### Operating system Event Viewer

The operating system Event Viewer provides event logs to help you diagnose and debug system problems.

### Operating system Diagnostics

The operating system Diagnostics window allows you to view details about the system and network components.

## TCP/IP diagnostics

this chapter describes the following TCP/IP diagnostic tools:

- ipconfig
- ping
- tracert
- arp
- nbtstat
- netstat

These utilities help you to verify network connectivity. They help you to thoroughly test the network interface and isolate any configuration problems. Network connectivity is essential to CallPilot operation.

## Viewing event logs

### Introduction

When the server startup cycle is complete, and if the CallPilot server has been configured (refer to the *CallPilot <switch model> and CallPilot Server Configuration* guide for your switch and server), the HEX display should show PASS, and messages in dialog boxes on the monitor indicate that CallPilot is ready to accept calls.

If the hex display shows FAIL, CRI, MAJ, MIN, or FAIL or one or more error messages appears on the monitor, an event (such as a warning, error, or information display) has occurred. To determine what happened, you can use the following:

- operating system Event Viewer on the 201i server (see "[To use the operating system Event Viewer](#)" (page 35))
- CallPilot Event Browser or Alarm Monitor in CallPilot Manager

For more information, do one of the following:

- See "[Alarm Monitor](#)" (page 47).
- Refer to the *CallPilot Administrator's Guide* (NN44200-601).

**Note:** The Event Browser and Alarm Monitor include online Help for events, which may help you to resolve the problem. If you cannot log on to the CallPilot system using a Web browser due to server problems, then use the operating system Event Viewer.

## Types of event logs

Three types of event logs are available from the operating system Event Viewer, as follows:

Log type	Description
System	Logs events by the operating system components, including Routing and Remote Access Server (RRAS) or other operating system services.
Security	Logs security events, such as logons, logoffs, illegal access, and so on. This option is available only to users with Administrative access.
Applications	Logs events by application, such as database file errors, and so on.

## Where to get more information

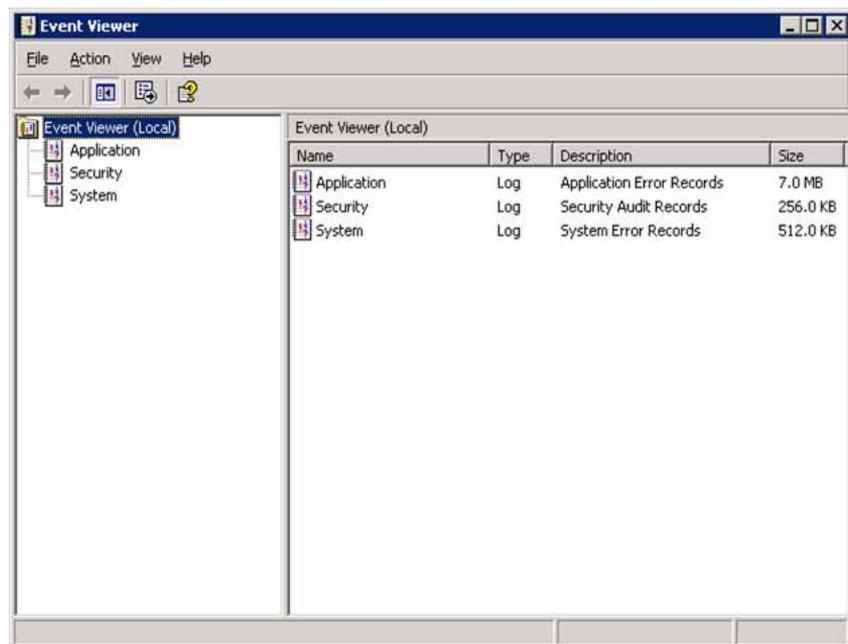
For more information about using the operating system Event Viewer, click Help → Contents in the Event Viewer window. See also "[To use the operating system Event Viewer](#)" (page 35).

## To use the operating system Event Viewer

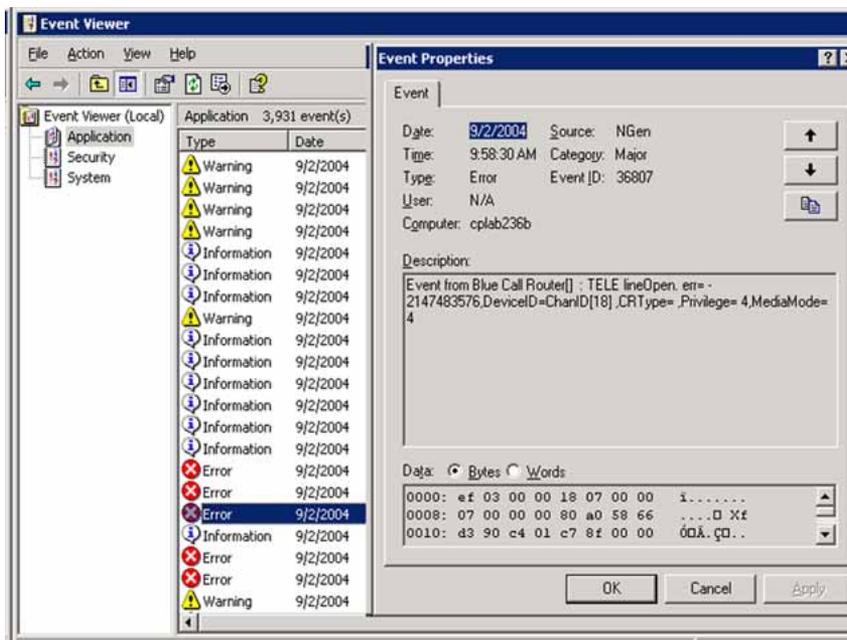
### Step Action

- 1 Click Start → Programs → Administrative Tools → Event Viewer.

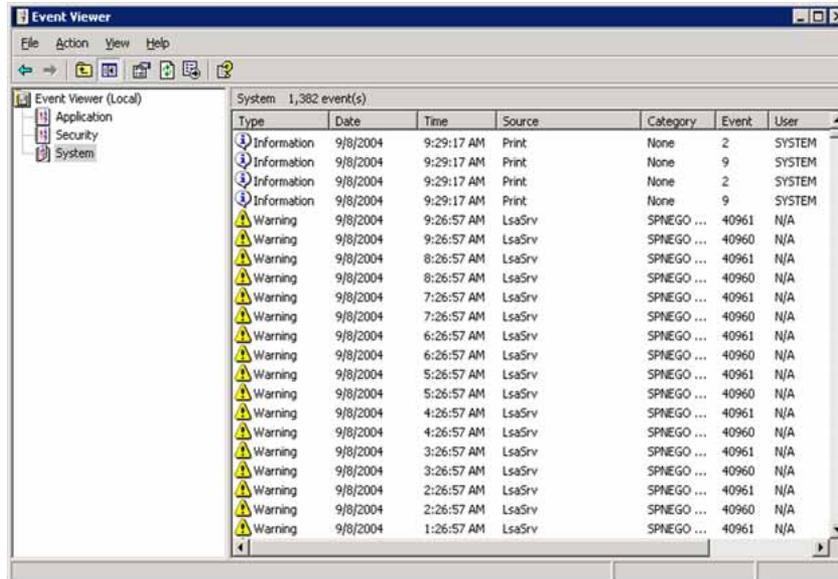
**Result:** The Event Viewer window appears.



- 2 To view a log, click the name of the log in the left frame of the window. The illustration shows an example of the Application log.



An example of a System log appears in the following illustration.



**Note:** The Security log available only to administrators is not shown.

- 3 Look for error codes flagged that have occurred since the last startup. Each error is date- and time-stamped.

 major or critical errors

 warnings

 information

- 4 To determine the cause of the error, select and double-click the error.

**Result:** A description of the error appears in an Event Detail dialog box. An example of an error description is shown in the Event Detail dialog box in the Application log illustration on [Step 2](#).

- 5 Use the error description to help determine how to resolve errors.

**Note:** If the error persists or does not suggest a solution, contact your Nortel support representative.

- 6 Click Close.

**Result:** The event log reappears.

- 7 Click Log → Exit.

**Result:** The Event Viewer closes.

---

—End—

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## Using TCP/IP diagnostic tools

### Introduction

This section describes the following TCP/IP diagnostic tools available for the network adapter. These tools are useful for diagnosing LAN communication problems. The first three tools are the most useful:

- ipconfig ("The ipconfig command" ([page 38](#)))
- ping ("The ping command" ([page 39](#)))

- [tracert \("The tracert command" \(page 40\)\)](#)
- [arp \("The arp command" \(page 41\)\)](#)
- [nbtstat \("The nbtstat command" \(page 42\)\)](#)
- [netstat \("The netstat command" \(page 43\)\)](#)

These utilities help you to verify network connectivity. Network connectivity is essential to CallPilot operation. These utilities help you to thoroughly test the network interface and isolate any configuration problems.

## The ipconfig command

The ipconfig command displays IP configuration information.

### Ipconfig default

If you run the command without flags, it displays the IP address, subnet mask, and default gateway for each adapter bound to TCP/IP.

### Ipconfig command syntax

```
ipconfig [/ ]
```

The following flags are available for the ipconfig command:

Flag	Description
/?	Displays Help information.
/all	Displays full configuration information.
/release	Releases the IP address for the specified adapter.
/renew	Renews the IP address for the specified adapter.

## To run the ipconfig command from the operating system

Step	Action
1	Click Start → Programs → Accessories → Command Prompt to display the command prompt window. <b>Result:</b> The Command Prompt window appears.
2	At the prompt, type <code>ipconfig &lt;with appropriate parameters&gt;</code> . <b>Example:</b> <code>ipconfig /all</code>
3	Press Enter. <b>Result:</b> The system runs the ipconfig utility.
4	Type <code>Exit</code> to exit the Command Prompt window.

---

—End—

---

## The ping command

The ping command sends an echo request to a specified host. Use this command to verify network connectivity to the remote device.

### Ping command syntax

The ping command uses the following syntax:

```
ping [-t] [-a] [-n count] [-l size] [-f] [-i TTL]
      [-v TOS] [-r count] [-s count]
      [[-j host-list] | [-k host-list]]
      [-w timeout] destination-list
```

Parameter	Description
-t	Pings the specified host until interrupted.
-a	Resolves addresses to host names.
-n count	Specifies the number of echo requests to send.
-l size	Sends buffer size.
-f	Set Don't Fragment flag in packet.
-i TTL	Time To Live
-v TOS	Type Of Service
-r count	Record route for count hops
-s count	Time stamp for count hops
-j host-list	Loose source route along host list
-k host-list	Strict source route along host list
-w timeout	Time-out in milliseconds to wait for each reply

### To run the ping command from the operating system

Step	Action
1	Click Start → Programs → Accessories → Command Prompt to display the command prompt window. <b>Result:</b> The Command Prompt window appears.
2	At the prompt, type <code>ping &lt;destination IP address&gt;</code> (for example, <code>ping 200.286.32.0</code> ), or <code>ping &lt;computer name&gt;</code> .
3	Press Enter. <b>Result:</b> The system displays the ping results.

- 4 Type `Exit` to exit the Command Prompt window.

---

—End—

---

## The tracert command

This utility determines the route taken to a destination.

### How tracert works

The tracert utility follows several steps to complete its task:

- Tracert sends Internet Control Message Protocol (ICMP) echo packets with varying Time-To-Live (TTL) values to the destination.
- Each router along the path must decrement the TTL on a packet by at least 1 before forwarding it, so the TTL is effectively a hop count.
- When the TTL on a packet reaches 0, the router sends back an ICMP Time Exceeded message to the source system.
- Tracert determines the route by sending the first echo packet with a TTL of 1, and incrementing the TTL by 1 on each subsequent transmission until the target responds, or the maximum TTL is reached.
- Tracert then examines the ICMP Time Exceeded messages sent back by intermediate routers.

### Tracert syntax

```
tracert [-d] [-h maximum_hops] [-j host_list]
        [-w timeout] [target_name]
```

### Tracert parameters

The tracert command uses the following parameters:

Parameter	Description
-d	Specifies not to resolve addresses to hostnames.
-h maximum_hops	Specifies the maximum number of hops to search for the target.
-j host-list	Specifies a loose source route along the host list.
-w timeout	Waits the number of milliseconds specified by the timeout for each reply.
target_name	The name of the target host.

### To run the tracert command from the operating system

Step	Action
1	Click Start → Programs → Accessories → Command Prompt to display the command prompt window.  <b>Result:</b> The Command Prompt window appears.
2	At the prompt, type the following command:  <code>tracert [-d] [-h maximum_hops] [j host_list] [-w timeout] [target name]</code>  <b>Example:</b> <code>tracert 200.286.0.32 210 200.236.0.04</code>
3	Press Enter.  <b>Result:</b> The system runs the tracert utility.
4	Type <code>Exit</code> to exit the Command Prompt window.

---

—End—

---

## The arp command

The arp command displays and modifies the IP-to-physical address translation tables used by Address Resolution Protocol (arp).

### Arp command syntax

The arp command uses the following syntax:

```
arp -s inet_addr eth_addr [if_addr]
```

```
arp -d inet_addr [if_addr]
```

```
arp -a [inet_addr] [-N if_addr]
```

Parameter	Description
-a	Displays current arp entries by interrogating the current protocol data. If <code>inet_addr</code> is specified, the IP and physical addresses for only the specified computer appear. If more than one network interface uses arp, entries for each arp table appear.
-g	Same as -a.
inet_addr	Specifies an Internet address.
if_addr	Specifies the Internet address of the interface whose address translation table should be modified. If not present, the first applicable interface is used.
eth_addr	Specifies a physical address.
-N if_addr	Displays the arp entries for the network interface specified by <code>if_addr</code> .

Parameter	Description
-d	Deletes the host specified by inet_addr.
-s	Adds the host and associates the Internet address inet_addr with the Physical address eth_addr. The physical address is given as six hexadecimal bytes separated by hyphens. The entry is permanent.

### To run the arp command from the operating system

Step	Action
1	Click Start → Programs → Accessories → Command Prompt to display the command prompt window. <b>Result:</b> The Command Prompt window appears.
2	At the prompt, type <code>arp</code> with the required parameters (for example, <code>arp -g 200.286.0.32</code> ).
3	Press Enter. <b>Result:</b> The system runs the arp command.
4	Type <code>Exit</code> to exit the Command Prompt window.

—End—

### The nbtstat command

The nbtstat command displays protocol statistics and current TCP/IP connections using NBT.

#### Nbtstat command syntax

The nbtstat command uses the following syntax:

```
nbtstat [-a remotename] [-A IP address] [-c] [-n]
        [-R] [-r] [-S] [-s] [interval]
```

Parameter	Description
-a remotename	Lists the remote computer's name table using its name.
-A IP address	Lists the remote computer's name table using its IP address.
-c	Lists the contents of the NetBIOS name cache giving the IP address of each name.
-n	Lists local NetBIOS names. Registered indicates that the name is registered by broadcast (Bnode) or WINS (other node types).

Parameter	Description
-R	Reloads the LMHOSTS file after purging all names from the NetBIOS name cache.
-r	Lists name resolution statistics for Windows networking name resolution. On a computer configured to use WINS, this option returns the number of names resolved and registered through broadcast or through WINS.
-S	Displays both client and server sessions, listing the remote hosts by IP address only.
-s	Displays both client and server sessions, and attempts to convert the remote host IP address to a name using the HOSTS file.
interval	Displays selected statistics, pausing interval seconds between each display. Press Ctrl+C to stop displaying statistics. Without this parameter, nbtstat prints the current configuration information once.

### To run the nbtstat command from the operating system

Step	Action
1	Click Start → Programs → Accessories → Command Prompt to display the command prompt window. <b>Result:</b> The Command Prompt window appears.
2	At the prompt, type <code>nbtstat</code> with the required parameters.
3	Press Enter. <b>Result:</b> The system runs the nbtstat utility.
4	Type <code>Exit</code> to exit the Command Prompt window.

—End—

### The netstat command

The netstat command displays current TCP/IP network connections and protocol statistics.

### Netstat command syntax

The netstat command uses the following syntax:

```
netstat [-a] [-e] [-n] [-s] [-p proto] [-r] [interval]
```

Parameter	Description
-a	Displays all connections and listening ports.
-e	Displays Ethernet statistics. This can be combined with the -s option.
-n	Displays addresses and port numbers in numerical form.
-s	Displays per-protocol statistics.
-p proto	Shows connections for the protocol specified by proto. Proto can be tcp or udp. If used with the -s option, proto can be tcp, udp, or ip.
-r	Displays the contents of the routing table.
interval	Redisplays selected statistics, pausing between each display. Press Ctrl+C to stop redisplaying.

### To run the netstat command from the operating system

Step	Action
------	--------

- |   |  |
|---|--|
| 1 | Click Start → Programs → Accessories → Command Prompt to display the command prompt window.<br><b>Result:</b> The Command Prompt window appears. |
| 2 | At the prompt, type <code>netstat</code> with the required parameters.   |
| 3 | Press Enter.<br><b>Result:</b> The system runs the netstat utility.  |
| 4 | Type <code>Exit</code> to exit the Command Prompt window.  |

—End—

---

## Chapter 5

# Using CallPilot Manager to monitor hardware

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### **In this chapter**

"Understanding fault management" (page 46)

"Section A: Tools for isolating and fixing hardware problems" (page 46)

"Overview" (page 47)

"Alarm Monitor" (page 47)

"Event Browser" (page 49)

"Maintenance page" (page 50)

"Channel and Multimedia Monitors" (page 51)

"Section B: Working with the Maintenance page" (page 51)

"Introducing the Maintenance page" (page 52)

"Viewing component states" (page 55)

"Starting and stopping components" (page 57)

"Running integrated diagnostics" (page 60)

"Viewing the last diagnostic results" (page 63)

"Section C: Working with the Multimedia and Channel Monitors" (page 65)

"Working with the Multimedia Monitor" (page 66)

["Working with the Channel Monitor" \(page 67\)](#)

## Understanding fault management

### Introduction

Fault management is a term that describes how the CallPilot server detects and notifies you of potential or real hardware problems (faults).

