

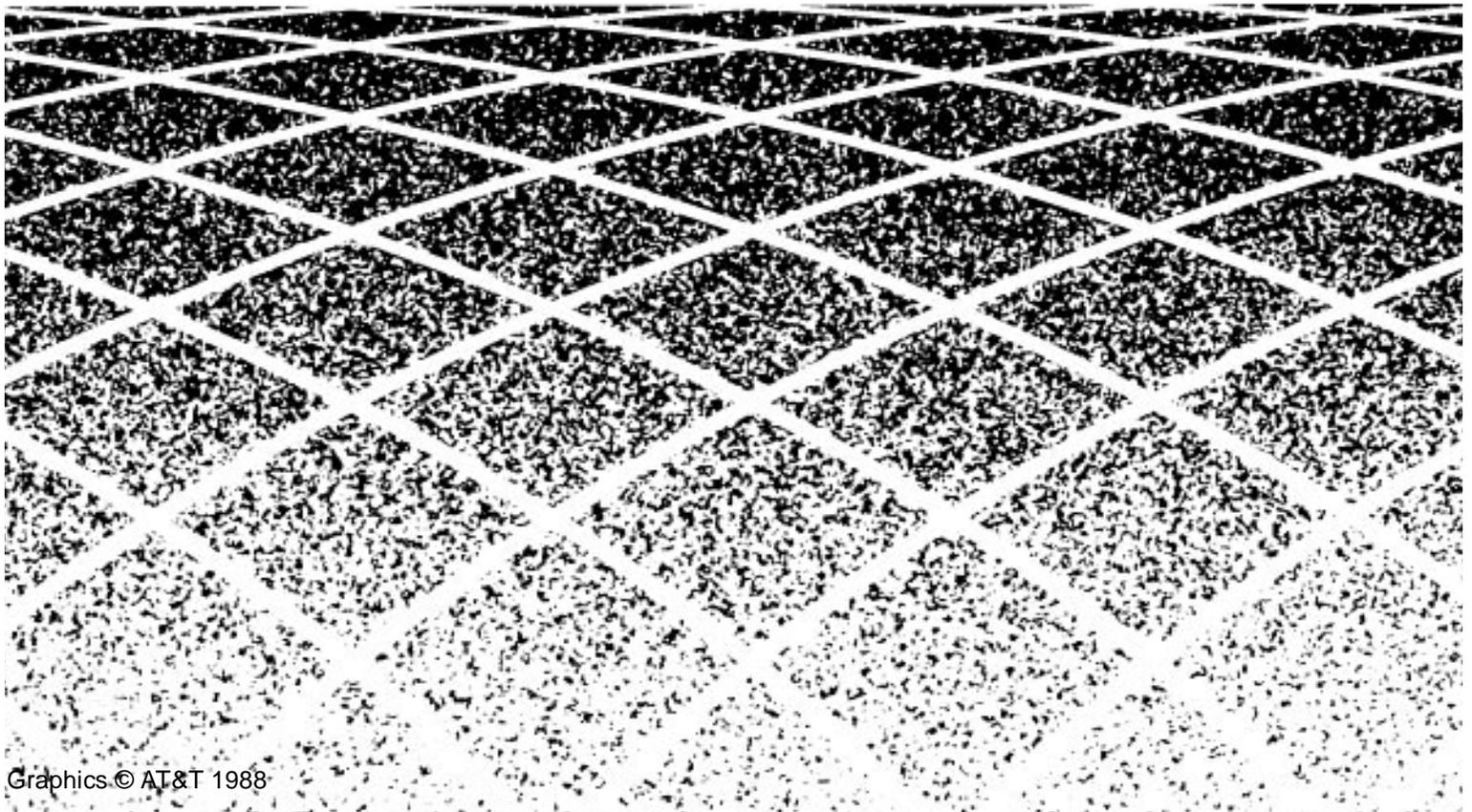


585-229-111

Issue 1

June, 1995

# **OneVision DEFINITY G3 Fault Management Verifying Connectivity**





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## Verifying Connectivity

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This addendum to the OneVision DEFINITY G3 documentation explains how you can use any of the following features to verify that the Proxy Agent is connected to a switch:

- Icon States
- Fault Management Startup Process
- Warning Messages
- Data Refreshes
- The MIB (Management Information Base)

This addendum also explains how to troubleshoot a disconnection.

