Inter-Tel® Enterprise® Messaging Installation Quick Start Guide

Introduction

This Installation Quick Start Guide provides an overview of the installation procedures for setting up the Inter-Tel® Enterprise Messaging (EM) system. For detailed installation procedures, refer to the *Enterprise Messaging Installation and Maintenance Manual,* part number 780.8006, available on the EM Software DVD in PDF format.

Parts

This shipment consists of the following items:

- One of the following **EM hardware platforms**:
  - ○ Base I
    - – Microsoft® Windows Server® 2003, part number 780.5425
    - – Microsoft Windows Server 2003, part number 780.5426
  - ○ Base II
    - – Microsoft Windows Server 2003, part number 780.5427
    - – Microsoft Windows Server 2003, part number 780.5428

  The EM hardware platforms are shipped with the following components pre-installed:

  - ○ **Boards**:
    - – An Audio Interface Card (AIC), part number 550.2810
    - – The appropriate Natural Microsystems (NMS) Communications™ telephony boards for the configuration that was ordered, part numbers 780.2011, 780.2012, 780.2044
  - ○ **Drives**:
    - – One hard drive
    - – One floppy disk drive
    - – One DVD drive
    - – (*Base II servers only*) One Redundant Array of Independent Drives (RAID) Level I Hard Disk Drive (HDD)
  - ○ **Software**:
    - – The current version of EM software that is shipping
    - – Applications Platform
    - – The Microsoft Windows Server 2003 Operating System (OS)
    - – Winzip®
    - – The current drivers for the hardware (AIC, NMS, HASP®, ezRAID™)
- The following **cables**:
  - ○ One AIC-to-Reset Switch Interface Cable, part number 813.1588
  - ○ One H.100 bus, 5-slot cable, part number 813.1784
- The following **peripheral hardware**:
  - ○ One mouse, part number 550.5330
  - ○ One keyboard, part number 550.5303
  - ○ One USB security key, part number 827.9940
- The following **DVDs**:
  - ○ One EM software DVD
  - ○ One EM recovery DVD located inside the chassis
- This *Inter-Tel Enterprise Messaging Installation Quick Start Guide*, part number 835.2754

Additional Supplies Needed

In addition to the previously listed parts, you will also need:

*   a monitor
*   a standard Ethernet patch cord or a crossover cable if plugging directly into the Call Processing Card (CPC)

Important Safety Information

These instructions provide basic installation information, necessary for the proper and safe functioning of this equipment. Persons installing or maintaining this product must read all of the safety instructions and the parts of system grounding which are applicable to the system being maintained.

Only trained, qualified service personnel shall install or maintain this product.

> ### ⚠ WARNING
> Failure to follow all instructions may result in improper equipment operation and/or risk of electrical shock.

> ### ⚠ CAUTION
> Danger of explosion if the battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of batteries according to the manufacturer's instructions.

> ### ⚠ CAUTION
> Changes or modifications not expressly approved by Inter-Tel could void the user's authority to operate the equipment.

> **NOTE** | Read all instructions before attempting to install or use this product.

Scope

These instructions apply to the Inter-Tel Enterprise Messaging system and associated peripherals.

General

The following list provides general safety instructions and guidelines:

- Read all instructions.
- Keep these instructions with the equipment.
- Do not attempt to install or service this equipment unless you are skilled in the installation and maintenance of electronic telecommunications equipment and have successfully completed specific training for this equipment.
- This product must be installed and serviced in accordance with this document and the Technical Installation Manual.
- Follow all procedures outlined in the Technical Installation Manual in the sequence that is given.
- Configure this product with only the assemblies specified and in the locations stated in the Technical Installation Manual.
- Replace all guards, barriers, doors, or fasteners. Close and lock doors when you complete the installation or before you return the equipment to service.
- Install all wiring according to local, state, and federal electrical code requirements.
- Ensure the AC receptacle is installed near the equipment and easily accessible.