The server processes events to detect hardware problems and raises alarms to notify you when these problems occur.

### Event processing

An event is any change in system configuration or operational state. An event is also any action taken by the system that requires user notification. Events can be as insignificant as a user logon attempt or as serious as a faulty MPC-8 card switching to disabled status.

All events are reported to the fault management server, a subsystem within the CallPilot server. The fault management server enables the server to listen and respond to its clients. The interaction is called event processing and is the means by which the server detects hardware faults.

### Alarm notification

Alarms are warnings generated by events. Alarms communicate the same information as events. However, alarms are reported in the Alarm Monitor instead of the Event Browser, and are managed differently than events.

When an alarm appears in the Alarm Monitor, you must investigate the problem, isolate it, and then fix the cause of the problem. When you fix the problem, the alarm is cleared from the Alarm Monitor.

## Section A: Tools for isolating and fixing hardware problems

### In this section

["Overview" \(page 47\)](#)

["Alarm Monitor" \(page 47\)](#)

["Event Browser" \(page 49\)](#)

["Maintenance page" \(page 50\)](#)

["Channel and Multimedia Monitors" \(page 51\)](#)

## Overview

### Introduction

This section provides guidelines on how to use the CallPilot Manager tools to detect, isolate, and fix potential or real hardware problems.

### Component dependencies

The status of some components is dependent on the operational status of other components. If a component fails or is stopped, the dependent components go out of service.

**Note:** Based on the CallPilot server type, and the type of switch connected to CallPilot, some of these components may not appear on your system.

Component	Dependent components
Motherboard (IPE server)	All MPCs, and all multimedia and call channels associated with the IPE server.
Time Switch	All multimedia and call channels associated with the same MPB as the timeswitch.
MPCs	All multimedia (DSP) channels on the MPC-8 card.
DS30X	All DS30X channels associated with the DS30X link.

### Detecting hardware problems

Typically, you first become aware of a hardware problem when an alarm is raised. All hardware faults produce an alarm (or series of alarms, depending on the problem) in the Alarm Monitor.

Other indications of a hardware problem include the following:

- user complaints
- call processing difficulties, such as busy signals, static, dropped calls, connection problems, and cross talk (hearing other conversations)
- system administrator logon difficulties
- alert icons on the Maintenance page

## Alarm Monitor

### Introduction

Use the Alarm Monitor to investigate one or more raised alarms.

## About alarms

Alarms are warnings generated by events. Alarms communicate the same information as events. However, alarms are reported in the Alarm Monitor instead of the Event Browser, and are managed differently than events:

- Alarms appear in the Alarm Monitor only for Minor, Major, and Critical events (not Information events). All events can be reported in the Event Browser (depending on filtering criteria defined in the Event Browser).
- The first time an event occurs, it generates an alarm that appears in the Alarm Monitor. If the same event continues to occur, a new alarm is not generated. Instead, the time and date assigned to the original generated alarm is updated.
- Alarms can be cleared from the Alarm Monitor, but the event that generated the alarm is not cleared from the event log or the Event Browser.

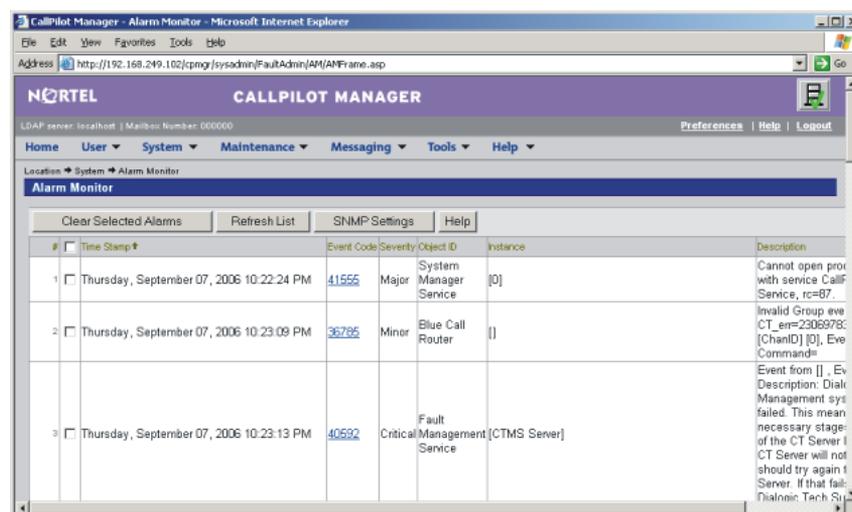
Each alarm in the Alarm Monitor has Help text that often provides a solution to the problem. If the solution is not apparent, use the Event Browser or the Maintenance page to further investigate the problem.

## To investigate using the Alarm Monitor

### Step Action

- 1 Run CallPilot Manager and log in.
- 2 In CallPilot Manager, click System → Alarm Monitor.

**Result:** The Alarm Monitor page appears.



- 3 Click the Event Code for the first critical or major alarm.

**Result:** A description of the event appears in a new Web browser window.

- 4 Review the description and recovery action.
- 5 Repeat steps 3 and 4 to view more alarms, if necessary.
- 6 If the solution to the problem is not apparent, obtain the return code of the first event and continue the investigation by using the Event Browser (see "Event Browser" (page 49)).

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—End—

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### See also

For detailed information on how to use the Alarm Monitor, refer to the *CallPilot Administrator's Guide* (NN44200-601), or the CallPilot Manager online Help.

## Event Browser

### Introduction

Use the Event Browser to investigate a series of events that occurred around the time an alarm was raised. The event listing can help you determine the root cause of a problem.

### About events

The Event Browser displays events that have been recorded in the server log. Each event identifies the time the event occurred, the object that generated the event, and the cause of the event.

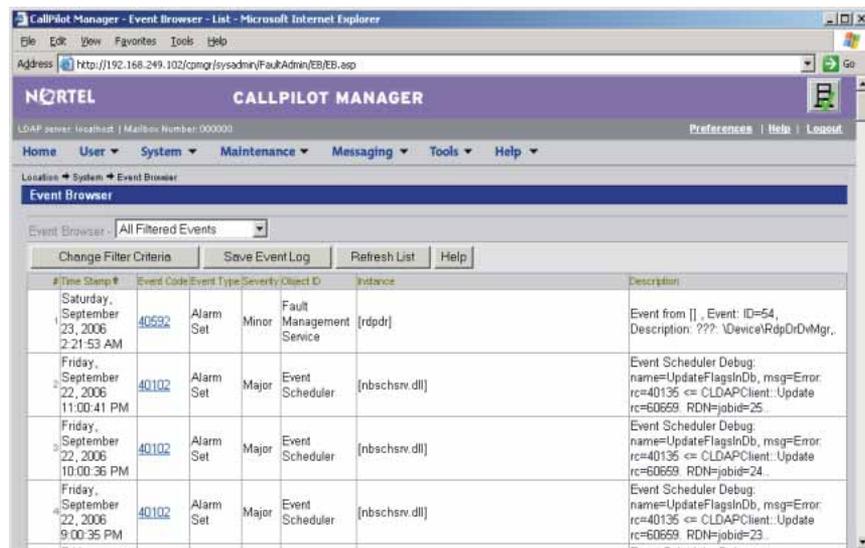
Events are classified as Information, Minor, Major, or Critical. By default, the Event Browser displays only the latest 100 critical events.

### To investigate using the Event Browser

Step	Action
1	Run CallPilot Manager and log in.
2	In CallPilot Manager, click System → Event Browser.



**Result:** The Event Browser page appears.



- 3 Click an event that appears to be related to the problem, or an event that occurred near the time the alarm was raised.

**Result:** A description of the event appears in a new Web browser window.

- 4 View the description and recovery action.
- 5 Repeat steps 3 and 4 to view more events, if necessary.
- 6 If the solution to the problem is not apparent, contact your Nortel technical support representative.

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—End—

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### See also

For detailed information on how to use the Event Browser (for example, how to set preferences), refer to the *CallPilot Administrator's Guide* (NN44200-601) or the CallPilot Manager online Help.

## Maintenance page

### Introduction

Use the Maintenance page to get status information for any suspect components.

If you suspect or discover a problem with hardware such as an MPC-8 card, or the DS30X link, you can use the Diagnostic section on the Maintenance page. You can run a new diagnostic for the component, or review the results of the last diagnostic that was run.

**More information**

For information on all aspects of the Maintenance page, see "[Section B: Working with the Maintenance page](#)" (page 51), or the CallPilot Manager online Help.

**Channel and Multimedia Monitors****Introduction**

The Channel Monitor shows the status of call channels. The call channels are the connections between the server and the switch that carry the call signals to CallPilot.

The Multimedia Monitor shows the status of multimedia channels. The multimedia channels are the DSP ports that process the calls. They are the voice, fax, and speech recognition channels.

**Disabling call channels**

If you must take the CallPilot system out of service to perform software or hardware maintenance, Nortel recommends that you disable all call channels first. There are two ways to disable the call channels:

- Courtesy stop the channels (preferred method).

When you courtesy stop call channels, CallPilot waits until the channels are no longer active before disabling them, instead of suddenly terminating active calls.

- Stop the channels.

When you stop channels, you suddenly disable them and terminate all active calls.

For information about using the Channel and Multimedia Monitors, see "[Section C: Working with the Multimedia and Channel Monitors](#)" (page 65).

**Running diagnostics on call channels**

If you must run diagnostics for one or more channels, use the Diagnostics section on the Maintenance page. For more information, see "[Section B: Working with the Maintenance page](#)" (page 51).

**Section B: Working with the Maintenance page****In this section**

["Introducing the Maintenance page"](#) (page 52)

["Viewing component states"](#) (page 55)

["Starting and stopping components"](#) (page 57)

"Running integrated diagnostics" (page 60)

"Viewing the last diagnostic results" (page 63)

## Introducing the Maintenance page

### Introduction

Use the Maintenance page in CallPilot Manager to do the following:

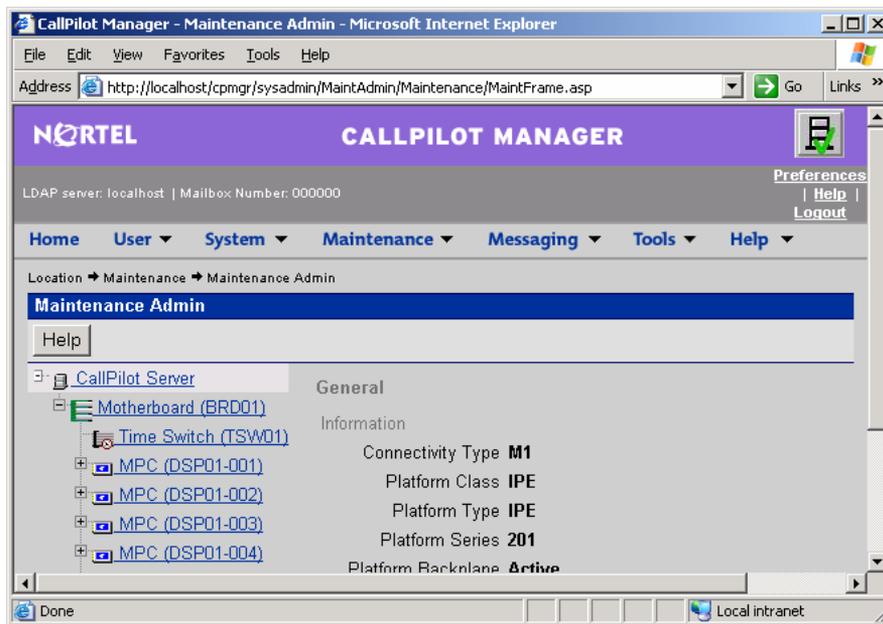
- Obtain general information about components.
- View component states.
- Start and stop components.
- Run integrated diagnostic tests.
- View the results of the last diagnostic test run against a component.

### What the Maintenance page provides

The Maintenance page identifies the server platform and switch connectivity type. It also provides a tree that, when expanded, lists the physical and logical hardware components down the left side of the page. To list the server hardware components, click the plus sign (+) at the top of the tree. To list the subcomponents for each component, click the plus sign (+) beside the component.

**Note:** The components that are listed on the Maintenance page are based on the CallPilot server type and the switch that is connected to CallPilot. The examples in this chapter are for illustration purposes and may not appear exactly the same on your system.

The following illustration shows a partially expanded tree for the 201i server.



When you click a component, the page refreshes to show the details about that component. Details are divided into the sections described in the following table.

Section	Description
General	<p>This section shows general technical information about the selected component. This information typically includes the following details:</p> <ul style="list-style-type: none"> <li>the name, class, type, series, or version of a component</li> <li>various capabilities of a component (for example, whether a component is removable)</li> </ul>

**Note:** This section does not appear for all components.

Section	Description
Maintenance	<p>This section shows the state of the selected component. Use this section to start and stop a component before running a diagnostic test.</p> <p>This section appears only for components on which you are allowed to perform maintenance administration.</p> <p>For more information about working with component states, see the following sections:</p> <ul style="list-style-type: none"> <li>• <a href="#">"Viewing component states" (page 55)</a></li> <li>• <a href="#">"Starting and stopping components" (page 57)</a></li> </ul>
Diagnostics	<p>Use the Diagnostics section to run one or more diagnostic tests, or to view the results of the last diagnostic tests that were run on the selected component.</p> <p>This section appears only for components on which you are allowed to run diagnostics.</p> <p>For more information about running diagnostics, see the following sections:</p> <ul style="list-style-type: none"> <li>• <a href="#">"Running integrated diagnostics" (page 60)</a></li> <li>• <a href="#">"Viewing the last diagnostic results" (page 63)</a></li> </ul>

### Maintenance activities for each component

The following table identifies the maintenance activities you can perform for each component that is listed in the component tree.

Component	Start, stop?	Courtesy stop?	Diagnostics available?	Replaceable?
Motherboard	Yes	No	Yes	Yes (IPE server)
Media Bus	Yes	No	Yes	No
MPB board	Yes	No	Yes	Yes

Component	Start, stop?	Courtesy stop?	Diagnostics available?	Replaceable?
Time Switch	No	No	No	No
MPCs (embedded on MPB boards or on MPC-8 cards) (embedded on the IPE server or on MPC-8 cards)	Yes	No	Yes	embedded: No MPC-8 cards: Yes
Multimedia channels	Yes	Yes	Yes	No
Call channels	Yes	Yes	No	No
DS30X link	Yes	No	No	No

**Note:** The MGate card and DS30X cable are replaceable. If you are having problems with the DS30X link, determine if either one or both of those items is causing the problem and needs to be replaced.

## Viewing component states

### Introduction

View the state of a component to determine the general condition of the component, including whether the component is disabled or off duty. The state of a component is shown in the Maintenance section of the Maintenance page.

### Component states

You can determine the state of a component by looking at the State box in the Maintenance section.

State	Description
Active	The component is working and currently involved in processing a call.
Disabled	The diagnostic failed.
Idle	The component is working but not currently involved in processing a call.
InTest	A diagnostic is running on the resource or device.
Loading	The component has been started, which takes it out of the Off Duty state.  This state occurs quickly and is immediately followed by Idle.
No resources	The hardware required for the component to operate is not installed or is not operating properly.

State	Description
Not Configured	The device is not configured in CallPilot. For example, a DSP is not being used because it was not allocated in the Configuration Wizard.
Off Duty	The component has been stopped.
Remote Off Duty	The component has been taken out of service at the switch.
Shutting Down	The component is in the process of stopping. This state occurs quickly and is immediately followed by Off Duty.
Uninitiated	The call processing component has not initialized the resource.

### Alert icons

If one of the following icons appears next to a component in the tree, then the component or one of its subcomponents is experiencing a problem:

Icon	Description
	A problem exists with a subcomponent of the selected component. Expand the tree to locate the subcomponent with the problem.
	A problem exists with the selected component.

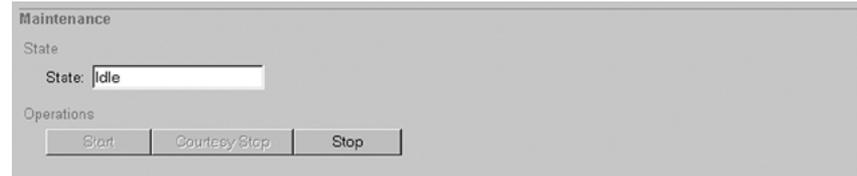
### To view the state of a hardware component

Step	Action
1	Run CallPilot Manager and log in.
2	In CallPilot Manager, click Maintenance → Maintenance Admin. <b>Result:</b> The Maintenance page appears.
3	Click the plus sign (+) beside the CallPilot server to expand the component tree.
4	Continue clicking the plus sign (+) until the component with which you want to work is visible.
5	Click the hardware component with which you want to work.

**Result:** The Maintenance page refreshes to show details about the component.

- 6 Scroll down to the Maintenance section.

The following illustration shows the Maintenance section for an MPC-8 card:



- 7 View the state of the selected component in the State box.

---

—End—

---

## Starting and stopping components

### Introduction

When you stop a component, you take it out of service and prevent it from operating. You must stop a component before you can replace it (if the component is replaceable) or run a diagnostic test on it.

To bring an out-of-service component back into service, you must start it.

