

Technical Tips

Audience:

Avaya Employees

Issue Date:

09/28/05

Update Date:**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 ASGaurd2 to work with MM and the service tool sconnect2

Technical Information:

Here are the things that need to be done for ASGaurd2 to work with MM and the service tool sconnect2.

1st The technician needs to program the ASGaurd2 to add the MM 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 do need to be (3389,80,443,21,22,5022)

2nd The Technician need to program the MSS and MAS 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 ASGaurd2 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 ASGaurd2 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 ASGaurd2 in the " Network Management Station" and the Context (community) as Public

3rd The Technician needs to call INADS and have all the solution elements port1 on the password page changed to be the same as the ASGaurd2 port1 number.



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[This is a picture of the programming of the ASGaurd2 I worked on.](#)

```
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 for the MSS connecting to the ASGaurd2.](#)
Note: The corporate IP addresses.

```
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
```



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

Note: The RAS\VPN\SIP IP address that needs populated in the ASGaurd2. 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 window title is "Maestro System - [Solution Element for FL: LOCKHEED MARTIN AERONAUTICS COMPANY]". The page contains various fields for configuration, including:

- Solution Element:** AMMAS
- Solution Element Description:** MESSAGING APPLICATION SERVER
- Version:** 1.0
- Release:** [Empty]
- Tape Vintage:** [Empty]
- INADS Part:** audix
- Patch ID:** [Empty]
- RFA System ID:** [Empty]
- RFA PSWD Req?:** [Empty]
- Customer Name:** LOCKHEED
- RFA Module ID:** [Empty]
- RFA FL:** [Empty]
- 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:** [Empty]
- SE ID:** 000616-1531
- LAN Protocol:** [Empty]
- Exp System Do Not Touch:** [Empty]
- Center ID:** [Empty]
- Cust LAN IP Address:** [Empty]
- Human Do Not Touch:** [Empty]
- Sales Order Number:** 4540434
- Access Type:** [Empty]
- SE Contact:** [Empty]
- Node #:** [Empty]
- RMB:** [Checked] 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:** 10.27.55.5
- Major Repair Time:** [Empty]
- Minor Repair Time:** [Empty]
- Default PID:** [Empty]
- C-LAN FWDL IP Address:** [Empty]
- Remote Closure?:** [Empty]
- 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 populated in the ASGaurd2. In this case the IP address is 10.27.55.13.

The screenshot displays the Maestro System configuration interface for a solution element. The title bar reads "Maestro System - [Solution Element for FL: LOCKHEED MARTIN AERONAUTICS COMPANY]". The main window contains a grid of configuration fields:

- Solution Element:** AMMSS (dropdown), Description: MESSAGE STORAGE SERVER, Exclude from Prev Maint? (checkbox), Active? (checkbox).
- Version:** SV1, Release: -Nv2.0-32.2, Tape Vintage: (empty).
- INADS Part:** audix, Patch ID: (empty), RFA System ID: (empty), RFA PSWD Req? (checkbox).
- Customer Name:** LOCKHEED, RFA Module ID: (empty), RFA FL: (empty).
- EL:** 0005031746, EL Name: LOCKHEED MARTIN AERONAUTICS COMPANY.
- Material Code:** NO_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:** (empty), Center ID: (empty), Cust LAN IP Address: (empty).
- Human Do Not Touch:** (empty), 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? (checkbox).
- Entered By:** Expert Systems, Date Entered: 09/16/2005 09:33:25.
- Updated By:** wcsc, Last Updated: 09/21/2005 09:46:44.

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

Note: The port1 number is the same as the ASGuard2.

Maestro System - [Solution Element for FL: LOCKHEED MARTIN AERONAUTICS COMPANY]

File Edit View Utility Window Help

Information Password Alarms Spec Hand Agreements Prev Maint Cmpltd Cases Mggd Cases Related Inst SE Other Vendor PM History Audit Trail Attachments

Port1 Int'l Port1 Octel Port1 ENG Line

Port2 Verity Tech

Cust. Assigned Octel Port2

Cust. Assigned Login ID Octel Access1

Cust. Assigned Password Octel Access2

Cust. Assigned RAS Login ID INADS PCS AUDIT

Port1 Port1 Connection Speed Octel AA2

Connection Type Port2 Connection Speed Octel SEB

Connection Type Port2 Connection Speed Octel Flex1

PASSWORD FIELDS:

PCS Enabled UNCHG

CHG_CODE1 CHG_CODE2 CHG_CODE3

LASTCHG NEXTCHG

FAILNO FAILCD CHG_INTVL

PCT Enabled

SCREENER FIELDS:

LASTCHG NEXTCHG

FAILNO FAILCD CHG_INTVL

LOGRCHG

SNMPv2* Auth SNMPv2* Privacy TR2600 Port

SPA Type SPA Tel. TR2600 Pswd

SPA ID Num Ports

SEB Port

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 shows a web browser window titled "Maestro System - [Solution Element for FL: LOCKHEED MARTIN AERONAUTICS COMPANY]". The browser's menu bar includes File, Edit, View, Utility, Window, and Help. Below the menu bar is a navigation bar with tabs for Information, Password, Alarms, Spec Hand, Agreements, Prev Maint, Cmpltd Cases, Mggd Cases, Related Inst SE, Other Vendor, PM History, Audit Trail, and Attachments. The main content area is titled "Alarm Req?" and contains the following fields and buttons:

- Alarm ID: 2000016886
- Old Alarm ID: [Empty field]
- Alarm Work Group: T3A_MAIN
- Last Time Alarm Received: 09/21/2005 12:46:06
- Silent Knight ID: [Empty field]
- View Changes: [Button]
- TT Port# Auto Status: [Empty field]
- Tel # used to Report TT Alarm: [Empty field]
- Entered By: Expert Systems
- Date Entered: 09/16/2005 09:34:16
- Updated By: inads
- Last Updated: 09/21/2005 10:46:06

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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

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

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

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This is a picture of the MSS SNMP NMS Administration for Alarms.

Note: The IP for Network Management, SNMP community

The screenshot shows a web browser window titled "SNMP NMS Administration for Alarms - Microsoft Internet Explorer". The 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

IP Address or Host Name	Community
192.223.49.11	public

At the bottom of the configuration area, there are several buttons: Back, Return to Main, Save, Add, Change, Delete, and Help. The browser's status bar at the bottom shows "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 ASGuard2.

The screenshot shows the 'Password' tab of the Maestro MAS solution element configuration page. The page title is 'Maestro System - [Solution Element for FL: LOCKHEED MARTIN AERONAUTICS COMPANY]'. The page contains various configuration fields for ports, connections, and passwords.

Port Configuration:

- Port1: 3512722825
- Port2: [Empty]
- Int'l Port1: [Empty]
- Octel Port1: [Empty]
- Octel Port2: [Empty]

Customer Information:

- Cust. Assigned Login ID: craft
- Cust. Assigned Password: 11feb1954
- Cust. Assigned RAS Login ID: [Empty]

Buttons:

- Verify Tech
- View Changes
- INADS PCS AUDIT

Connection Settings:

- Port1 Connection Speed: [Dropdown]
- Port2 Connection Speed: [Dropdown]
- Octel Access1: [Empty]
- Octel Access2: [Empty]
- Octel AA2: [Empty]
- Octel SEB: [Empty]
- Octel Flex1: [Empty]

PASSWORD FIELDS:

- PCS Enabled:
- UNCHG: 0
- CHG_CODE1: [Empty]
- CHG_CODE2:
- CHG_CODE3: [Empty]
- LASTCHG: [Empty]
- NEXTCHG: 09/16/2005 11:21:30
- FAILNO: 0
- FAILCD: 0
- CHG_INTVL: 85
- PCT Enabled:

PASSWORDS:

- INADS: none123
- INIT: ag8tolok
- CRAFT: craftpw
- SYSTEM: [Empty]
- RAS: [Empty]

SCREENER FIELDS:

- LASTCHG: [Empty]
- NEXTCHG: [Empty]
- FAILNO: 0
- FAILCD: 0
- CHG_INTVL: 0
- LOGRCHG: pcspwd

Other Fields:

- SNMPv2* Auth: [Empty]
- SNMPv2* Privacy: [Empty]
- TR2600 Port: [Empty]
- TR2600 Pswd: [Empty]
- SPA Type: [Dropdown]
- SPA Tel: [Empty]
- Num Ports: [Empty]
- SPA ID: [Empty]
- SEB Port: [Empty]
- SEB Alarm ID: [Empty]

Technical Tips

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 application window titled "Maestro System - [Solution Element for FL: LOCKHEED MARTIN AERONAUTICS COMPANY]". The window has a menu bar with "File", "Edit", "View", "Utility", "Window", and "Help". Below the menu bar is a navigation bar with tabs: "Information", "Password", "Alarms", "Spec Hand", "Agreements", "Prev Maint", "Cmpltd Cases", "Mgpd Cases", "Related Inst SE", "Other Vendor", "PM History", "Audit Trail", and "Attachments". The main content area is titled "Alarm Req?" and contains the following fields and buttons:

- Alarm ID: 2000016880
- Old Alarm ID: [Empty]
- Alarm Work Group: T3A_MAIN
- Last Time Alarm Received: 09/21/2005 10:58:42
- Silent Knight ID: [Empty]
- View Changes: [Button]
- TT Port# Auto Status: [Empty]
- Tel # used to Report TT Alarm: [Empty]
- Entered By: Expert Systems
- Date Entered: 09/16/2005 09:20:40
- Updated By: inads
- Last Updated: 09/21/2005 08:58:43

Technical Tips

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

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

System Configuration - BUBONIC

System Help

Mail Domains

Voice

Telephone User Interface

Auto Attendant

Call Me

Message Waiting Indicator

Fax

Security

VBXs

Languages

Audio Encoding

Messaging

Serviceability

Licensing

Message Application Servers

Tracing System

Technical Tips

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 the heading "When stopping the MAS service:", there are four radio button options:
 - "Wait for ports to become idle" (unchecked)
 - "Wait indefinitely" (unchecked)
 - "Wait for (minutes)" (checked), with a spin box set to "10".
 - "Stop straight away" (checked).

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

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This is a picture of the MAS Serviceability.

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

Serviceability - Voice Mail Domain

General | SNMP

Network Management Station: Browse

Context (community):

Acknowledgement type:

OK Cancel Help

Here is what you will see on the ASGuard2 during a successful alarm origination test.

```
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
```

Reference Information:

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

Status:



Technical Tips

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

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