Notices

These notices appear on the product and in the technical documentation.

DANGER	Danger indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.
WARNING	Warning indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.
CAUTION	Caution indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury and/or damage to the equipment or property.

Symbols

These symbols may appear on the product.

	The lightning flash with arrowhead symbol, within an equilateral triangle, indicates an uninsulated "dangerous voltage" within the product's enclosure that may present a significant risk of electric shock.
	The exclamation point within an equilateral triangle indicates that important operating and maintenance (servicing) instructions are included in the literature accompanying the product.

Installation Summary

AC Power Source	This product operates from an electrical source rated as indicated below. Power each cabinet from a separate branch circuit wired in accordance with local electrical codes. 120-240 VAC 15/13A 60/50 Hz
Equipment Location	Locate this product in a clean and dry environment only, according to the environmental and other installation requirements specified in the Inter-Tel Technical Documentation.
Power Distribution Cables	For a new installation, or to replace a damaged/defective power cord, provide a flexible, three-conductor power cord that: • complies with local electrical codes. • has a voltage and current rating not less than the rating marked on this product. • has a polarized attachment plug with a current rating not less than 125 percent of the rating marked on this product. • has a usage rating for floor-mounted products (a typical example in the US would be an S-rated or SJ-rated cord). • is not longer than 3.0 meters. Refer to the Inter-Tel Technical Documentation for details on the installation of power distribution cables.
Modules/linecards	Refer to the Inter-Tel Technical Documentation for details on the installation of modules.

General Grounding

> ⚠ **WARNING**
>
> Ground all systems according to these instructions before you connect power leads and telecommunications wiring. Follow grounding instructions explicitly to ensure the safety of personnel.

The system is not suitable for connection to IT power distribution systems and must be connected to a grounded power outlet.

Grounding Conductor

The grounding conductor must be an insulated grounding conductor, sized according to the National Electrical Code (NEC) in the United States (NFPA/ANSI 70 Section 250-95, Exception No. 1, and Section 240-4, Exception No. 1).

The grounding conductor is provided as part of the three-wire, 15-Amp, AC-power cord set included with the equipment. If the power cord must be replaced, use a power cord of the same gauge that has the same insulation, number of conductors, and usage ratings.

The grounding conductor must be:

• Not smaller in size than, and equivalent in insulation material and thickness to, the grounded and ungrounded branch circuit supply conductor.

• An insulated green wire with yellow stripes.

• Part of the circuit that supplies that product or system.

• Connected to ground at the service equipment.

Regulatory Notices

Regulatory notices for the U.S., Canada, and Europe are discussed in the sections that follow.

Notice to U.S. Customers

Federal Communications Commission (FCC) Notice

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy; if not installed and used in accordance with the instruction manual, it may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case users will be required to correct the interference at their own expense.

Notice to Canadian Customers

Industry Canada Notice

This Class A digital apparatus meets all requirements of the Canadian Interference Causing Equipment Regulations.

Notice to European Customers

The CE marking affixed to this product indicates conformance to the R&TTE Directive 99/05/EC (Radio and Telecommunications Terminal Equipment Directive).

There are no user serviceable parts within this equipment. Refer all servicing to a Mitel® authorized repair facility or to Mitel. If you require an Mitel return authorization number, or information on obtaining service or repairs, please contact Mitel at the following telephone number:

(0114)-41162903000

A Mitel return authorization number must be obtained before sending equipment to the Mitel repair facility. The Mitel repair facility is located at the following address:

Mitel Networks Ltd.
Castlegate Business Park
Portskewett, Caldicot
NP26 5YR
UK

> ⚠ **WARNING**
>
> This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Declaration of Conformity

We Inter-Tel Europe, A Mitel company

Castlegate Business Park
Portskewett, Caldicot
NP26 5YR
UK

under our sole responsibility declare that the product:

Enterprise Messaging and all associated peripherals as manufactured by Inter-Tel.

