

555-7101-227

# CallPilot

Installation and Configuration

Part 5: 703t Server Maintenance and Diagnostics

Product release 2.5

Standard 2.0

April 2004

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**NORTEL**  
**NETWORKS™**



# CallPilot

## Installation and Configuration

### Part 5: 703t Server Maintenance and Diagnostics

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# Contents

<b>1</b>	<b>About this guide</b>	<b>13</b>
	Maintenance and diagnostics overview . . . . .	14
	Resolving system problems . . . . .	16
	Replacing hardware components . . . . .	19
<b>2</b>	<b>Troubleshooting your CallPilot system</b>	<b>21</b>
	Overview . . . . .	22
	Interpreting front panel LEDs . . . . .	23
	Interpreting rear panel LEDs . . . . .	30
	Interpreting internal LEDs . . . . .	31
	Interpreting POST diagnostics . . . . .	33
	SCSI controller diagnostics . . . . .	37
	RAID controller diagnostics . . . . .	38
	What to do when the server fails to boot into service . . . . .	39
	Viewing the System Event Log . . . . .	43
<b>3</b>	<b>Using Windows NT online diagnostic tools</b>	<b>49</b>
	Overview . . . . .	50
	Viewing event logs . . . . .	52
	Checking hardware using Windows NT Diagnostics . . . . .	57
	Using TCP/IP diagnostic tools . . . . .	60
	Invoking the chkdsk utility . . . . .	70
<b>4</b>	<b>Using serial port diagnostic tools</b>	<b>73</b>
	Overview . . . . .	74
	Shutting down services . . . . .	75
	Conducting TSTSERIO tests . . . . .	77
	Conducting TSTSERIO tests with the loopback plug . . . . .	81
	Restarting services . . . . .	82

<b>5</b>	<b>Using CallPilot Manager to monitor hardware</b>	<b>85</b>
	Understanding fault management . . . . .	86
	<b>Section A: Tools for isolating and fixing hardware problems</b>	<b>87</b>
	Overview . . . . .	88
	Alarm Monitor . . . . .	90
	Event Browser . . . . .	93
	Maintenance page . . . . .	96
	Channel and Multimedia Monitors . . . . .	97
	<b>Section B: Working with the Maintenance page</b>	<b>99</b>
	Introducing the Maintenance page . . . . .	100
	Viewing component states . . . . .	106
	Starting and stopping components . . . . .	110
	Running integrated diagnostics . . . . .	118
	Viewing the last diagnostic results . . . . .	124
	<b>Section C: Working with the Multimedia and Channel Monitors</b>	<b>127</b>
	Working with the Multimedia Monitor . . . . .	128
	Working with the Channel Monitor . . . . .	130
<b>6</b>	<b>Using CallPilot system utilities</b>	<b>133</b>
	Overview . . . . .	134
	Diagnostics Tool . . . . .	136
	PEP Maintenance utility . . . . .	139
	Session Trace . . . . .	141
	System Monitor . . . . .	149
	DSE Monitor . . . . .	155

<b>7</b>	<b>Replacing basic chassis components</b>	<b>159</b>
	<b>Section A: Preparing for hardware maintenance</b>	<b>161</b>
	Preparing the server for hardware maintenance . . . . .	162
	Removing the side cover . . . . .	166
	Removing and replacing the upper fan holder foam . . . . .	169
	Replacing the side cover . . . . .	171
	<b>Section B: Replacing fans</b>	<b>173</b>
	Cooling fans description . . . . .	174
	Replacing a front system fan . . . . .	177
	Replacing a rear system fan . . . . .	180
	Replacing the processor fan . . . . .	183
<b>8</b>	<b>Replacing media drives</b>	<b>187</b>
	SCSI and IDE drive cabling . . . . .	188
	Replacing a hard drive . . . . .	189
	Replacing the tape drive . . . . .	198
	Replacing the CD-ROM drive . . . . .	203
	Replacing the floppy disk drive . . . . .	207
<b>9</b>	<b>RAID operations</b>	<b>211</b>
	RAID overview . . . . .	212
	Verifying the BIOS and firmware . . . . .	213
	Configuring RAID using the LSI 1600 controller and the Ctrl+M menu . . . . .	215
	RAID splitting . . . . .	218
	Verifying consistency on the drives . . . . .	221
	Task summary for configuring RAID . . . . .	222
	Task summary for RAID splitting . . . . .	223
<b>10</b>	<b>Replacing or adding voice processing boards</b>	<b>225</b>
	DSP numbering and location . . . . .	226
	CT Bus cable . . . . .	228
	Replacing MPB96 boards . . . . .	229
	Replacing or adding DSE boards . . . . .	235

---

<b>11</b>	<b>Working with DIMMs and the CPU</b>	<b>241</b>
	Replacing or adding baseboard DIMMs . . . . .	242
	Replacing the CPU . . . . .	246
<b>12</b>	<b>Working with the CallPilot server BIOS</b>	<b>257</b>
	Overview . . . . .	258
	BIOS settings . . . . .	259
	Updating and configuring the BIOS . . . . .	265
	Recovering from corrupted CMOS and BIOS . . . . .	269
<b>A</b>	<b>703t description reference</b>	<b>273</b>
	Server features . . . . .	274
	Slot assignments . . . . .	281
	IRQ mapping table . . . . .	283
	<b>Index</b>	<b>285</b>

# Chapter 1

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## About this guide

### In this chapter

Maintenance and diagnostics overview	14
Resolving system problems	16
Replacing hardware components	19

# Maintenance and diagnostics overview

## Introduction

The maintenance and diagnostic activities discussed in this guide are divided into two groups of activities:

- troubleshooting and diagnostics (identifying the cause of and resolving system problems)
- hardware maintenance

## Who should read this guide

This guide is for administrators, technicians, and engineers responsible for maintaining a CallPilot server. It is intended to act as a guide for

- using system tools to identify the cause of system problems
- installing, replacing, or upgrading hardware components

This guide assumes that you have basic computing skills, and are familiar with necessary safety procedures. For more information about safety, refer to Part 1 of the *CallPilot Installation and Configuration* guides.

## Resolving system problems

This guide describes how to use a variety of CallPilot resources for resolving system problems.

If you are not able to resolve your problem with the resources described in this guide, you can also refer to the following documents:

- *CallPilot Administrator's Guide* (NTP 555-7101-301)

- *CallPilot Troubleshooting Reference*

**Note:** Nortel Networks continually updates the *CallPilot Troubleshooting Reference* document. You can obtain the latest version from the Partner Information Center (PIC) at <http://my.nortelnetworks.com>.

For more details, see “Resolving system problems” on page 16.

## Preparing for hardware or software maintenance

The “Starting up and shutting down the CallPilot server” chapter in Part 1 of the *CallPilot Installation and Configuration* binder explains how to restart, shut down, and power up the CallPilot server. You may be asked to perform one or more of these tasks while maintaining your server.

## Performing hardware maintenance

Chapters 7 to 12 in this guide explain how to replace or maintain hardware components. For more details, see “Replacing hardware components” on page 19.

## Rebuilding the CallPilot system

When you purchased your CallPilot server, it came preinstalled with the Windows NT operating system and CallPilot server software. If your CallPilot server no longer functions because of a software problem, you may need to reinstall the CallPilot software or rebuild the system.

To locate instructions for these tasks, refer to Part 4 of the *CallPilot Installation and Configuration* binder.

# Resolving system problems

## Introduction

Chapters 2 to 6 in this guide describe how to use a variety of CallPilot resources for resolving system problems.

If you are not able to resolve your problem with the resources described in this guide, you can also refer to the following documents:

- *CallPilot Administrator's Guide* (NTP 555-7101-301)
- *CallPilot Troubleshooting Reference*

## Using this guide

This guide provides instructions for using the resources provided by your 703t server, as follows:

To	See
interpret the LEDs on the 703t server	Chapter 2, "Troubleshooting your CallPilot system"
interpret POST codes and troubleshoot startup problems	Chapter 2, "Troubleshooting your CallPilot system"
use the server's System Event Log (accessible from the System Setup Utility only)	Chapter 2, "Troubleshooting your CallPilot system"
use Windows NT 4.0 diagnostic tools, including Event Viewer and TCP/IP diagnostic tools	Chapter 3, "Using Windows NT online diagnostic tools"

To	See
run diagnostics on the serial ports	Chapter 4, “Using serial port diagnostic tools”
use the Event Browser, Alarm Monitor, and Maintenance page in CallPilot Manager	Chapter 5, “Using CallPilot Manager to monitor hardware”
use the following CallPilot system utilities:	Chapter 6, “Using CallPilot system utilities”
<ul style="list-style-type: none"> <li>■ Diagnostics Tool</li> <li>■ System Monitor</li> </ul>	

## Using the *CallPilot Administrator’s Guide*

The *CallPilot Administrator’s Guide* (NTP 555-7101-301) provides valuable information for monitoring system performance. The *CallPilot Administrator’s Guide* describes how to

- view and filter server events
- monitor the CallPilot server performance, disk space, and database
- monitor and manage CallPilot channels
- troubleshoot CallPilot call service and system operation problems

## Using the *CallPilot Troubleshooting Reference*

The *CallPilot Troubleshooting Reference* describes symptoms that can appear on all CallPilot server platforms, and ways to resolve them. Nortel Networks continually updates the *CallPilot Troubleshooting Reference* document. You can obtain the latest version from the Nortel Networks Partner Information Center (PIC) at <http://my.nortelnetworks.com>.

**Note:** If you are not a Nortel Networks distributor, then contact your Nortel Networks technical support representative for assistance.

Use the *CallPilot Troubleshooting Reference* to resolve the following types of problems:

- server boot cycle failures
- peripheral device problems
- monitor display problems
- server to network connection problems
- remote access connection problems
- CallPilot application problems

# Replacing hardware components

## Introduction

This guide describes how to replace or install hardware components as follows:

To replace or install	See
<ul style="list-style-type: none"> <li>■ the server cover</li> <li>■ upper fan holder foam</li> <li>■ cooling fans</li> </ul>	Chapter 7, “Replacing basic chassis components”
<ul style="list-style-type: none"> <li>■ a hard drive</li> <li>■ the tape drive</li> <li>■ the CD-ROM drive</li> <li>■ the floppy disk drive</li> </ul>	Chapter 8, “Replacing media drives”
the RAID card	Chapter 9, “RAID operations”
MPB96 or DSE boards	Chapter 10, “Replacing or adding voice processing boards”
<ul style="list-style-type: none"> <li>■ memory modules</li> <li>■ the CPU</li> </ul>	Chapter 11, “Working with DIMMs and the CPU”
the BIOS	Chapter 12, “Working with the CallPilot server BIOS”

## Approved replacement parts

Before replacing any parts on your server, refer to the Nortel Networks product catalog for the part codes.



