



## Technical Tips

---

### Administering ASG Guard II/ASG Defender for Modular Messaging (MM) R2.0, R3.0, R3.1 and Message Networking (MN) so they will work with the service tool sconnect2

**Audience:**

Avaya Employees

**Issue Date:**

09/28/05

**Update Date:**

08/08/07

**Related Product or Process:**

Please see valid product list in Validator's Reference folder  
(<https://aok.avaya.com/indexS.asp?folderNumber=1097078615>)

**Technical Situation:**

Administering ASG Guard II/ASG Defender for Modular Messaging (MM) R2.0, R3.0, R3.1 and Message Networking (MN) so they will work with the service tool sconnect2

**Technical Information:**

Here are the things that need to be done to ASG Guard II/ASG Defender so MM and MN can work with the service tool sconnect2. After these are done you can use the sconnect2 tool to dial into all the MM servers (MAS, MSS) or MN server

1<sup>st</sup> The technician needs to program the ASG Guard II/ASG Defender to add the MM or MN servers to the Avaya IP devices table they should look some thing like the picture below.

1. The "Avaya IP addr" is the RAS\VPN\SIP IP address from Maestro that is given to each server during registration.
2. The "IP address Ports" are the IP address and ports assigned by the corporate network. The ports added do need to be (3389,80,443,21,22,5022)

2<sup>nd</sup> The Technician needs to program the MSS, MAS or MN to alarm via SNMP not INADS.

1. For the MSS go to Basic\Alarm Administration
  - a. Change "Alarm origination" from INADS to SNMP and populate the ASG\_Guard\_II/ASG Defender IP address under the network management station and make the SNMP community (context) as Public
2. Also go to Basic\SNMP Administration\SNMP NMS Administration for Alarms\add
  - a. Populate the IP address of the ASG Guard II/ASG Defender and the community as public
3. For the MAS go to Voice mail system configuration and under the serviceability tab.
  - a. Change the "Send alarm using" From INADS to SNMP. Make sure you have the correct product ID in the "Product Identifier" field.
  - b. Go to the SNMP tab and program the IP address of the ASG Guard II/ASG Defender in the "Network Management Station" and the Context (community) as Public

3<sup>rd</sup> The Technician needs to call INADS and have all the solution elements port1 on the password page changed to be the same as the ASG Guard II/ASG Defender port1 number.



## Technical Tips

---

This is an example picture of the programming of the ASG Guard II/ ASG Defender.

You run the command "laip" (to list Avaya IP) to see the data.

Run "caip" (to Change an Avaya IP)

Run "aaip" (to add an Avaya IP)

Run "xaip" (to delete an Avaya IP)

Note: the MN would look like the MSS.

---

```
09/21/2005 12:32:43 4385 {I} [T1:70] Display Networking Services
5015031746>laip
```

```
--- List Avaya IP Devices ---
```

Name	Avaya IP Addr	IP Address Ports
1 H1000175987	10.1.55.99	192.223.49.19 5023,80,443,21,22,5022
SSH	Avaya 8710-A	
2 H1000175998	10.1.55.101	192.223.49.20 5023,80,443,21,22,5022
SSH	Avaya 8710-B	
3 PMDMAS1	10.27.55.5	192.223.49.3 3389,80,443,21,22,5022
SSH	Avaya MAS1	
4 PMDMAS2	10.27.55.7	192.223.49.4 3389,80,443,21,22,5022
SSH	Avaya MAS2	
5 PMDMAS3	10.27.55.11	192.223.49.5 3389,80,443,21,22,5022
SSH	Avaya MAS3	
6 PMDMSS1	10.27.55.13	192.223.49.2 3389,80,443,21,22,5022
SSH	Avaya mss1	

---

This is a picture of the etc hosts file in the MSS that is connecting to the ASG Guard II/ASG Defender.

Note: The corporate IP addresses that are highlighted.