To which this declaration relates is in conformity with the essential requirements specified in Article 3.1 (a) and 3.1 (b) of:

Directive 99/05/EC (Radio Equipment and Telecommunications Terminal Equipment Directive)

For a copy of the Original Signed Declaration (In full conformance with EN45014) please contact the Regulatory Approvals Manager at the above address.

Electricity at Work Regulations 1989

This product, as manufactured by Mitel Networks Corporation, is a SYSTEM as defined by the Electricity At Work Regulations 1989. All persons involved in the installation and repair should be aware of their duties and responsibilities under these regulations.

SAVE THESE INSTRUCTIONS

Installation Overview

The steps in this section outline the EM system installation. For details, refer to the Installation chapter in the *EM Installation and Maintenance Manual,* part number 780.8006.

NOTICE

Anti-virus software. Inter-Tel recommends that the EM unit be equipped with anti-virus software. For details, refer to the latest *Anti-Virus Configuration Information*, part number 835.2751, that is posted on the Mitel Online eDocs Web page:

http://edocs.mitel.com/default.htm.

Microsoft Updates. Inter-Tel Engineering routinely updates its Windows-based house and lab systems with critical updates from Microsoft as they become available. Should Inter-Tel become aware of a problem with any such update, Inter-Tel Engineering will, in a timely manner, instruct the reseller channel to not install the offending critical update. The notification will be e-mailed to all "Inter-Tel Technical Hot List" subscribers and posted on the Tech Central page on the *edGe* Web site:
http://www.inter-tel.com/portal/page/portal/us_edge/technical.

Inter-Tel encourages all customers to include their Windows-based products in their security umbrella and to update them as they would any other mission critical component on their system. Along this line, some Inter-Tel products are preconfigured to automatically download critical updates once a week, but not to automatically install them as that may require a reboot.

Because Inter-Tel is not given any advance notice regarding Microsoft critical updates, Engineering is unable to test them ahead of time. As with any non-Inter-Tel update, Inter-Tel cannot be responsible if a Microsoft critical update causes an Inter-Tel software application to fail. However, Inter-Tel will respond to the issue in a timely manner.

The complete installation procedure includes several steps. A high-level task list is provided below. To ensure a successful upgrade, perform the steps in the order given.

High-level upgrade tasks:

Installation Procedure

Before you start the installation, review the high-level steps included in "Installation Overview" on page 8.

Upgrade Inter-Tel Axxess or Mitel 5000 System Software

EM requires a connection to the Mitel 5000 or the Inter-Tel Axxess® communications systems. Refer to the EM software release notes, available on the EM software DVD, to determine which version of your communications system software is required for your EM installation. If required, *complete a full system backup*, and then upgrade your system software as described in the following documents:

- *Mitel 5000 Installation and Maintenance Manual,* part number 580.8000

- *Inter-Tel Axxess Converged Communications Platform Installation and Maintenance Manual*, part number 550.8000

NOTE	If you are connecting the EM hardware platform to a Mitel 5000 system, disable basic voice mail in Mitel 5000 Database Programming (under Operations – Voice Processor Operations – Disable Basic Voice Mail) before installing the EM hardware platform.

Proceed to "Download Your EM System License" below.

Download Your EM System License

You must have a valid system license to configure EM for operation. Before you install the EM hardware, navigate to the Inter-Tel License Management Center (www.inter-tel.com/lmc) on the Inter-Tel *edGe* Web site, to download your EM system license.

Proceed to "Install and Connect the Hardware" on page 10.

Install and Connect the Hardware

Before you install the EM hardware platform, consider the location of the server in relation to the communications system chassis. Make sure there is adequate clearance for cables and connections and adequate cooling for all components.

Also, EM servers are shipped with a Microsoft Windows Certificate of Authenticity (COA) sticker located on the bottom of the server or inside the front panel door near the DVD drive bezel. The sticker contains the product key, which is required for Window activation. Write down the product key before you install the server in the rack.

