

Maintenance

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1 Module – Fundamental principles

1.1 General

Please use the following entries as necessary for your particular location...

- "Classroom" infrastructure
or...
- "Flying Classroom" infrastructure

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2 Maintenance

2.1 SNMP

Simple Network Management Protocol is a network protocol for monitoring and controlling the system via an external SNMP Management Console. The system provides the following settings:

- Communities: Access to SNMP data (MIBs) is regulated by Communities - e.g.
 - public for reading
 - private for reading and writing
- Traps: Traps are generated to notify of errors if there are system problems
 - System Trap = system error - remedial action required...
 - Performance Traps = information - no remedial action required...



For details, please refer to the Administrator Guide - SNMP.

2.1.1 SNMP Community exercise

Starting point:

- Management console is available - e.g. "AdventNet SNMP Browser" application
- SNMP Trap watcher is available - e.g. "Trap Receiver" application
- OSO system example IP: 1.150.11.33
- Administration PC example IP: 1.150.201.11
- hoo.mib (Loaded MibModules) via Service Center > Download

Aim:

Access to the system via SNMP browser

Solution:

Setting up the "OsoMXread" Community configuration under:
Expert Mode > Maintenance > SNMP...

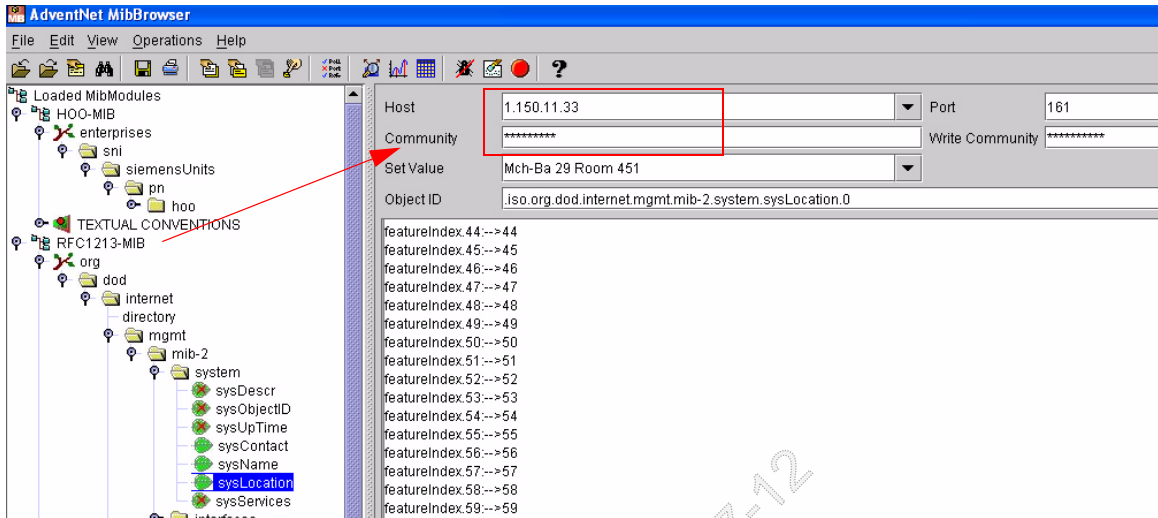
SNMP			
SNMP		Communities	
▼ Communities		Display Communities	
▼ Read Communities			
1.150.201.11			
▼ Write Communities			
1.150.201.11			
▶ Trap Communities			
Traps			
		IP Address	Community
		Type	
		1.150.201.11	OsoMXread
		1.150.201.11	OsoMXwrite
		127.0.0.1	public
			Read Community
			Write Community
			Trap Community

Setting up the Community with "OsoMXwrite"

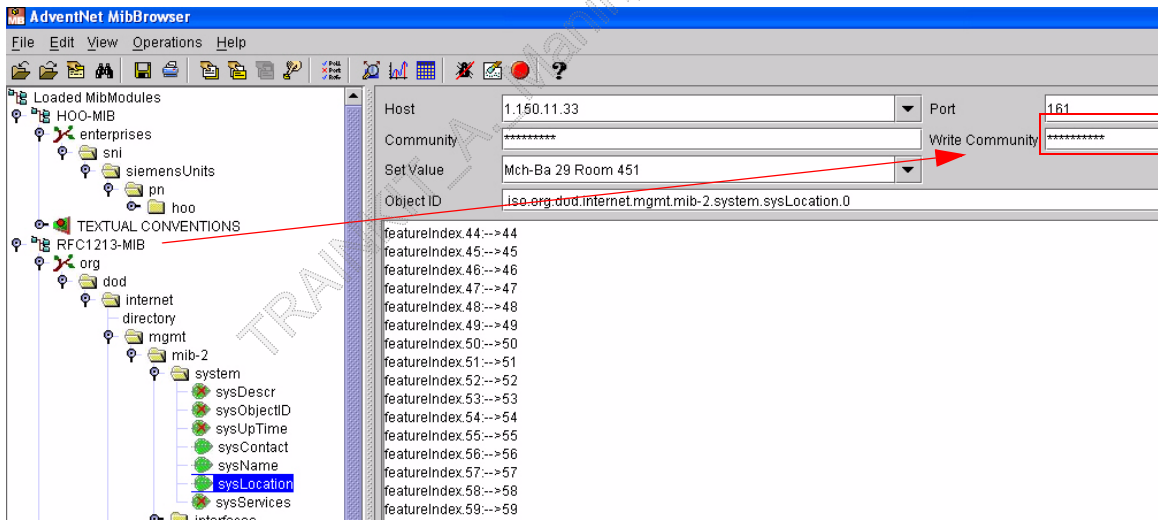
SNMP			
SNMP		Communities	
▼ Communities		Display Communities	
▼ Read Communities			
1.150.201.11			
▼ Write Communities			
1.150.201.11			
▶ Trap Communities			
Traps			
		IP Address	Community
		Type	
		1.150.201.11	OsoMXread
		1.150.201.11	OsoMXwrite
		127.0.0.1	public
			Read Community
			Write Community
			Trap Community