---

```
pmdmss% cat /etc/hosts
# Do not remove the following line, or various programs
# that require network functionality will fail.
127.0.0.1    localhost.localdomain localhost
192.223.49.3 pmdmas1.lmsw.com    pmdmas1
192.168.1.250 mas1 pmdmas1.lmsw.local
192.223.49.4 pmdmas2.lmsw.com    pmdmas2
192.168.1.249 mas2 pmdmas2.lmsw.local
192.223.49.5 pmdmas3.lmsw.com    pmdmas3
192.168.1.248 mas3 pmdmas3.lmsw.local
192.223.49.2 pmdmss.lmsw.com    pmdmss
192.168.1.1  mss1
```

## Technical Tips

This is a picture of the Maestro MAS solution element page.

Note: The RAS\VPN\SIP IP address that needs to be populated in the ASG Guard II/ASG Defender. In this case the IP address is **10.27.55.5**

The screenshot shows the Maestro MAS solution element page for a Messaging Application Server. The page is titled "Maestro System - [Solution Element for FL: LOCKHEED MARTIN AERONAUTICS COMPANY]". The main form contains the following fields:

Solution Element	AMMAS	Solution Element Description	MESSAGING APPLICATION SERVER	Exclude from Prev Maint?	<input type="checkbox"/>	Active?	<input checked="" type="checkbox"/>
Version	1.0	Release		Tape Vintage			
INADS Part	audix	Patch ID		RFA System ID		RFA PSWD Req?	<input type="checkbox"/>
Customer Name	LOCKHEED	RFA Module ID		RFA FL			
EL	0005031746	EL Name	LOCKHEED MARTIN AERONAUTICS COMPANY				
Material Code	NO_IL_PEC	Material Desc	PEC not at the IL	Nickname	1		
Security Device	N	Hardware	AS	LAN Resident	N		
Tape Drive		SE ID	[000]616-1531	LAN Protocol			
Exp System Do Not Touch	<input type="checkbox"/>	Center ID		Cust LAN IP Address			
Human Do Not Touch	<input type="checkbox"/>	Sales Order Number	4540434	Access Type			
SE Contact		Node #					
RMB	<input type="checkbox"/>	RMB Vintage		RMB Package		SNMP Version	
Network Serial #		Processor Serial #		RAS\VPN\SIP DNS			
Product Name		Schedule Name		RAS\VPN\SIP IP Address	10.27.55.5		
Major Repair Time		Minor Repair Time		Default PID			
				C-LAN FWDL IP Address		Remote Closure?	<input type="checkbox"/>
Entered By	Expert Systems	Date Entered	09/16/2005 09:19:01				
Updated By	wcsc	Last Updated	09/20/2005 13:19:47				

## Technical Tips

This is a picture of the Maestro MSS solution element page.

Note: The RAS\VPN\SIP IP address that needs to be populated in the ASG Guard II/ASG Defender. In this case the IP address is 10.27.55.13.

The screenshot shows a web-based configuration interface for a Maestro System solution element. The title bar reads "Maestro System - [Solution Element for FL: LOCKHEED MARTIN AERONAUTICS COMPANY]". The interface includes a menu bar (File, Edit, View, Utility, Window, Help) and a navigation bar with tabs: Information, Password, Alarms, Spec Hand, Agreements, Prev Maint, Cmpltd Cases, Mngd Cases, Related Inst SE, Other Vendor, PM History, Audit Trail, and Attachments. The main form contains the following fields and values:

- Solution Element:** AMMSS
- Solution Element Description:** MESSAGE STORAGE SERVER
- Version:** SV1
- Release:** -Nv2.0-32.2
- Exclude from Prev Maint?**
- Active?**
- INADS Part:** audix
- Patch ID:** [empty]
- RFA System ID:** [empty]
- RFA PSWD Req?**
- Customer Name:** LOCKHEED
- RFA Module ID:** [empty]
- RFA FL:** [empty]
- FL:** 0005031746
- FL Name:** LOCKHEED MARTIN AERONAUTICS COMPANY
- Material Code:** ND\_IL\_PEC
- Material Desc:** PEC not at the IL
- Nickname:** [empty]
- Security Device:** N
- Hardware:** AS
- LAN Resident:** N
- Tape Drive:** [empty]
- SE ID:** 000616-1540
- LAN Protocol:** [empty]
- Exp System Do Not Touch:**
- Center ID:** [empty]
- Cust LAN IP Address:** [empty]
- Human Do Not Touch:**
- Sales Order Number:** 4540434
- Access Type:** [empty]
- SE Contact:** [empty]
- Node #:** [empty]
- RMB:**  RMB Vintage: [empty] RMB Package: [empty]
- SNMP Version:** [empty]
- Network Serial #:** [empty]
- Processor Serial #:** [empty]
- RAS\VPN\SIP DNS:** [empty]
- Product Name:** [empty]
- Schedule Name:** [empty]
- RAS\VPN\SIP IP Address:** 10.27.55.13
- Major Repair Time:** [empty]
- Minor Repair Time:** [empty]
- Default PID:** [empty]
- C-LAN FWDL IP Address:** [empty]
- Remote Closure?**
- Entered By:** Expert Systems
- Date Entered:** 09/16/2005 09:33:25
- Updated By:** wcsc
- Last Updated:** 09/21/2005 09:46:44

## Technical Tips

This is a picture of the Maestro MSS solution element Password page.  
 Note: The port1 number is the same as the ASG Guard II/ ASG Defender.

The screenshot shows the 'Password' tab in the Maestro System interface. The window title is 'Maestro System - [Solution Element for FL: LOCKHEED MARTIN AERONAUTICS COMPANY]'. The interface includes a menu bar (File, Edit, View, Utility, Window, Help) and a toolbar. Below the menu bar is a navigation pane with tabs: Information, Password (selected), Alarms, Spec Hand, Agreements, Prev Maint, Cmpltd Cases, Mngd Cases, Related Inst SE, Other Vendor, PM History, Audit Trail, and Attachments.

The main configuration area is divided into several sections:

- Port Configuration:** Fields for Port1 (6512722825), Port2, Int'l Port1, and Octel Port1-3. Includes buttons for 'Verify Tech', 'View Changes', and 'INADS PCS AUDIT'. There are also dropdowns for 'Port1 Connection Speed' and 'Port2 Connection Speed'.
- PASSWORD FIELDS:** Includes checkboxes for 'PCS Enabled', 'CHG\_CODE1', 'CHG\_CODE2', and 'CHG\_CODE3'. Fields for 'UNCHG', 'LASTCHG' (09/16/2005 20:17:49), 'NEXTCHG' (12/10/2005 20:17:49), 'FAILNO', and 'FAILCD'.
- SCREENER FIELDS:** Includes fields for 'LASTCHG', 'NEXTCHG', 'FAILNO', and 'CHG\_INTVL'.
- PASSWRDS:** Fields for 'INADS', 'INIT', 'CRAFT', 'SYSTEM', and 'RAS'. A 'LOGRCHG' field is set to 'pcspwd'.
- Other Fields:** Includes 'TR2600 Port', 'TR2600 Pswd', 'Num Ports', 'SPA Type', 'SPA ID', 'SEB Port', and 'SEB Alarm ID'.

## Technical Tips

This is a picture of the Maestro MSS solution element Alarm page.

Note: The Alarm ID should be what is programmed on the MSS Product ID.

The screenshot displays the Maestro System interface for a solution element. The title bar reads "Maestro System - [Solution Element for FL: LOCKHEED MARTIN AERONAUTICS COMPANY]". The menu bar includes File, Edit, View, Utility, Window, and Help. The main menu contains tabs for Information, Password, Alarms, Spec Hand, Agreements, Prev Maint, Cmpltd Cases, Mngd Cases, Related Inst SE, Other Vendor, PM History, Audit Trail, and Attachments. The "Alarms" tab is active, showing the following fields and values:

Alarm Req?	<input type="checkbox"/>
Alarm ID	2000016886
Old Alarm ID	<input type="text"/>
Alarm Work Group	T3A_MAIN
Last Time Alarm Received	09/21/2005 12:46:06
Silent Knight ID	<input type="text"/>
TT Port# Auto Status	<input type="text"/>
Tel # used to Report TT Alarm	<input type="text"/>
Entered By	Expert Systems
Date Entered	09/16/2005 09:34:16
Updated By	inads
Last Updated	09/21/2005 10:46:06

A "View Changes" button is located below the "Last Time Alarm Received" field.

