

MITEL

# System Administration & Diagnostics

Guide





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# Mitel System Administration & Diagnostics Guide

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# Overview

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## Introduction

System Administration & Diagnostics is a new personal computer (PC)-based application that provides a single interface to access all of the administration and diagnostics tools available on the Mitel 5000 Communications Platform (CP). Using this application, you can easily configure and upgrade the system, monitor active calls, view resource usage, troubleshoot issues, and so forth.

Mitel 5000 CP Database (DB) Programming is installed as part of the System Administration & Diagnostics application along with other supporting system management tools and utilities. After installing the System Administration & Diagnostics application, you can launch any of the following:

- DB Programming
- Administrative Web Session (AWS)
- Secure Shell (SSH) Connection (PuTTY)
- Database Converter
- MOH (Music-on-Hold) Converter
- Test and Repair
- Upload Utility

After establishing a connection to a 5000 CP node, System Administration & Diagnostics queries call, resource/device, system, and system status data from the node. It then uses a variety of content controls to display this information in a well-organized manner that allows you to easily read and understand the data. The application automatically receives updates periodically, but also allows you to refresh data on demand.

### NOTE

The diagnostics portion of System Administration & Diagnostics can be very useful for occasional monitoring of system usage and troubleshooting. As with any tool that monitors system activity, this monitoring may have a slight impact on system performance. The impact is directly related to the size of the system (number of devices), as well as the number of concurrent active System Administration & Diagnostics sessions connected to the system. If there is a noticeable difference in system performance after upgrading to v4.0 and/or when multiple System Administration & Diagnostics sessions are connected to a system, contact Technical Support.

## About this Guide

This Mitel System Administration & Diagnostics Guide includes the following chapters:

- **Overview:** Provides an overview of the System Administration & Diagnostics application and defines hardware, software, and network specifications.
- **Understanding the Interface:** Summarizes the functionality of the user interface (UI), such as bars, menu buttons, sections, and content controls, in the System Administration & Diagnostics window.
- **Installing and Launching the Application:** Provides instructions for installing and launching the application. This chapter also provides considerations when upgrading from older software.

For programming instructions, refer to the *Mitel System Administration & Diagnostics Help*.

### To access the online help:

Press **F1** or the Help menu button () in the upper-right corner of the application interface.

The Help contains the following information:

- **About System Administration & Diagnostics:** Provides information about an overview of the System Administration & Diagnostics application. This is the same information described in the Overview chapter in this guide.
- **Understanding the Interface:** Summarizes the functionality of the System Administration & Diagnostics UI. This is the same information described in the Understanding the Interface chapter in this guide.
- **Getting Started:** Provides instructions for launching the application and information for upgrading. This section also provides the instructions for programming scheduled backups.
- **Managing System Connections:** Provides information for programming, managing, and using system connections, DB Programming, and management tools.
- **Using Diagnostics Tools:** Provides information for programming, managing, and using diagnostics content controls and tools.
- **Using the Menu Buttons:** Provides information for programming, managing, and using the Utilities, Setup, and Help menu buttons.
- **Diagnostics and Troubleshooting:** Provides information that helps you to diagnose and troubleshoot issues that are associated with System Administration and Diagnostics.

## User Types

The System Administration & Diagnostics application supports two user types. The System Administration & Diagnostics UI is customized for each user type so only the most appropriate data is presented:

- **System Administrator** (default): Intended to be used by end users and field technicians.
- **Mitel Support**: Intended to be used by technical support personnel. Supports all of the features and options for the System Administrator user type and provides additional diagnostics information in the following areas:
  - Diagnostics Monitoring option
  - Current Calls information
  - IPDRM Resource information
  - Application information
  - System Command information

### NOTE

The user type does not correlate to the log-in account types in DB Programming. The log-in account is determined based on the System Account settings in DB Programming. The user type is determined based on the settings in System Administration & Diagnostics.

## Connection Types

When the System Administration & Diagnostics application is connected to a 5000 CP, that connection is defined as a system connection (or sometimes referred to as a node).

### System Connections

Each system connection can have one onsite connection and one offsite connection and supports the following connection types:

- **Onsite**: Connects to the 5000 CP using an IP connection.
- **Offsite**: Connects to the 5000 CP using various methods:
  - *Modem*: Connects to the 5000 CP using an onboard modem.
  - *Network*: Connects to the 5000 CP using an external (NATed) IP connection.
  - *Remote Configuration*: (*Reserved for controlled introduction.*) If authorized, you can use the Remote Configuration feature to access the 5000 CP using a Virtual Private Network (VPN) connection. Refer to the *Mitel 5000 Features and Programming Guide*, part number 580.8006 for details.

Multiple on-site connections are allowed for running diagnostics. Multiple off-site connections, however, are not allowed due to the contention of the Modem/Remote Configuration connection.