 **NOTE:**

If you are a GIS StarSENTRY user and are upgrading DEFINITY G3 Fault Management (DG3FM) from 1.0 to 1.0.1, be sure to read the Map Merge section in this addendum.

If you need more information about the topics or procedures in this addendum, see your *OneVision DEFINITY G3 Fault Management Installation and Integration* guide.

## Icon States

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The DEFINITY G3 Proxy Agent maintains continuous contact with the DEFINITY switches that it serves. When the Proxy Agent and the switch are connected, you can determine the status of the switch by viewing the DEFINITY icons on the network map.

If the Proxy Agent is not in contact with the switch, and

<b>If your platform is . . .</b>	<b>Then the icon state is . . .</b>
HP OpenView	Unknown
GIS StarSENTRY	Inform

### **NOTE:**

For GIS StarSENTRY users who are upgrading DG3FM from 1.0 to 1.0.1:

For the Inform icon state to accurately represent a connection between the switch and the Proxy Agent, you must first complete the procedure described in the Map Merge section of this addendum.

## Startup Process

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You can verify connectivity when you start Fault Management from the following screens:

- Startup Screen
- Switch View

### Startup Screen

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Verify that the Proxy Agent is connected to the switch when you start Fault Management as follows:

1. Follow your normal startup procedure.
2. When the Fault Management Startup screen displays, examine the startup message.

<b>If the message is . . .</b>	<b>Then the connection is . . .</b>
Refresh in progress, estimated delay . . . seconds, . . . seconds elapsed.	Up
Refresh on Startup Failed! Continuing with Cached Data.	Down

### **NOTE:**

Neither of these messages display if the Refresh Proxy Agent On Startup field on the Setup screen is set to FALSE. (You can access this screen from the Options menu on the Switch View screen.)

The startup screen displays for a brief time. So, if you cannot read these messages, you can verify connectivity by refreshing data while Fault Management is running. (This process is described in the next section.)

Do not rely on the following message that displays on the Switch View to verify connectivity:

```
SUCCESS all data retrieved from switch!...
```

## Switch View

If the Proxy Agent has not established a connection to the switch during startup, the following items display:

- The Startup Refresh pop-up window displays in the center of the Switch View. The message in this window informs you that the refresh failed.

### **NOTE:**

This window displays only if the Refresh Proxy Agent On Startup field on the Setup screen is set to TRUE. (You can access this screen from the Options menu on the Switch View screen.)

- A warning message also displays near the bottom of the Switch View. This message is described below.

## Warning Messages

If either of the following conditions are true, then the warning message shown below displays in the message area of the Switch and Cabinet views:

- The connection between the Proxy Agent and the switch was not up when you started Fault Management
- The last refresh failed

```
WARNING: The data displayed is based on non-refreshed cached data and may be out of date.
```

This message:

- Displays regardless of how the Refresh Proxy Agent On Startup field on the Setup screen is set.
- Is cleared from your screen after a successful alarms and errors refresh (which indicates that the connection is up and new data received.)

## Data Refreshes

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You can verify that the Proxy Agent is connected to the switch while Fault Management is running by refreshing the switch data.

Fault Management can refresh switch data only if the Proxy Agent is connected to the switch. Therefore, if a refresh fails, the Proxy Agent has lost contact with the switch.