### CAUTION

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#### Risk of system damage

The use of parts that are not approved by Nortel Networks can cause serious system problems or void your Nortel Networks warranty.

## Preparing for maintenance activities

Before you proceed with hardware maintenance activities, review Part 1 of the *CallPilot Installation and Configuration* binder for the following information:

- required tools and equipment
- recommended safety precautions for electrostatic discharge, handling cards, and handling your server
- instructions for shutting down your 703t server or for taking it out of service

# Chapter 2

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## Troubleshooting your CallPilot system

### In this chapter

Overview	22
Interpreting front panel LEDs	23
Interpreting rear panel LEDs	30
Interpreting internal LEDs	31
Interpreting POST diagnostics	33
SCSI controller diagnostics	37
RAID controller diagnostics	38
What to do when the server fails to boot into service	39
Viewing the System Event Log	43

# Overview

## Introduction

This section describes the startup diagnostics available on the 703t server, and the methods for troubleshooting startup problems. This includes the following:

- Hardware LED states
- Power-On Self-Test (POST) diagnostics
- SCSI controller diagnostics
- RAID controller diagnostics
- What to do when the server fails to boot into service
- Viewing the System Event Log

## See also

Additional documentation and resources are available for troubleshooting your CallPilot system, as follows:

- Chapters 3 to 6 of this guide, which describe additional diagnostic tools  
These diagnostic tools can only be used if you are able to start up the CallPilot server. See “Resolving system problems” on page 16 for more details.
- *CallPilot Administrator’s Guide* (NTP 555-7101-301)  
See “Using the CallPilot Administrator’s Guide” on page 17 for more details.
- *CallPilot Troubleshooting Reference*  
Nortel Networks continually updates the *CallPilot Troubleshooting Reference* document. You can obtain the latest version from the Nortel Networks Partner Information Center (PIC) at <http://my.nortelnetworks.com>.

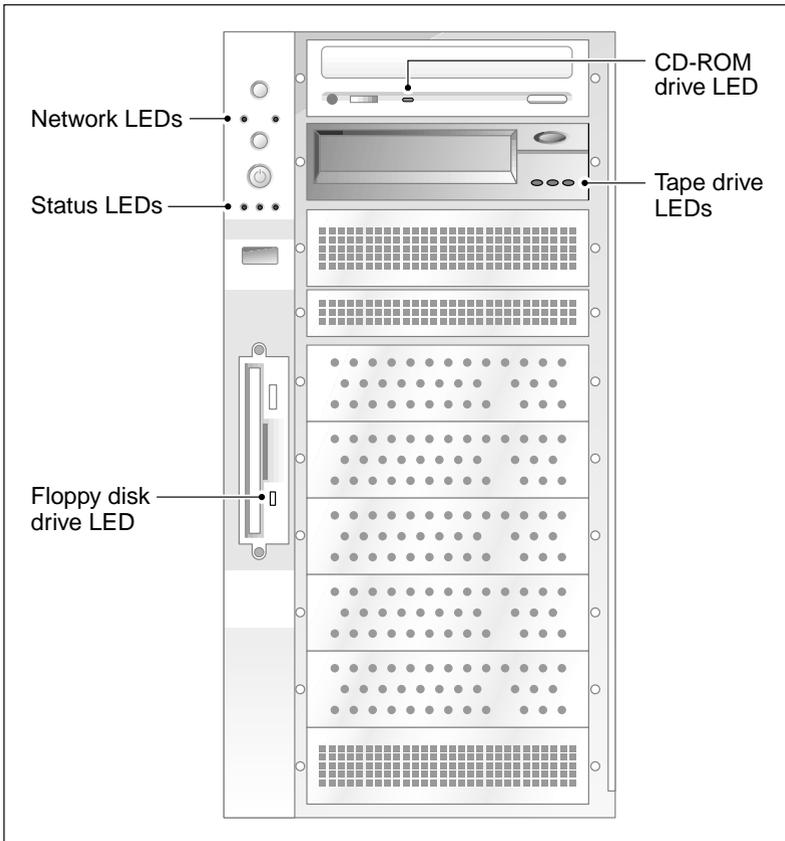
# Interpreting front panel LEDs

## Introduction

This section describes LED states visible on the 703t server front panel.

## LED locations

The following diagram shows where the LEDs are located:



G101784

The server LEDs, from top to bottom and left to right, indicate the status of the following:

- the CLAN and ELAN network interfaces
- hard drive
- power/sleep
- system

LEDs are also provided on the SCSI tape drive faceplate, floppy disk drive faceplate, and the IDE CD-ROM drive faceplate.

### Network LED states

The network LEDs are green and are located as follows:

LED position	Controller name	Controller type	LAN type
Left	NIC1	10/100Base-T	ELAN
Right	NIC2	10/100/1000Base-T	CLAN

**IF the network interface LED is**

**THEN**

off

a valid hardware connection with the network has not been established.

Ensure that the Ethernet cable is connected to both the server’s Ethernet connector and the respective network hub. If the cable is connected, ensure that the cable is good.

**IF the network interface LED is****THEN**

on

a valid hardware connection with the network has been established.

**Note:** Before the 703t server can receive or transmit data, you must configure valid IP settings on the 703t server.

blinking rapidly

activity is occurring on the network.

**Note:** This does not mean that the 703t server is actually transmitting or receiving packets.

**Hard drive LED states**

The hard drive LED (the first LED in the row of LEDs below the power button on the 703t server's front panel) is not used because the 703t server is actually equipped with two hard drives. There are no LEDs on the hard drives.

If hard drive faults occur on the 703t server, you can investigate them by reviewing events in the following:

- Windows NT Event Viewer (see "Viewing event logs" on page 52)
- CallPilot Event Browser (see "Event Browser" on page 93)

You can also view the status of each hard drive in the MegaRAID Client. For instructions on accessing and using this utility, see Chapter 9, "RAID operations."

## Power/sleep LED states

The power/sleep LED is the middle LED in the row of LEDs below the power button on the 703t server’s front panel (see “Status LEDs” in the diagram on page 23). It is green.

<b>IF the power/sleep status LED is</b>	<b>AND</b>	<b>THEN</b>
green	steady	the server is powered on.
off	not applicable	the server is powered off.

**Note:** The CallPilot operating system (Windows NT) does not support sleep mode on the server.

## System status LED

The system status LED is the right LED in the row of LEDs below the power button on the 703t server’s front panel (see “Status LEDs” in the diagram on page 23).

**Note:** If the status LED indicates a problem, you can learn more about the problem by using the 703t server’s System Event Log. For more information, see “Viewing the System Event Log” on page 43.

<b>IF the system status LED is</b>	<b>AND</b>	<b>THEN</b>
green	steady	the server is operating normally.
	blinking	the server’s processor or memory is disabled.

<b>IF the system status LED is</b>	<b>AND</b>	<b>THEN</b>
amber	steady	<ul style="list-style-type: none"> <li>■ a critical temperature or voltage fault has occurred</li> <li>■ the CPU is not installed or is not functioning</li> </ul>
	blinking	<ul style="list-style-type: none"> <li>■ a power fault has occurred</li> <li>■ a fan is faulty</li> <li>■ a non-critical temperature or voltage fault has occurred</li> </ul>
	off	a fatal error occurred during the power-on status test (POST)

### Tape drive LED states

The 703t server is equipped with an SLR60 tape drive. Three LEDs are located on the drive’s front panel. They are referred to as left, center, and right in the following table:

<b>Left LED</b>	<b>Center LED</b>	<b>Right LED</b>	<b>Description</b>
<b>Ready Green</b>	<b>Activity Green</b>	<b>Error Amber</b>	
On	On	On	LED test (2 seconds at power on)
Blinking	Off	Off	<ul style="list-style-type: none"> <li>■ Power-up self-test</li> <li>■ Diagnostic cartridge activity</li> </ul>
Off	Off	Off	<ul style="list-style-type: none"> <li>■ Cartridge is not inserted</li> <li>■ Tape is not loaded</li> </ul>
On	Off	Off	<ul style="list-style-type: none"> <li>■ Cartridge is not inserted</li> <li>■ Tape is loaded but is not moving</li> </ul>

Left LED Ready Green	Center LED Activity Green	Right LED Error Amber	Description
On	Blinking	Off	<ul style="list-style-type: none"> <li>■ Tape is loaded and moving</li> <li>■ Tape is loading or unloading</li> <li>■ Cartridge is ejecting</li> </ul>
Off	Off	On	<ul style="list-style-type: none"> <li>■ Cleaning is required</li> <li>■ Cartridge/tape is not loaded</li> </ul>
On	Off	On	<ul style="list-style-type: none"> <li>■ Cleaning is required</li> <li>■ Tape is loaded but not moving</li> </ul>
On	Blinking	On	<ul style="list-style-type: none"> <li>■ Cleaning is required</li> <li>■ Tape is loaded and moving</li> <li>■ Tape is loading or unloading</li> <li>■ Cartridge is ejecting</li> </ul>
Off	Blinking	On	Cleaning is in progress
Off	Off	Blinking	<ul style="list-style-type: none"> <li>■ Unrecoverable tape drive failure</li> <li>■ Cartridge failure</li> <li>■ Microcode download failure</li> </ul>

**Note:** If the LED states indicate an error, contact your Nortel Networks technical support representative.

## CD-ROM drive LED states

The CD-ROM drive's status LED is located on the drive's front panel. Refer to the following table when interpreting the CD-ROM drive's status:

**IF the CD-ROM  
drive LED is**

**THEN**

---

off

the CD-ROM drive is idle.

---

on

the CD-ROM drive is being accessed.

---

# Interpreting rear panel LEDs

## Introduction

This section describes LED states visible at the back of the 703t server.

## MPB96 DS30 connection link LED states

Refer to “Slot definition and numbering” on page 282 for the slot position of the MPB96 boards in your server.

The illustration of the MPB96 board on page 227 shows the location of three green LED's on the MPB96 card bracket.

When	THEN
all three are On	the cables are connected properly.
one or more are Off	<ul style="list-style-type: none"> <li>■ there is no connection to the switch</li> <li>■ the connection to the switch is intermittent</li> <li>■ the DS30 clock signal coming from the MGate card is not working correctly</li> </ul> <p>You should:</p> <ul style="list-style-type: none"> <li>■ check each of the three individual branches of the DS30 cable for faults, or replace the cable</li> <li>■ check for a faulty MGate card in the switch</li> </ul>

## Blue LED

The blue LED in the back of the 703t system is not used in CallPilot.

It comes on for only a moment during a server reboot.

# Interpreting internal LEDs

## Introduction

This section describes LED states visible inside of the 703t server cabinet.

## MPB96 LED states

There are three LEDs on the top of the MPB96 board. They are visible even from outside the server cabinet, through the rear grill.

### **“PCI FPGA Done” LED (closest to the I/O card bracket):**

This LED should go ON at power up and the OFF right away. This indicates that the board is working properly and was correctly detected by the system.