Administration PC with Management Console - RFC1213 MIB....







- System IP address and "read" Community (OsoMXread)

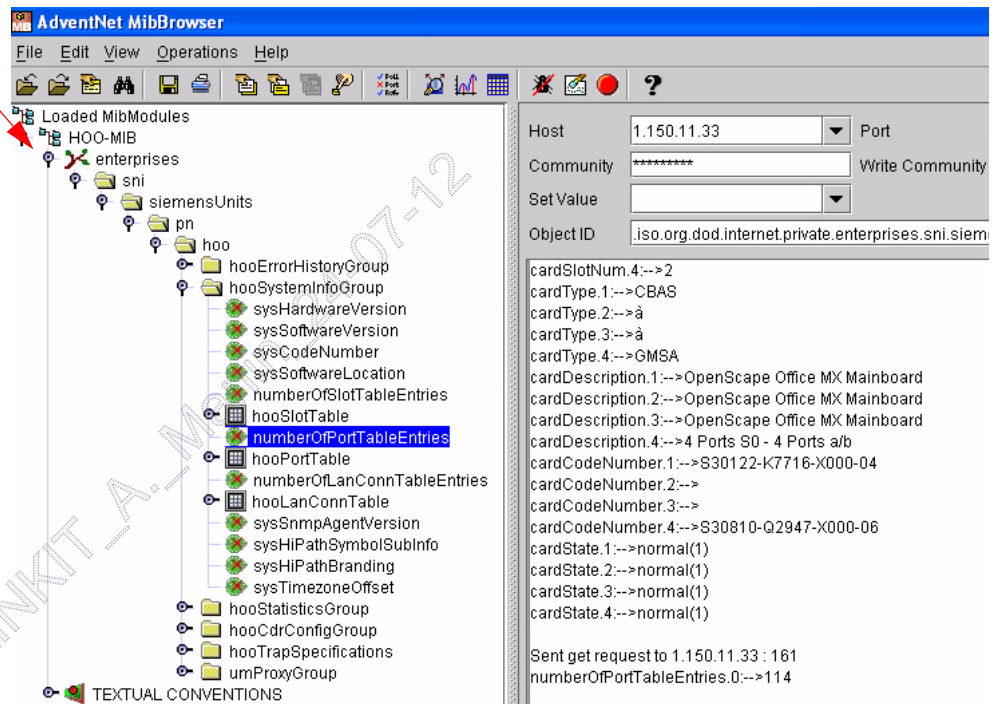


- "write" Community (OsoMXwrite)



Loading the private MIB (hoo.mib) - relevant for system-specific information.

Software	
Download	
	Call Charge Manager
	CommunicationsClients (myPortal)
	myReports
	ISDN Message Decoder
	Java Runtime Environment
	OpenScape Office SNMP MIB



The screenshot shows the AdventNet MibBrowser application. The left pane displays a tree of loaded MIB modules. A red arrow points from the 'OpenScape Office SNMP MIB' entry in the table above to the 'HOO-MIB' entry in the tree. The tree structure is as follows:

- Loaded MibModules
 - HOO-MIB
 - enterprises
 - sni
 - siemensUnits
 - pn
 - hoo
 - hooErrorHistoryGroup
 - hooSystemInfoGroup
 - sysHardwareVersion
 - sysSoftwareVersion
 - sysCodeNumber
 - sysSoftwareLocation
 - numberOfSlotTableEntries
 - hooSlotTable
 - numberOfPortTableEntries (highlighted)
 - hooPortTable
 - numberOfLanConnTableEntries
 - hooLanConnTable
 - sysSnmpAgentVersion
 - sysHiPathSymbolSubInfo
 - sysHiPathBranding
 - sysTimezoneOffset
 - hooStatisticsGroup
 - hooCdrConfigGroup
 - hooTrapSpecifications
 - umProxyGroup

