

Serviceability

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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

The serviceability of the system is convincing. An excerpt of the versatile improvement in the system is provided in the following.

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2 Serviceability

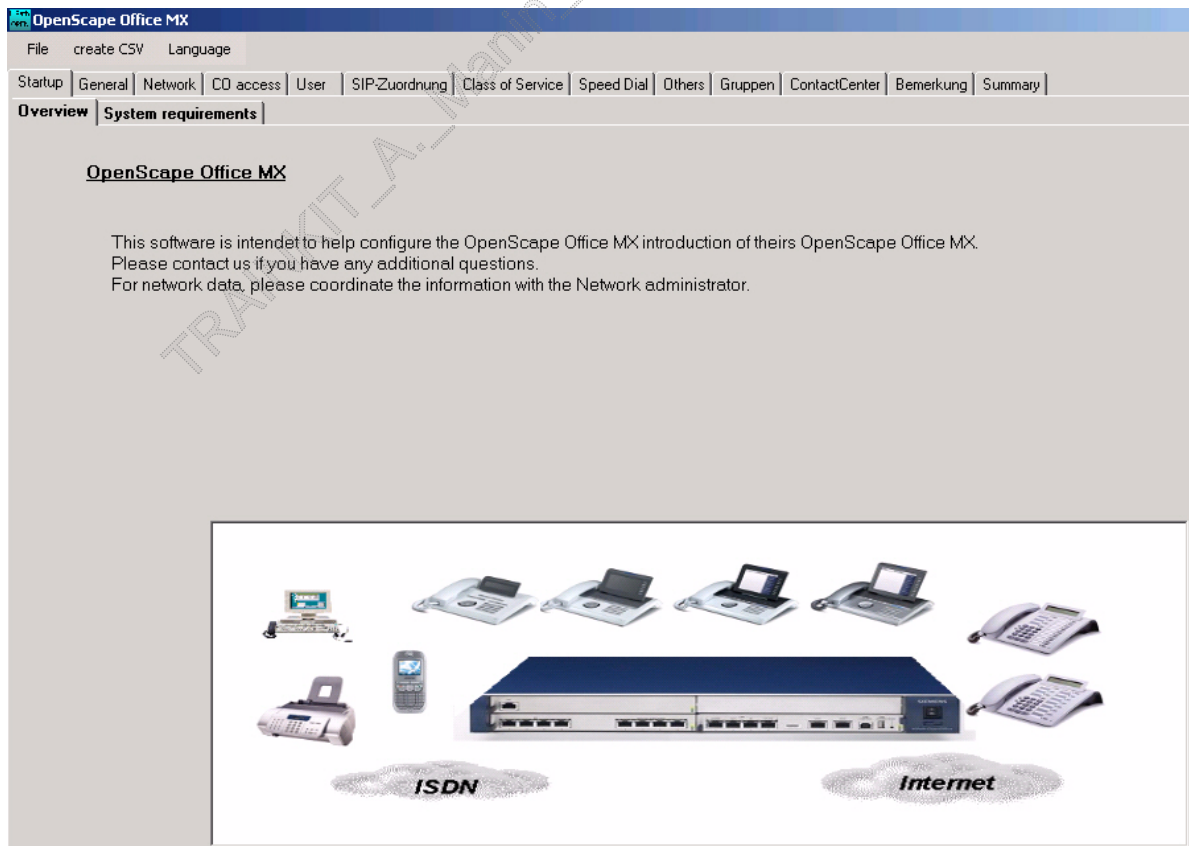
2.1 General information

Some highlights...

- User settings can be administrated via Service/Admin access
- Faster installation through new user profile templates
- Virtual user interface for diagnosing and monitoring OpenStage terminals
- Centralized call number administration in networks

2.1.1 Data Gathering Tool

The Data Gathering tool is used in the project planning phase to gather customer data centrally. Download from wiki.siemens-enterprise.com...



2.1.2 Remote access



Remote access is aimed at availability and requirement of the customer/partner. Details of the remote concept can be obtained from your support person.