If the LED stays ON after power up, the card is faulty, and you must replace the board.

### **“DSP FPGA Done” LED:**

This LED will come on at power up and will stay ON until the CallPilot drivers are loaded just before the diagnostic screen starts.

If this LED stays ON after the system has booted in Windows NT and the CallPilot diagnostic screen has started, either the board is faulty or there is a problem with the CallPilot DSP and Windows NT Bus drivers.

### **“CTbus FPGA Done” LED (furthest from the I/O card bracket):**

This LED works in tandem with the “DSP FPGA Done” LED, and should go on and off at the same times.

## RAID controller LED states

Refer to “Slot definition and numbering” on page 282 for the slot position of the RAID boards in your server.

There is one red LED and a row of eight small LED's at the back of the RAID board.

When the board is working properly:

- 1 The red LED comes on briefly at power up, then goes off. This indicates that the card was accessed for detection successfully.  
At the same time all eight LEDs at the back will light.
- 2 Four of the eight LEDs will then go off and stay that way.

In the end there should be four LEDs lit at the back of the card, indicating that the card is working properly.

If all eight LEDs stay on, after power up and boot, this means that the card was not detected or is faulty.

# Interpreting POST diagnostics

## Introduction

The Power-On-Self-Test (POST) is a system diagnostic program (stored in the BIOS) that runs each time the 703t server is started. POST's function is to test system components, and then to display status messages.

POST reports on the system status using POST beep codes. If an error occurs before video initialization, POST emits beep codes that indicate errors in hardware, software, or firmware.

A beep code is a series of separate tones, each equal in length. Record the beep codes that you hear before calling your Nortel Networks customer support representative.

**ATTENTION** \_\_\_\_\_  
Some POST beep codes are critical and require you to replace your motherboard. Refer to the tables in this section for more information about beep codes.

## Types of beep codes

There are three types of beep codes on the 703t server:

- BIOS recovery beep codes (during a BIOS recovery procedure)
- bootblock error beep codes (for normal operation)
- bootblock error 3-beep codes (for normal operation)

## BIOS recovery beep codes

Beeps	Error message	Description
1	Recovery started	Start recovery process.
2	Recovery boot error	Unable to boot from floppy disk drive or CD-ROM drive. Recovery process will retry.
Series of low-pitched single beeps	Recovery failed	Unable to process valid BIOS recovery images. BIOS already passed control to the operating system and flash utility.
2 long high-pitched beeps	Recovery complete	BIOS recovery succeeded. Ready for power-down or restart.
3	Recovery failed	Recovery failed. Disk is not bootable or the disk is not inserted.

## Bootblock error beep codes

Number of beeps	Error message	Error message and conditions
1	Refresh Timer Failure	The memory refresh circuitry on the motherboard is faulty.
2	Parity Error	Parity cannot be reset.
3	Boot Block Failure	See “Bootblock error 3-beep codes” on page 35.
4	System Timer	System timer not operational.

<b>Number of beeps</b>	<b>Error message</b>	<b>Error message and conditions</b>
5	Processor Failure	Processor faulty
6	Keyboard Gate A20 Failure	Keyboard may be bad
7	Processor Exception Int error	Processor generated an exception interrupt
8	Display Memory Read/Write Error	Video adapter is missing or faulty. This is not a fatal error.
9	ROM checksum error	BIOS checksum error
10	Shutdown register error	Shutdown register read/write error
11	Invalid BIOS	General BIOS error

### Bootblock error 3-beep codes

<b>Number of beeps</b>	<b>POST code</b>	<b>Expansion card/controller</b>
3	00h	No memory was found in the system
3	01h	Memory of mixed types was detected
3	02h	EDO is not supported
3	03h	First row memory test failure

<b>Number of beeps</b>	<b>POST code</b>	<b>Expansion card/controller</b>
3	04h	Mismatched DIMMs in a row
3	05h	Base memory test failure
3	06h	Failure in decompressing post module
3	07-0Dh	Generic memory error
3	0Eh	SMBus protocol error
3	0Fh	Generic memory error
3	DDh	CPU microcode cannot be found for processor in slot 0
3	EEh	CPU microcode cannot be found for processor in slot 1

# SCSI controller diagnostics

## BIOS initialization

Most information about SCSI is displayed as part of the BIOS initialization screen.

During BIOS initialization you should check to make sure that the tape drive is listed correctly. If the tape drive is not listed correctly:

- Ensure that internal cable connections are made properly.
- Check that tape drive settings are correct.
- Check tape drive termination.

For more information refer to:

- “SCSI and IDE drive cabling” on page 188
- “Replacing the tape drive” on page 198

# RAID controller diagnostics

Most diagnostic information about RAID is available through beep warnings and status LEDs when the server is rebooting.

For more information refer to:

- “Hard drive LED states” on page 25
- “RAID controller LED states” on page 32
- “When the 703t server does not boot and makes audible beeps” on page 41
- “When the 703t server boots to Windows NT and makes audible beeps” on page 42

# What to do when the server fails to boot into service

## Introduction

The following sections suggest tasks you can perform to determine why the 703t server fails the bootup cycle.

As you investigate boot problems:

- 1 Ensure that you accurately record any diagnostic codes and error messages that occur.
- 2 Try restarting the server by pressing the power button on the server.
- 3 During the boot sequence, view the diagnostic codes on the monitor for failures.

**Note:** Allow 5 minutes for the boot cycle to complete.

- 4 If errors indicate a hardware problem with a failure to boot to Windows NT, use the System Setup Utility to display the 703t server's System Event Log.

For more information, see "Viewing the System Event Log" on page 43.

- 5 If the server boots to Windows NT, but fails to boot into CallPilot, view the event logs. For instructions, see "Viewing event logs" on page 52.
- 6 Refer to the *CallPilot Troubleshooting Reference* for other suggestions.

Nortel Networks continually updates this document and provides it on the Nortel Networks Partner Information Center web site at <http://www.my.nortelnetworks.com>.

**Note:** If you are not a distributor, contact your Nortel Networks technical support representative for assistance.

- 7 If you still cannot find the cause of the boot failure after performing the tasks described in the following sections, call your Nortel Networks technical support representative.

## **When the 703t server does not boot and there are no audible beeps**

### **If no fans are turning**

- 1 Ensure that the power cord is properly connected into an electrical outlet.
- 2 If the problem continues, ensure that there is power to the electrical outlet.

### **If fans are turning**

- 1 Ensure that the monitor is turned on.
- 2 If the problem continues, ensure that the internal power supply to the boards is connected correctly.

## **When the 703t server does not boot and the system board LED is red**

If the right-most status LED on the front of the 703t server is red this is usually due to failure of the Board Management Controller.

The most likely cause is changing boards without completely powering down the 703t server and disconnecting the power cable.

- 1 Shut down the 703t server
- 2 Disconnect the power cable.
- 3 Wait one minute.
- 4 Reconnect the power cable and attempt to restart the 703t server.
- 5 If the problem continues, contact your Nortel Networks technical support representative for assistance.

## When the 703t server does not boot and makes audible beeps

### If beeps are short

If the beeps are short in length they are from the system board.

Typically, you will not see any video displayed on the monitor, and the right-most status LED on the front of the 703t server will show a blinking or steady amber.

- 1 Make a note of the number of beeps and any error messages or POST codes. Use the System Setup Utility to display the 703t server's System Event Log as described in "Viewing the System Event Log" on page 43.
- 2 Refer to "Bootblock error beep codes" on page 34 and "Bootblock error 3-beep codes" on page 35, and use the collected information to identify the cause of the failure.
- 3 Replace any component that is indicated as faulty.

### If beeps are long

If the beeps are a series of high-pitched, long beeps, they are from the RAID system.

Typically, you will see messages displayed on the monitor indicating that the system is in a critical state.

- 1 Ensure that internal hard drive cables are properly connected.
- 2 If the problem continues, RAID BIOS may be corrupted.
- 3 If the problem continues, the drive is faulty. Replace the hard drive as described in "Replacing a hard drive" on page 189.

## **When the 703t server boots to Windows NT and makes audible beeps**

If the 703t server boots to the Windows NT operating system but still makes audible beeps, one of the hard drives is in critical condition.

- 1 Rebuild the hard drive as soon as Windows NT has finished loading. Refer to “RAID splitting” on page 218.

## **When the 703t server boots to Windows NT but does not boot to CallPilot**

If the 703t server does not boot to CallPilot, it may be due to the failure of a multimedia board.

- 1 Check the diagnostic screen that is displayed immediately after you reboot the system, and view the event logs. For instructions, see “Viewing event logs” on page 52.
- 2 If the diagnostic or event log information indicates failure of a multimedia board, replace the card as described in “Replacing MPB96 boards” on page 229.
- 3 If the diagnostic or event log information does not indicate failure of a multimedia board, a software failure is the likely cause.

Refer to the *CallPilot Installation and Configuration Part 4: Software Installation and Maintenance (555-7101-202)* for instructions on how to reinstall software.

# Viewing the System Event Log

## Introduction

The System Event Log is a utility on the 703t server that reports hardware-related errors. Use the System Event Log when the status LED on the server's front panel indicates a problem, or the server will not start Windows NT.

Events are reported in the System Event Log only if event logging is enabled in the 703t server's BIOS. (Logging is enabled by default at the factory.) For instructions on working with the BIOS, see Chapter 12, "Working with the CallPilot server BIOS."

## To display the System Event Log

You access the System Event Log by launching the System Setup Utility (SSU) from the CallPilot 2.02 OS Recovery or OS Upgrade CD-ROM.

### ATTENTION

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Since mouse support is not available when using the SSU, it is difficult to navigate through the contents of the System Event Log. Nortel Networks recommends therefore, that you save the log to a file on floppy disk and then review it in a text editor, such as Notepad.

- 1 Insert the CallPilot 2.02 OS Recovery or OS Upgrade CD-ROM into the server's CD-ROM drive.
- 2 Start (or restart) the server and observe the startup diagnostics.
- 3 When the processor diagnostics screen appears, press Esc.

**Result:** The following appears at the bottom of the screen:

```
Entering the boot menu ....
```

The system continues with the SCSI and RAID startup diagnostics, and when done, the following menu appears:

Please select boot device:

ATAPI CD-ROM

Removable Devices

Hard Drive

IBA 4.1.0.4 Slot 0118

IBA GE Slot 0120 v1109

Use <arrow up> and <arrow down> to change selection,

Use ENTER to select and save,

Use ESC to Exit without save.

**4** Choose ATAPI CD-ROM, and then press Enter.

**Result:** The following menu appears:

MS-DOS 6.2 Startup Menu

1. Delete all partitions on first hard drive, reboot
2. Create C partition for OS ...
3. Format C Install Windows NT from CD-ROM ...
4. Command Prompt with IDE CD-ROM as Z:
5. Command Prompt with LAN access ...
6. Make a Bootable Floppy Disk with IDE CD support
7. Run PC Hardware Diagnostics
8. Other Utilities (BIOS, Firmware, etc) ...