This is a picture of the MSS Alarm Management page.

Note: The Alarm ID, SNMP, IP for Network Management Station, SNMP community.

Alarm Management - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media

Address <https://10.27.55.13/cswebadm/basic/cgi-bin/alarman.pl> Go Links

**AVAYA** Avaya™ Modular Messaging  
Server Name: pmdmss.lmsw.com

**Alarm Management**

[Status](#)

[Product ID](#): 2000016886

[Alarm Origination](#): SNMP

[Alarm Level](#): MINOR

[Alarm Suppression](#): INACTIVE

[Clear Alarm Notification](#): ACTIVE

[INADS Destination](#): 18005353573 [Network Management Station](#): 192.223.49.11

[SNMP Community \(Context\)](#): public

[Acknowledgement Type](#): return trap

Return to Main Save Help

Local intranet

This is a picture of the MSS SNMP NMS Administration for Alarms.  
Note: The IP for Network Management, SNMP community

The screenshot shows a Microsoft Internet Explorer browser window displaying the Avaya MSS SNMP NMS Administration for Alarms web interface. The browser's address bar shows the URL: `https://10.27.55.13/cswebadm/basic/cgi-bin/snmp_trap_admin.pl`. The page header features the Avaya logo and the text "Avaya™ Modular Messaging Server Name: pmdmss.lmsw.com". The main content area is titled "SNMP NMS Administration for Alarms" and contains the following configuration options:

- Minimum Severity to Send:** Minor Alarm
- Alarm Suppression:** Inactive

Below these options is a table with two columns: "IP Address or Host Name" and "Community". The table contains one entry:

IP Address or Host Name	Community
192.223.49.11	public

At the bottom of the interface, there are several buttons: Back, Return to Main, Save, Add, Change, Delete, and Help. The browser's status bar at the bottom indicates "Done" and "Local intranet".

## Technical Tips

This is a picture of the Maestro MAS solution element Password page.  
 Note: The port1 number is the same as the ASG Guard II/ ASG Defender.

The screenshot shows the 'Password' tab in the Maestro MAS interface. The fields are organized as follows:

- Port Configuration:**
  - Port1: 3612722825
  - Port2: [Empty]
  - Int'l Port1: [Empty]
  - Octel Port1: [Empty]
  - Octel Port2: [Empty]
- User and Access:**
  - Cust. Assigned Login ID: craft
  - Cust. Assigned Password: 11Feb1954
  - Cust. Assigned RAS Login ID: [Empty]
  - Buttons: Verify Tech, View Changes, INADS PCS AUDIT
  - Octel Access1: [Empty]
  - Octel Access2: [Empty]
  - Octel AA2: [Empty]
  - Octel SEB: [Empty]
  - Octel Flex1: [Empty]
- Connection Settings:**
  - Port1 Connection Type: [Dropdown]
  - Port2 Connection Type: [Dropdown]
  - Port1 Connection Speed: [Dropdown]
  - Port2 Connection Speed: [Dropdown]
- PASSWORD FIELDS:**
  - PCS Enabled:
  - UNCHG: 0
  - CHG\_CODE1:  CHG\_CODE2:  CHG\_CODE3:
  - LASTCHG: [Empty]
  - NEXTCHG: 09/16/2005 11:21:30
  - FAILNO: 0 FAILCD: 0
  - CHG\_INTVL: 85
  - PCT Enabled:
- SCREENER FIELDS:**
  - LASTCHG: [Empty]
  - NEXTCHG: [Empty]
  - FAILNO: 0 FAILCD: 0
  - CHG\_INTVL: 0
- PASSWORDS:**
  - INADS: none123
  - INIT: ag8tolok
  - CRAFT: crftpw
  - SYSTEM: [Empty]
  - RAS: [Empty]
  - LOGRCHG: pcspwd
- Other Fields:**
  - TR2600 Port: [Empty]
  - TR2600 Pswd: [Empty]
  - Num Ports: [Empty]
  - SNMPv2\* Auth: [Empty]
  - SNMPv2\* Privacy: [Empty]
  - SPA Type: [Dropdown]
  - SPA ID: [Empty]
  - SEB Port:
  - SEB Alarm ID: [Empty]