Start and stop components from the Maintenance section on the Maintenance page.

#### **ATTENTION**

Nortel recommends that, if possible, you courtesy stop a component. Courtesy stop is available only at the individual channel level.

To courtesy down CallPilot, use the following:

- Multimedia Monitor: to courtesy stop a range of multimedia channels
- Channel Monitor: to courtesy stop a range of call (DS30X, also known as DS0) channels

For instructions, see ["Section C: Working with the Multimedia and Channel Monitors" \(page 65\)](#).

### Stop versus courtesy stop

The following two methods of taking a component out of service allow you to choose how active calls are affected:

**Courtesy stop**

A courtesy stop takes the component out of service only after the component has finished processing the active call.

- If the component is currently processing a call, the call is not dropped; the component remains active until the call is finished.
- If the component is not currently in use, it is taken out of service immediately.

Courtesy stop is preferred over a regular stop.

**Stop**

A stop takes the component out of service immediately, regardless of whether the component is currently processing calls. All active calls are dropped. Typically, you perform a stop only when severe problems that are affecting a large number of incoming calls occur or if your organization determines a special need for it.

**Components that can be started and stopped**

Only the following components can be started and stopped:

**Note:** If you want to start or stop more than one or two multimedia (DSP) or call (DS30X) channels, use the Multimedia Monitor or Channel Monitor. For instructions, see "[Section C: Working with the Multimedia and Channel Monitors](#)" (page 65).

Component	Effect of stopping
Motherboard (IPE server)	Takes all call processing resources on the selected board out of service.
Time Switch	You cannot perform maintenance administration on the timeswitch.
MPCs (embedded on the IPE server or on MPC-8 cards)	Takes the selected MPC out of service.
Multimedia channels	Takes the selected DSP out of service.
Channels	Takes the selected DS30X channel out of service.
DS30X link	Takes the selected DS30X link out of service.

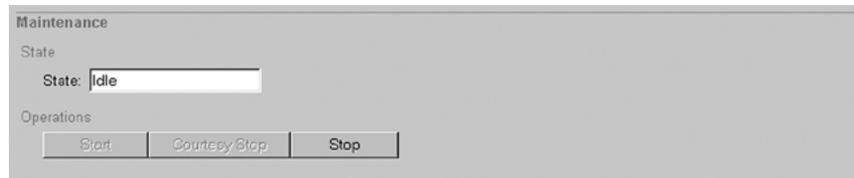
**To start or stop a component**

Step	Action
1	Run CallPilot Manager and log in.
2	In CallPilot Manager, click Maintenance → Maintenance Admin.

**Result:** The Maintenance page appears.

- 3 Click the plus sign (+) beside the CallPilot server to expand the component tree.
  - 4 Continue clicking the plus sign (+) until the component with which you want to work is visible.
  - 5 Click the hardware component that you want to start or stop.
- Result:** The Maintenance page refreshes to show details about the component.
- 6 Scroll down to the Maintenance section.

The following illustration shows the Maintenance section for an MPC-8 card.



- 7 Click Courtesy Stop, Stop, or Start, as required.

Button	Description
Start	If the selected component is out of service, click this button to put it into service.
Courtesy Stop	Click this button to take the selected component out of service. CallPilot waits for the call to be completed before disabling the component.

### ATTENTION

If you are courtesy stopping all components (that is, you are taking the entire system down), ensure that you inform all administrators, desktop messaging users, and Web messaging users so that they can log off their sessions before you proceed.

The system asks you to confirm the Courtesy stop. If you click OK, the component is put out of service after all calls are finished.

Button	Description
Stop	Click this button to take the selected component out of service immediately. All calls that are in progress are disconnected immediately.

**ATTENTION**

If you are stopping all components (that is, you are taking the entire system down), ensure that you inform all administrators, desktop messaging users, and Web messaging users so that they can log off their sessions before you proceed.

---

—End—

---

## Running integrated diagnostics

### Introduction

You should run diagnostic tests from the Diagnostics section on the Maintenance page in the following circumstances:

- You want to ensure that a component is operating properly after installing or reinstalling it.
- The CallPilot server has trouble processing incoming calls, and you hope that diagnostic results can tell you why.

Problems include static, dropped calls, and cross talk (hearing another conversation).

### Before you begin

**ATTENTION**

Take the component out of service before you run the diagnostic test. See ["Starting and stopping components" \(page 57\)](#).

## Components that have diagnostic tests available

The following table identifies the components on which you can run diagnostics.

Component	Diagnostics available?	Replaceable?
Motherboard	Yes	Yes (IPE server)
Time Switch	No	No
MPCs (embedded on the IPE server or on MPC-8 cards)	Yes	Embedded: No MPC-8 cards: Yes
Media channels	No	No
Call channels	No	No
DS30X link	No	No

## Diagnostic tests available for each component

The diagnostic tests that are available for each component are listed in the Diagnostic section of the Maintenance page. To view the list of diagnostic tests for a particular component, click the component in the component tree.

## If a diagnostic test fails or cannot be run

If a warning message appears, the diagnostic test cannot be run because a prerequisite condition has not been met. If a diagnostic test fails, a message appears in a new browser window (see the example on page [Step 9](#)).

In both cases, check the Alarm Monitor to determine the reason and the appropriate action to take. (See "[Section A: Tools for isolating and fixing hardware problems](#)" (page 46).)

If the Alarm Monitor and Event Browser do not provide a solution to a hardware problem, you may need to replace or service a component. If the problem is with a component that is not replaceable because it is not a physical entity (such as the Time Switch), you must either replace its parent component or contact your Nortel technical support representative, depending on the component.

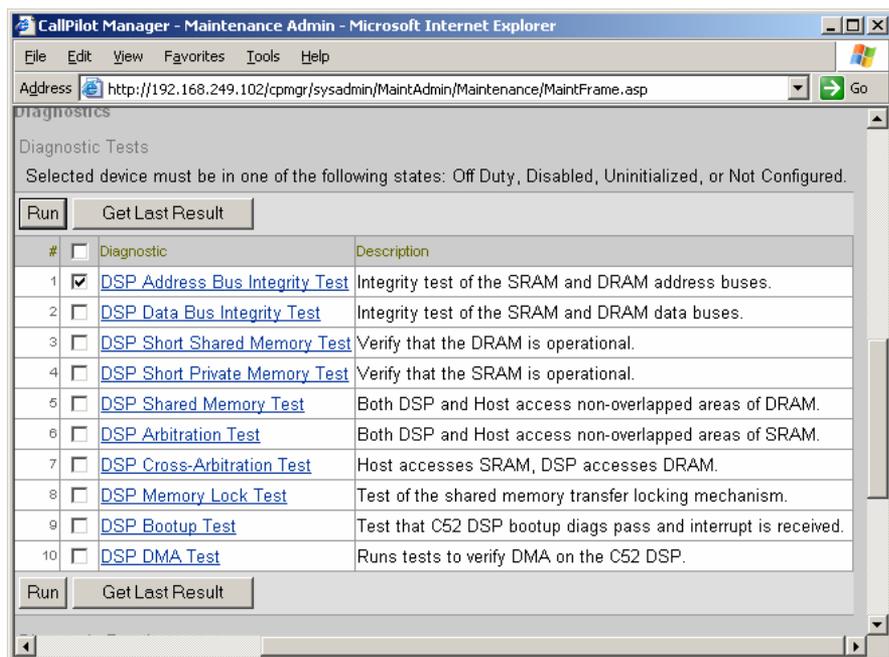
### ATTENTION

Nortel recommends that you courtesy stop rather than stop a component if possible. For instructions, see "[Starting and stopping components](#)" (page 57)

## To run a diagnostic test

Step	Action
------	--------

- |   |   |
|---|---|
| 1 | Run CallPilot Manager and log in.   |
| 2 | In CallPilot Manager, click Maintenance → Maintenance Admin.<br><b>Result:</b> The Maintenance page appears.  |
| 3 | Click the plus sign (+) beside the CallPilot server to expand the component tree.   |
| 4 | Continue clicking the plus sign (+) until the component with which you want to work is visible.   |
| 5 | Click the hardware component for which you want to run diagnostics.<br><b>Result:</b> The Maintenance page refreshes to show details about the component.   |
| 6 | Scroll down to the Maintenance section, and ensure that the component is out of service.<br><b>Note:</b> For instructions on taking the component out of service, see "To start or stop a component" (page 58). |
| 7 | Scroll down to the Diagnostics section.<br><b>Result:</b> The following illustration shows the Diagnostics section for an MPC-8 card (removable MPC.):  |

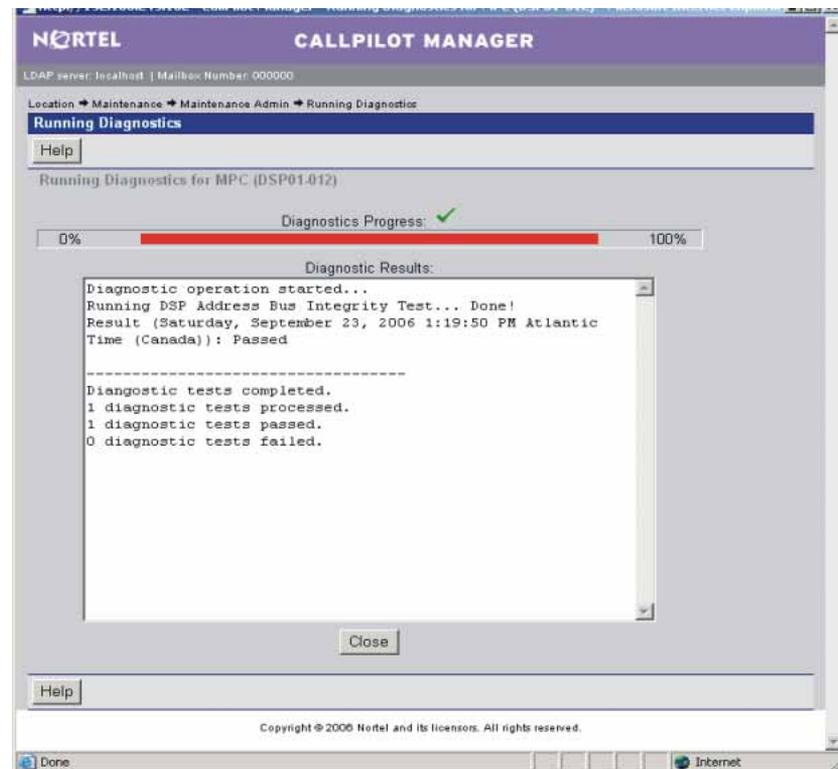


- 8 Check the check box for each diagnostic that you want to run.

**Note:** If you want to run all of the diagnostics, check the Diagnostic Description check box at the top of the list.

- 9 Click Run.

**Result:** A new Web browser window opens to display the progress and results of the diagnostics.



**Note:** The Diagnostic Results box in the Diagnostics section displays diagnostic results when you click Get Last Result.

—End—

## Viewing the last diagnostic results

### Introduction

You can review the results of previously run diagnostics by clicking the Get Last Results button for a component.

## To view the last diagnostics result

Step	Action
------	--------

### ATTENTION

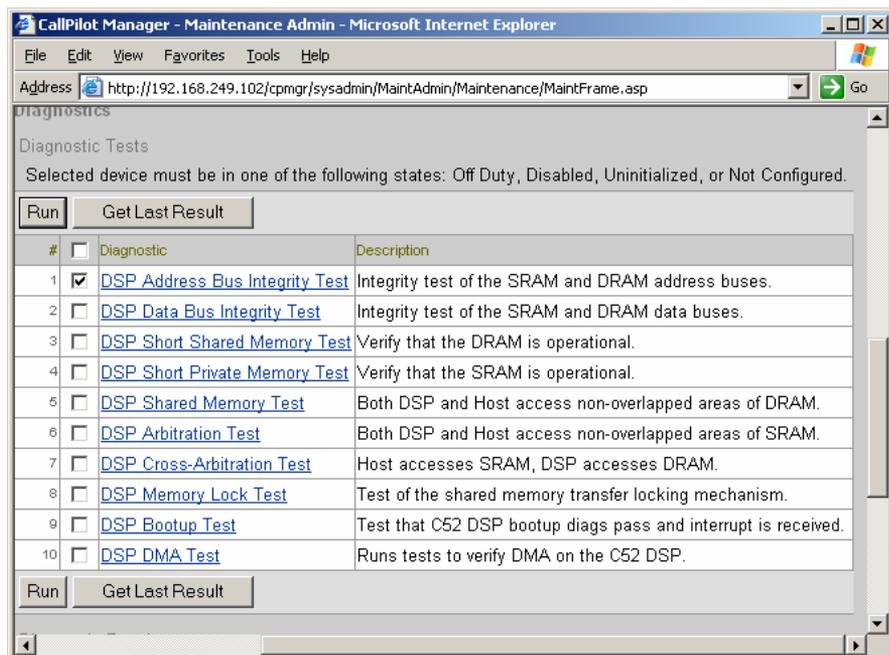
Nortel recommends that you courtesy stop rather than stop a component if possible. For instructions, see "[Starting and stopping components](#)" (page 57).

- 1 Run CallPilot Manager and log in.
- 2 In CallPilot Manager, click Maintenance → Maintenance Admin.  
**Result:** The Maintenance page appears.
- 3 Click the plus sign (+) beside the CallPilot server to expand the component tree.
- 4 Continue clicking the plus sign (+) until the component with which you want to work is visible.
- 5 Click the hardware component for which you want to run diagnostics.

**Result:** The Maintenance page refreshes to show details about the component.

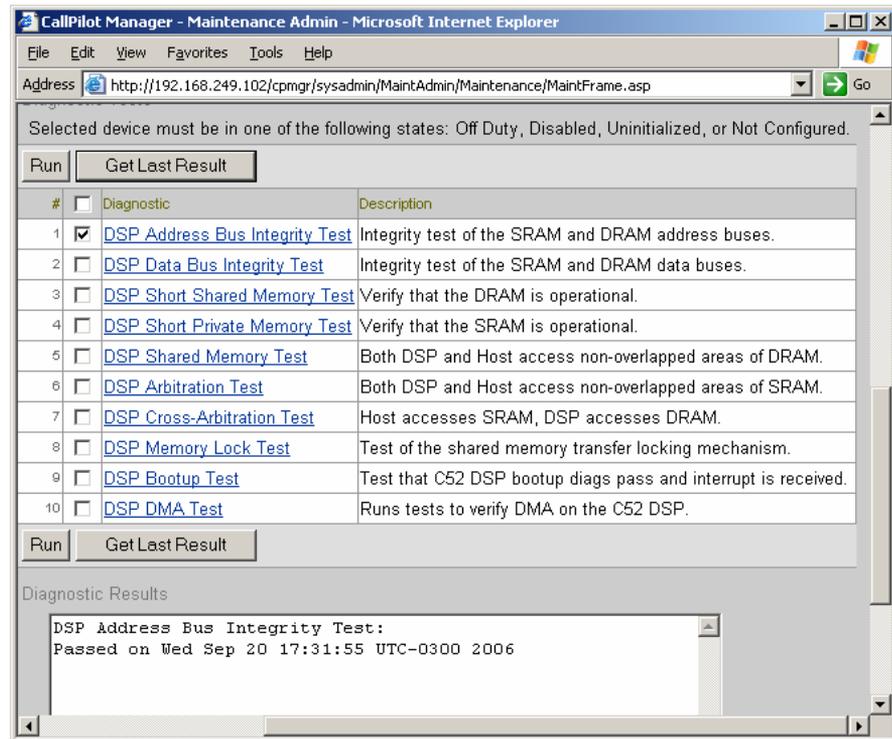
- 6 Scroll down to the Diagnostics section.

**Result:** The following figure shows the Diagnostics section for an MPC-8 card (removable MPC).



- 7 Check the check box for each diagnostic for which you want to review results.
- 8 Click Get Last Result.

**Result:** The results appear in the Diagnostic Results box.



—End—

### Last diagnostic results

The results of the last diagnostic test display the following information in the Diagnostic Results box:

- diagnostic title
- diagnostic result: pass or fail
- the date and time the test was completed

## Section C: Working with the Multimedia and Channel Monitors

### In this section

"Working with the Multimedia Monitor" (page 66)

"Working with the Channel Monitor" (page 67)

## Working with the Multimedia Monitor

### Introduction

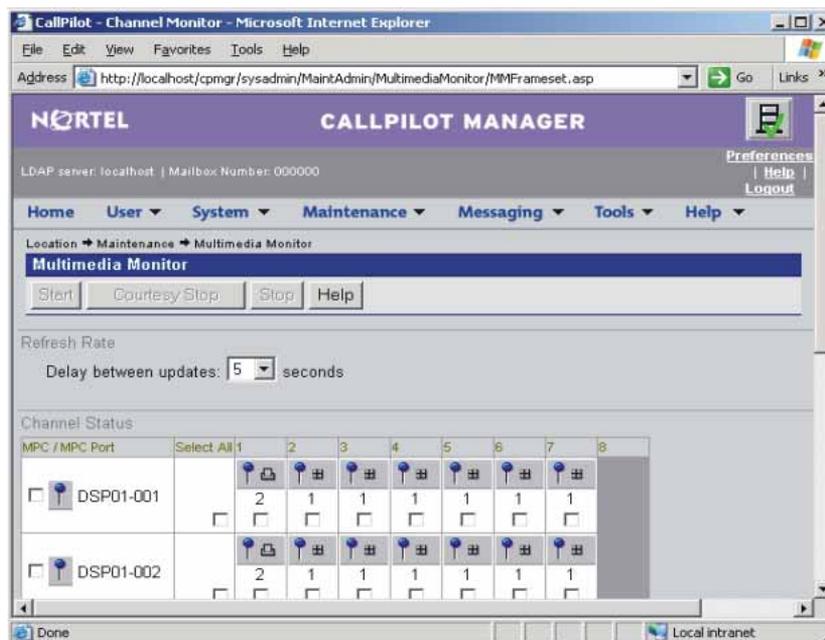
The Multimedia Monitor shows the status of multimedia channels. The multimedia channels are the DSP ports that process the calls. They are the voice, fax, and speech recognition channels.