**5** Choose option 8, Other Utilities (BIOS, Firmware, etc).

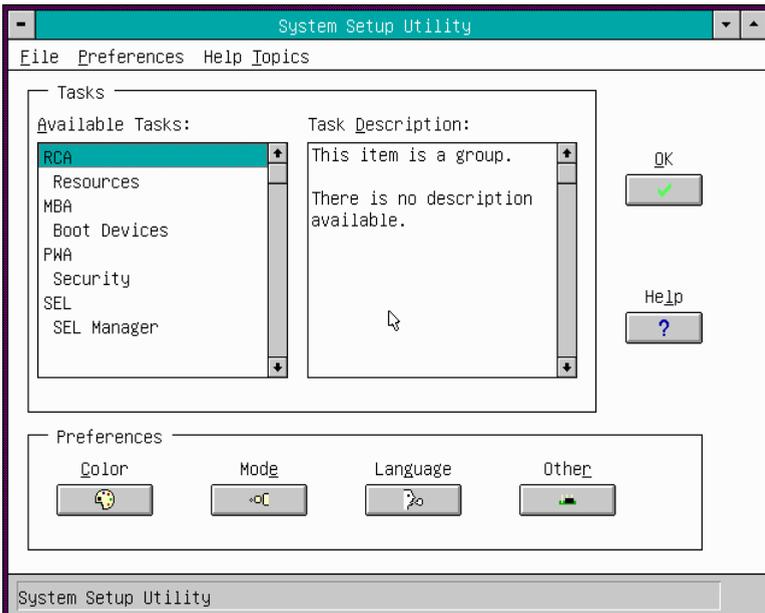
**Result:** The following menu appears:

\*\*\* Other Utilities \*\*\*

1. 1002rp BIOS update ...
2. AMI Elite 1600 RAID card Firmware update
3. Mylex DAC960 RAID Card Configuration utility
4. Mylex DAC960 RAID Card Diagnostic
5. Mylex DAC960 RAID Card Firmware update
6. Mylex AR352 RAID Card Utility & Firmware update  
(needs 1 floppy)
7. 703t SSU
8. 703t BIOS update utility

**6** Choose option 7, 703t SSU.

**Result:** The System Setup Utility window appears.



**Notes:**

- You may have a later version of the SSU. The menus can differ slightly, but the steps are the same.
- The left column describes the Available Tasks, and the right column provides help on the highlighted task. Indented items under the Available Tasks heading are configurable. The headings are not configurable.
- You must use the arrow keys on the keyboard to move around the SSU window. Mouse support is not available.

**7** Press the down arrow to highlight the SEL Manager option

**8** Press Tab twice to choose OK, and then press Enter.

**Result:** The list of hardware events appears.

**9** Press Alt+F to display the File menu.

**10** Press the down arrow to choose Save As.

**11** In the dialog box that appears, type a name for the file.

**Note:** The file name should contain no more than 8 characters plus the 3 character extension.

**12** Press Tab three times to move the cursor to the Drives list box (at the bottom of the screen).

**13** Press the up arrow twice to choose the floppy disk drive (A:).

**14** Insert a disk into the floppy disk drive (A:).

**15** Press Tab to choose OK, and then press Enter.

**Result:** The file is saved to the floppy disk. When saving is finished, the following message appears:

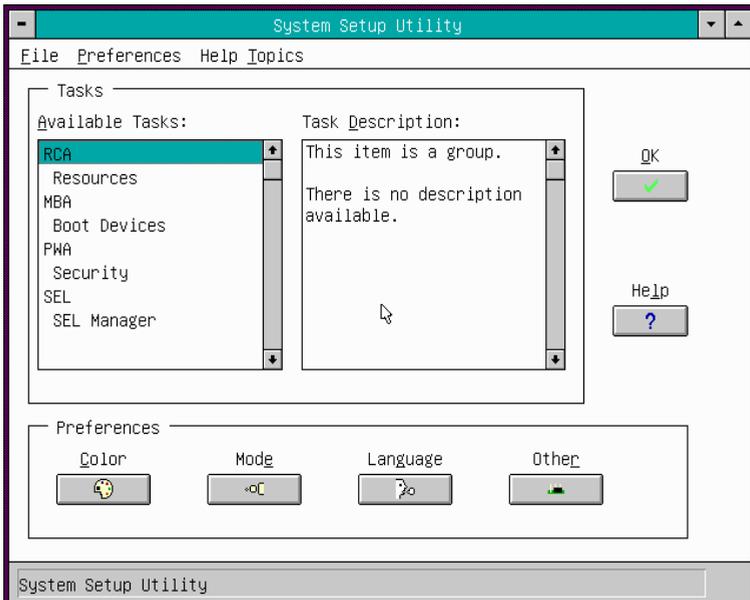
All SEL information has been saved.

**16** Press Enter (to activate OK).

**17** Press Alt+F to display the File menu.

**18** Press the down arrow to choose Exit, and then press Enter.

**Result:** The System Setup Utility window appears.



**19** Press Alt+F to display the File menu.

**20** Press Enter to Exit.

**Result:** The following message appears:

Are you sure you want to exit the SSU?

**21** Press SEL Enter (to activate OK).

**Result:** The SSU closes.

**22** Remove the CD-ROM and the diskette from their respective drives.

**23** Press Ctrl+Alt+Delete to restart the server.

## To view the contents of the system event log file

Open the system event log file in a text editor, such as Notepad.



# Chapter 3

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## Using Windows NT online diagnostic tools

### In this chapter

Overview	50
Viewing event logs	52
Checking hardware using Windows NT Diagnostics	57
Using TCP/IP diagnostic tools	60
Invoking the chkdsk utility	70

# Overview

## Introduction

This section describes how to access the run-time online diagnostic tools provided by the Windows NT server software. Use these tools when a serious problem prevents the use of the CallPilot diagnostic tools that are available in CallPilot Manager.



### CAUTION

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#### Risk of software corruption

Do not run any utilities that are not documented in this guide.

## Windows NT Event Viewer

The Windows NT 4.0 Event Viewer provides event logs to help you diagnose and debug system problems.

## Windows NT Diagnostics

The Windows NT 4.0 Diagnostics window allows you to view details about the system and network components.

## TCP/IP diagnostics

The following TCP/IP diagnostic tools are described in this chapter:

- ipconfig
- ping
- tracert
- arp

- nbtstat
- netstat

These utilities help you to verify network connectivity. They help you to thoroughly test the network interface and isolate any configuration problems. Network connectivity is essential to CallPilot operation.

## **chkdsk utility**

The chkdsk utility checks a specified disk on the server and displays a status report. It is an online utility, but it reduces system performance while it is running.

# Viewing event logs

## Introduction

When the server startup cycle is complete, and if the CallPilot server has been configured (refer to Part 3 of the *CallPilot Installation and Configuration* binder), messages in dialog boxes on the monitor indicate that CallPilot is ready to accept calls.

If one or more error messages appear on the monitor, a fault has occurred. To determine what happened, you can use the following:

- Windows NT Event Viewer on the 703t server (see “To use the Windows NT Event Viewer” on page 54)
- CallPilot Event Browser or Alarm Monitor in CallPilot Manager

For more information, do one of the following:

- See “Alarm Monitor” on page 90.
- Refer to the *CallPilot Administrator’s Guide* (NTP 555-7101-301).

**Note:** The Event Browser and Alarm Monitor include online Help for events, which may help you to resolve the problem. If you cannot log on to the CallPilot system using a web browser due to server problems, then use the Windows NT Event Viewer.

## Types of event logs

Three types of event logs are available from the Windows NT Event Viewer, as follows:

Log type	Description
System	Logs events by Windows NT 4.0 components, including RAS or other Windows NT services.

<b>Log type</b>	<b>Description</b>
Security	Logs security events, such as logons, logoffs and illegal access. This option is available only to users with Administrative access.
Applications	Logs events by application, such as database file errors.

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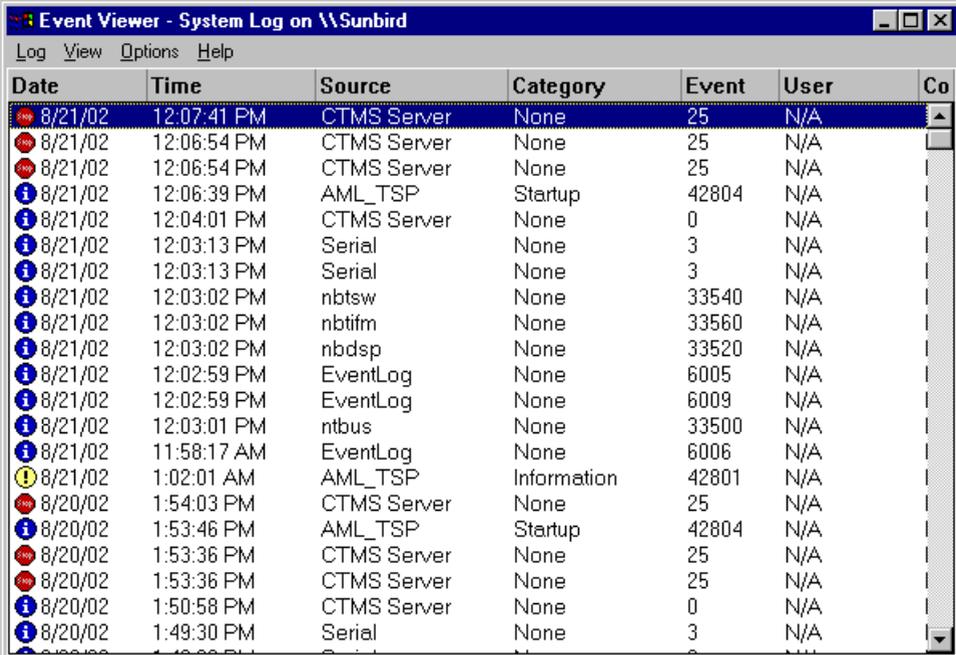
## **Where to get more information**

For more information about using the Windows NT Event Viewer, click Help → Contents in the Event Viewer window. See also “To use the Windows NT Event Viewer” on page 54.

## To use the Windows NT Event Viewer

- 1 Click Start → Programs → Administrative Tools (Common) → Event Viewer.

**Result:** The Event Viewer window appears.



The screenshot shows the 'Event Viewer - System Log on \\Sunbird' window. The window title bar includes the text 'Event Viewer - System Log on \\Sunbird' and standard window controls. Below the title bar is a menu bar with 'Log', 'View', 'Options', and 'Help'. The main area contains a table of events with the following columns: Date, Time, Source, Category, Event, User, and Co. The events listed include various system logs and errors from August 20th and 21st, 2002.