This is a picture of the Maestro MAS solution element Alarm page.

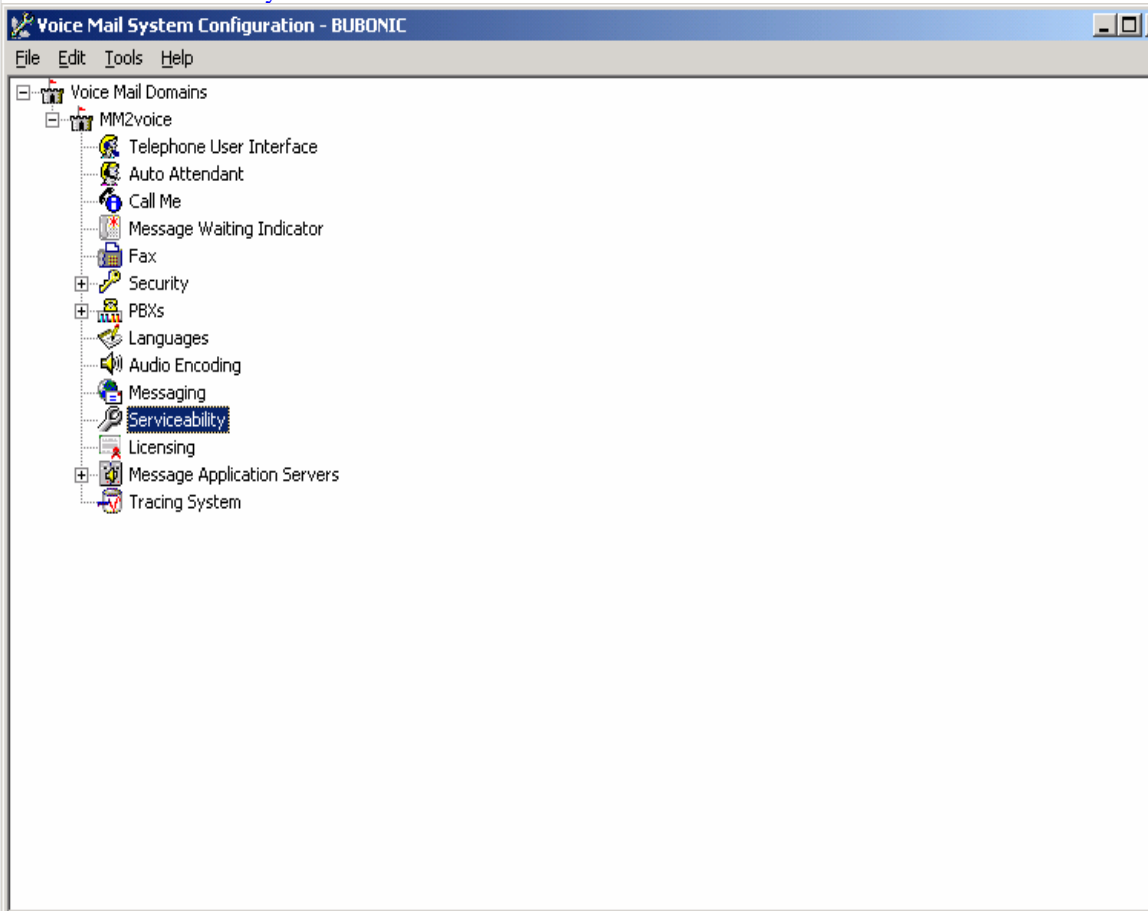
Note: The Alarm ID should be what is programmed on the MAS Product ID.