### DB Programming Connections

You can use a single instance of the System Administration & Diagnostics application to launch or open multiple DB Programming sessions that can run simultaneously, similar to the capability provided by the Session Manager in pre-v4.0 systems. When a system connection is established, you can launch or open the following DB Programming sessions:

- **Online session**: A session that is connected to the 5000 CP (a.k.a. “remote” session in pre-v4.0 systems).
- **Offline session**: A stand-alone session that is not connected to the 5000 CP (a.k.a. “local” session in pre-v4.0 systems).

## Compatibility

Although System Administration & Diagnostics is introduced as part of the 5000 CP v4.0 release, this application can manage the system connections for all previous versions of the 5000 CP. When connected to a pre-v4.0 system, advanced diagnostics capabilities of System Administration & Diagnostics are not available, however, the system connection management, DB Programming connectivity, and utilities/tools are still available.

When diagnostics capabilities are not supported (on pre-v4.0 systems), the content controls appear dimmed and are overlaid with the text "Unavailable." To use as much functionality as possible, refer to the Launching a pre-v4.0 DB Programming section in the *Mitel System Administration & Diagnostics Help*. See [page 25](#) for details about upgrading from older software.

Connections to Axxess systems are not supported and are not impacted by the installation of this application.

## Specifications

The following section describes the hardware, software, and network requirements for the System Administration & Diagnostics application.

### Hardware Requirements

The following lists the hardware requirements for the System Administration & Diagnostics application:

- 1.0 gigahertz (GHz) or higher Central Processing Unit (CPU)
- 1 gigabyte (GB) or higher Random-Access Memory (RAM)
- 1024x768 high-color 32-bit display
- 100 megabytes (MB) available hard disk space (not including the space needed for the .NET Framework)

### Software Requirements

The following lists the software requirements for the System Administration & Diagnostics application:

- Microsoft® Windows® XP (SP2/SP3), Window Vista® (SP1), or Windows 7
- Microsoft .NET Framework version 3.5 SP1 (included in the installation program)

### Network Requirements

The System Administration & Diagnostics application requires a Network (or Modem) connection to connect to the 5000 CP. Each instance of the System Administration & Diagnostics application can gather diagnostics for one node.

## Licensing

The System Administration & Diagnostics application does not require a license.

# *Understanding the Interface*

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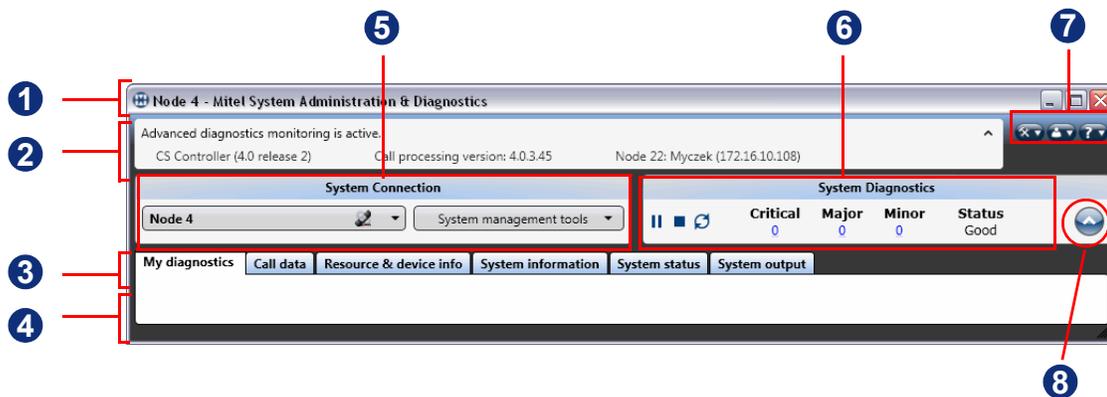
## Introduction

The System Administration & Diagnostics UI contains the following sections: Title bar, Information bar, navigation area, content controls, System Connection and System Diagnostics sections, menu buttons, and expand/collapse button. Each section is described in the following pages.

The System Administration & Diagnostics UI operates in expanded and collapsed modes. The System Diagnostics section contains a button to toggle between expanded and collapsed mode (see 8 below):

**Expanded Mode:** This is the default mode and displays the full diagnostics capabilities.

**Figure 1.** System Administration & Diagnostics UI in Expanded Mode



- 1 – Title Bar (see [page 9](#))
- 2 – Information Bar (see [page 9](#))
- 3 – Navigation Area (see [page 10](#))
- 4 – Content Controls (see [page 11](#))
- 5 – System Connection Section (see [page 13](#))
- 6 – System Diagnostics Section (see [page 14](#))
- 7 – Menu Buttons (see [page 15](#))
- 8 – Expand/Collapse Button (see [page 15](#))

**Collapsed Mode:** Displays almost all of the diagnostics capabilities, except for the navigation area and content controls. The collapsed mode is used in situations where the diagnostics features are not necessary, are not authorized, or are not available. For example, if you simply want to use DB Programming, you may choose to use the collapsed mode. When you decide to use the diagnostics features, click the Expand/Collapse button to switch to the expanded mode.