To install the EM hardware platform:

1. Unpack the box, and then check the parts list to make sure nothing is missing from the shipment.

2. Install the server in the rack.

NOTE	If you are connecting the EM server to the Mitel 5000 system, install the EM server in the rack *under* the Mitel 5000 base server.

3. Connect the monitor, keyboard, and mouse to the EM chassis.

4. Attach the USB Security Key to one of the USB ports at the back of the EM hardware platform.

5. Connect the EM hardware platform to the communications system chassis:

   - **To connect an EM unit to the Mitel 5000 system**, attach the DB-15 adapter cable (part no. 813.1806) from the Mitel 5000 chassis to the AIC (Port 1) on the EM chassis. Refer to the *Mitel 5000 Installation and Maintenance Manual*, part number 580.8000, for detailed installation instructions.

   - **To connect an EM unit to the Inter-Tel Axxess system**, do one of the following:

     o *If your system supports 1-8 audio interface ports,* connect the AIC-to-CPU/OPC interface cable (part number 813.1587) from the AIC (Port 1) on the EM unit to the DB15 PCM connector on the CPC in the phone system chassis.

     o *If your system supports 9-32 audio interface ports,* install one OPC in the phone system chassis. Connect the first AIC-to-CPU/OPC interface cable from the AIC (Port 1) on the EM unit to the DB15 PCM connector on the CPC in the phone system chassis. Connect the second AIC-to-CPU/OPC interface cable from the AIC (Port 2) to the DB15 PCM connector on the OPC for the additional 24 (32 total) audio interface ports.

     Refer to the *Inter-Tel Axxess Converged Communications Platform Installation and Maintenance Manual*, part number 550.8000, for detailed installation instructions.

6. Connect the power cable to the EM hardware platform, but do *not* power up the server at this time.

NOTE	Verify the voltage selection switch on the power supply. You must select 120 or 230 because the power supply is not auto sensing.

7. Proceed to "Complete the Windows Setup" on .

Complete the Windows Setup

The first time you power up the EM server, you need to complete the Windows setup wizard and then configure the server settings.

To complete the Windows setup wizard and configure the server settings:

1. Power up the EM server. The Windows Setup Wizard starts.

2. Click **Next**, and then complete the following steps for the Windows Setup Wizard:

    a. On the Personalize Your Software screen, complete the following fields, and then click **Next**:

        o   **Name**: Type your EM server name (for example, **EM Server**).

        o   **Organization**: Type your company name (for example, **XYZ Company**).

    b. On the Your Product Key screen, type the Microsoft Windows COA product key for the server, and then click **Next**.

    > **NOTE** | The product key is on the COA sticker located on the bottom of the server or inside the front panel door near the DVD drive bezel.

    c. On the Date and Time Settings screen, select the date, time, and time zone where the server resides. Click **Next**.

    > **NOTE** | If you do not set the local time zone, dates and times will not be played correctly for messages.

    The server reboots and the Windows log on screen appears.

3. Log on to Windows using the default Windows administrator user name (**Administrator**) and password (**itpassw**).

    If the Windows Activation screen appears, close it for now. Activate Windows later in the upgrade procedure as described in "Activate Windows" on page 14.

4. To prevent unauthorized access, change the Administrator account password as soon as possible. Use the password guidelines provided by Microsoft (www.microsoft.com). Record the new password and save it in a secure location.

5. Right-click the **My Computer** icon on the desktop, and then select **Properties**. The System Properties dialog box opens.

6. Click the **Network Identification** tab. Complete the following fields:

    •   Full computer name

    •   Domain

    •   Primary DNS suffix

7. Click **OK**, and then close the System Properties dialog box.

8. Right-click the **My Network Places** icon on the desktop, and then select **Properties**. The Network Connections dialog box opens.