The screenshot shows a web browser window with the following content:

- Browser title: Maestro System - [Solution Element for FL: LOCKHEED MARTIN AERONAUTICS COMPANY]
- Menu: File Edit View Utility Window Help
- Navigation tabs: Information Password Alarms Spec Hand Agreements Prev Maint Cmpltd Cases Mngd Cases Related Inst SE Other Vendor PM History Audit Trail Attachments
- Form fields:
  - Alarm Req?
  - Alarm ID: 2000016880
  - Old Alarm ID:
  - Alarm Work Group: T3A\_MAIN
  - Last Time Alarm Received: 09/21/2005 10:58:42
  - Silent Knight ID:
  - View Changes:
  - TT Port# Auto Status:
  - Tel # used to Report TT Alarm:
  - Entered By: Expert Systems
  - Date Entered: 09/16/2005 09:20:40
  - Updated By: inads
  - Last Updated: 09/21/2005 08:58:43

This is a picture of the MAS Voice Mail system Configuration.

Note: The Serviceability icon. This is the domain one not the severer one.



This is a picture of the MAS Serviceability.  
Note: Send alarms using, and Product Identifier

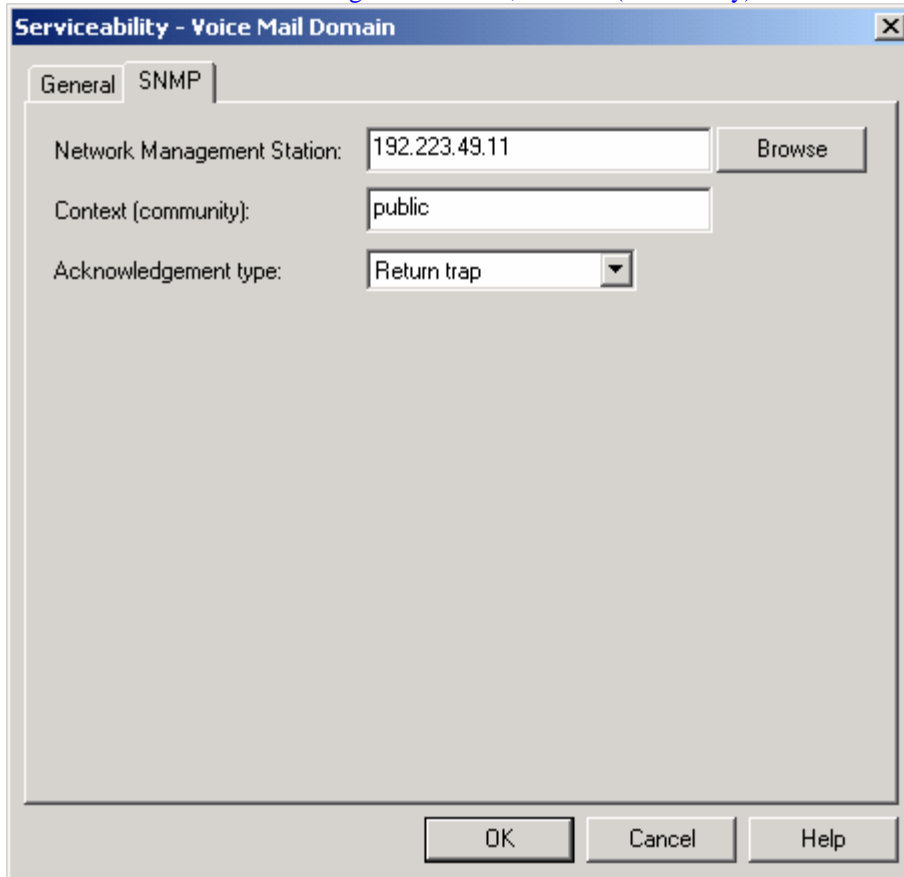
The screenshot shows a dialog box titled "Serviceability - Voice Mail Domain" with a close button (X) in the top right corner. The dialog has two tabs: "General" and "SNMP", with "SNMP" currently selected. The "SNMP" tab contains the following settings:

- "Send alarms using:" is set to "SNMP" via a dropdown menu.
- There are two checkboxes:  "Suppress alarm notifications" (unchecked) and  "Send notification when all alarms are cleared" (checked).
- "Send alarm at this level or higher:" is set to "Minor" via a dropdown menu.
- "Product identifier:" is set to "2000016880" in a text field.
- Under "When stopping the MAS service:", there are three radio button options:  "Wait for ports to become idle",  "Wait indefinitely", and  "Wait for (minutes)" (selected). The "Wait for (minutes)" option has a spin box set to "10".
- Below the radio buttons is the option  "Stop straight away".

At the bottom of the dialog are three buttons: "OK", "Cancel", and "Help".

This is a picture of the MAS Serviceability.

Note: The IP for Network Management Station, Context (community)



Here is what you will see on the ASG Guard II/ ASG Defender log during a successful alarm origination test.

Run the command "lh" (list history)

```
09/21/2005 09:56:39 84CB {I} [] Event/:#SENDALL TRPTMP35
09/21/2005 09:56:39 9B61 {I} [] Action PHONTRAP taken
09/21/2005 09:56:40 8BF9 {I} [M2:39] PHONTRAP:
09/21/2005 09:57:16 8CB7 {I} [M2:39] Alarm Acknowledged: TRPTMP35 so 2
09/21/2005 09:57:18 1806 {I} [M2:39] Event/..ACKTRAP TRPTMP35
09/21/2005 09:57:18 ADDE {I} [M2:39] Action XMLACK taken
09/21/2005 09:57:19 595C {I} [M2:39] Reported: .ACKTRAP TRPTMP35
09/21/2005 09:57:32 0515 {I} [M2:39] Modem Idle
```

The Command "dis" will disconnect you from the ASG Guard II/ ASG Defender



## Technical Tips

---

### Reference Information:

<http://aok.avaya.com/indexS.asp?folderNumber=1079975316>

### Status:

**Final**

### Author:

Randy Pfannenstiel



## Technical Tips

---

Contact your Authorized Service Provider for additional support. Depending on coverage entitlements, charges might be incurred. Support is provided as per warranty or service contract terms unless otherwise specified.

### Avaya Contact List:

Avaya Support Contact	Telephone Number
U.S. Remote Technical Services - Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your Distributor
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East and Africa	36-1238-8334
Asia Pacific	65-6872-8686

**Disclaimer:** ALL INFORMATION IS BELIEVED TO BE CORRECT AT THE TIME OF PUBLICATION AND IS PROVIDED "AS IS". AVAYA INC., ON BEHALF OF ITSELF AND ITS SUBSIDIARIES AND AFFILIATES (HEREINAFTER COLLECTIVELY REFERRED TO AS "AVAYA"), DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND FURTHERMORE, AVAYA MAKES NO REPRESENTATIONS OR WARRANTIES THAT THE STEPS RECOMMENDED WILL ELIMINATE SECURITY OR VIRUS THREATS TO CUSTOMERS' SYSTEMS. IN NO EVENT SHALL AVAYA BE LIABLE FOR ANY DAMAGES WHATSOEVER ARISING OUT OF OR IN CONNECTION WITH THE INFORMATION OR RECOMMENDED ACTIONS PROVIDED HEREIN, INCLUDING DIRECT, INDIRECT, CONSEQUENTIAL DAMAGES, LOSS OF BUSINESS PROFITS OR SPECIAL DAMAGES, EVEN IF AVAYA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

THE INFORMATION PROVIDED HERE DOES NOT AFFECT THE SUPPORT AGREEMENTS IN PLACE FOR AVAYA PRODUCTS. SUPPORT FOR AVAYA PRODUCTS CONTINUES TO BE EXECUTED AS PER EXISTING AGREEMENTS WITH AVAYA.

© 2004 Avaya Inc. All Rights Reserved. All trademarks identified by the ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.