**Figure 2.** System Administration & Diagnostics UI in Collapsed Mode



## Navigation

The following pages summarize the functionality of each section in the System Administration & Diagnostics window.

### Title Bar

The Title bar displays the official application product name and icons that allow you to minimize, maximize, and exit the application. The Windows taskbar item for the application shows the name of the active connection followed by the application name (for example, “Node 1 - Mitel System Administration & Diagnostics”).

### Information Bar

Figure 3 shows an example of the Information bar.

Figure 3. Information Bar



The Information bar is made up of the following parts:

- **Status Indicator:** Appears while connecting to a system.
- **System Connection Header:** Displays general status information regarding the currently active system connection. This header is always visible.
- **Buttons:** Appear in the Information bar when connection operations are available. Depending on the state of the connection, the available buttons are the Keep waiting, Edit Connection, Retry, Connect, Cancel, Cancel retry, and Disconnect buttons.
- **Status Details:** Displays additional connection information. As a connection is being established, the progress appears. After a connection has been established, the platform type, software version, and IP address appear. If a connection fails to be established, the details of the failure appear. It is in an expansion area that can be displayed and hidden by clicking on the Header text area.
- **Expand/Collapse Indicator:** Shows the status of the expansion area, pointing down to indicate it is collapsed and can be expanded, and pointing up to indicate it is expanded and can be collapsed. If there is no detail to be displayed in the expansion area, the indicator does not appear and clicking on the bar does nothing.

## Navigation Area

The navigation area contains tabs which separate the diagnostics information into different categories. The content of each tab is comprised of a collection of content controls.

Figure 4 shows an example of the navigation tabs.

Figure 4. Navigation Tabs



Each of the navigation tabs consist of multiple content controls. These content controls can be expanded or collapsed. You can drag the content controls around on the tab to arrange and reorder them. The content controls are arranged horizontally on the tab. If a control does not fit on the current row, it wraps to the next row. See page 11 for an example of the content control.

Table 1 shows brief tab descriptions and available content controls for each tab. See appropriate pages for details. For details about tabs and contents, refer to the *Mitel System Administration & Diagnostics Help*.

Table 1. Tabs and Content Controls

Tab	Description	Content Control
My diagnostics	Customizes the diagnostics view by selecting items that are most important for their needs.	N/A
Call data	Displays statistics and data related to the calls on the system.	Hourly Call Statistics
		Current Calls
		Call Traffic
Resource & device information	Displays information about current resource status and usage.	Phones
		IP Resource Diagnostics
		IPDRM (IP Device Resource Manager) Resources <sup>a</sup>
System information	Displays information related to the system application / package, software license, system upgrade, and node.	System Information
		Networking Information
		Application Information
System status	Displays information regarding system utilization, last system reset, bay/module status, call status, and errors and warnings.	System Utilization
		System Alarms
		Bay/Module Status Diagnostics
System output	Generates various diagnostic reports using Message Print and diagnostics commands.	Message Print
		System Commands <sup>a</sup>

a. Applicable to Mitel Support users only.

## Content Controls

Each navigation tab is made up of a collection of content controls. The content controls provide the diagnostic information in an easy to understand, self-contained format.

Figure 5 shows an example of the IP Resource Diagnostics content control.

Figure 5. Content Control

### Expanded Mode

Current	Maximum	5-minute average			20-minute average		60-minute average
	Total	G.711	G.726	G.729	T.38	CID Tx	CID Rx
BVM	0	0	0	0	0	0	0
IP Voice Mail	0	0	0	0	0	0	0
File-Based MOH	0	0					
Trunk	0	0	0	0	0	0	0
Networking	0	0	0	0	0	0	0
Phone	0	0	0	0	0	0	0
Emergency	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0

### Collapsed Mode

Totals	G.711	G.726	G.729	T.38	CID Tx	CID Rx
Current	3	0	0	0	0	0
Maximum	3	0	0	0	0	0
5-Minute Average	3.00	0.00	0.00	0.00	0.00	0.00
20-Minute Average	3.00	0.00	0.00	0.00	0.00	0.00
60-Minute Average	3.00	0.00	0.00	0.00	0.00	0.00

Content controls consist of the following areas:

- **Title:** Includes an expand/collapse button, a title, and menu buttons to perform common actions. Table 2 lists the menu buttons that are available in the Title area.

Table 2. Menu Buttons

Button	Name	Description
	Expand/Collapse	Expands and collapses the content control. When the content control is collapsed, a high-level summary of diagnostics data appears.
	Refresh icon	Indicates when information in the content control is being refreshed. When refresh is finished, this icon disappears.
	Tools	Displays the tools menu for the content control. This button is not available on every content control, only when there are additional actions associated with the content control.
	Help	Launches context sensitive help for this content control.