Date	Time	Source	Category	Event	User	Co
8/21/02	12:07:41 PM	CTMS Server	None	25	N/A	
8/21/02	12:06:54 PM	CTMS Server	None	25	N/A	
8/21/02	12:06:54 PM	CTMS Server	None	25	N/A	
8/21/02	12:06:39 PM	AML_TSP	Startup	42804	N/A	
8/21/02	12:04:01 PM	CTMS Server	None	0	N/A	
8/21/02	12:03:13 PM	Serial	None	3	N/A	
8/21/02	12:03:13 PM	Serial	None	3	N/A	
8/21/02	12:03:02 PM	nbtsw	None	33540	N/A	
8/21/02	12:03:02 PM	nbtifm	None	33560	N/A	
8/21/02	12:03:02 PM	nbdsp	None	33520	N/A	
8/21/02	12:02:59 PM	EventLog	None	6005	N/A	
8/21/02	12:02:59 PM	EventLog	None	6009	N/A	
8/21/02	12:03:01 PM	ntbus	None	33500	N/A	
8/21/02	11:58:17 AM	EventLog	None	6006	N/A	
8/21/02	1:02:01 AM	AML_TSP	Information	42801	N/A	
8/20/02	1:54:03 PM	CTMS Server	None	25	N/A	
8/20/02	1:53:46 PM	AML_TSP	Startup	42804	N/A	
8/20/02	1:53:36 PM	CTMS Server	None	25	N/A	
8/20/02	1:53:36 PM	CTMS Server	None	25	N/A	
8/20/02	1:50:58 PM	CTMS Server	None	0	N/A	
8/20/02	1:49:30 PM	Serial	None	3	N/A	

**Note:** The System Log appears by default.

- 2 To view the Application Log, click Log → Application.

**Result:** The Application Log similar to the following window appears:

Date	Time	Source	Category	Event	User	Co
8/21/02	12:03:45 PM	nmaos	None	0	N/A	
8/21/02	12:03:19 PM	NGen	Info	34751	N/A	
8/21/02	12:03:19 PM	NGen	Info	34750	N/A	
8/21/02	12:03:17 PM	ASANYs_LAB253B_None		1	N/A	
8/21/02	12:03:16 PM	ASANYs_LAB253B_None		1	N/A	
8/21/02	12:03:16 PM	ASANYs_LAB253B_None		1	N/A	
8/21/02	12:03:15 PM	MSDTC	SVC	4097	N/A	
8/21/02	12:03:15 PM	MSDTC	CM	4156	N/A	
8/21/02	12:03:15 PM	MSDTC	CM	4156	N/A	
8/21/02	11:58:14 AM	NGen	Info	41501	N/A	
8/21/02	11:58:14 AM	NGen	Info	54578	N/A	
8/21/02	11:58:14 AM	NGen	Info	40576	N/A	
8/21/02	8:57:07 AM	pcAnywhere	Host Session	122	SYSTEM	
8/21/02	8:57:07 AM	pcAnywhere	Host Session	123	SYSTEM	
8/21/02	8:56:44 AM	pcAnywhere	Host Session	127	SYSTEM	
8/21/02	3:30:22 AM	NGen	Info	55040	N/A	
8/21/02	3:30:22 AM	NGen	Info	55039	N/A	
8/21/02	3:00:07 AM	NGen	Info	40233	N/A	
8/21/02	3:00:05 AM	NGen	Info	40233	N/A	
8/21/02	3:00:05 AM	NGen	Info	40233	N/A	
8/21/02	3:00:00 AM	NGen	Info	40236	N/A	

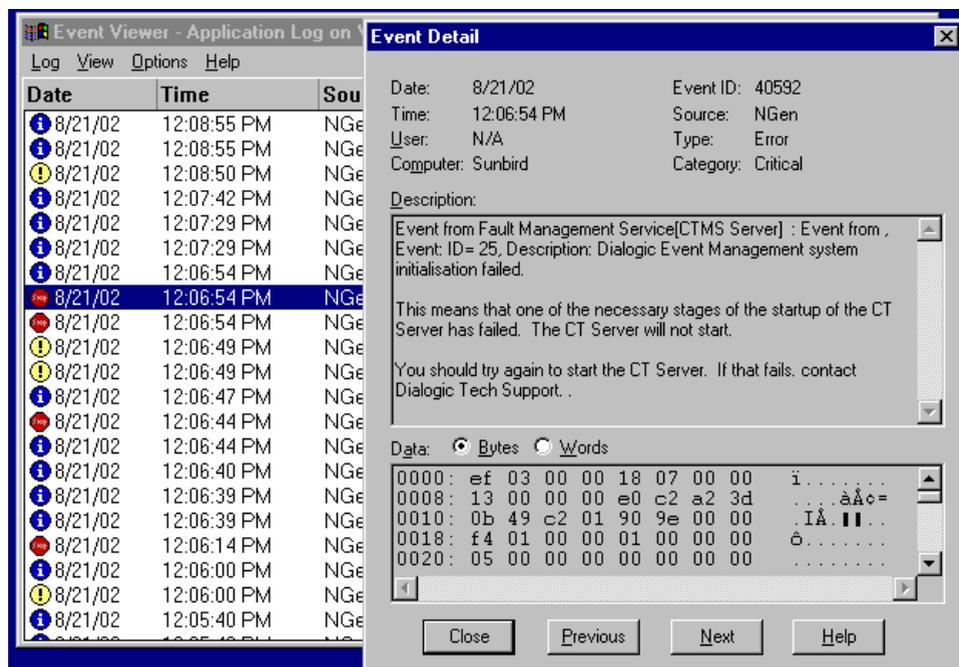
- 3 Look for error codes flagged with  or  that have occurred since the last startup.

**Note:** Each error is date and time stamped.  indicates major or critical errors.  indicates minor errors.

- To determine the cause of the error, select and then double-click the error.

**Result:** A description of the error appears.

**Note:** The following Event Detail dialog box is an example of an error description from the Application Log:



- Use the description to help determine how to resolve errors.

**Note:** If the error persists or does not suggest a solution, contact your Nortel Networks support representative.

- Click Close.

**Result:** The event log reappears.

- Click Log → Exit.

**Result:** The Event Viewer closes.

# Checking hardware using Windows NT Diagnostics

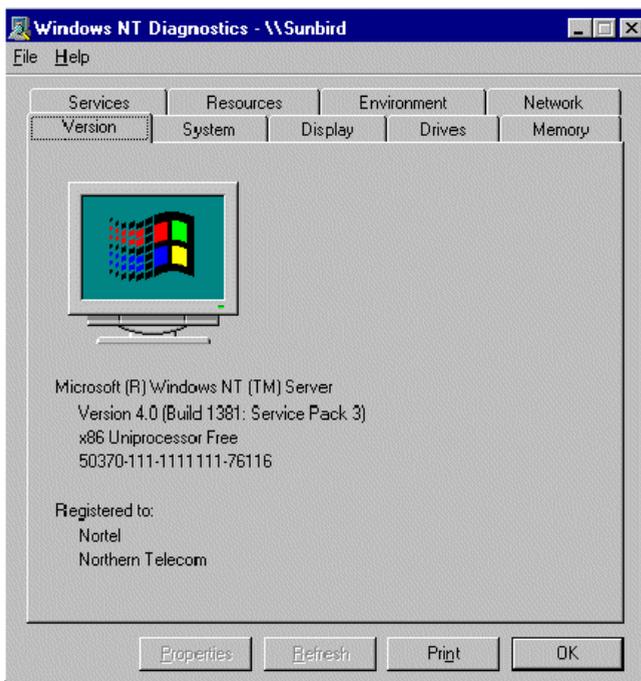
## Introduction

The Windows NT 4.0 Diagnostics window allows you to view details about the system and network components.

## To use the Windows NT 4.0 Diagnostics tool

- 1 Log on to Windows NT.
- 2 Click Start → Programs → Administrative Tools (Common) → Windows NT Diagnostics.

**Result:** The Windows NT Diagnostics window appears.



- 3 Click the appropriate tab to view information concerning the system and network.

The following table identifies the types of details available on each tab:

<b>Select</b>	<b>To display details about</b>
Version	Windows NT version Registration information
System	System identifier HAL BIOS information Processors
Display	BIOS information Adapter Driver
Drives	Drives by type or letter To view specific details, select a drive, and then click Properties to view details for the drive, including size and labels.
Memory	Memory, including totals, physical and kernel memory, commit charge, and pagefile space
Services	Service and device states To view specific details, select a service, and then click Properties to view details, including pathname, dependencies and service flags.

---

<b>Select</b>	<b>To display details about</b>
Resources	Click one of the following buttons to display information about the resources available on the system: <ul style="list-style-type: none"><li>■ IRQ</li><li>■ I/O Port</li><li>■ DMA</li><li>■ Memory</li><li>■ Devices</li></ul> To view specific details, select a resource, and then click Properties.
Environment	Variable and value for both system and local user
Network	Click one of the following buttons to display information about the network and components: <ul style="list-style-type: none"><li>■ General</li><li>■ Transports</li><li>■ Settings</li><li>■ Statistics</li></ul>

---

# Using TCP/IP diagnostic tools

## Introduction

This section describes the following TCP/IP diagnostic tools available for the network adapter. These tools are useful for diagnosing LAN communication problems. The first three tools are the most useful:

- ipconfig (below)
- ping (page 62)
- tracert (page 63)
- arp (page 65)
- nbtstat (page 66)
- netstat (page 68)

These utilities help you to verify network connectivity. Network connectivity is essential to CallPilot operation. These utilities help you to thoroughly test the network interface and isolate any configuration problems.

## The ipconfig command

The ipconfig command displays IP configuration information.

### Ipconfig default

If you run the command without flags, it displays the IP address, subnet mask, and default gateway for each adapter bound to TCP/IP.

### Ipconfig command syntax

```
ipconfig [/l ]
```

The following flags are available for the ipconfig command:

Flag	Description
/?	Displays Help information.
/all	Displays full configuration information.
/release	Releases the IP address for the specified adapter.
/renew	Renews the IP address for the specified adapter.

## To run the ipconfig command from Windows NT 4.0

- 1 Click Start → Programs → Command Prompt to display the MS-DOS command prompt window.

**Result:** The MS-DOS Command Prompt window appears.

- 2 At the MS-DOS prompt, type **ipconfig** *<with appropriate parameters>*.

**Example:** ipconfig /all

- 3 Press Enter.

**Result:** The system runs the ipconfig utility.

- 4 Type **Exit** to exit MS-DOS and return to Windows NT 4.0.

## The ping command

The ping command sends an echo request to a specified host. Use this command to verify network connectivity to the remote device.