### To view or work with multimedia channel states

Step	Action
------	--------

- |   |   |
|---|---|
| 1 | Run CallPilot Manager and log in.                             |
| 2 | In CallPilot Manager, click Maintenance → Multimedia Monitor. |

**Result:** The Multimedia Monitor page appears, showing the channels associated with each DSP.



**Note:** For an explanation of the channel states, refer to the CallPilot Manager online Help.

3 Do one of the following:

IF you want to stop or start	THEN
all of the channels associated with a DSP	check the check box to the left of the DSP that you want to stop or start.
	Repeat this step for each DSP.
only one or several channels that are associated with a DSP	check the check box for each channel that you want to stop or start.

4 Click Courtesy Stop, Stop, or Start as required.

**Result:** If you clicked Courtesy Stop or Stop, you are asked to confirm the Courtesy Stop or Stop. Click OK.

The selected channels change to off-duty or on-duty status, according to the action you chose.

**Note:** If the buttons are not available, wait a few seconds for the page to refresh.

—End—

## Working with the Channel Monitor

### Introduction

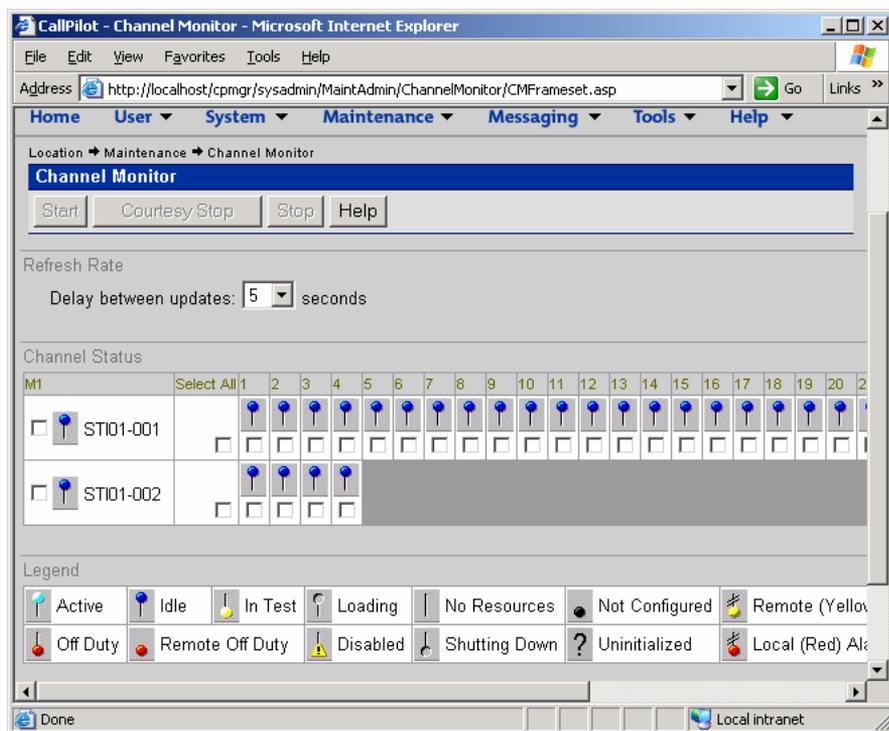
The Channel Monitor shows the status of call channels. The call channels are the connections between the server and the switch that carry the call signals to CallPilot.

### To view or work with call channel states

Step	Action
------	--------

- |   |  |
|---|--|
| 1 | Run CallPilot Manager and log in.                          |
| 2 | In CallPilot Manager, click Maintenance → Channel Monitor. |

**Result:** The Channel Monitor page appears, showing the DS30X (also known as DS0) channels associated with each DS30X link.



**Note:** For an explanation of the channel states, refer to the CallPilot Manager online Help.

**3** Do one of the following:

**IF you want to stop or start**

**THEN**

all of the channels associated with a DS30X link

check the check box to the left of the DS30X link that you want to stop or start.

Repeat this step for each DS30X link.

only one or several channels that are associated with a DS30X link

check the check box for each channel that you want to stop or start.

**4** Click Courtesy Stop, Stop, or Start, as required.

**Result:** If you clicked Courtesy Stop or Stop, you are asked to confirm the Courtesy Stop or Stop. Click OK.

The selected channels change to off-duty or on-duty status, according to the action you chose.

**Note:** If the buttons are not available, wait a few seconds for the page to refresh.

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—End—

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## Chapter 6

# Using CallPilot system utilities

---

### In this chapter

"Overview" (page 71)

"Diagnostics Tool" (page 72)

"PEP Maintenance utility" (page 73)

"Session Trace" (page 75)

"System Monitor" (page 80)

"Session Trace" (page 75)

## Overview

### Introduction

The following table lists the CallPilot system utilities:

Utility	Description
Diagnostics Tool	Allows CallPilot startup diagnostics to be enabled or disabled (turned on or off).
PEP Maintenance	Displays a list of installed PEPs and enables PEP uninstall.

Utility	Description
Session Trace	Provides detailed information about the activity in a user's mailbox and the state of the message waiting indicator (MWI).
System Monitor	<p>Displays the following information:</p> <ul style="list-style-type: none"> <li>the status of all CallPilot channels</li> <li>the status of all CallPilot services</li> </ul> <p><b>Note:</b> This status is more accurate than the status the operating system provides in the Services control panel.</p> <ul style="list-style-type: none"> <li>particulars about the CallPilot System, such as names, keycodes, serial numbers, IP addresses, and system numbers</li> </ul>

### Accessing the system utilities

All CallPilot utilities are accessible from the CallPilot server in the Start → Programs → CallPilot → System Utilities menu.

## Diagnostics Tool

### Introduction

The Diagnostics Tool allows you to enable or disable CallPilot startup diagnostics.

CallPilot startup diagnostics automatically identify hardware problems that may exist when the system and its services are started (DSP, TimeSwitch, MediaBus).

When you disable startup diagnostics, you can save time during system maintenance operations where restarts or Call Processing services restarts are required.

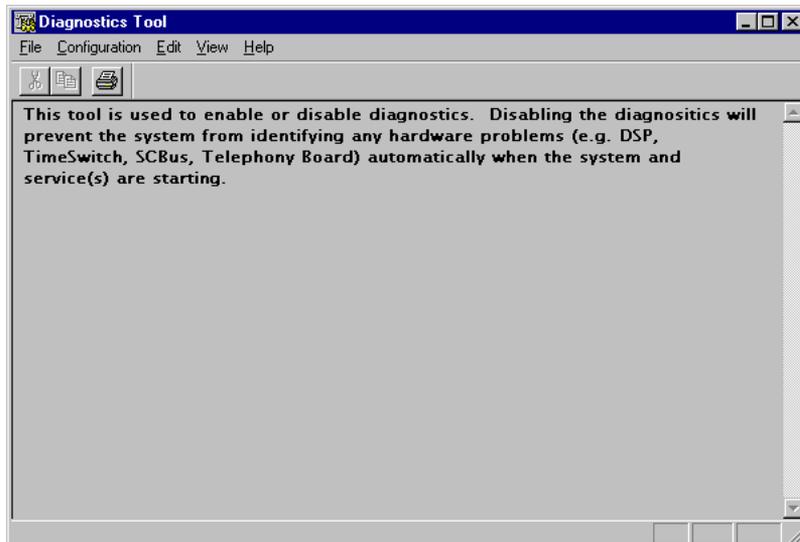
There are three recommended steps:

- Use the Diagnostics Tool to turn off CallPilot startup diagnostics.
- Perform system maintenance.
- Use the Diagnostics Tool to turn on CallPilot startup diagnostics.

### To access the Diagnostics Tool

On the Windows desktop, click Start → Programs → CallPilot → System Utilities → Diagnostic Tool.

**Result:** The Diagnostics Tool window appears.



### To enable startup diagnostics

From the Diagnostics Tool window, select Configuration → Maintenance Startup Diag → Enable.

### To disable startup diagnostics

#### ATTENTION

Nortel recommends that you leave the startup diagnostics turned on.

When you disable CallPilot startup diagnostics, you prevent CallPilot from automatically identifying hardware problems that may exist when the system and its services are started (DSP, TimeSwitch, MediaBus).

On the Diagnostics Tool window, select Configuration → Maintenance Startup Diag → Disable.

## PEP Maintenance utility

### Introduction

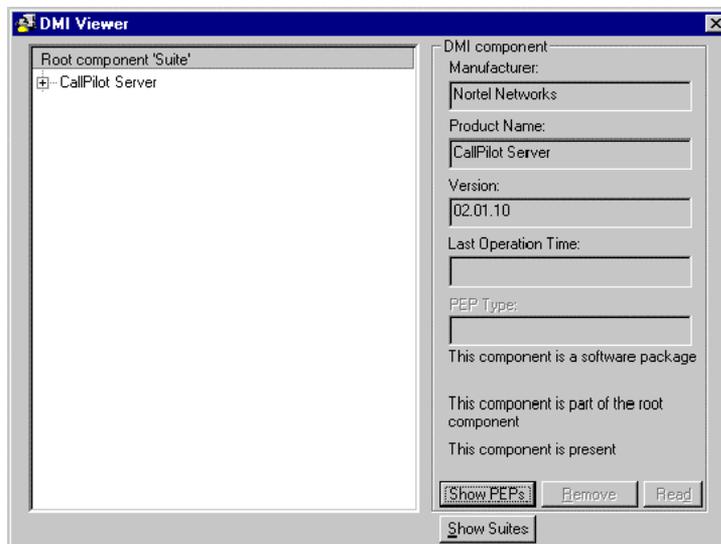
The PEP Maintenance utility displays a list of all installed PEPs on the server and enables you to uninstall PEPS.

For information on installing or uninstalling PEPs, refer to the *CallPilot Software Administration and Maintenance* guide.

### To access the PEP Maintenance utility

From the Windows desktop, click Start → Programs → CallPilot → System Utilities → PEP Maintenance Utility.

**Result:** The DMI Viewer window appears.



### To view a list of all installed PEPs

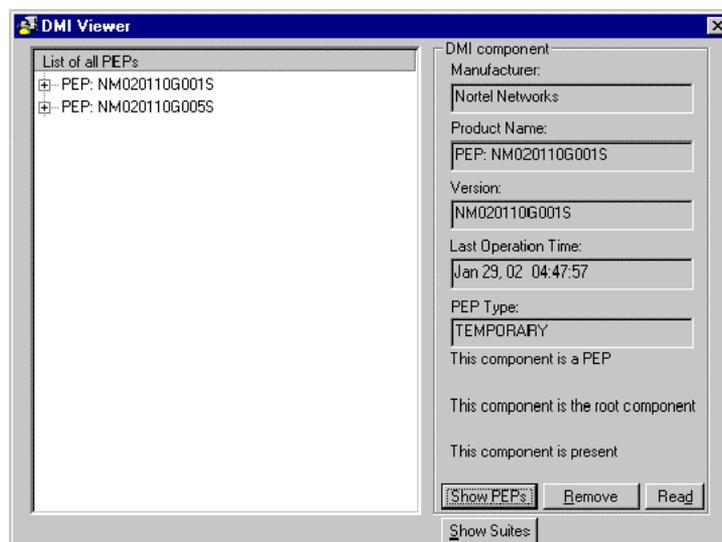
Step	Action
------	--------

- |   |   |
|---|---|
| 1 | Click the component for which you want to display the PEP list. |
| 2 | Click Show PEPs.  |

**Result:** A list of all installed PEPs appears in the left pane.

- |   |  |
|---|--|
| 3 | If you want to review the readme file associated with a PEP, click the PEP, and then click Read. |
|---|--|

**Result:** The readme file opens in Notepad.



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—End—

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## Session Trace

### Introduction

The Session Trace tool displays detailed information about the activity in a user's mailbox and the state of the message waiting indicator (MWI). The session information includes

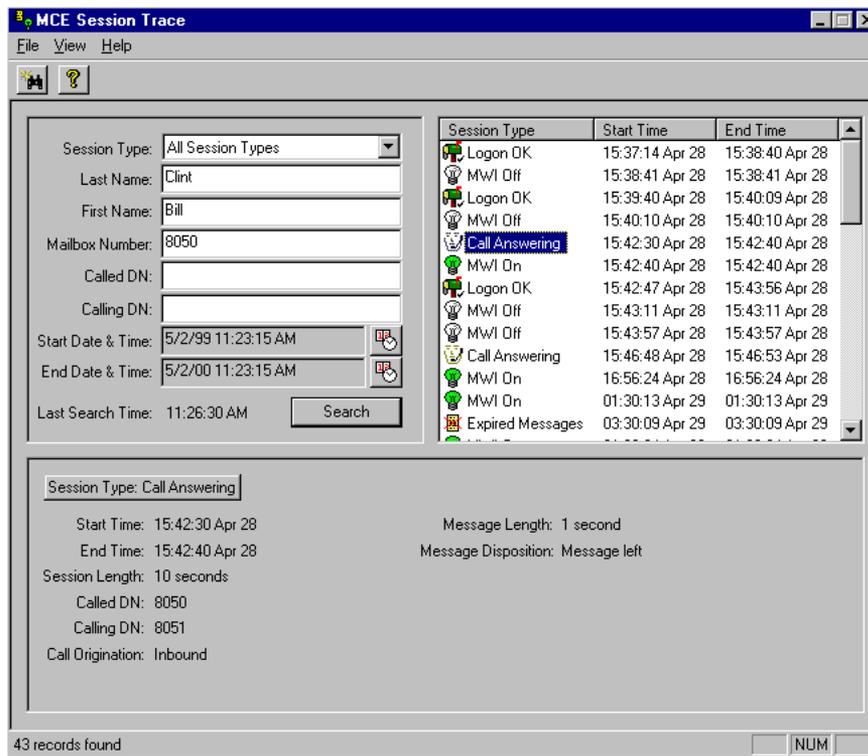
- voice messaging
- call answering
- express messaging activity (messages composed and sent, or left in a mailbox)
- the number of messages played or unplayed at the beginning, middle, and end of a session
- messages and personal distribution lists restored into a mailbox
- the last change to the MWI (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 MWI, and to use that information to follow up on any user complaints. For example, a user might complain that the MWI was on, but no voice messages were in the mailbox when the user logged on. The session information might tell the administrator why the MWI was turned on.

### To access the session trace tool

From the Windows desktop, click Start → Programs → CallPilot → System Utilities → Session Trace Tool.

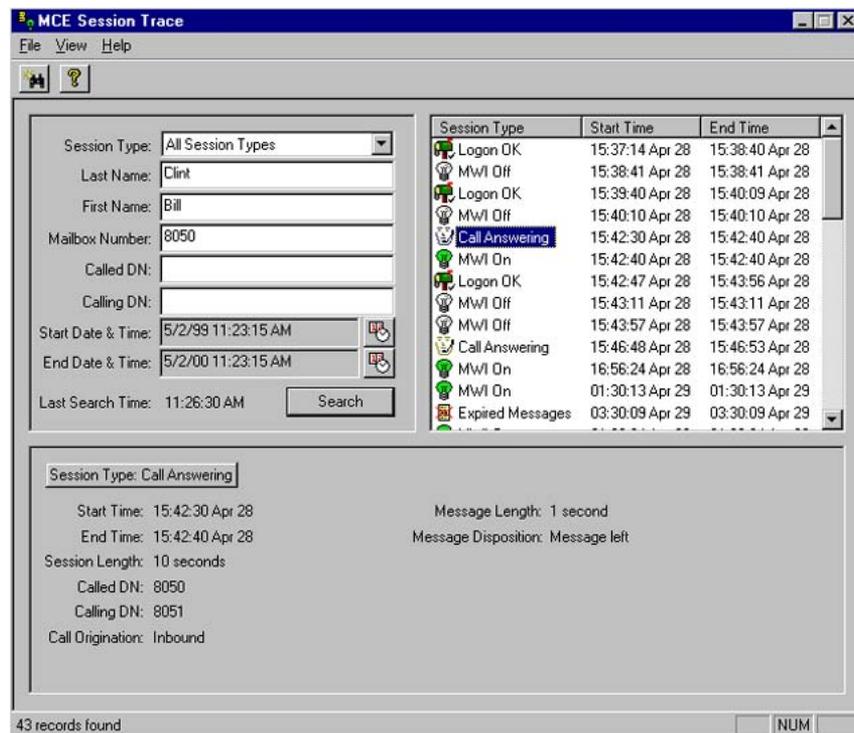
**Result:** The MCE Session Trace window appears.



## To find a session

Step	Action
------	--------

- |   |   |
|---|---|
| 1 | From the Session Type drop-down menu, choose the type of session. |
|---|---|



To display a list of all session types, select All Session Types.

- 2 Enter as much information in the search criteria boxes to identify the session you want to view.

To display a list of all users for the selected Session Type, leave the search criteria boxes blank.

- 3 Click Search to initiate the search.
  - a. If you did not enter any user information, a list of users matching the Session Type appears at the bottom of the window.

To select a user from the list, double-click the user name to display session type information.

- b. If you selected All Session Types for a user, the session type information appears to the right of the window.

- 4 Double-click the session type to display the session information.