Table 2. Menu Buttons (Continued)

Button	Name	Description
	Add to My diagnostics tab	Places a copy of the content control on the My diagnostics tab. This button only appears when the content control is not already on the My diagnostics tab.
	Remove from my diagnostics tab	Removes the content control from the My Diagnostics tab. This button only appears when the content control is on the My diagnostics tab.

- **Header:** Some content controls display important high-level information that could not be displayed in the Title area. The Header area appears even when the content control is collapsed.
- **Content:** Displays the main diagnostic information for the content control. This area is hidden when the content control is collapsed.

Depending on the type of data in the content control, some content controls allow you to customize the height or width of the control. These controls have a gripper in the bottom-right corner as shown in Figure 6.

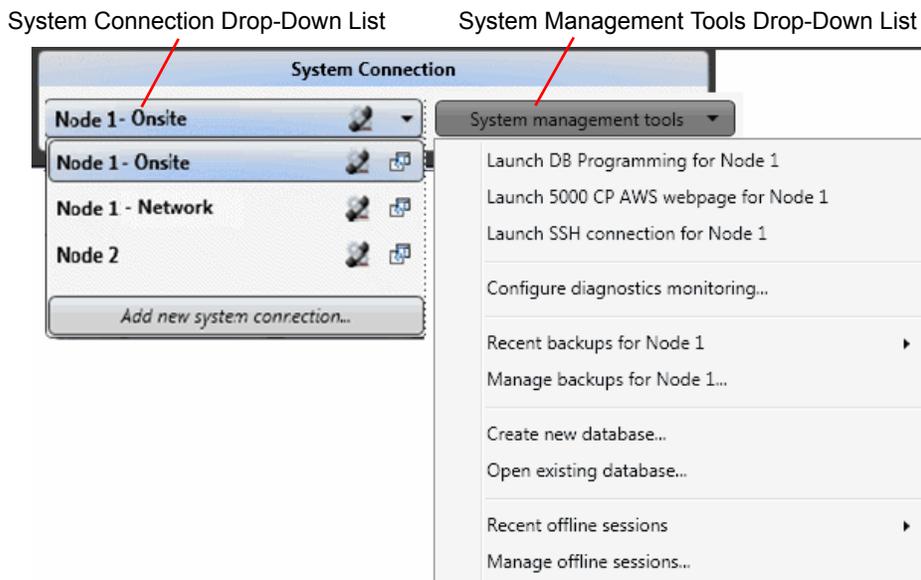
Figure 6. A Content Control with a Gripper



## System Connection Section

Figure 7 shows an example of the System Connection section.

Figure 7. System Connection Section



The System Connection section has the following drop-down lists that contain buttons and options for programming system connections:

- System Connection
- System Management Tools

### System Connection

The System Connection drop-down list displays a list of the programmed system connections. You can edit or delete connections individually, or manage and view the backups for a connection. The box also includes menus for adding a new system and managing system connections.

The buttons that are provided in the list are:

-  (Launch DB Programming): Launches DB Programming for the connection.
-  (Open in new window): Opens the System Administration & Diagnostics application in new window.

### System Management Tools

The System Management Tools drop-down list provides access to the following tools:

- DB Programming
- 5000 CP Administrative Web Session (AWS)
- Secure Shell (SSH) connection (PuTTY)

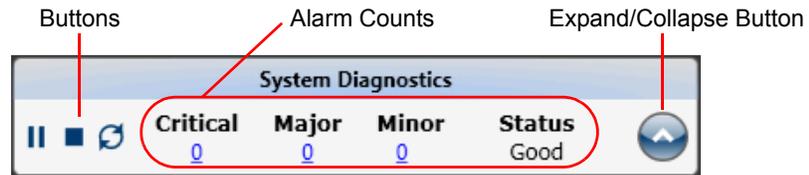
From this menu, you can also configure diagnostics monitoring (for Mitel Support users only), launch or manage database backups, create new databases, open existing databases, and resume or manage a previously saved offline DB Programming sessions from the System management tools drop-down list.

## System Diagnostics Section

The System Diagnostics section contains the buttons to start, pause, stop, and refresh diagnostic updates, alarm counts, diagnostics status information, and a button to expand/collapse the diagnostics content area.

Figure 8 shows the System Diagnostics section.

Figure 8. System Diagnostics Section



### Buttons

When the System Administration & Diagnostics application connects to a system, diagnostic updates start automatically. Table 3 shows buttons for managing diagnostic updates.

Table 3. System Diagnostics Buttons

Button	Description
	Starts or resumes diagnostic updates.
	Pauses diagnostic updates.
	Stops diagnostic updates.
	Refreshes diagnostic update.