### Ping command syntax

The ping command uses the following syntax:

```
ping [-t] [-a] [-n count] [-l size] [-f] [-i TTL]
    [-v TOS] [-r count] [-s count]
    [[-j host-list] | [-k host-list]]
    [-w timeout] destination-list
```

Parameter	Description
-t	Pings the specified host until interrupted.
-a	Resolves addresses to host names.
-n count	Specifies the number of echo requests to send.
-l size	Sends buffer size.
-f	Set Don't Fragment flag in packet.
-i TTL	Time-To-Live
-v TOS	Type Of Service
-r count	Record route for count hops
-s count	Time stamp for count hops
-j host-list	Loose source route along host list
-k host-list	Strict source route along host list
-w timeout	Time-out in milliseconds to wait for each reply

## To run the ping command from Windows NT 4.0

- 1 Click Start → Programs → Command Prompt to display the MS-DOS command prompt window.

**Result:** The MS-DOS Command Prompt window appears.

- 2 At the MS-DOS prompt, type **ping <destination IP address>** (for example, ping 200.286.32.0), or **ping <computer name>**.
- 3 Press Enter.

**Result:** The system displays the ping results.

- 4 Type **Exit** to exit MS-DOS and return to Windows NT 4.0.

## The tracert command

This utility determines the route taken to a destination.

### How tracert works

The tracert utility follows several steps to complete its task:

- Tracert sends Internet Control Message Protocol (ICMP) echo packets with varying Time-To-Live (TTL) values to the destination.
- Each router along the path must decrement the TTL on a packet by at least one before forwarding it, so the TTL is effectively a hop count.
- When the TTL on a packet reaches zero, the router sends back an ICMP Time Exceeded message to the source system.
- Tracert determines the route by sending the first echo packet with a TTL of one, and incrementing the TTL by one on each subsequent transmission until the target responds, or the maximum TTL is reached.
- Tracert then examines the ICMP Time Exceeded messages sent back by intermediate routers.

### Tracert syntax

```
tracert [-d] [-h maximum_hops] [-j host_list]
        [-w timeout] target_name
```

## Tracert parameters

The tracert command uses the following parameters:

Parameter	Description
-d	Specifies not to resolve addresses to hostnames.
-h maximum_hops	Specifies the maximum number of hops to search for the target.
-j host-list	Specifies a loose source route along the host list.
-w timeout	Waits the number of milliseconds specified by the time-out for each reply.
target_name	The name of the target host.

## To run the tracert command from Windows NT 4.0

- 1 Click Start → Programs → Command Prompt to display the MS-DOS command prompt window.

**Result:** The MS-DOS Command Prompt window appears.

- 2 At the MS-DOS prompt, type the following command:

```
tracert [-d] [-h maximum_hops] [-j host_list] [-w timeout]  
[target_name]
```

**Example:** tracert 200.286.0.32

- 3 Press Enter.

**Result:** The system runs the tracert utility.

- 4 Type **Exit** to exit MS-DOS and return to Windows NT 4.0.

## The arp command

The arp command displays and modifies the IP-to-physical address translation tables used by Address Resolution Protocol (arp).

### Arp command syntax

The arp command uses the following syntax:

```
arp -s inet_addr eth_addr [if_addr]
```

```
arp -d inet_addr [if_addr]
```

```
arp -a [inet_addr] [-N if_addr]
```

Parameter	Description
-a	Displays current arp entries by interrogating the current protocol data. If inet_addr is specified, the IP and physical addresses for only the specified computer appear. If more than one network interface uses arp, entries for each arp table appear.
-g	Same as -a.
inet_addr	Specifies an Internet address.
if_addr	Specifies the Internet address of the interface whose address translation table should be modified. If not present, the first applicable interface is used.
eth_addr	Specifies a physical address.
-N if_addr	Displays the arp entries for the network interface specified by if_addr.
-d	Deletes the host specified by inet_addr.

Parameter	Description
-s	Adds the host and associates the Internet address <code>inet_addr</code> with the Physical address <code>eth_addr</code> . The physical address is given as six hexadecimal bytes separated by hyphens. The entry is permanent.

## To run the arp command from Windows NT 4.0

- 1 Click Start → Programs → Command Prompt to display the MS-DOS command prompt window.

**Result:** The MS-DOS Command Prompt window appears.

- 2 At the MS-DOS prompt, type **arp** with the required parameters (for example, `arp -g 200.286.0.32`).

- 3 Press Enter.

**Result:** The system runs the arp command.

- 4 Type **Exit** to exit MS-DOS and return to Windows NT 4.0.

## The nbtstat command

The `nbtstat` command displays protocol statistics and current TCP/IP connections using NBT.

### Nbtstat command syntax

The `nbtstat` command uses the following syntax:

```
nbtstat [-a remotename] [-A IP address] [-c] [-n]
        [-R] [-r] [-S] [-s] [interval]
```

Parameter	Description
-a remotename	Lists the remote computer's name table using its name.

---

<b>Parameter</b>	<b>Description</b>
-A IP address	Lists the remote computer's name table using its IP address.
-c	Lists the contents of the NetBIOS name cache giving the IP address of each name.
-n	Lists local NetBIOS names. Registered indicates that the name is registered by broadcast (Bnode) or WINS (other node types).
-R	Reloads the LMHOSTS file after purging all names from the NetBIOS name cache.
-r	Lists name resolution statistics for Windows networking name resolution. On a Windows NT computer configured to use WINS, this option returns the number of names resolved and registered through broadcast or through WINS.
-S	Displays both client and server sessions, listing the remote hosts by IP address only.
-s	Displays both client and server sessions, and attempts to convert the remote host IP address to a name using the HOSTS file.
interval	Displays selected statistics, pausing interval seconds between each display. Press Ctrl+C to stop displaying statistics. Without this parameter, nbtstat prints the current configuration information once.

---

## To run the nbtstat command from Windows NT 4.0

- 1 Click Start → Programs → Command Prompt to display the MS-DOS command prompt window.

**Result:** The MS-DOS Command Prompt window appears.

- 2 At the MS-DOS prompt, type **nbtstat** with the required parameters.
- 3 Press Enter.

**Result:** The system runs the nbtstat utility.

- 4 Type **Exit** to exit MS-DOS and return to Windows NT 4.0.

## The netstat command

The netstat command displays current TCP/IP network connections and protocol statistics.

### Netstat command syntax

The netstat command uses the following syntax:

```
netstat [-a] [-e] [-n] [-s] [-p proto] [-r] [interval]
```

Parameter	Description
-a	Displays all connections and listening ports.
-e	Displays Ethernet statistics. This can be combined with the -s option.
-n	Displays addresses and port numbers in numerical form.
-s	Displays per-protocol statistics.

---

-p proto	Shows connections for the protocol specified by proto. Proto can be tcp or udp. If used with the -s option, proto can be tcp, udp, or ip.
-r	Displays the contents of the routing table.
interval	Redisplays selected statistics, pausing between each display. Press Ctrl+C to stop redisplaying.

---

## To run the netstat command from Windows NT 4.0

- 1 Click Start → Programs → Command Prompt to display the MS-DOS command prompt window.  
**Result:** The MS-DOS Command Prompt window appears.
- 2 At the MS-DOS prompt, type **netstat** with the required parameters.
- 3 Press Enter.  
**Result:** The system runs the netstat utility.
- 4 Type **Exit** to exit MS-DOS and return to Windows NT 4.0.

# Invoking the chkdsk utility

## Introduction

The chkdsk utility checks a specified disk on the server and displays a status report. It can be run on drives C, D, E, or F. It is an online utility, but it reduces system performance while it is running.

The chkdsk utility checks for problems at the Windows NT file system level. Any problems existing at this level can cause problems for CallPilot. Even if there are no problems at the Windows NT file system level, CallPilot can still be affected by problems at the CallPilot file system level.

**Note:** A version of this utility, called autocheck, automatically runs during Windows NT startup. Output from this utility appears on the start-up blue screen.

## Chkdsk utility syntax

The chkdsk utility uses the following syntax:

```
chkdsk [drive:][path]filename] [/F] [/V] [/R]
```

Parameter	Description
drive:	The drive letter of the drive that you want to check.
filename	The names of files to check for fragmentation.
/F	Add this parameter to fix errors on the disk.
/V	Add this parameter to display the full pathname of every file on the disk.
/R	Add this parameter to locate bad sectors and to recover readable information.

## To run the chkdsk utility from Windows NT 4.0

- 1 Click Start → Programs → Command Prompt to display the MS-DOS command prompt window.

**Result:** The MS-DOS Command Prompt window appears.

- 2 At the MS-DOS prompt, type **chkdsk <drive letter:>** (for example, chkdsk c:).

- 3 Press Enter.

**Result:** The system runs the chkdsk utility.

- 4 Type **Exit** to exit MS-DOS and return to Windows NT 4.0.



# Chapter 4

---

## Using serial port diagnostic tools

### In this chapter

Overview	74
Shutting down services	75
Conducting TSTSERIO tests	77
Conducting TSTSERIO tests with the loopback plug	81
Restarting services	82

# Overview

## Introduction

You may want to test the serial ports when remote access does not work.

This chapter describes how to run serial port diagnostics on the CallPilot server using the TSTSERIO command. Direct the TSTSERIO command to serial ports on the server after services on these ports have been shut down manually, as described in this chapter.

# Shutting down services

## Introduction

This section describes how to shut down a service using a specific serial port. Use the procedures below before invoking the TSTSERIO local loopback tests.



### CAUTION

---

#### **Risk of communications loss**

By stopping the services on COM 1 or COM 2, you lose the support access feature.



### CAUTION

---

#### **Risk of stopping call processing**

By stopping the services on COM 2, you stop call processing on CallPilot.

## Service to stop for COM 1 testing

- Remote Access Server

## Services to stop for COM 2 testing

- CallPilot SLEE Service
- CallPilot MWI Service
- CallPilot Access Protocol Emulator
- CallPilot Blue Call Router

- CallPilot Call Channel Router
- CallPilot Time Service
- Remote Access Server

## Net Stop command

Use the Net Stop command to stop a specified service on a serial port.

### Net Stop command syntax

The Net Stop command uses the following syntax:

```
net stop "service_name"
```

#### ATTENTION

---

You must restart the services that you shut down through the Net Start command after running the diagnostic. For details, see “Restarting services” on page 82.

## To invoke the Net Stop command from Windows NT 4.0

- 1 Click Start → Programs → Command Prompt to display the MS-DOS command prompt window.

**Result:** The MS-DOS Command Prompt window appears.

- 2 At the MS-DOS prompt, type **net stop “service\_name”**, and then press Enter.

For example, type **net stop “Remote Access Server”**, and then press Enter.

**Note:** The quotation marks are required, as in the example above.

**Result:** The system runs the Net Stop command utility.

- 3 Type **Exit**, and then press Enter to exit MS-DOS.

# Conducting TSTSERIO tests

## Introduction

The TSTSERIO command performs local loopback tests of the serial communication ports from the server run-time environment.

**Note:** Before conducting these tests, shut down the appropriate services. See “Shutting down services” on page 75.



### CAUTION

---

#### Risk of communications loss

By stopping the services on COM 1 or COM 2, you lose the support access feature.