9. Right-click the **Local Area Connection**, and then select **Properties**. The Local Area Connections Properties dialog box opens.

10. Select **Internet Protocol (TCP/IP)**, and then click **Properties**. The Internet Protocol TCP/IP Properties dialog box opens.

11. Click the **General** tab and complete the TCP/IP fields:

- For automatic IP addresses select the following options:
    - o Obtain an IP address automatically
    - o Obtain a DNS server address automatically
- For static IP addresses, complete the following fields:
    - o IP address
    - o Subnet mask
    - o Default gateway
    - o Preferred DNS server
    - o Alternate DNS server

> **NOTE** | Inter-Tel recommends that you use static IP addresses for EM.

12. Click **OK** twice, and then close the Network Connections dialog box.

13. Proceed to "Install Anti-Virus Software" below.

Install Anti-Virus Software

Install anti-virus software on the EM server (from your anti-virus DVD) before you reconnect the server to the network. Refer to the anti-virus manufacturer's documentation for installation instructions. In addition, refer to Inter-Tel's *Anti-Virus Configuration Information* document, part number 835.2751, for details about anti-virus protection for Inter-Tel products and recommended guidelines. Restart the server, if required.

Proceed to "Connect the EM Server to the Network" below.

Connect the EM Server to the Network

Connect the network cable that connects the EM server to the network. For additional information about cabling, refer to the Installation chapter, "Hardware Installation" section in the *Enterprise Messaging Installation and Maintenance Manual,* part number 780.8006.

To connect the network cable:

1. Attach an anti-static wrist strap or implement another industry-standard method to eliminate electrostatic discharge.

2. Reconnect the EM server to the network by connecting the network cable to the LAN port on the back of the server.

3. Proceed to "Complete Windows Updates" on page 13.

Complete Windows Updates

After installing any Windows operating system, Inter-Tel recommends that you check the Microsoft update Web page to see if there are any Windows service packs or critical updates available. The EM server must have Internet access and you must use the Internet Explorer® Web browser to download Windows updates from the Microsoft Web site.

NOTICE
Before you install any Windows service packs or driver updates, make sure that they are compatible with the Inter-Tel software that you are installing on the server. Do not install hardware updates unless you are instructed to do so by Technical Support. Search the following locations on the Inter-Tel *edGe* Web site for compatibility information: • Inter-Tel Compatibility Matrix (http://www.inter-tel.com/portal/page/portal/us_edge/technical/compatibilitymatrix) • Inter-Tel Knowledge Base (http://www.inter-tel.com/portal/page/portal/us_edge/technical/knowledge_base_center) • Inter-Tel Hot List Archives (http://www.inter-tel.com/portal/page/portal/us_edge/technical/hot_lists)

To install Windows updates:

1. On the EM server, log on to Windows.

2. Open a Web browser and navigate to the Microsoft Update Web page (www.update.microsoft.com).

3. Download and install the available Windows Server 2003 updates.

4. Proceed to "Activate Windows" on .

Activate Windows

After installing the available Windows service packs, activate Windows on the EM server. *You have 30 days to activate Windows or the EM server will shut down.*

The easiest method to activate Windows is over the Internet.

To activate Windows over the Internet:

1. Do one of the following to start the Windows Activation wizard:

    *   Click the Windows Activation icon ([image]) in the Windows notification area (system tray).

    *   Click Start and then select **Activate Windows** at the top of the menu.

        The Activate Windows wizard opens.
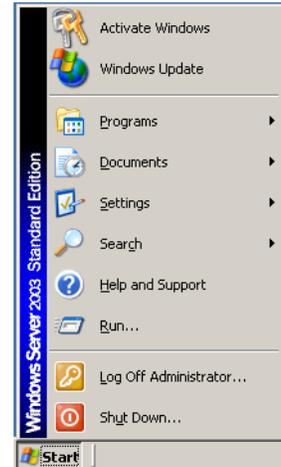
2. Select **Yes, let's activate Windows over the Internet now**, and then click **Next**.