### Alarm Counts

The alarm counts area contains high-level system information. This includes the number of critical, major, and minor alarms.

This area also displays the overall system status. Statuses include Unknown, Good, Moderate, and Fair. For the Moderate and Fair statuses, an information icon is displayed next to the status with a tooltip that provides more information.

#### To view the filtered list of alarms:

Click one of the counts. This opens a new window that shows the filtered list of alarms.

## Menu Buttons

Table 2 lists the available menu buttons (see ? in Figure 2 on page 8) and their brief descriptions. For detailed information, see the appropriate pages.

**Table 4. Menu Buttons**

Button	Name	Description
	Utility	<p><i>(Applicable to Mitel Support users only.)</i></p> <p>Launches the following utilities:</p> <ul style="list-style-type: none"> <li>• <b>5000 CP Database Converter:</b> Converts an older database to newer version.</li> <li>• <b>5000 CP MOH (Music-on-Hold) Converter:</b> Converts audio files to the proper format (.n64u) for the MOH feature.</li> <li>• <b>5000 CP Test and Repair:</b> Tests databases for corruption.</li> <li>• <b>Upload Utility:</b> Uploads different versions of software to cards, trunks, or IP devices.</li> </ul>
	Setup	<p>Accesses the following configuration areas:</p> <ul style="list-style-type: none"> <li>• <b>Options:</b> Configures various system-wide options, advanced settings, and global settings for Scheduled Backup.</li> <li>• <b>Manage system connections:</b> Presents a list of programmed connections, and then you can add, edit, or delete a connection.</li> <li>• <b>Export settings:</b> Exports System Administration &amp; Diagnostics settings to a file.</li> <li>• <b>Import settings:</b> Imports settings previously exported from the System Administration &amp; Diagnostics application or from any v3.2 and prior version of Session Manager.</li> </ul>
	Help	<p>Accesses the following items:</p> <ul style="list-style-type: none"> <li>• <b>Help:</b> Launches the context sensitive System Administration &amp; Diagnostics Help.</li> <li>• <b>Tutorial:</b> Launches the System Administration &amp; Diagnostics User Tutorial.</li> <li>• <b>About:</b> Launches a window that displays System Administration &amp; Diagnostics version, copyright information, a link to the company Web site, and the company logo.</li> </ul>

### Expand/Collapse Button

You can expand or collapse the lower content area using the expand/collapse button. The expanded or collapsed state of the window as well as the window location and expanded size are saved when you close the application and restored when you launch the application. See Figure 2 on page 8 for an example of the collapsed System Administration & Diagnostics window.

**To collapse or expand the System Administration & Diagnostics window:**

Click 

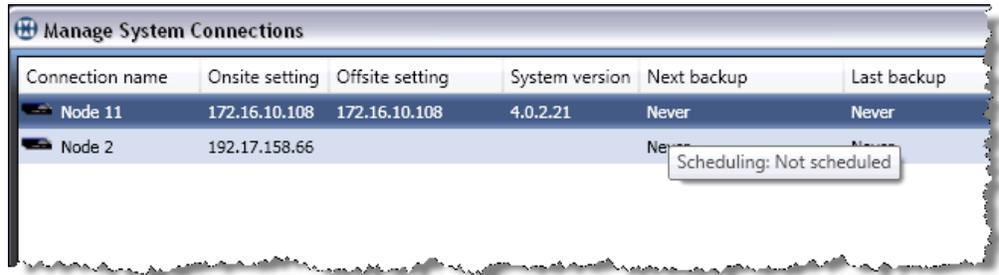
## Tooltips

If applicable, a tooltip appears to further explain descriptions or status of the selected field or menu. Fields where tooltips are available are described throughout the guide.

### To view the information in a tooltip:

Move the pointer over the area where you want to view the tooltip information. If a tooltip is available, a screen similar to the one below appears.

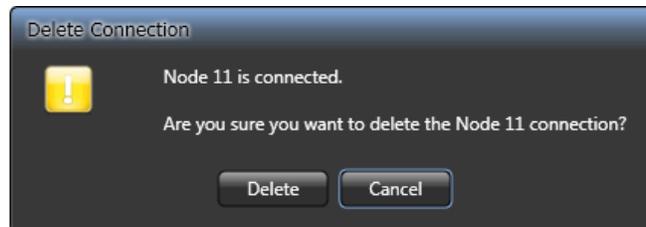
Figure 9. Tooltip



## Warning Message Boxes

The System Administration & Diagnostics application may display a warning message box to bring an issue to your attention. Figure 10 shows an example of the Delete Connection warning message box.

Figure 10. Delete Connection Warning Message Box



A warning message box may contain any of the following connection issues:

- Test Onsite/Offsite Connections
- Activate Connections
- Delete Connections
- Disconnect Connections
- Save Connections
- Close Application

# ***Installing and Launching the Application***

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## Introduction

This chapter provides information for installing and configuring the System Administration & Diagnostics application.