**Result:** The Session Type information appears at the bottom of the window.

---

—End—

---

## Session type information

### Call Answering session type information

The screenshot shows the 'MCE Session Trace' application window. The interface includes a menu bar (File, View, Help), a toolbar with icons for home and help, and a main area divided into search filters, a session list, and a detailed view of a selected session.

**Search Filters:**

- Session Type: All Session Types
- Last Name: Clint
- First Name: Bill
- Mailbox Number: 8050
- Called DN:
- Calling DN:
- Start Date & Time: 5/2/99 11:23:15 AM
- End Date & Time: 5/2/00 11:23:15 AM
- Last Search Time: 11:26:30 AM

**Session List:**

Session Type	Start Time	End Time
Logon OK	15:37:14 Apr 28	15:38:40 Apr 28
MWI Off	15:38:41 Apr 28	15:38:41 Apr 28
Logon OK	15:39:40 Apr 28	15:40:09 Apr 28
MWI Off	15:40:10 Apr 28	15:40:10 Apr 28
Call Answering	15:42:30 Apr 28	15:42:40 Apr 28
MWI On	15:42:40 Apr 28	15:42:40 Apr 28
Logon OK	15:42:47 Apr 28	15:43:56 Apr 28
MWI Off	15:43:11 Apr 28	15:43:11 Apr 28
MWI Off	15:43:57 Apr 28	15:43:57 Apr 28
Call Answering	15:46:48 Apr 28	15:46:53 Apr 28
MWI On	16:56:24 Apr 28	16:56:24 Apr 28
MWI On	01:30:13 Apr 29	01:30:13 Apr 29
Expired Messages	03:30:09 Apr 29	03:30:09 Apr 29

**Selected Session Details (Call Answering):**

- Session Type: Call Answering
- Start Time: 15:42:30 Apr 28
- End Time: 15:42:40 Apr 28
- Session Length: 10 seconds
- Called DN: 8050
- Calling DN: 8051
- Call Origination: Inbound
- Message Length: 1 second
- Message Disposition: Message left

43 records found

**Expired messages session type information**

The screenshot shows the MCE Session Trace application window. On the left, there are search filters: Session Type (All Session Types), Last Name (Clint), First Name (Bill), Mailbox Number (8050), Called DN, Calling DN, Start Date & Time (5/2/99 11:23:15 AM), End Date & Time (5/2/00 11:23:15 AM), and Last Search Time (11:26:30 AM). A search button is present. The main area displays a table of session events:

Session Type	Start Time	End Time
Logon OK	15:37:14 Apr 28	15:38:40 Apr 28
MWI Off	15:38:41 Apr 28	15:38:41 Apr 28
Logon OK	15:39:40 Apr 28	15:40:09 Apr 28
MWI Off	15:40:10 Apr 28	15:40:10 Apr 28
Call Answering	15:42:30 Apr 28	15:42:40 Apr 28
MWI On	15:42:40 Apr 28	15:42:40 Apr 28
Logon OK	15:42:47 Apr 28	15:43:56 Apr 28
MWI Off	15:43:11 Apr 28	15:43:11 Apr 28
MWI Off	15:43:57 Apr 28	15:43:57 Apr 28
Call Answering	15:46:48 Apr 28	15:46:53 Apr 28
MWI On	16:56:24 Apr 28	16:56:24 Apr 28
MWI On	01:30:13 Apr 29	01:30:13 Apr 29
Expired Messages	03:30:09 Apr 29	03:30:09 Apr 29

Below the table, the details for the selected 'Expired Messages' session are shown:

Session Type: Call Answering  
 Start Time: 15:42:30 Apr 28      Message Length: 1 second  
 End Time: 15:42:40 Apr 28      Message Disposition: Message left  
 Session Length: 10 seconds  
 Called DN: 8050  
 Calling DN: 8051  
 Call Origination: Inbound

At the bottom, it indicates '43 records found' and a 'NUM' button.

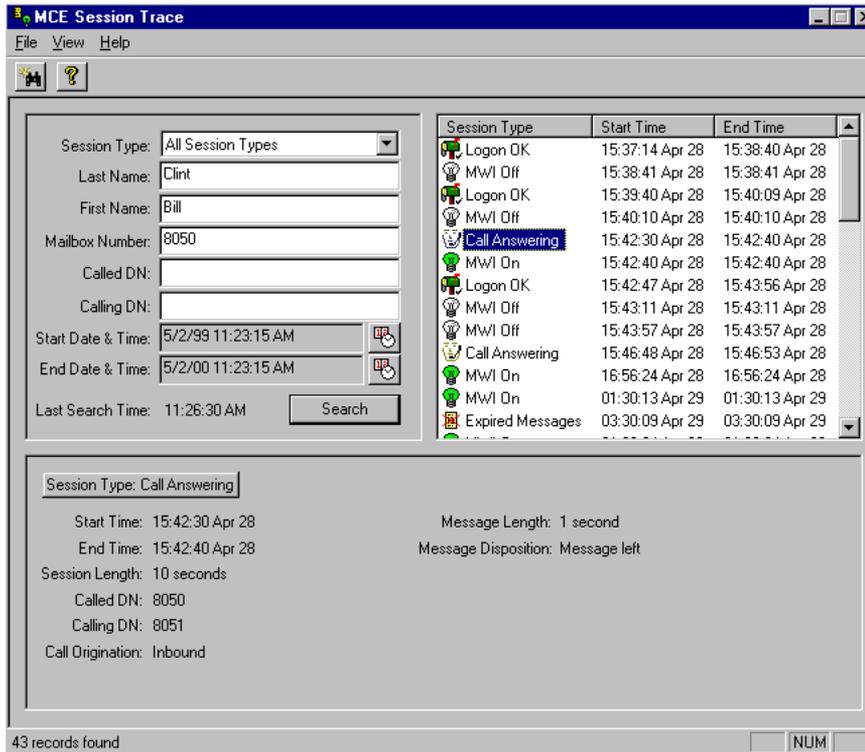
**Express Messaging session type information**

The screenshot shows session details for 'Express Messaging' on a dotted background:

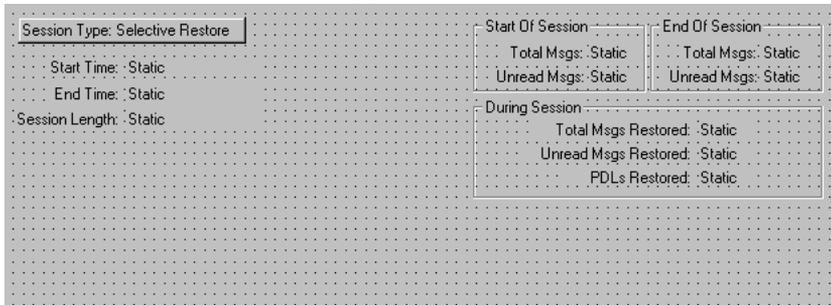
Session Type: Express Messaging

Start Time: Static      Message Length: Static  
 End Time: Static      Message Type: Static  
 Session Length: Static      Message Disposition: Static  
 Called DN: 123456789012345678901234567890  
 Calling DN: Static  
 Call Origination: Static

### Logon OK session type information



### Selective Restore session type information



## System Monitor

### Introduction

The System Monitor consists of three tabs, as described in the following table:

Tab	Description
Channel Monitor	Shows the status of all CallPilot services, multimedia channels (DSP channels), and call channels (DS30X channels).

Tab	Description
System Info	Displays details about the CallPilot System, such as features purchased, keycode, serial number, and CallPilot server IP addresses.
Legend/Help	Provides a description of icons and terminology displayed in the System Monitor window.

System Monitor is a non-destructive tool that does not alter the behavior of any CallPilot components.

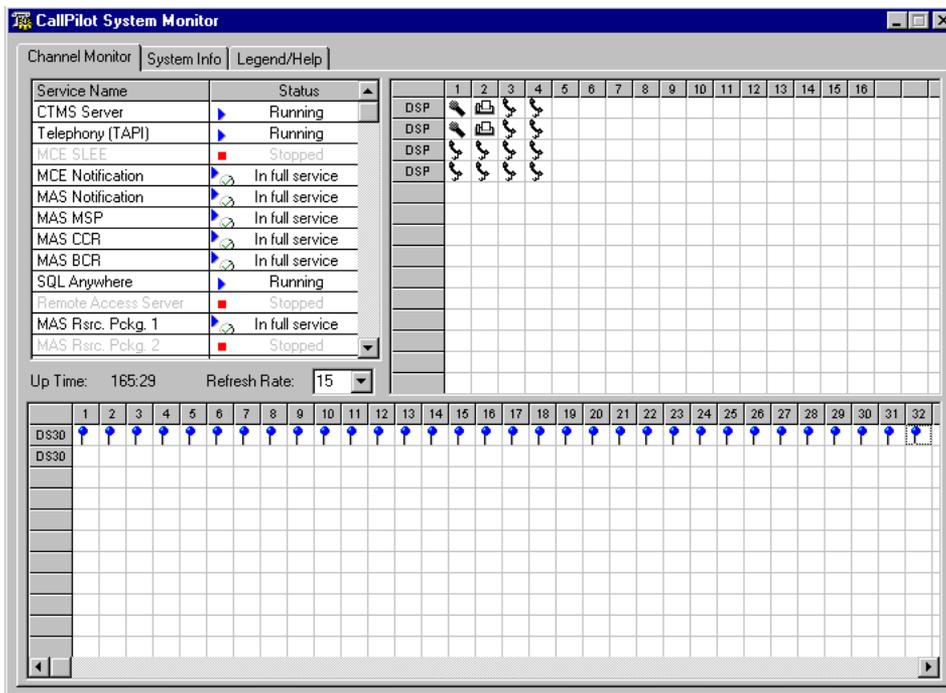
### To access the System Monitor

On the Windows desktop, click Start → Programs → CallPilot → System Utilities → System Monitor.

**Result:** The CallPilot System Monitor window appears. By default, the Channel Monitor tab appears on top. Click the other tabs to view the information on those tabs.

### About the Channel Monitor tab

The following illustration shows the Channel Monitor tab, followed by a description of its contents



### CallPilot services

The Service Name pane shows the status of services from a CallPilot perspective. The status shown in the operating system Services control panel may state that a service is running, but it may not actually be fully running or in service from a CallPilot perspective. Refer to the System Monitor tool Channel Monitor tab for the true status.

The services listed under Service Name should be either running or in full service when CallPilot is functioning optimally. If any CallPilot services are stopped, investigate the cause of this. Call Nortel technical support for assistance.

**Note:** While any stopped services should be investigated, some services are not critical. CallPilot may continue to handle call processing even with some services stopped.

The critical services that are needed for basic CallPilot call answering are listed in the following table. For your reference, the equivalent names as they appear in the Windows Control Panel are also listed.

CallPilot SystemMonitor	Windows Control Panelequivalent
CTMS Service	CTMS Server
Telephony (TAPI)	Telephony Service
MCE SLEE	CallPilot SLEE Service
MCE Notification	CallPilot MWI Service
MAS Notification	CallPilot Notification Service
MAS CCR	CallPilot Call Channel Router
MAS BCR	CallPilot Blue Call Router
SQL Anywhere	Adaptive Server Anywhere - %ComputerName%_SQLANY
MAS MltmediaCache	CallPilot Multimedia Cache
MAS MltmediaVol1	CallPilot Multimedia Volume 1
MAS MltmediaVol102(TRP only)	CallPilot Multimedia Volume 102 (TRP only)
MAS MltmediaVol103 (TRP only)	CallPilot Multimedia Volume 103 (TRP only)
MAS Rsrc. Pckg. 1	CallPilot Resource Package1

### DSPs

In the DSP pane, each DSP is represented in a separate row. Each box in the row is one DSP channel or multimedia channel. Click the Legend/Help tab to view descriptions of the multimedia channel icons.

For 201i servers, DSPs reside on the motherboard and on MPC-8 cards. DSPs are distributed as follows:

- The 201i server contains one embedded DSP with up to four MPC-8 cards.
- Each MPC-8 card contains a single DSP.

### DS30X links

In the DS30X link pane, each DS30 row represents a separate DS30X link (also referred to as a DS30 link). Each box in the row represents one DS30X channel.

For the 201i server, the DS30X link to the switch is supported by the connection of the server to the switch backplane.

### About the System Info tab

The following illustration shows the System Info tab, followed by a description of its contents.

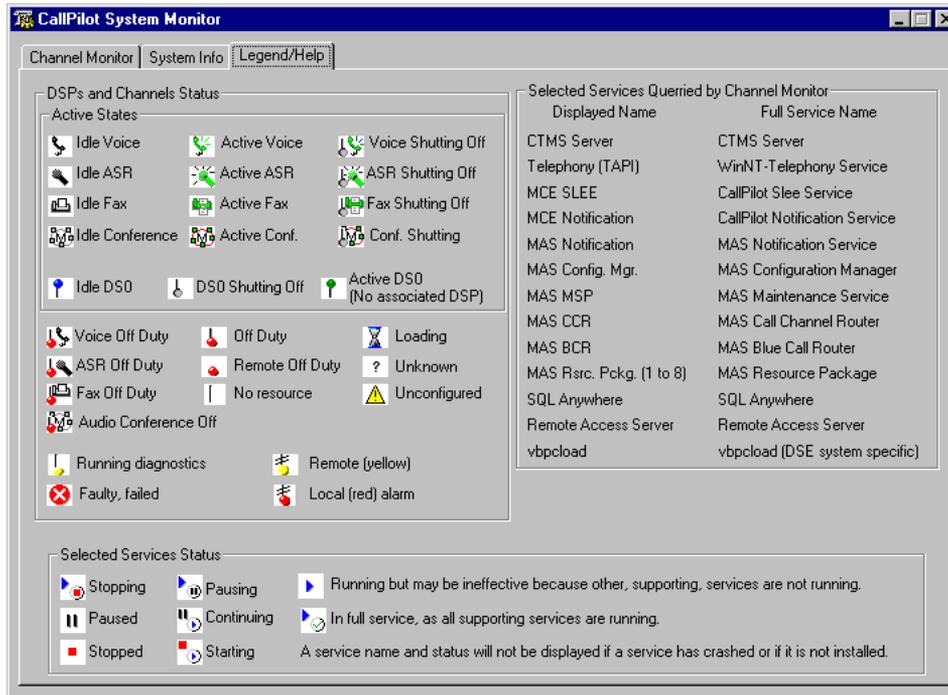
PEPs Installed	Installed (dd/mm/yyyy)	ASDN	Media	Description
		5750	Voice	Voice Messaging
		2999	Voice	Voice Messaging

The numbered items provide information about the features purchased. Information about the underlying operating system, including the server IP addresses, is provided in the top right corner.

PEP information and configured Service DNs are listed in the bottom part of the window.

### About the Legend/Help tab

The following illustration shows the Legend/Help tab. Consult this tab for descriptions of the icons found in the Channel Monitor tab



### Session Trace

The Session Trace tool displays 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
- express messaging activity (messages composed and sent, or left in a mailbox)
- the number of messages played or unplayed at the beginning, middle, and end of a session
- messages and personal distribution lists restored into a mailbox
- the last change to the MWI (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 MWI, and to use that information to follow up on any user complaints. For example, a user may complain that the MWI was on, but no voice messages were in the mailbox when the user logged on. The session information can tell the administrator why the MWI was turned on.

### To access the session trace tool

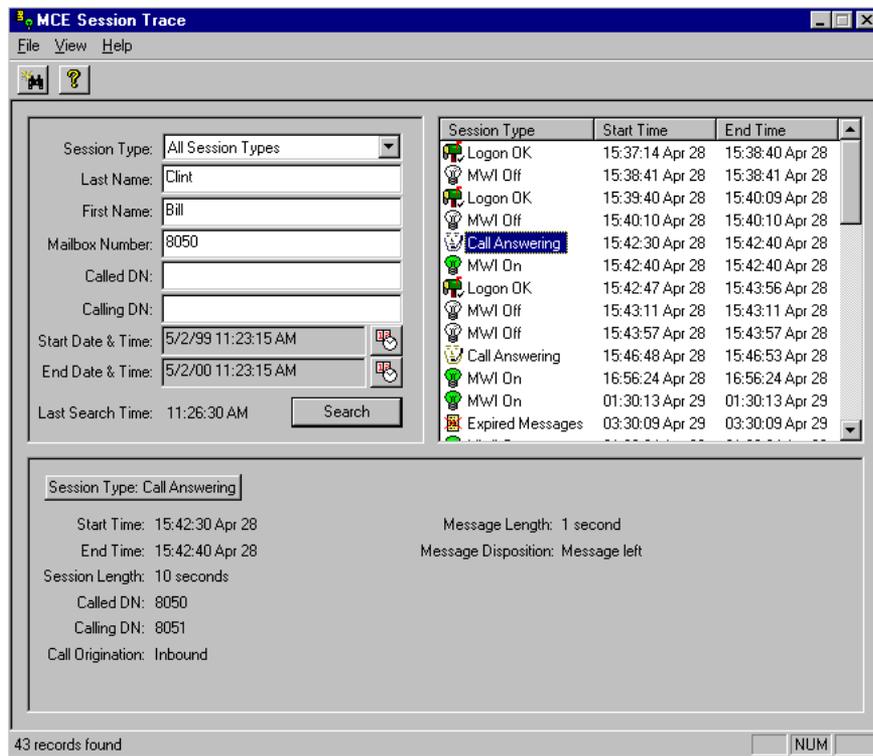
From the Windows desktop, click Start → Programs → CallPilot → System Utilities → Session Trace Tool.