NOTE	If your EM server does not have a connection to the Internet, select the activate by telephone option and follow the corresponding instructions.

3. The Register with Microsoft? windows appears. Select **No, I don't want to register now, let's just activate Windows**, and then click **Next**.

4. Click **OK** to exit the Activate Windows wizard.

Your copy of Windows is now activated.

The Windows operating system used on the EM server is not a standard installation of Windows. If you want to make any additional changes to the Windows settings, contact Inter-Tel Technical Support (888-777-EASY) for assistance. In general, you should not enable any Windows Server 2003 services at this time.

5. Proceed to "Configure EM for Operation" on page 16.

Configure EM for Operation

Configure EM for operation using the Field Configuration Utility (FCU).

To configure EM for operation:

1. On the EM Server, log on to Windows.

2. If EM is running, shut it down by clicking the **EM_Stop** icon on the desktop. Make sure the EM icon in the Windows notification area turns red ( ), and then disappears before you continue to the next step.

3. Click the **EMFieldUtil** icon on the desktop.The EM FCU interface appears.

4. Click the System Menu icon ( ), in the top, left corner of the interface, and then select **AboutEMFieldUtil**. The *Enterprise Messaging Field Configuration Utility Instructions* appear.

5. Follow the instructions to configure EM for operation. Close the FCU when you have completed the configuration.

6. Click the **EM_Start** icon. When the EM icon in the Windows notification area turns green ( ), the EM system is operational.

7. Verify that the installation was successful by checking the version number in the OAM telnet command window:

   a. Log in by typing:

   ```
   >Login -u apsystemaccount
   Password>Test  (or the currently set password for that account).
   ```

   b. Type the Version command: **>version**.

   In response to the Version command, a screen similar to the one below appears:

   ```
   Enterprise Messaging Version Info
   Enterprise Messaging: 2.0
   Database Programming: x.y.z Production
   EOC:0
   <.
   ```

8. Proceed to "Configure Startup Options" below.

Configure Startup Options

You can configure EM to start automatically or manually when the server is rebooted.

To configure EM to start automatically (recommended):

1. Go to Start – Control Panel – Administrative Tools – **Services**.

2. Change the startup type of the State Manager service to **Automatic**.

To configure EM to start manually:

1. Go to Start – Control Panel – Administrative Tools – **Services**.

2. Change the startup type of the State Manager service to **Manual**.

Start EM

After you configure startup options, start EM:

- *If the State Manager service is set to **Automatic***, reboot the server and EM starts automatically.

- I*f the State Manager service is set to **Manual***, double-click the **EM_Start** icon on the desktop. The EM tray icon is displayed as yellow (EM) until the system starts at which time it will turn green.

> | **NOTE** | It is not necessary to log on to Windows for the EM unit to run. However, if you do log on, use the Administrator user name and password. |

When you start EM, the Starting Enterprise Messaging dialog box appears, as shown below. This dialog box shows the status of EM components during the startup process.
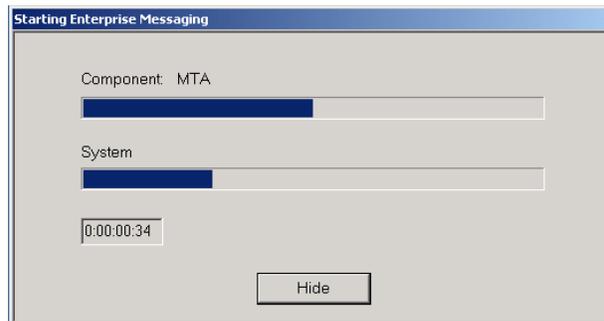
The dialog box has the following features:

- **Component Progress Bar:** Indicates the current EM component being started and its relative progress in starting. The components that can be monitored are:
    - MAINT_PROVIDER
    - MSGSERVER
    - MTA
    - AXXESS_MULTIPLEXER
    - REPORT_PROVIDER
    - NETWORKING_PROVIDER
    - VPOAI
    - THANDLER
    - ENGINE
    - DB_MANAGER
    - VPIM_PROVIDER
- **System Progress Bar:** Indicates the overall EM startup progress.
- **Timer:** Indicates the amount of time (H:MM:SS:MS, where H is hours, MM is minutes, SS is seconds, and MS is milliseconds) since EM was started.
- **Hide Button:** Allows you to hide the startup progress dialog. The dialog can be brought up later by double-clicking the EM tray icon.

You can view the component status list by right-clicking the EM tray icon. This view shows a list of EM components and their current state.
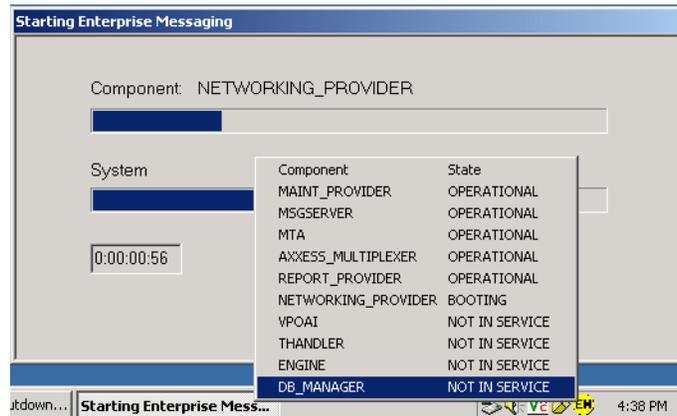
When all of the components become operational, the System progress bar is at full length, and the timer indicates how long the system has been running since EM was started.
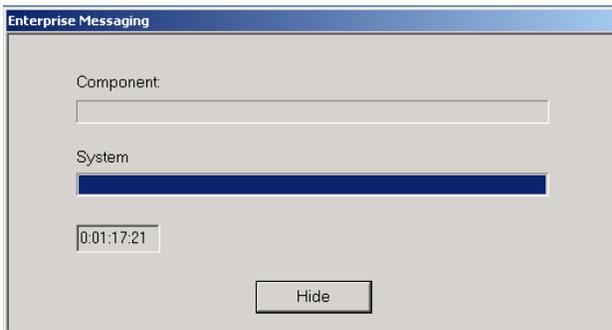
When the EM icon is green (), the EM system is operational and ready to connect to the telephone system.

If the EM system does not start, see the Quick Troubleshooting section on for corrective actions.

Quick Troubleshooting

Table 1 lists symptoms, probable cause, and corrective actions for EM installation-related issues.

Table 1. *EM Installation-Related Issues*

Symptom	Probable Cause	Corrective Action
The EM icon does not turn green. The EM icon turned red and eventually disappeared. The EM icon is in yellow (in progress), but the EM system has stopped processing.	The EM system failed to start.	Complete the following steps: 1. Double-click the **EM_Stop** icon to stop all of the services that are currently running on the system. 2. Click the **EMFieldUtil** icon and click **Refresh**. 3. Verify that all LEDs are green. 4. Click the **EM_Start** icon. **NOTE** If the EM system still does not start, try rebooting the computer before refreshing the EM Field Utility (step 2).
	Hardware is not properly installed.	Verify the following: • The boards are properly seated in the EM platform. • The cables are properly terminated to the EM platform. • The security key is present and properly seated on the USB port. If the key is present, make sure the license reflects the correct serial number. If necessary, transfer the license to the correct serial number (for details, see the "Transferring Licenses" section in the *Mitel 5000 Features and Programming Guide* (part number 580.8006) or the *Inter-Tel Axxess Installation and Maintenance Manual* (part number 550.8000).
The message, "Could not delete queue. Run qclean." appears in the EM_Start DOS window.	MSMQ queues that EM depends on are owned by another account and EM can clean up on restart.	Go to directory location `C:\Inter-Tel\EnterpriseMessaging\bin` on the system hard drive and run qclean.