## Installing the Application

The following section describes the instructions for installing the System Administration & Diagnostics application. The System Administration & Diagnostics application installs the following utilities and tools automatically:

- Mitel Database Programming
- 5000 CP Administrative Web Session
- SSH connection (PuTTY)
- 5000 CP Database Converter
- 5000 CP MOH Converter
- 5000 CP Test and Repair
- Upload Utility

### NOTE

System Administration & Diagnostics provides access to all DB Programming features for all DB Programming versions. If you attempt to launch Session Manger after upgrading to System Administration & Diagnostics, a notice appears indicating that you need to use System Administration & Diagnostics to manage system connections.

### To install System Administration & Diagnostics and DB Programming:

1. Verify that Microsoft Windows is running (Windows XP, Windows Vista, or Windows 7) and that you have local administrative rights.
2. Insert the System Administration & Diagnostics / DB Programming CD into the computer CD- ROM drive.
3. Open the CD folder, and then double-click **SAaDDBP\_X\_X\_X\_X-core\_DBP\_Y\_Y\_Y\_Y-plugin.exe**, where the X\_X\_X\_X indicates the System Administration & Diagnostics / DB Programming core version number and Y\_Y\_Y\_Y indicates the DB Programming version number. The Mitel 5000 CP System Administration & Diagnostics and Database Programming Installation Wizard appears.
4. Follow the instructions in the wizard to complete the System Administration & Diagnostics and DB Programming installations.

### To install DB Programming separately from System Administration & Diagnostics:

1. Verify that Microsoft Windows is running (Windows XP, Windows Vista, or Windows 7) and that you have local administrative rights.
2. Insert the System Administration & Diagnostics / DB Programming CD into the computer CD-ROM drive.
3. Open the CD folder, and then double-click **DBP\_Y\_Y\_Y\_Y-plugin.exe**, where the Y\_Y\_Y\_Y indicates the DB Programming version number. The Mitel 5000 CP Database Programming Installation Wizard appears.
4. Follow the instructions in the wizard to complete the DB Programming installation.

## Launching the Application

The following section describes how to launch the System Administration & Diagnostics application.

### To launch the System Administration & Diagnostics application:

1. Select Start – All Programs – **Mitel System Administration & Diagnostics**. If there are no programmed connections, the System Administration & Diagnostics Welcome window appears.



When System Administration & Diagnostics is installed on a computer, system connections programmed on the computer either by a previous installation of System Administration & Diagnostics or an earlier version of DB Programming are preserved. If the connections were programmed using an earlier version of DB Programming (previously known as “sessions” programmed in the Session Manager used for pre-v4.0 systems), those connections are automatically imported into the System Administration & Diagnostics application. If the installation is an upgrade from an earlier version of System Administration & Diagnostics, the system connections are simply preserved. In either of those cases, the Welcome Window is not shown.

2. Do one of the following:
  - Importing Connections on [page 20](#)
  - Adding Connections Manually on [page 20](#)
  - Exiting without Adding or Importing Connections on [page 24](#)

When the System Administration & Diagnostics application is connecting to a system, the Information bar displays any of the following information:

- Connecting Information
- Success Information
- System Status Information
- Warning Information
- Failure Information
- Waiting/Disconnecting/Cancelling Information
- Connection Retry Information
- Disconnected Information

The Add/Edit System Connection dialog box also contains the Backup tab. Refer to the *Mitel System Administration & Diagnostics Help* for details.

For additional information about the System Connection section, refer to the Managing System Connections section in the *Mitel System Administration & Diagnostics Help*.

## Importing Connections

This section explains how to import connections.

### To import connections:

1. If you have connections saved in a file, exported either from System Administration & Diagnostics or from previous use of Session Manager used for pre-v4.0 systems, select **Import connections**. The Import File Selection dialog box appears.
2. Click **Browse**.
3. Select the source file, and then click **OK**.

## Adding Connections Manually

This section explains how to add connections manually.

### To add connections manually:

1. Select **Add connections manually**. When the Manage System Connections window appears, select **Add** to add a connection. The Add System Connection dialog box appears. The red outlining of certain fields indicates those fields currently do not hold valid settings.

**Tooltip:** When you move the pointer over the field, the tooltip shows an explanation of the error.

### NOTE

IP addresses and hostnames are not validated at the time of programming a connection, because the system might not be online at the time. These can only be validated at the time of connection.

The screenshot shows the 'Add System Connection' dialog box. The 'Connection name' field is highlighted with a red border. Below it are tabs for 'Connection' and 'Backups'. The 'Onsite IP address / Hostname' field is also highlighted with a red border. To its right is a 'Test onsite connection' button. The 'Offsite Connection' section has a dropdown menu set to 'I don't connect offsite'. The 'System Account' section has a checkbox for 'Remember username and password' and two text fields for 'Username' and 'Password'. The 'MAS Server' section has a checkbox for 'The system has a MAS server'. At the bottom are 'Save connection' and 'Cancel' buttons.