### Refreshing Data Manually

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Use the following steps to refresh data manually:

1. Access the Switch View screen.
2. Select one of the following options from the menu bar:
  - **Fault**, then select **Refresh Alarms and Errors**
  - **Configuration**, then select **Refresh Configuration Data**

<b>If ...</b>	<b>Then the connection is ...</b>
The refresh succeeds	Up
A pop-up window displays a message stating that the refresh has failed	Down

## The MIB

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You can verify that the Proxy Agent is connected to the switch by viewing the status of the `g3connectState` field in your MIB.

To access this field, select the procedure for one of the following network management systems:

- HP OpenView
- GIS StarSENTRY

### HP OpenView

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To access the `g3connectState` field using HP OpenView, follow these steps:

1. Starting on your configuration map, select the **DEFINITY** icon for the switch that you want to check.
2. Select **Monitor** from the menu bar, then select **DEFINITY**.
3. Select **PBX MIB Values** from the **DEFINITY** pull-down menu.
4. Select **Connect Group...**

If the value in the `switch Connect state` field is `up`, the switch you selected is connected to the Proxy Agent.

### GIS StarSENTRY

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To access the `g3connectState` field using GIS StarSENTRY, follow these steps:

1. Starting on your configuration map, double-click on the **DEFINITY** icon for the switch that you want to check.

Result: The Main View window displays:

2. Select **Objects** from the menu bar.
3. Select **G3-ATT** from the **Objects** pull-down menu.
4. Select **Connect Data...**

If the value in the `state` field is `up`, the switch you selected is connected to the Proxy Agent.

## Map Merge

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This section describes the Map Merge feature for GIS StarSENTRY.

 **NOTE:**

You can skip this section if you:

- Are using the HP OpenView platform
- Are not upgrading DG3FM to Release 1.0.1.

### About Map Merge

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Map Merge allows GIS StarSENTRY users who have customized their map database to integrate the new functionality of the unknown icon state into their network map.

Map Merge has the following components:

Component	Description
mapmerge	The Map Merge run command.
map_db	The default filename for the map database. If you renamed this file, substitute your filename in the procedure described below.
map_db.1	The backup file for map_db. AT&T backs up map_db and assigns the numbered suffix. (If you renamed this file, AT&T adds the suffix to the new name.) This backup file contains the contents of your map database as it existed <i>before</i> the you executed the run command.

### Running Map Merge

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Follow these steps to run Map Merge:

1. Install Fault Management.

If you need help, see your *OneVision DEFINITY G3 Fault Management Installation and Integration* guide.

 **NOTE:**

For the following steps, be sure you use your own login ID so the file that mapmerge generates contains your ownership permissions. If you use someone else's login ID, (for example, root) you may inadvertently change the ownership permissions for map\_db.

2. Add the following to your PATH:

`/usr/OneVision/bin`

3. Type `mapmerge map_db`

**⇒ NOTE:**

If you renamed `map_db`, replace `map_db` with your filename.

Result: Mapmerge integrates the new functionality of the icon state, Inform, into your map database.

4. Repeat this procedure for each map database you customized.

## **TroubleShooting**

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If the Proxy Agent is not in contact with a DEFINITY switch, check the following common causes for a disconnect:

- Can the Proxy Agent dial out?
  - Is the modem working?
  - Is the phone line connected? Do you get a dial tone?
- Does the Proxy Agent have a current, correct login and password for the DEFINITY switch?

You can check the login and password on the Proxy Agent Communications form. For more information, see Chapter 4 in the *OneVision DEFINITY G3 Proxy Agent Installation and Connectivity* guide.
- Is a switch management port available? Does it give a modem tone? (Call the modem from a voice station to check.)
- Can you log into the switch management port from another terminal and modem?
- Can your NMS access the Proxy Agent? (Telnet to the Proxy Agent to find out.)
- Is the Proxy Agent running? (Telnet to the Proxy Agent and run `g3stat`)
- For GIS StarSENTRY users: Did you run the Map Merge program after you installed Fault Management?

If the Proxy Agent is still disconnected from the switch after you check all of these items, call the Technical Service Center for assistance.