Table 1. *EM Installation-Related Issues (Continued)*

Symptom	Probable Cause	Corrective Action
The message, "Start Service State_Manager failed: 1068" appeared in the EM_Start DOS window.	Programming error.	Do the following: 1. End the processes of `EM_Status.exe` and `EM_Start.exe` using Task Manager. 2. Double-click the **Services** desktop icon on the EM server. The Services window appears. Verify the following: • The State Manager service is dependant upon the OpenLDAP Directory Server. • The OpenLDAP Directory Server is dependant upon the following: Firebird Server, Message Queuing, NMS CT Daemon, World Wide Web Publishing Service, and WatchdogService. • The Watchdog Service is not dependant upon any other service.
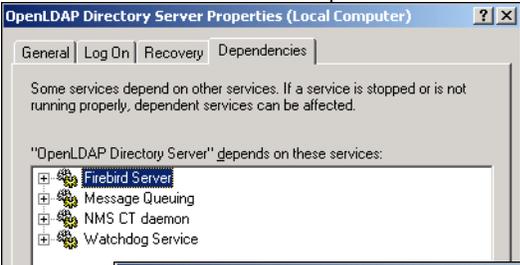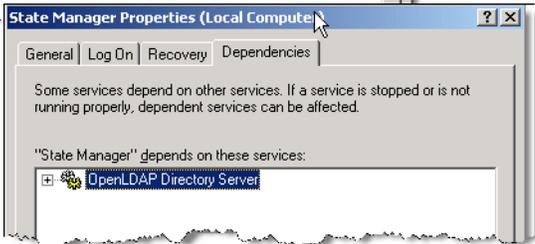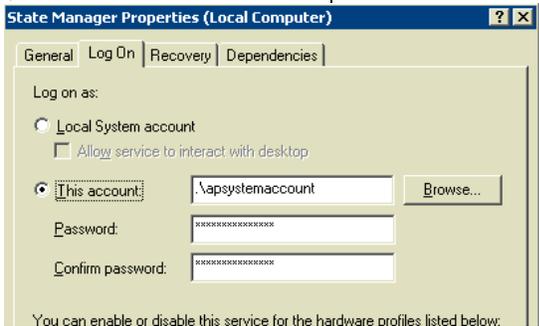
To verify the dependencies, scroll down to the desired service in the Services window and double-click the line or right-click on it and select **Properties**. Select the **Dependencies** tab. A dialog box that is similar to the ones on the left appear (these are examples of the Open LDAP Directory Server and State Manager service). Verify that the dependencies are programmed properly.

If the required dependencies are not present, do the following:

a. Select the **Process** tab in the Task Manager, and verify that the services listed in the dialog box above are running.

b. Verify that the following services are configured in the Services window to use the "apsystemaccount" username:
   o Watchdog Service
   o State Manager
   o OpenLDAP Directory Server

c. Run the Field Configuration Utility and reset the services password.

d. Reboot the system. If the State Manager service is not set to automatic you will need to click on **EM_Start.** If the State Manager service is set to automatic then EM should start by itself and you should no longer see the error message in the System Event Log.

3. Select the **Log On** tab in the Properties dialog box, and verify that the State Manager, Watchdog, and OpenLDAP Directory Services are set to log on under the ".\apsystemaccount" account. Also, re-enter the account password (the default password is "Test"). An example of the Log On dialog box is shown at left.

Technical Support

For technical assistance in North America, certified technicians may contact:

<div align="center">

Mitel Networks Corporation
Technical Support Department (USA)
7300 West Boston Street
Chandler, AZ 85226-3224
1-888-777-EASY (3279)

</div>

For information about how to contact Mitel Technical Support outside of North America, refer to your Channel Support Agreement.