2. In the **Connection name** field in the Connection tab, enter the name of the connection. This name will be used:
  - in the list on the main window,
  - for DB Programming session name, and
  - in the task name for Scheduled Backups.The name must be unique and can have up to 28 characters. The following characters are not allowed: , . / ? : " | \ { } \* < > . It is blank by default.
3. In the **Onsite IP address/Hostname** field, type the IP address/hostname of the 5000 CP node that you are using when you are onsite (inside the LAN). It is blank by default.
4. In the **Offsite Connection** field, select the method that you are using to connect when you are offsite (outside the LAN). The options are I don't connect offsite (default), Modem, Network, and Remote Configuration.
5. If you are using the offsite connection, do one of the following:
  - **For a Modem connection:** Type the number to dial to reach the 5000 CP modem (up to 128 of any characters).
  - **For a Network connection:** Type the IP address/hostname of a 5000 CP node when the connection is offsite.
  - **For a Remote Configuration connection:** This option appears only if the Remote Configuration feature is installed on the computer. To enable an on-demand remote connection, you must establish the connection in both System Administration & Diagnostics and a system phone. For complete information about Remote Configuration, refer to the *Mitel 5000 CP Features and Programming Guide*, part number 580.8006.

Type the following information:

- *Proxy server IP address/hostname:* Type the IP address or hostname of the Proxy Server. It must match the IP address or hostname programmed in DB Programming for the node. Because the IP address can change, Mitel recommends that you use the hostname. For example, if the server is moved to a new location, the IP address may change, but it will still be assigned to the original hostname.
- *Proxy server IP port:* Type the IP port used for connecting to the Proxy Server. The valid range is 1-65535; the default value is 1194. This field appears only when the Show IP ports option is enabled in the Advanced tab in the Options menu.
- *License key ID:* Type the 5000 CP node license key ID, which identifies the system (up to 14 digits or characters). To find the license ID key, dial **347** on any phone on the 5000 CP in which you are connecting. See Enabling an On-Demand Remote Connection from a phone on [page 24](#).
- *PIN:* Type the PIN to be used when connecting to the 5000 node (up to 4 digits).
- *Proxy server username:* Type the username for logging into the Proxy Server (supplied by Customer Care personnel.).
- *Proxy server password:* Type the password for logging into the Proxy Server (supplied by Customer Care personnel.).

System Administration & Diagnostics then registers with the Remote Proxy Server. This may take a few minutes. A progress message displays while the connection is established.

If you receive an error message indicating that the connection to the Remote Proxy Server failed because a socket error occurred, contact a Customer Care representative for assistance.

6. In the **System Account** section, select **Remember username and password** to enable the username and password fields.
7. Type the user name (up to 8 characters) and password (up to 24 characters) to log on to the 5000 CP.

*For v4.0 and later systems:* The user name/password pair entered in the System Account field can be any user name/password pair programmed in System Accounts in DB Programming for the system to which the connection applies. By default, an administrator (admin) account exists in all databases (with `itpasswd` for the password). When you are logged in as “admin” in DB Programming, you can enable a support account and create additional accounts. You can also assign limited access rights to the additional accounts, such that they may not be able to do certain types of programming or use certain features (for example, Web page and Diagnostics). Any of these system accounts can be entered in the System Account section. When the connection is established, the System Administration & Diagnostics application learns the privileges of the account being used and warns you accordingly.

*For v3.2 and earlier systems:* Instead of having one password for system access, there was a password for each access method. Therefore, you must program all of the passwords in the system to be the same to make use of the available functionality in System Administration & Diagnostics. This includes Message Print, SMDR, System Monitor, Web/SSH, and DB Programming. For the System Connection, enter the Web page user name and common password in the System Account section. Refer to the Launching a pre-v4.0 DB Programming section in the *Mitel System Administration & Diagnostics Help* for details about launching a pre-v4.0 DB Programming.

8. If a Mitel Applications Suite (MAS) server is installed on the system, select **The system has a MAS server**. Additional fields appear in the MAS Server area.
9. In the **MAS server IP address/Hostname** field, type the following information:
  - **MAS server IP address/Hostname:** The IP address or hostname for the MAS Server associated with the system.
  - **MAS server web listening port:** The listening port for the MAS Server. The range is 1-65535; the default value is 443. This field appears only when the Show IP ports option is enabled in the Advanced tab in the Options menu.
10. In the **IP Ports** field, type the following information (this field appears only when the Show IP ports option is enabled in the Advanced Settings menu):
  - **Web listening port:** The port number that is used every time a connection is made by System Administration & Diagnostics to a system (the connection is verified via a Web request). It is also used to access the Web page and for diagnostics monitoring on a v4.0 or later system. The range is 1-65535; the default value is 443.
  - **Listening port:** The port number that is used by some types of system monitoring and for DB Programming. The range is 1-65535; the default value is 44000.
  - **SSH server port:** The port number that is used for SSH connections. The range is 1-65535; the default value is 22.
11. Click **Test onsite connection** and **Test offsite connection** to test the connections. The Test button is available only when valid programming is entered for the connection. Refer to the Test Onsite/Offsite Connection Warnings and Operations section in the *Mitel System Administration & Diagnostics Help* for details about a connection test.
12. Click **Save connection** to save the changes. This option is available only when valid programming is entered for the connection. Clicking this option takes you back to the System Connections window. Click the red X to close, then click on drop-down list to select the newly programmed connection.