### CAUTION

---

#### Risk of stopping call processing

By stopping the services on COM 2, you stop call processing on CallPilot.

## TSTSERIO command syntax

The syntax for the TSTSERIO command is as follows:

```
TSTSERIO [/?] /P:comport [/S:substname] [/L:loops]
```

Flag	Requirement	Description
?	n/a	Displays Help.
/P:comport	Required	Specifies the symbolic port name assigned to the port you want to test.

<b>Flag</b>	<b>Requirement</b>	<b>Description</b>
/S:substname	Optional	Specifies a TSTSERIO subtest. See the table below for a description of the available subtests.
/L:loops	Optional	Specifies the number of times (up to a maximum of 65 535) to execute the requested test. The default number of tests is 1. A value of 0 infinitely loops until you enter Ctrl+C.

## TSTSERIO internal loopback diagnostic subtests

The following internal loopback subtests are available for the TSTSERIO command. For each of these tests, the communications resource must be available:

<b>Subtest name</b>	<b>Description</b>
idata	Internal data bus loopback
imsr	Internal modem status register
baud	Internal data bus loopback at various baud rates
word	Test 5-, 6-, 7-, and 8-bit data lengths
stop	Test 1, 1.5, and 2 stop bits
pari	Test odd/even parity
fifo	Test that device can operate in fifo mode

## To invoke the TSTSERIO /P command from Windows NT 4.0

- 1 Click Start → Programs → Command Prompt to display the MS-DOS command prompt window.

**Result:** The MS-DOS Command Prompt window appears.

- 2 At the MS-DOS prompt, type **tstserio** with the required parameters, and then press Enter.

For example, type **TSTSERIO /P com1** or **TSTSERIO /P com 2**, and then press Enter.

- 3 Type **Exit**, and then press Enter to exit MS-DOS.

## TSTSERIO external loopback plug subtests

The following external loopback subtests are available for the TSTSERIO command. For each of these tests, an external loopback connector must be used. For more information, see “Conducting TSTSERIO tests with the loopback plug” on page 81.

Subtest name	Description
edata	External data bus loopback. This test requires an external loopback connector.
emsr	External modem status register. This test requires an external loopback connector.
eint	Test ability of device to generate interrupts. This test requires an external loopback connector.

## To invoke the **TTSERIO /S** command from Windows NT 4.0

- 1 Click Start → Programs → Command Prompt to display the MS-DOS command prompt window.

**Result:** The MS-DOS Command Prompt window appears.

- 2 At the MS-DOS prompt, type **tstserio** with the required parameters, and then press Enter.

For example, type **TTSERIO /P com1 /S extr**, and then press Enter.

- 3 Type **Exit**, and then press Enter to exit MS-DOS.

# Conducting TSTSERIO tests with the loopback plug

## Introduction

The TSTSERIO command requires an external loopback connector plug for its edata, emsr, and eint subtests.

## 9-pin connector plug

The standard serial loopback connector is a female 9-pin D-sub connector. This connector has the following pins wired together:

- CTS (pin 8) wired to (pin 7) RTS
- SIN (pin 2) wired to (pin 3) SOUT
- DTR (pin 4) wired to (pin 6) DSR

Once the plug is installed on the serial port, TSTSERIO can be invoked according to the procedure outlined in the previous section.

# Restarting services

## Introduction

This section describes how to restart the services for COM 1 or COM 2 after invoking the TSTSERIO local loopback tests.

### Service to restart after COM 1 testing

- Remote Access Server

### Services to restart after COM 2 testing

- CallPilot SLEE Service
- CallPilot MWI Service
- CallPilot Access Protocol Emulator
- CallPilot Blue Call Router
- CallPilot Call Channel Router
- CallPilot Time Service
- Remote Access Server

### Net Start command

Use the NET START command to restart a specified service on a serial port. The syntax for the NET START command is as follows:

```
net start "[service-name]"
```

## To invoke the Net Start command from Windows NT 4.0

- 1 Click Start → Programs → Command Prompt.

**Result:** The MS-DOS Command Prompt window appears.

- 2 At the MS-DOS prompt, type **net start “*service\_name*”**, and then press Enter.

For example, type **net start “Remote Access Server”**, and then press Enter.

**Note:** The quotation marks are required, as in the example above.

- 3 Type **Exit**, and then press Enter to exit MS-DOS.



# Chapter 5

---

## Using CallPilot Manager to monitor hardware

### In this chapter

Understanding fault management	86
<b>Section A: Tools for isolating and fixing hardware problems</b>	<b>87</b>
Overview	88
Alarm Monitor	90
Event Browser	93
Maintenance page	96
Channel and Multimedia Monitors	97
<b>Section B: Working with the Maintenance page</b>	<b>99</b>
Introducing the Maintenance page	100
Viewing component states	106
Starting and stopping components	110
Running integrated diagnostics	118
Viewing the last diagnostic results	124
<b>Section C: Working with the Multimedia and Channel Monitors</b>	<b>127</b>
Working with the Multimedia Monitor	128
Working with the Channel Monitor	130

# Understanding fault management

## Introduction

Fault management is a term that describes how the CallPilot server detects and notifies you of potential or real hardware problems (faults).

The server processes events to detect hardware problems and raises alarms to notify you when these problems occur.

## Event processing

An event is any change in system configuration or operational state. An event is also any action taken by the system that requires user notification. Events can be as insignificant as a user logon attempt or as serious as a faulty MPC switching to disabled status.

All events are reported to the fault management server, a subsystem within the CallPilot server. The fault management server enables the server to listen and respond to its clients. The interaction is called event processing and is the means by which the server detects hardware faults.

## Alarm notification

Alarms are warnings generated by events. Alarms communicate the same information as events. However, alarms are reported in the Alarm Monitor instead of the Event Browser, and are managed differently than events.

When an alarm appears in the Alarm Monitor, you must investigate the problem, isolate it, and then fix the cause of the problem. When you fix the problem, ensure that the alarm is cleared from the Alarm Monitor.

**Note:** You may be required to clear the alarm manually.

# Section A: Tools for isolating and fixing hardware problems

## In this section

Overview	88
Alarm Monitor	90
Event Browser	93
Maintenance page	96
Channel and Multimedia Monitors	97

# Overview

## Introduction

This section provides guidelines on how to use the CallPilot Manager tools to detect, isolate, and fix potential or real hardware problems.

## Component dependencies

The status of some components are dependent on the operational status of other components. If a component fails or is stopped, the dependent components go out of service.

**Note:** Based on the CallPilot server type, and the type of switch connected to CallPilot, some of these components may not appear on your system.

Component	Dependent components
Media Bus	All MPBs, MPCs, and all multimedia and call channels.
MPB board	All MPCs, and all multimedia and call channels associated with the MPB board.
Time Switch	All multimedia and call channels associated with the same MPB as the timeswitch.
MPCs	All multimedia (DSP) channels on the MPB boards.
DS30X	All DS30X channels associated with the DS30X link.
Switch Telephony Interface	All channels (DSE) that belong to the link.

## Detecting hardware problems

Typically, you first become aware of a hardware problem when an alarm is raised. All hardware faults produce an alarm (or series of alarms, depending on the problem) in the Alarm Monitor.

Other indications of a hardware problem include the following:

- user complaints
- call processing difficulties, such as busy signals, static, dropped calls, connection problems, and cross talk (hearing other conversations)
- system administrator logon difficulties
- alert icons on the Maintenance page

# Alarm Monitor

## Introduction

Use the Alarm Monitor to investigate one or more raised alarms.

## About alarms

Alarms are warnings generated by events. Alarms communicate the same information as events. However, alarms are reported in the Alarm Monitor instead of the Event Browser, and are managed differently than events:

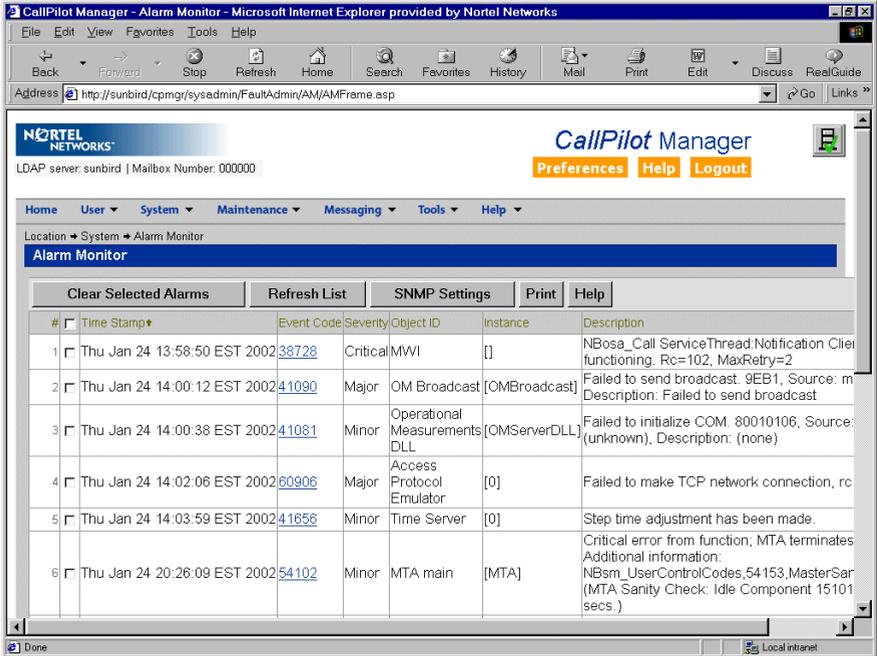
- Alarms appear in the Alarm Monitor only for Minor, Major, and Critical events (not Information events). All events can be reported in the Event Browser (depending on filtering criteria defined in the Event Browser).
- The first time an event occurs, it generates an alarm that appears in the Alarm Monitor. If the same event continues to occur, a new alarm is not generated. Instead, the time and date assigned to the original generated alarm is updated.
- Alarms can be cleared from the Alarm Monitor, but the event that generated the alarm is not cleared from the event log or the Event Browser.

Each alarm in the Alarm Monitor has Help text that often provides a solution to the problem. If the solution is not apparent, use the Event Browser or the Maintenance page to further investigate the problem.

## To investigate using the Alarm Monitor

- 1 In CallPilot Manager, click System → Alarm Monitor.

**Result:** The Alarm Monitor window appears.



- 2 Click the Event Code for the first critical or major alarm.

**Result:** A description of the event appears in a new web browser window.

- 3 Review the description and recovery action.
- 4 Repeat steps 2 and 3 for a few more alarms, if necessary.
- 5 If the solution to the problem is not apparent, obtain the return code of the first event and continue the investigation by using the Event Browser (see "Event Browser" on page 93).

**See also**

For detailed information on how to use the Alarm Monitor, refer to the *CallPilot Administrator's Guide* (NTP 555-7101-301), or the CallPilot Manager online Help.