**Result:** The MCE Session Trace window appears.

### To find a session

Step	Action
1	From the Session Type drop-down menu, choose the type of session. To display a list of all session types, select All Session Types.
2	Enter as much information in the search criteria boxes to identify the session you want to view. To display a list of all users for the selected Session Type, leave the search criteria boxes blank.
3	Click Search to initiate the search. <ol style="list-style-type: none"> <li>If you did not enter any user information, a list of users matching the Session Type appears at the bottom of the window. To select a user from the list, double-click the user name to display session type information.</li> <li>If you selected All Session Types for a user, the session type information appears to the right of the window.</li> </ol>
4	Double-click the session type to display the session information.

**Result:** The Session Type information appears at the bottom of the window. The following example shows Call Answering session type information.



—End—

---

# Chapter 7

## Performing hardware maintenance and mechanical assembly

---

### **In this chapter**

"Overview" (page 87)

"Removing the server from the switch" (page 88)

"Replacing the server" (page 89)

"Replacing the IDE hard drive" (page 93)

"Replacing the software feature key" (page 103)

"Replacing Multimedia Processing Cards" (page 105)

## **Overview**

### **Introduction**

Before you can begin component replacement, you must do the following:

- Gather the tools you need.
- Remove the 201i server from the switch.
- Become familiar with component layout on the 201i server.

### **Equipment required**

You need the following tools, based on the component you are replacing:

- antistatic wrist strap or antistatic mat
- Phillips No. 1 and No. 2 screwdrivers
- tweezers

**Before you begin**

Shut down the server software. Then remove the server from the switch and place it on a static-resistant surface, with the component side facing up.

If you need to replace the entire 201i server, review ["Replacing the server" \(page 89\)](#). Then review the procedures for installing the server and conducting diagnostic tests.

**Removing the server from the switch****Introduction**

You must remove the server from the switch before you replace the following components:

- hard drive
- software feature key (dongle)

**Note:** You can replace an MPC-8 card without powering down the 201i server.

**Equipment required**

The following equipment is required for this procedure:

- antistatic mat
- antistatic wrist strap

**To remove the server from the switch**

Step	Action
1	Power down the server by unseating it from the back plane. Wait 15 seconds to complete powering down, then remove the server.  For instructions, refer to the <i>CallPilot Installation and Configuration Task List (NN44200-306)</i> .
2	Turn off the monitor.
3	Disconnect the monitor, keyboard, and mouse.
4	Power down the peripheral SCSI devices, and disconnect the SCSI cable.
5	Open the lock latches at the top and bottom of the server.
6	Grip the faceplate, and then unseat the server from the switch. Wait 15 seconds, then remove the server.
7	Place the server on a clean, static-resistant surface.

---

—End—

---

**What is next?**

Replace and upgrade components, as required.

**Replacing the server****Introduction**

Replace the server only if you are instructed to do so. For activities that are not supported as field procedures, you must return the server to Nortel for service.

This section summarizes the procedure for replacing the server. References are made to specific component replacement procedures where applicable.

**To replace the server**

Step	Action
1	If the installed server is functional, perform a complete backup of the hard disk as a precautionary measure.
2	Use the Maintenance screen in CallPilot Manager to take the installed MPC-8 cards out of service (see <a href="#">"Starting and stopping components"</a> (page 57)).
3	Remove the MPC-8 cards from the faceplate of the server (see <a href="#">"Replacing Multimedia Processing Cards"</a> (page 105)).
4	Shut down the installed server (refer to <i>"Starting up and shutting down the CallPilot server"</i> in the <i>CallPilot Installation and Configuration Task List</i> ).
5	Power down the server by unseating it from the back plane. Wait 15 seconds to complete powering down, then remove the server.
6	Disconnect all peripherals from the server.
7	Remove the server from the switch (see <a href="#">"Removing the server from the switch"</a> (page 88)).
8	Remove the software feature key (dongle) from the defective server, and then install it in the replacement server (see <a href="#">"Replacing the software feature key"</a> (page 103)).
9	Remove the hard drive from the defective server, and then install it in the replacement server (see <a href="#">"To remove the IDE hard drive"</a> (page 94)).

- 10 Install the replacement server on the switch, and then reconnect the peripherals.
- 11 Install the MPC-8 cards removed from the defective server (see "[To install an MPC-8 card](#)" (page 109)).
- 12 Boot the server to the operating system.
- 13 Run the Configuration Wizard to configure the new hardware.  
For instructions, refer to the *CallPilot <switch model> and CallPilot Server Configuration* guide for your switch and server.

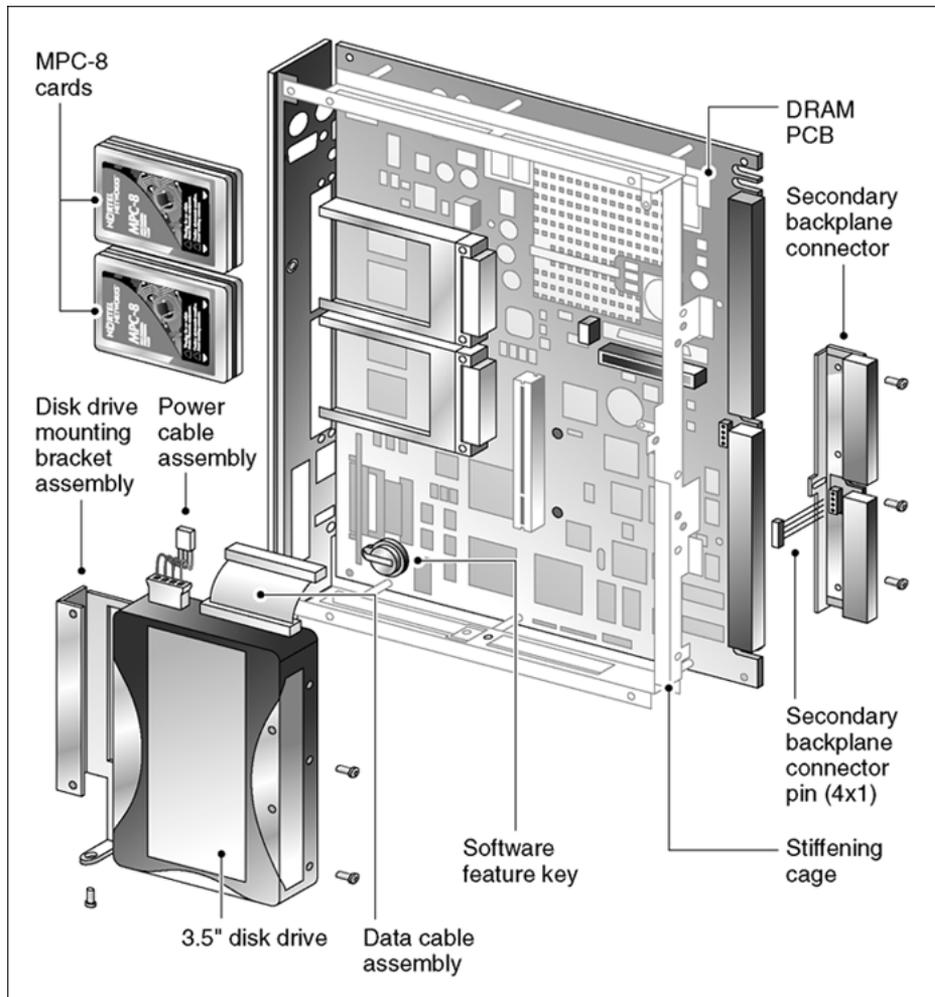
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—End—

---

### **201i server component diagram: exploded view**

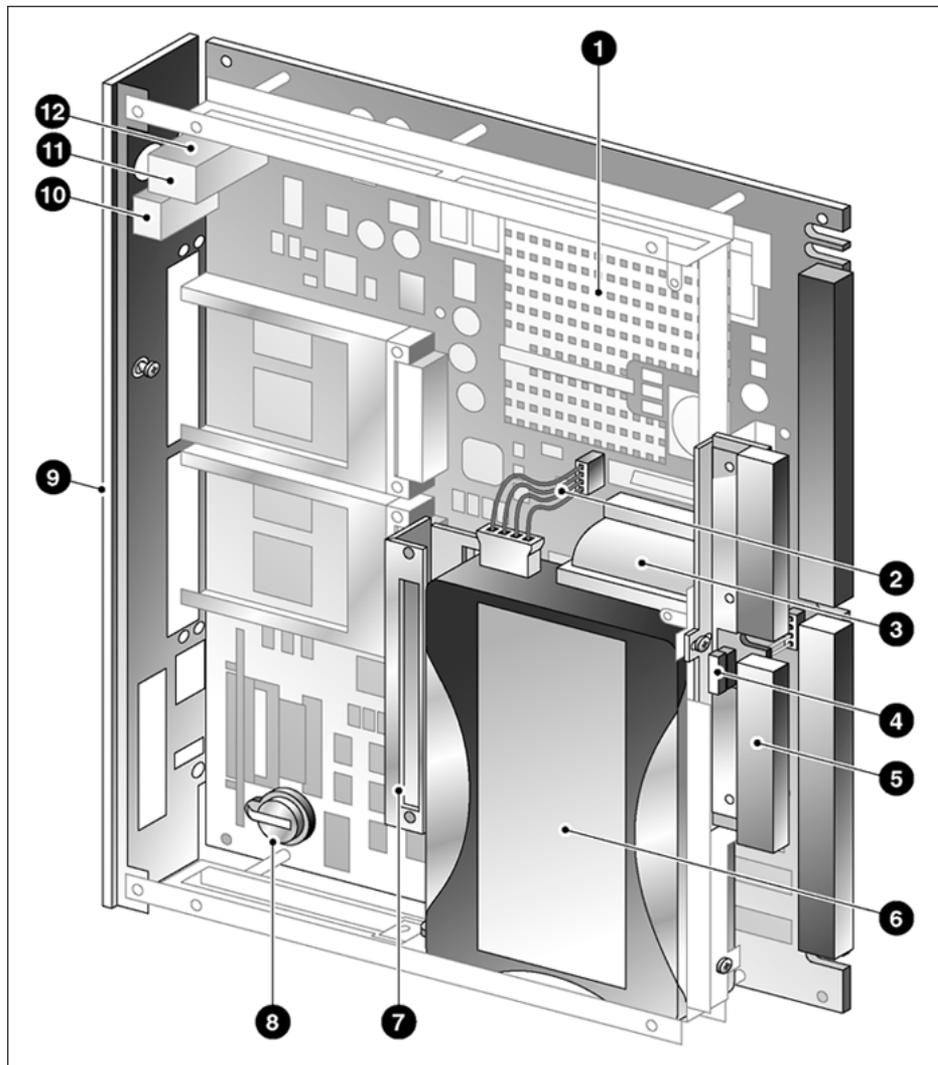
The following diagram identifies component locations on the 201i server.



G101437

**201i server component diagram: complete assembly**

The following diagram shows the 201i server when it is completely assembled.



G101544

### Legend

Item	Description
1	Heat sink
2	Hard drive power cable
3	Hard drive data cable
4	Secondary backplane connector pin
5	Secondary backplane connector
6	3.5" IDE hard drive
7	Hard drive mounting bracket
8	Software feature key (dongle)

---

Item	Description
9	Faceplate
10	Monitor connector
11	Mouse connector
12	Keyboard connector

---

## Replacing the IDE hard drive

### Introduction

The hard drive rests lengthwise along the backplane side of the server. The hard drive bracket is secured in place by five screws: two on the backplane edge, two through the motherboard, and one through the bottom edge of the stiffener.

**Note:** The 3.5 inch hard drive is no longer available. A 2.5 inch drive must be ordered as a replacement. If you are replacing a 3.5 inch hard drive with a new 2.5 inch hard drive, you must have the NTRH9107E5 hard drive replacement kit. The kit description and assembly instructions are described later in this section. The 2.5 inch hard drive is ordered separately. See the Nortel price book for particulars.

### Equipment required

The following equipment is required for this procedure:

- antistatic wrist strap
- Phillips No. 1 screwdriver

### Before you begin

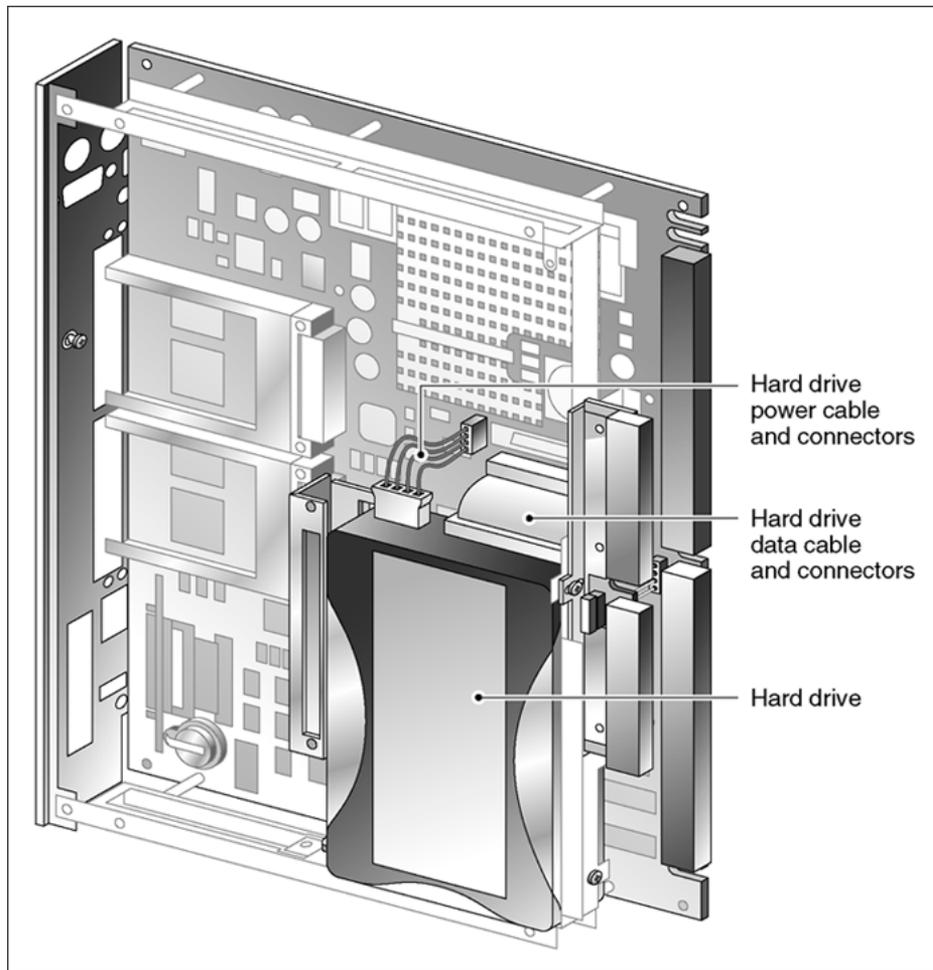
Before you replace the hard drive, review the following:

- ["Removing the server from the switch" \(page 88\)](#)
- [the "201i server component diagram: exploded view" \(page 90\)](#)

### Hard drive assembly diagram

The following diagram shows the hard drive in its assembled state.

**Note:** The following four diagrams depict the 3.5 inch hard drive assembly. The 2.5 inch drive assembly is slightly different, but the removal instructions for the assembly are the same.



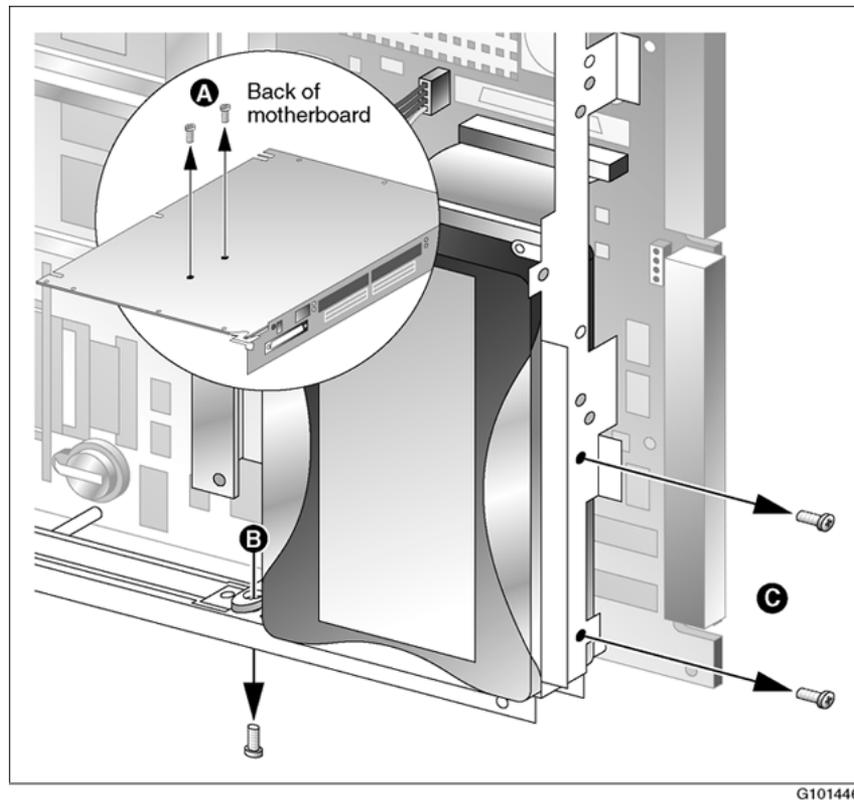
G101433

### To remove the IDE hard drive

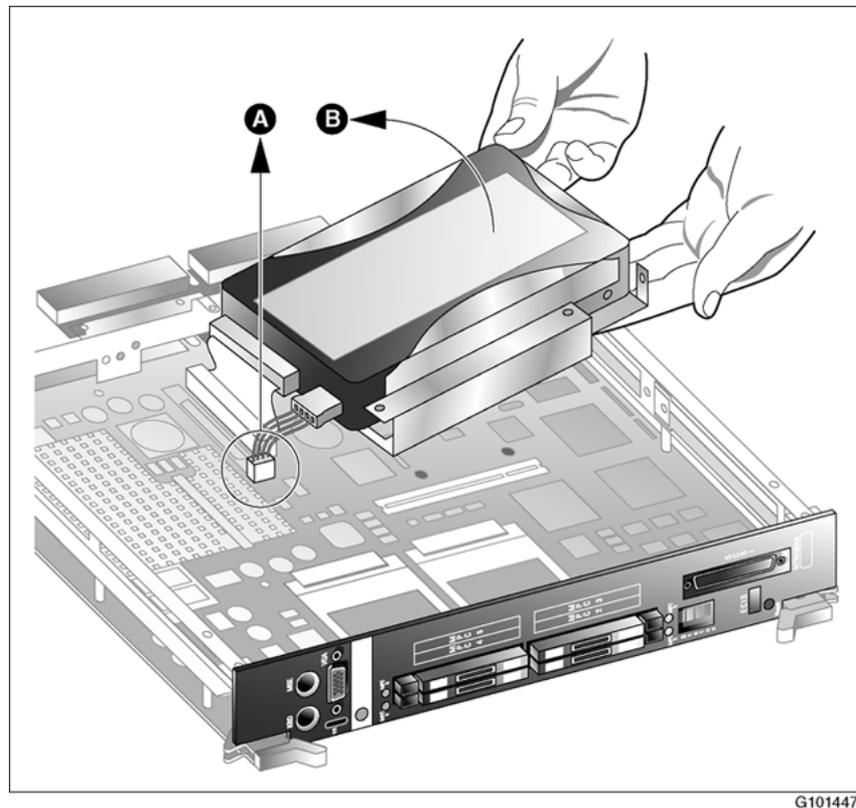
Step	Action
------	--------

- |   |  |
|---|--|
| 1 | Do the following: <ol style="list-style-type: none"><li>Remove the two screws on the back of the motherboard.</li><li>Remove the screw at the bottom of the stiffener cage.</li><li>Remove the two screws on the hard drive stiffener cage (along the backplane edge of the server).</li></ol> |
|---|--|

See the following diagram.