13. If you click **Save connection** without typing a username and password, a dialog box appears prompting you to type the username and password.
  - a. Type the username and password, and then select **Remember username and password** if you want the application to remember the account information. If you do not select the check box, entered credentials are saved for the duration of the session, such that you will not be re-prompted for the information until exiting from the session and starting it up again, or starting up a new instance of System Administration and Diagnostics.
  - b. Click **Connect**. If there are any invalid entries, an error message appears.
14. If there is an active connection that exists, the Activate Connection dialog box appears prompting whether you want to activate the new connection. Click **Activate** or **Do not activate**. If both onsite and offsite connections are programmed, click **Active onsite** or **Active offsite** to pick the connection, or click **Do not activate**.

**To exit from the connection programming without adding a connection:**

1. Select **Cancel**. The Cancel Edit dialog box appears prompting whether you want to discard the changes.
2. Click **Yes** to discard changes or **No** to return to the window.

## Exiting without Adding or Importing Connections

This section explains how to exit without adding or importing connections.

### To exit without adding or importing connections:

Click **Do not add connections**. The System Administration & Diagnostics Welcome window disappears.

## Enabling an On-Demand Remote Connection from a phone

You can use any 5000 CP phone to enable or disable Remote Configuration sessions.

### NOTE

Disabling Remote Configuration from a system phone prevents remote users from accessing the system in which the phone is registered.

To enable Remote Configuration from a system phone, the remote technician must provide you with the personal identification number (PIN) that is registered with the Remote Proxy Server. The remote technician must also enter the 5000 CP license key ID, or Hardware Against Software Piracy (HASP) key. If necessary, you can use any system phone to view the HASP key and provide it to the remote technician, as described below.

### To enable a Remote Configuration session:

1. On any system phone, dial **342**. ENTER PIN appears.
2. Enter the PIN number (supplied by the remote technician), and then press #. REMOTE CONFIG ENABLED appears.

### To end a Remote Configuration session:

Dial **343**. REMOTE CONFIG DISABLED appears.

### To display the license key ID (HASP key):

Dial **347**. HW SERIAL NUM <number> appears.

### To reset the Remote Configuration session:

Dial **344**.

## Upgrading from Older Software

When System Administration & Diagnostics is installed, it looks for previously existing session settings and associated databases that are stored on the computer. System connections are automatically created from all valid online sessions found, and offline sessions are automatically created from all valid offline sessions found.

If System Administration & Diagnostics is being installed on a computer without previously stored sessions, you can import settings from another computer later, as long as they have been exported from the Session Manager (used for pre-v4.0 systems) to a file. Refer to the Programming Import Settings section in the *Mitel System Administration & Diagnostics Help* for details.

Databases associated with offline sessions only can be transferred to a new computer via the database save operation: using the computer on which an offline session resides, open the offline session (using the Local tab), save the database, and then copy the saved database file to the new computer. You can then use the Open existing database option to access the database. Refer to the Opening Existing Database section in the *Mitel System Administration & Diagnostics Help* for details.

## Programming the Application

For programming instructions, refer to the *Mitel System Administration & Diagnostics Help*.

### To access the online help:

Press **F1** or the Help menu button (  ) in the upper-right corner of the application interface.

The Help contains the following information:

- **About System Administration & Diagnostics:** Provides information about an overview of the System Administration & Diagnostics application. This is the same information described in the Overview chapter in this guide.
- **Understanding the Interface:** Summarizes the functionality of the System Administration & Diagnostics UI. This is the same information described in the Understanding the Interface chapter in this guide.
- **Getting Started:** Provides instructions for launching the application and information for upgrading. This section also provides the instructions for programming scheduled backups.
- **Managing System Connections:** Provides information for programming, managing, and using system connections, DB Programming, and management tools.
- **Using Diagnostics Tools:** Provides information for programming, managing, and using diagnostics content controls and tools.
- **Using the Menu Buttons:** Provides information for programming, managing, and using the Utilities, Setup, and Help menu buttons.
- **Diagnostics and Troubleshooting:** Provides information that helps you to diagnose and troubleshoot issues that are associated with System Administration and Diagnostics.

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