The system basically provides the following options for remote access...

2.1.2.1 Access via ISDN/analog connection (MX only)

To dial in via ISDN/analog, the service technician needs an extension number valid for the communications system (dial-in number).



*Note:
It must be noted that remote access can result in longer waiting times due to the limited transmission speed.*

2.1.2.2 Access via Internet (MX only)

To dial in via Internet, the service technician needs a special port (port number) to access the communications system. Port number 10099 is registered as the default.

When using an external router, port forwarding of the port number must be configured in the external router for remote access to the communications system.

2.1.2.3 SSDP (Smart Services Delivery Platform)

- Internet-based platform for remote services
- Maximum security through outbound HTTPS call setup to remote server
- High bandwidth
- Simple configuration

2.1.2.4 Activation by code

By dialing a service code on the telephone, the customer can activate/deactivate preconfigured remote access.

Example of activating remote access by code...

System Enhancements – Remote SSDP + PIN Code (1)

Activate/deactivate SSDP on demand only by the customer >

> activation by subscriber/during a call (SSDP - Access Control via Telephone)

Remote access activation of SSDP
on the phone: *995 + <PIN-Code>

Custom administrator



Note: Deactivation with #995 + <PIN-Code>

Example of activating VPN access by code...

System Enhancements – Remote VPN + PIN Code (2)

If VPN is used: PIN Code activates/deactivates VPN also!

> activation by subscriber/during a call

Setup - Wizards - Network / Internet - VPN Configuration

Configuration of a new system and assigning the teleworker

System

System name: Remote via VPN
 Comment: certified partner
 active: ☒
 Remote Service Center: ☒

IP Data

Use Data of own System: ☒
 Address Type: DNS Name
 global IP Address/DNS Name (WAN): osot61.hp6.dyndns.org
 Local IP Address (LAN): 1.150.16.33
 Local Subnet Mask (LAN): 255.255.255.0

Teleworker

Name	virtual IP Address	Comment
New Entry		

Help About Back OK & Next Delete Data

Custom administrator

Remote Access

Remote Access
 Configuration of remote access for remote administration.

Activation / Deactivation
 *Aktivierung / Deaktivierung des Service-Plugin für den Remote-Zugriff via Smart Service Delivery Platform (SSDP).

Registration / Configuration
 *Konfiguration des Service-Plugin für den Remote-Zugriff via Smart Service Delivery Platform (SSDP).

Code: ****

Enable / disable remote service
 This code is required to activate or deactivate remote service access (VPN or Smart Services) from system phones.

Remote access activation of VPN on the phone: *996 + <PIN-Code>

Note: Deactivation with #996 + <PIN-Code>

2.2 Exercises

2.2.1 Event Viewer

Overview of the system via the "health status"....

The screenshot displays the 'Service Center - Diagnostics - Event Viewer' window. It features a top navigation bar with 'Display', 'Load via HTTP', and 'Delete Event Viewer Log' buttons. Below this is a section titled 'Events' containing a list of system events. The events are as follows:

Date and Time	Source	Level	Message
28 Jun 2011 10:57:41:88	System	1	System restart because of ADMIN-/SW-RESET.
28 Jun 2011 10:58:42:05	SW Update	1	System successfully changed from version OSO_V3_R1.0.0_003 to version OSO_V3_R1.1.1013
28 Jun 2011 10:58:42:15	System	1	Hard disk observation: 75% of hard disk capacity 'mnt/images' reached.
28 Jun 2011 11:00:34:15	Administration:1		software update for phone (101, 1.150.11.136) has been successfully finished, new version is V2 R0.57.0
28 Jun 2011 15:35:19:40	Administration:1		software update for phone (102, 1.150.11.132) has been successfully finished, new version is V2 R0.57.0

At the bottom of the window, there is an 'auto refresh' checkbox which is checked, and a text field labeled 'Seconds until next automatic refresh:' with the value '10'.