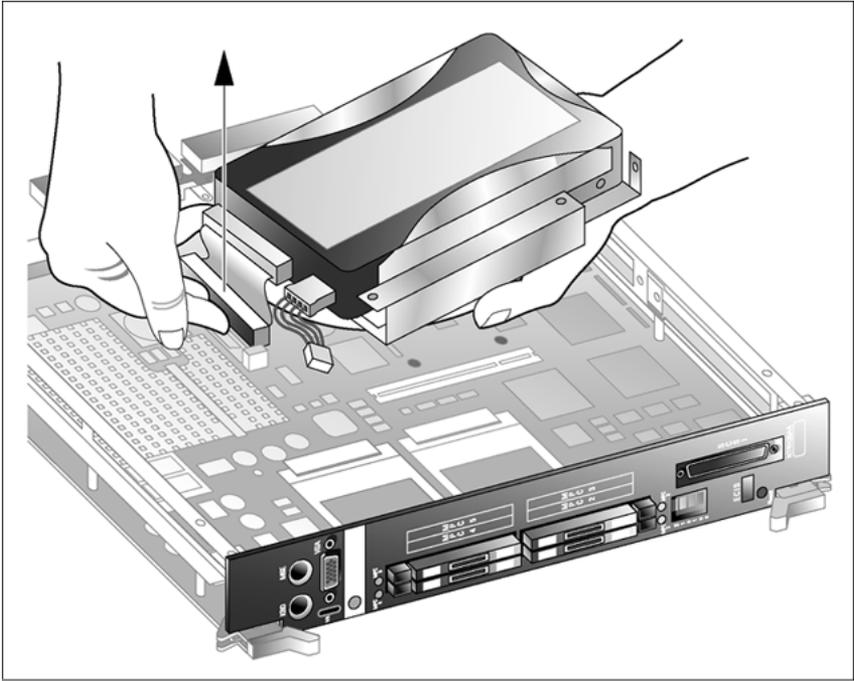


- 2 Do the following:
  - a. Dislodge the power cable from its connector and lift it away from the motherboard.
  - b. Slide one hand as far as you can beneath the hard drive so that it is securely supported and you can touch the data cable connector on the motherboard.



G101447

- 3 Use the pull tabs to gently remove the data cable connector from the motherboard.  
See the following diagram.

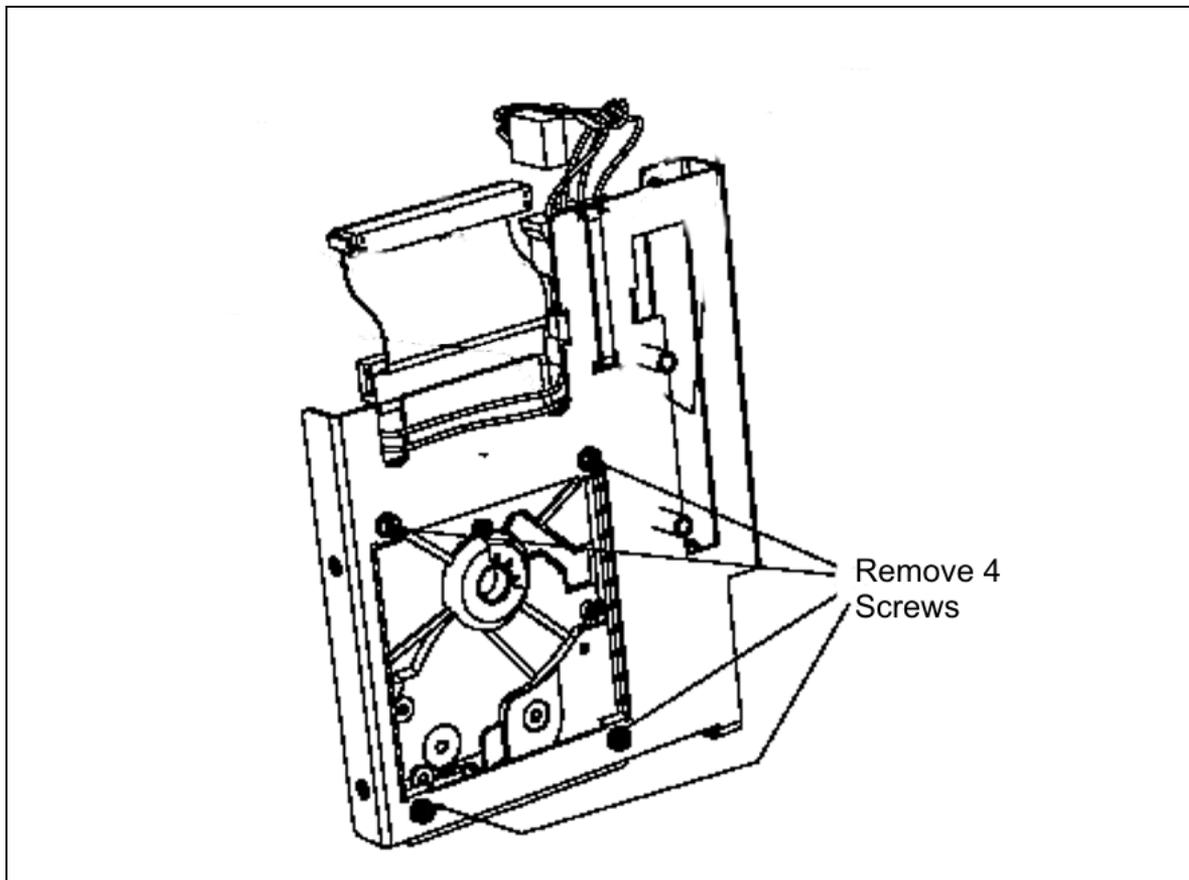


G101448

- 4 Lift the hard drive assembly away from the motherboard.
- 5 Do the following:

IF you are	THEN
replacing a 3.5 inch hard drive	Go to <a href="#">"To replace a 3.5 inch drive with a 2.5 inch hard drive"</a> (page 99) You do not need to remove the drive from the assembly.
replacing a 2.5 inch hard drive	continue with step 6

- 6 Disconnect the black hard drive adaptor from the hard drive
- 7 Detach the hard drive by removing the four screws on the bottom of the hard drive assembly.

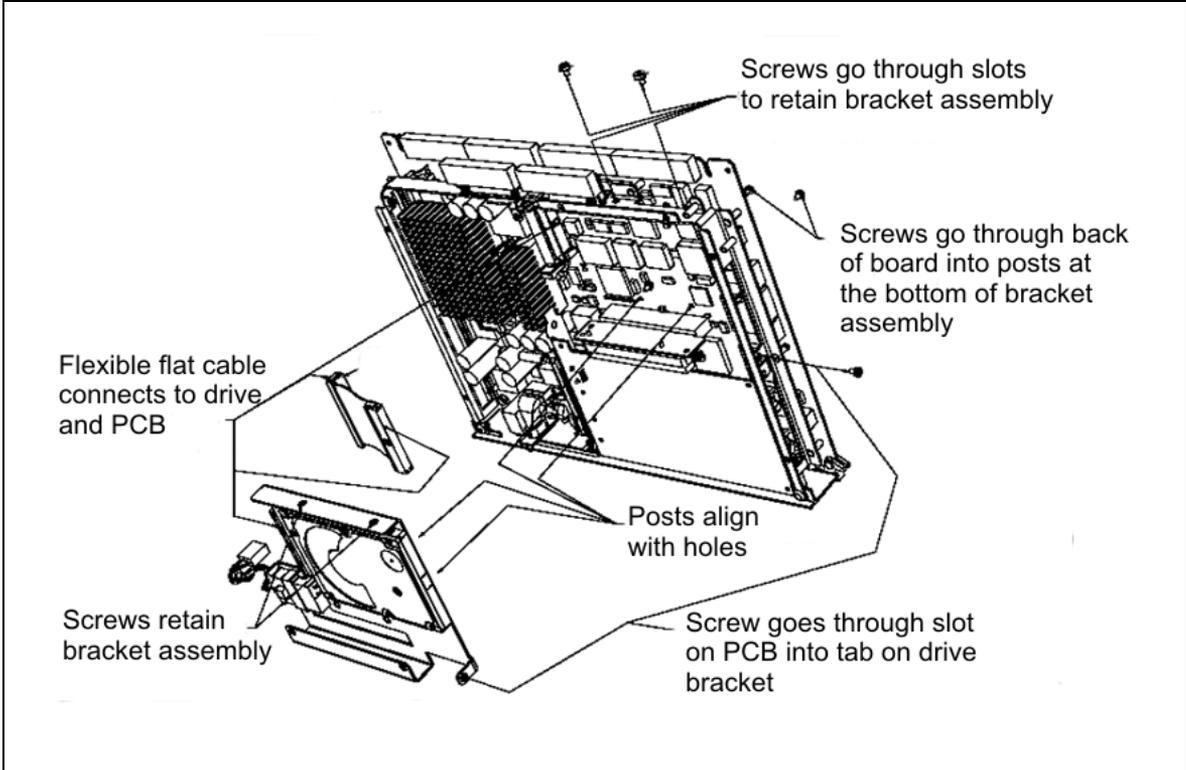


- 8 Fasten the new drive to the hard drive assembly bracket using the four screws from the replacement kit.
- 9 Connect the black hard drive adaptor to the hard drive.
- 10 With the drive on top, and the cable facing the top of the server, mount the drive assembly. The slot in the drive assembly goes over the PCI connector on the motherboard.
- 11 Fasten the two screws on the back of the motherboard.
- 12 Fasten the screw on the stiffening cage.
- 13 Fasten the two screws on the hard drive stiffener cage (along the backplane edge of the server).
- 14 Connect the data cable from the drive to the motherboard connector



**CAUTION**  
Ensure the pins on the data connector on the motherboard line up correctly with the data cable connector.

**15** Connect the drive power connector to the motherboard power connector.



—End—

**To replace a 3.5 inch drive with a 2.5 inch hard drive**

**Step Action**

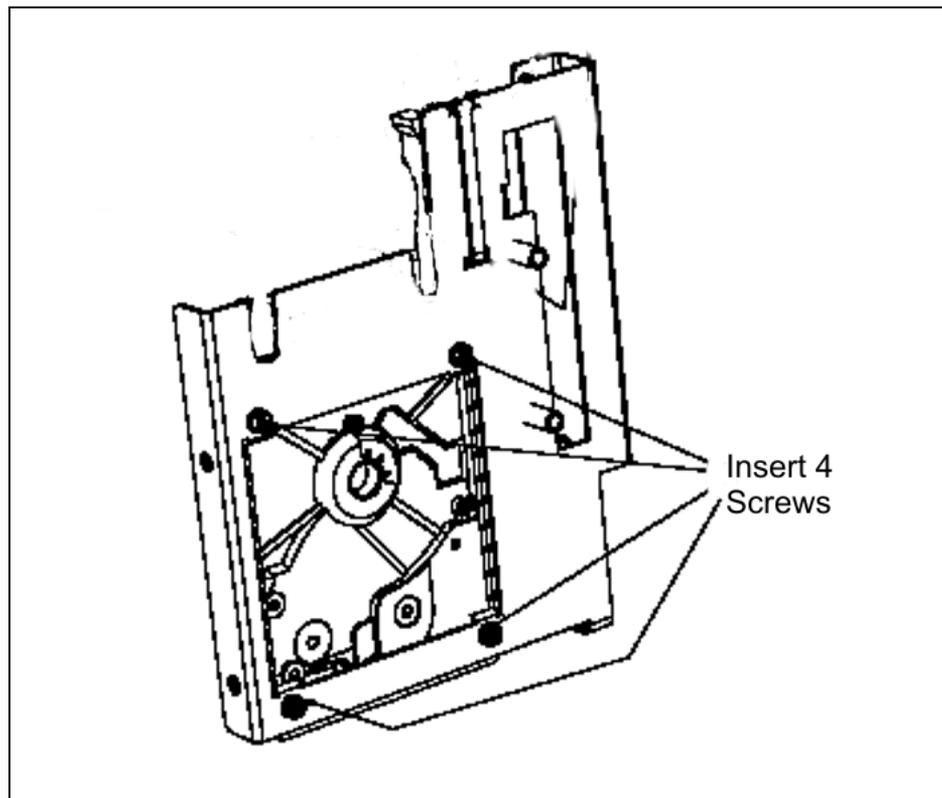
**1** Inspect the NTRH0107E5 replacement kit for the following parts:

Item No.	Quantity	Description
1	1	Power coupler, large to small
2	1	2.5 inch disk drive. This item is ordered separately. Check the Nortel price book for ordering procedures.
3	4	Screws (for mounting the hard drive on the bracket)

4	1	Small drive bracket
5	1	Tie wrap
6	1	2.5 inch hard drive adaptor
7	1	Flat flexible cable
8	2	Screws. These screws are shorter than the four screws in item 3

- 2 Place the 2.5 inch hard drive in the palm of your hand with the screw holes facing upwards
- 3 Place the hard drive bracket over the hard drive with the data connector facing the notched end of the bracket.
- 4 Insert the four screws, listed as kit item 3, in the mounting holes, and tighten them

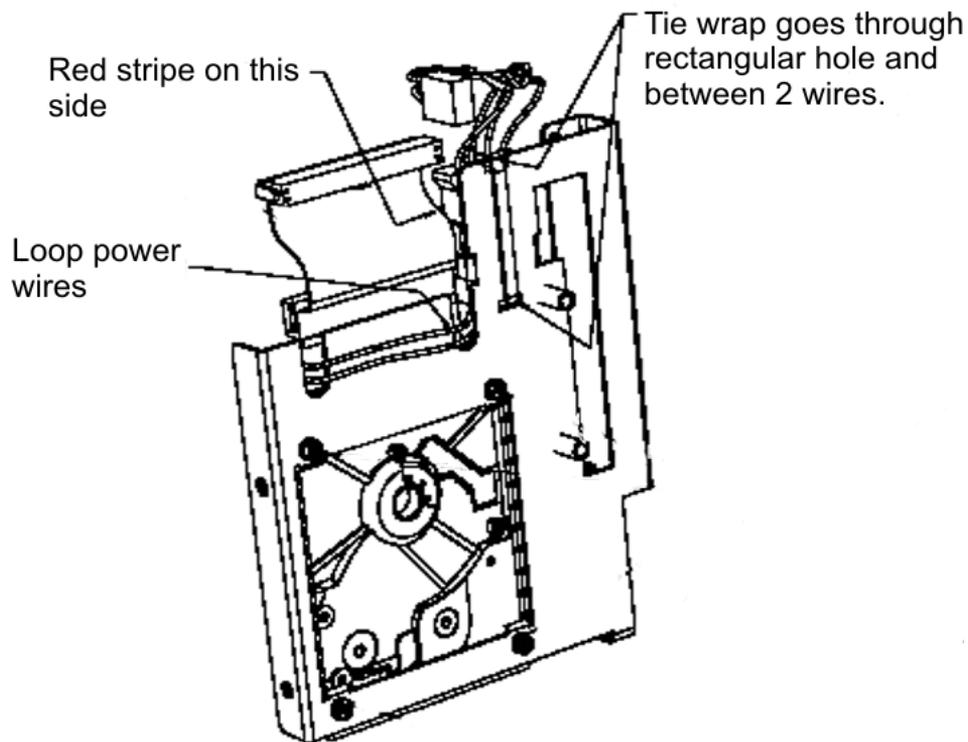
**Hard drive mounted on bracket**



- 5 Attach the black cable adaptor to the IDE connector on the hard drive. The power cable pins go to the left side of the connector as you are facing it. Ensure the left-most pins are connected. Four pins remain unconnected on the right side of the connector.