The right-hand pane shows the details for the selected MIB module. The Host is 1.150.11.33, and the Community is *****. The Object ID is iso.org.dod.internet.private.enterprises.sni.siemensUnits.pn.hoo.numberOfPortTableEntries. The right pane displays the following information:

```

cardSlotNum.4-->2
cardType.1-->CBAS
cardType.2-->a
cardType.3-->a
cardType.4-->GMSA
cardDescription.1-->OpenScape Office MX Mainboard
cardDescription.2-->OpenScape Office MX Mainboard
cardDescription.3-->OpenScape Office MX Mainboard
cardDescription.4-->4 Ports S0 - 4 Ports a/b
cardCodeNumber.1-->S30122-K7716-X000-04
cardCodeNumber.2-->
cardCodeNumber.3-->
cardCodeNumber.4-->S30810-Q2947-X000-06
cardState.1-->normal(1)
cardState.2-->normal(1)
cardState.3-->normal(1)
cardState.4-->normal(1)
Sent get request to 1.150.11.33 : 161
numberOfPortTableEntries.0-->114
  
```

2.1.2 SNMP Trap exercise

Configuration of the Trap Community in OSO...

SNMP	
SNMP	Communities
▼ Communities	Display Communities
▼ Read Communities	
1.150.201.11	
▼ Write Communities	
1.150.201.11	
▼ Trap Communities	
127.0.0.1	
1.150.201.11	

IP Address	Community	Type
1.150.201.11	OsoMXread	Read Community
1.150.201.11	OsoMXwrite	Write Community
1.150.201.11	OsoMXtrap	Trap Community
127.0.0.1	public	Trap Community

Configuration of the Trap Community - e.g. management console "Trap Receiver"...

Trap Receiver

Trap Source: Port 162 Total Traps Received: 1

Ack	Sender	Message	Time
<input type="checkbox"/>	1.150.11.33	1.3.6.1.4.1.231.7.2.7.13.3.2.8 Type 6/1	10:45:59 07/01/11

Exit

Trap Details

Community: public

Trap Type: 6

Specific Type: 1

TimeStamp: 0 days 00h:08m:12.35s

Ip Address: 1.150.11.33

Sender OID: 1.3.6.1.4.1.231.7.2.7.13.3.2.8

Trap Type: SNMPv1

Variable Bindings

OID	Type	Value
1.3.6.1.4.1.231.7.2.7.13.3.2.12	String	Information
1.3.6.1.4.1.231.7.2.7.13.3.2.9	String	MSG_IPNCV_STARTUP_SHUTDOWN
1.3.6.1.4.1.231.7.2.7.13.3.2.10	String	EventLogEntry from IPNC [Idh:1.150.11.3...
1.3.6.1.4.1.231.7.2.7.13.3.2.11	Integer	1

Close Show Raw << prev next >>

Predefined system traps under: Expert Mode > Maintenance > Events...

The screenshot displays the 'Events' configuration window. On the left, a sidebar lists various event categories: 'Event Configuration', 'Event Log', 'E-mail', and 'Reaction Table'. The 'Reaction Table' is expanded, showing a list of predefined system traps. The main area, titled 'Reaction Table', contains a table with columns for 'Event Name', 'Send an SNMP Trap', and 'Send an E-mail'. The 'Send an SNMP Trap' column is highlighted with a red box. The table lists four events: MSG_CAT_H323_REBOOT, MSG_CAT_HSA_REBOOT, MSG_GW_SUCCESSFULLY_STARTED, and MSG_IP_LINK_FAILURE. Each event has a checked checkbox in the 'Send an SNMP Trap' column and an unchecked checkbox in the 'Send an E-mail' column.

Event Name	Send an SNMP Trap	Send an E-mail
MSG_CAT_H323_REBOOT	<input checked="" type="checkbox"/>	<input type="checkbox"/>
MSG_CAT_HSA_REBOOT	<input checked="" type="checkbox"/>	<input type="checkbox"/>
MSG_GW_SUCCESSFULLY_STARTED	<input checked="" type="checkbox"/>	<input type="checkbox"/>
MSG_IP_LINK_FAILURE	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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2.2 General maintenance

2.2.1 Diagnostic

Diagnostic data can be retrieved from the system, client and additional components. The APT offers an additional trace webinar, where you can learn more about tracing.

2.2.2 Online User (HUSIM Phone Tester, abbrev. HPT) exercise

Aim:

The entries made on the terminal (Observation Mode) of station x100 are to be monitored remotely.

Prerequisite:

- OpenStage telephone type, software and IP address is detected
>in the WBM under Stations > IP Clients...
- OpenStage dongle key (via SWS / SEBA)
- FTP server
- IP address of the OpenStage telephone
- Administrator password of the OpenStage telephone



The software version of the dongle key must match the terminal software.

How?

- The matching "Dongle key" must be transferred to the terminal. Use an FTP server for this - e.g. 3-Com Daemon.

Remote monitoring:

- Use Expert Mode > Maintenance > Online User and select the corresponding station. In the next dialog, please do not forget to activate the "Observation Mode" flag.

Connect