- 6 Attach the flat flexible cable to the black connector. The red stripe on the ribbon cable goes to the end of the connector opposite from the power pins
- 7 Turn the drive assembly over with the hard drive facing up.  
**Note:** The diagram below shows the bottom of the bracket assembly and hard drive.
- 8 Loop the red and black power wires under the hard drive adaptor and mount the power coupler between the two tabs on the bracket.
- 9 connect the original power cable to the adaptor, and fasten the connectors to the bracket with the tie wrap. The tie wrap goes through the rectangular hole and between the two inner power wires.

#### Bottom view of hard drive assembly



- 10 With the drive on top, and the cable facing the top of the server, mount the drive assembly. The slot in the drive assembly goes over the PCI connector on the motherboard.  
**Note:** The PCI connector on the motherboard is reserved for future use

- 11 Fasten the two screws on the back of the motherboard. These screws are from the original assembly.
- 12 Fasten the screw on the stiffening cage. This screw is from the original assembly
- 13 Fasten the two screws on the hard drive stiffener cage along the backplane edge of the server. These screws are item number 8 in the replacement kit
- 14 Connect the flat flexible data cable from the drive to the motherboard connector

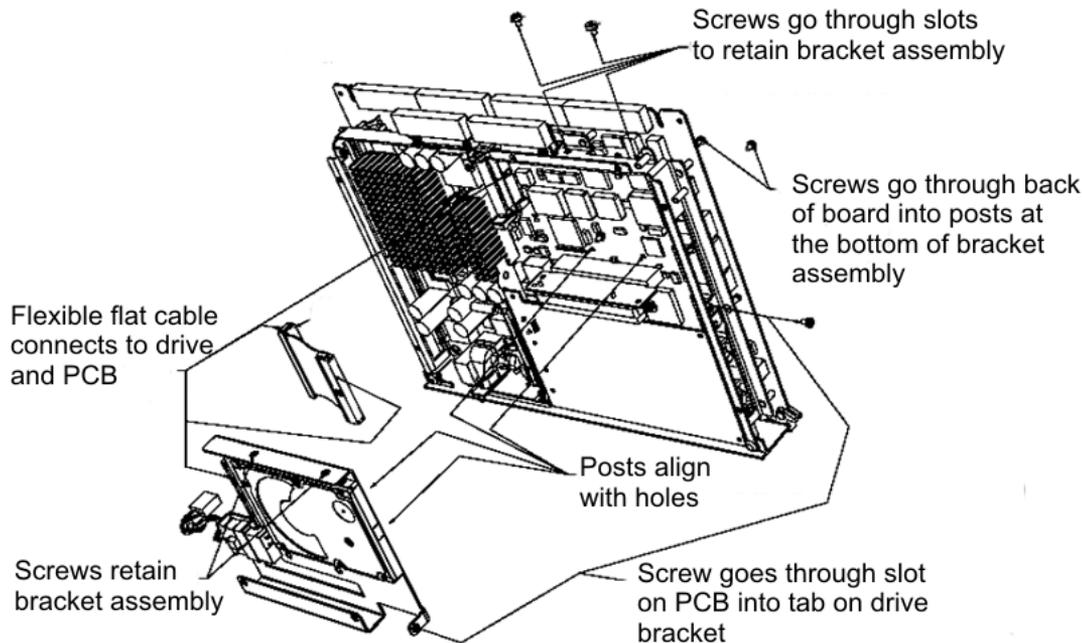


**CAUTION**

Ensure the pins on the data connector on the motherboard line up correctly with the data cable connector.

- 15 Connect the drive power connector to the motherboard power connector.

**Mounting the drive assembly on the motherboard**





- the "201i server component diagram: exploded view" (page 90)

### To replace the software feature key

---

Step	Action
------	--------

---

- |   |  |
|---|--|
| 1 | Use the flat blade of the screwdriver to lift the clip that secures the software feature key to the motherboard. |
|---|--|

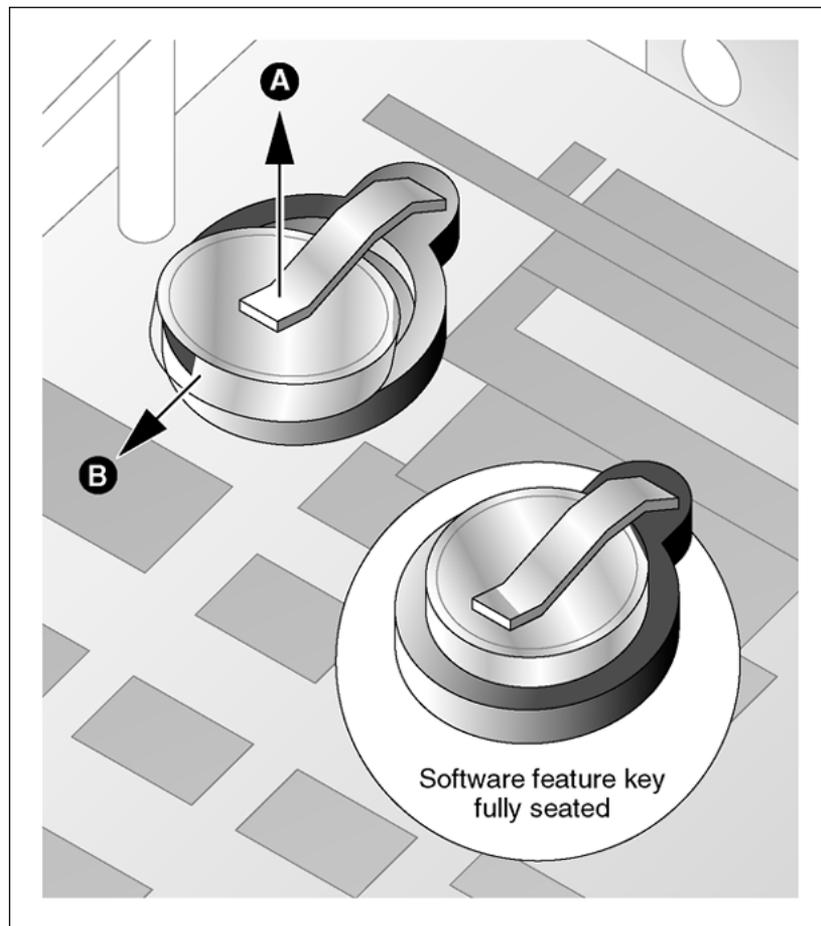


**CAUTION**

Ensure that you do not bend the clip so that it can no longer apply downward pressure.

- |   |   |
|---|---|
| 2 | Use the tweezers to pull the software feature key out of the socket.                    |
| 3 | Insert the software feature key into the socket on the replacement server, lip side up. |

When the software feature key (dongle) is correctly installed, it is firmly seated in its socket. See the following diagram.



G101539

—End—

## Replacing Multimedia Processing Cards

### Introduction

The Nortel MPC-8 card supports multimedia telephony services on the 201i server.

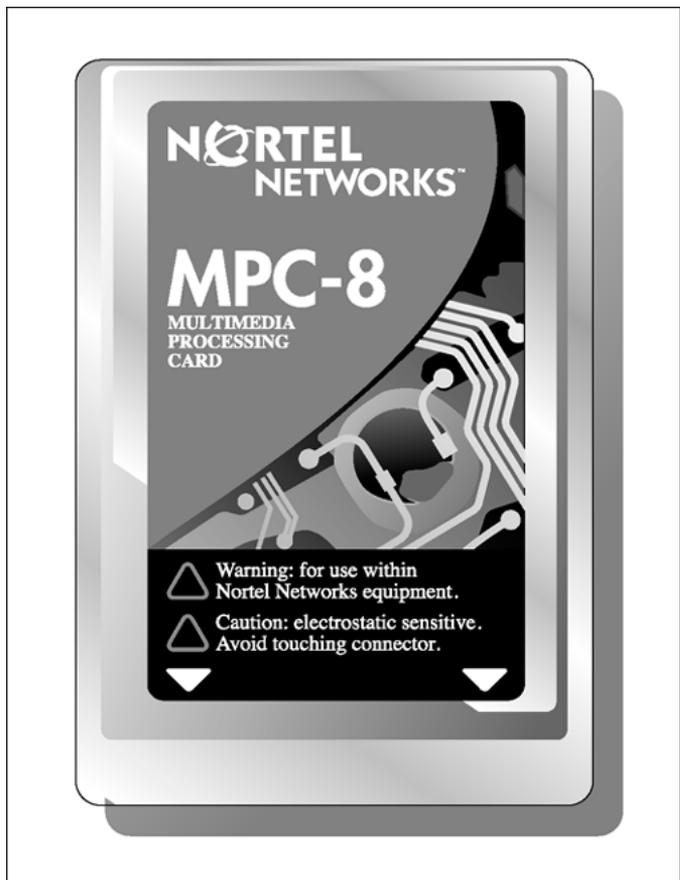
**Note:** The 201i server motherboard contains one built-in MPC. This MPC is known as MPC 1.

### Supported MPC-8 card versions

The 201i server supports MPC-8 cards, Release 14 or later.

### What the MPC-8 card looks like

The following diagram shows the MPC-8 card.



G101540

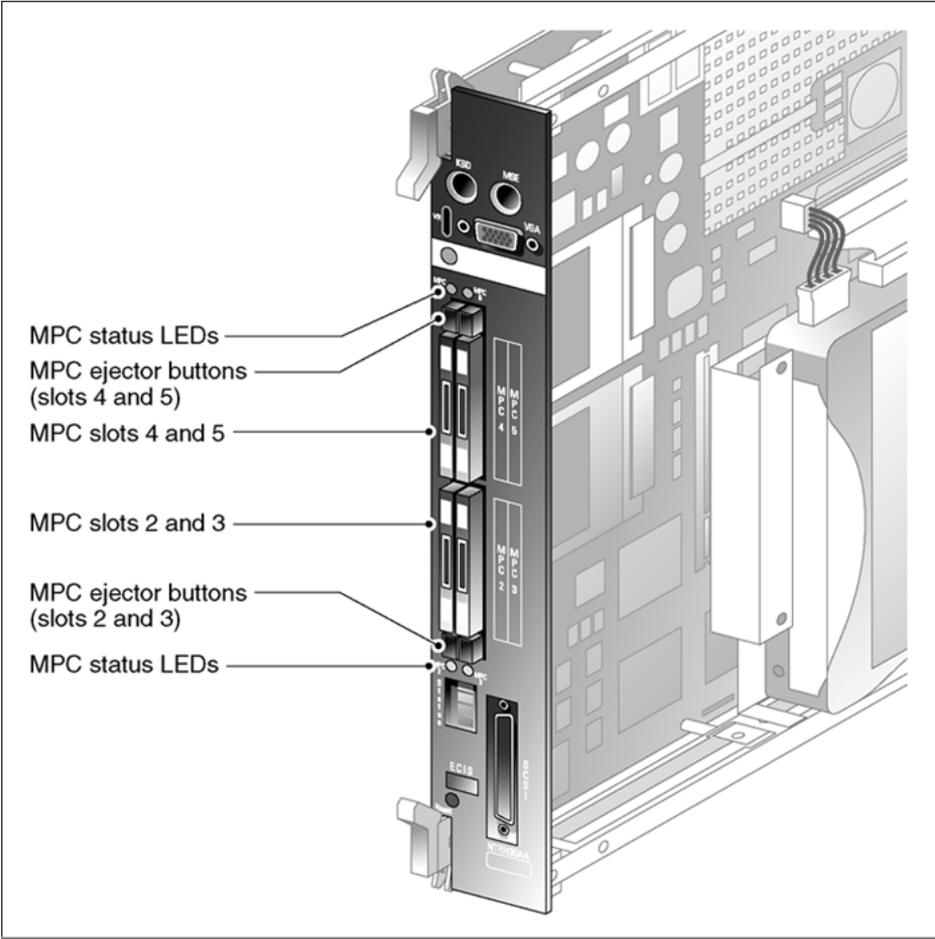
### Correct card insertion

Four specially designed card slots for the MPC-8 are located on the 201i server faceplate. The MPC-8 card is keyed so that it fits only one way into the slot on the 201i server faceplate. If the card is inserted incorrectly, the card does not go all the way into the slot.

	<p><b>CAUTION</b></p> <p>If you force the card into the slot incorrectly, this can result in damage to the MPC-8 card and the 201i server.</p>
---	--

### Location of MPC slots

There is an ejector button, slot, and LED for each MPC. The following diagram shows where they are located on the 201i server.



G101440

The following table describes each LED status.

Status	Description
Off	The MPC is not receiving power. It is safe to remove the card.
On	The MPC is in use. In this case, it is not safe to remove the card.
Off, then on	The MPC has been recognized by the 201i server software and has been powered up.
On, then off	The MPC has been successfully powered down. It is safe to remove the card.

## To remove an MPC

---

Step	Action
------	--------

---

**ATTENTION**

You can replace an MPC-8 card without powering down the 201i server. You must, however, disable the MPC-8 card using the CallPilot Manager software (as described in this procedure) before you remove it from the server.

**ATTENTION**

This procedure assumes that the 201i server is locked into position on the IPE shelf. If it is not, perform steps 3 and 4 only.

- 1 In CallPilot Manager, courtesy stop the channels associated with the MPC-8 card.

*For instructions, see "Starting and stopping components" (page 57).*

- 2 Ensure that the MPC's LED on the 201i server faceplate is not lit, which indicates that the MPC is no longer receiving power and can be removed safely.



**CAUTION**

If you remove an MPC while it is receiving power, this can damage the MPC or the 201i server.

- 3 Firmly press the MPC ejector button to dislodge the MPC from its slot.

Refer to "Location of MPC slots" (page 106).



**CAUTION**

Be ready to grab the MPC card as it ejects so that it does not fall to the floor.

- 4 Pull the MPC out of its slot.

---

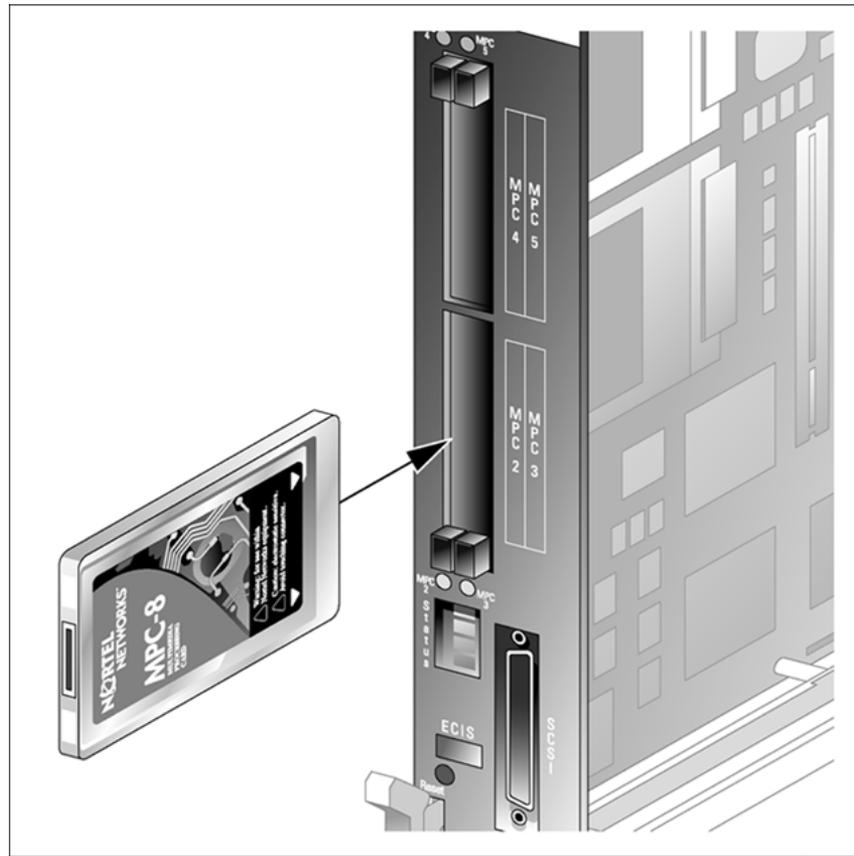
—End—

---

## To install an MPC-8 card

Step	Action
------	--------

- |   |  |
|---|--|
| 1 | <p>Ensure that the MPC-8 card label is facing one of the following ways:</p> <ul style="list-style-type: none"> <li>facing to the right if the 201i server is inserted into the IPE shelf (see the following diagram)</li> </ul> |
|---|--|



G101541

- |   |  |
|---|--|
|   | <ul style="list-style-type: none"> <li>facing up if the 201i server is lying horizontally on a flat surface</li> </ul> |
| 2 | Insert the card into the slot, and gently push it until it is firmly in place and the ejector button pops back out.    |
| 3 | Ensure that the MPC's LED lights up green.   |
| 4 | Run the Configuration Wizard to detect and initialize the new hardware.  |

For instructions on running the Configuration Wizard, refer to the *CallPilot <switch model> and CallPilot Server Configuration* guide for your switch and server.

**Note:** You do not need to change any data in the Configuration Wizard. However, you must apply the configuration changes as instructed on the last screen of the Configuration Wizard.

- 5 Start the MPC-8 card and its channels.

**Result:** For instructions, see "[Starting and stopping components](#)" (page 57).

---

—End—

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Nortel CallPilot

## 201i Server Maintenance and Diagnostics

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