# Event Browser

## Introduction

Use the Event Browser to investigate a series of events that occurred around the time an alarm was raised. The event listing can help you determine the root cause of a problem.

## About events

The Event Browser displays events that have been recorded in the server log. Each event identifies the time the event occurred, the object that generated the event, and the cause of the event.

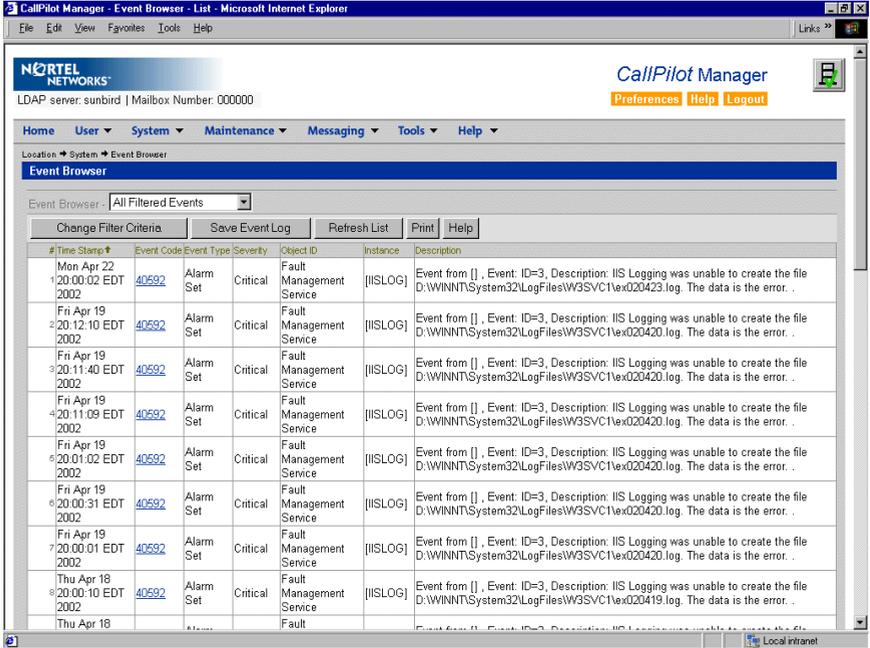
Events are classified as Information, Minor, Major, or Critical. By default, the Event Browser displays only the latest 100 critical events.

**Note:** Nortel Networks recommends that you change the Event Browser filter criteria to display Minor and Major events as well. Minor and Major events can indicate significant system problems.

## To investigate using the Event Browser

- 1 In CallPilot Manager, click System → Event Browser.

**Result:** The Event Browser window appears.



The screenshot shows the CallPilot Manager Event Browser window. The window title is "CallPilot Manager - Event Browser - List - Microsoft Internet Explorer". The interface includes a navigation menu with "Home", "User", "System", "Maintenance", "Messaging", "Tools", and "Help". The "Event Browser" section is active, showing a list of events. The table below represents the data shown in the screenshot.

#	Time Stamp	Event Code	Event Type	Severity	Object ID	Instance	Description
1	Mon Apr 22 20:00:02 EDT 2002	40592	Alarm Set	Critical	Fault Management Service	(IISLOG)	Event from [], Event ID=3, Description: IIS Logging was unable to create the file D:\WINNT\System32\LogFiles\W3SVC1\ex020423.log. The data is the error. .
2	Fri Apr 19 20:12:10 EDT 2002	40592	Alarm Set	Critical	Fault Management Service	(IISLOG)	Event from [], Event ID=3, Description: IIS Logging was unable to create the file D:\WINNT\System32\LogFiles\W3SVC1\ex020420.log. The data is the error. .
3	Fri Apr 19 20:11:40 EDT 2002	40592	Alarm Set	Critical	Fault Management Service	(IISLOG)	Event from [], Event ID=3, Description: IIS Logging was unable to create the file D:\WINNT\System32\LogFiles\W3SVC1\ex020420.log. The data is the error. .
4	Fri Apr 19 20:11:09 EDT 2002	40592	Alarm Set	Critical	Fault Management Service	(IISLOG)	Event from [], Event ID=3, Description: IIS Logging was unable to create the file D:\WINNT\System32\LogFiles\W3SVC1\ex020420.log. The data is the error. .
5	Fri Apr 19 20:01:02 EDT 2002	40592	Alarm Set	Critical	Fault Management Service	(IISLOG)	Event from [], Event ID=3, Description: IIS Logging was unable to create the file D:\WINNT\System32\LogFiles\W3SVC1\ex020420.log. The data is the error. .
6	Fri Apr 19 20:00:31 EDT 2002	40592	Alarm Set	Critical	Fault Management Service	(IISLOG)	Event from [], Event ID=3, Description: IIS Logging was unable to create the file D:\WINNT\System32\LogFiles\W3SVC1\ex020420.log. The data is the error. .
7	Fri Apr 19 20:00:01 EDT 2002	40592	Alarm Set	Critical	Fault Management Service	(IISLOG)	Event from [], Event ID=3, Description: IIS Logging was unable to create the file D:\WINNT\System32\LogFiles\W3SVC1\ex020420.log. The data is the error. .
8	Thu Apr 18 20:00:10 EDT 2002	40592	Alarm Set	Critical	Fault Management Service	(IISLOG)	Event from [], Event ID=3, Description: IIS Logging was unable to create the file D:\WINNT\System32\LogFiles\W3SVC1\ex020419.log. The data is the error. .
	Thu Apr 18				Fault		Event from [], Event ID=3, Description: IIS Logging was unable to create the file

- 2 Click an event that appears to be related to the problem, or an event that occurred near the time the alarm was raised.

**Result:** A description of the event appears in a new web browser window.

- 3 View the description and recovery action.
- 4 Repeat steps 2 and 3 for a few more events, if necessary.
- 5 If the solution to the problem is not apparent, contact your Nortel Networks technical support representative.

**See also**

For detailed information on how to use the Event Browser (for example, how to set preferences), refer to the *CallPilot Administrator's Guide* (NTP 555-7101-301), or the CallPilot Manager online Help.

# Maintenance page

## Introduction

Use the Maintenance page to get status information for any suspect components.

If you suspect or discover a problem with hardware such as an MPC, MPB board, or the Switch Telephony Interface for any suspected components, you can use the Diagnostic section on the Maintenance page. You can run a new diagnostic for the component, or review the results of the last diagnostic that was run.

## More information

For information on all aspects of the Maintenance page, see Section B: “Working with the Maintenance page” on page 99, or the CallPilot Manager online Help.

# Channel and Multimedia Monitors

## Introduction

The Channel Monitor shows the status of call channels. The call channels are the connections between the server and the switch that carry the call signals to CallPilot.

The Multimedia Monitor shows the status of multimedia channels. The multimedia channels are the DSP ports that process the calls. They are the voice, fax, and speech recognition channels.

## Disabling call channels

If you must take the CallPilot system out of service to perform software or hardware maintenance, Nortel Networks recommends that you disable all call channels first. There are two ways to disable the call channels:

- **Courtesy stop the channels (preferred method).**  
When you courtesy stop call channels, CallPilot waits until the channels are no longer active before disabling them, instead of suddenly terminating active calls.
- **Stop the channels.**  
When you stop channels, you suddenly disable them and terminate all active calls.

For information about using the Channel and Multimedia Monitors, see Section C: “Working with the Multimedia and Channel Monitors” on page 127.

## Running diagnostics on call channels

If you must run diagnostics for one or more channels, use the Diagnostics section on the Maintenance page. For more information, see Section B: “Working with the Maintenance page” on page 99.



## **Section B: Working with the Maintenance page**

### **In this section**

Introducing the Maintenance page	100
Viewing component states	106
Starting and stopping components	110
Running integrated diagnostics	118
Viewing the last diagnostic results	124

# Introducing the Maintenance page

## Introduction

Use the Maintenance page in CallPilot Manager to do the following:

- Obtain general information about components.
- View component states.
- Start and stop components.
- Run integrated diagnostic tests.
- View the results of the last diagnostic test run against a component.

## What the Maintenance page provides

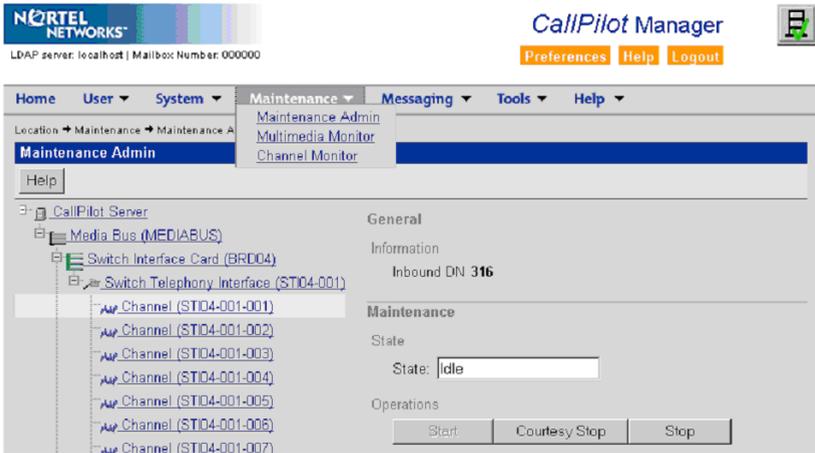
**Note:** The components that are listed on the Maintenance page are based on the CallPilot server type and the switch that is connected to CallPilot. The examples in this chapter are for illustration purposes and may not appear exactly the same on your system.

The Maintenance page identifies the server platform and switch connectivity type. The following is an example of the Maintenance page for a 703t server with DSE connectivity:



The Maintenance page also provides a tree that, when expanded, lists the physical and logical hardware components down the left side of the page. To list the server’s hardware components, click the plus sign (+) at the top of the tree. To list the subcomponents for each component, click the plus sign (+) beside the component.

The following is an example of a partially expanded tree for the 703t server:



When you click a component, the page refreshes to show the details about that component. (The example above shows details about a Channel.)

Details are divided into the sections described in the following table:

Section	Description
General	<p>This section shows general technical information about the selected component. This typically includes the following details:</p> <ul style="list-style-type: none"> <li>■ the name, class, type, series, or version of a CallPilot server</li> <li>■ various capabilities of a component (for example, whether a component is removable)</li> </ul> <p><b>Note:</b> This section does not appear for all components.</p>

<b>Section</b>	<b>Description</b>
Maintenance	<p>This section shows the state of the selected component. Use this section to start and stop a component before running a diagnostic test.</p> <p>This section appears only for components on which you are allowed to perform maintenance administration.</p> <p>For more information about working with component states, see the following sections:</p> <ul style="list-style-type: none"><li>■ “Viewing component states” on page 106</li><li>■ “Starting and stopping components” on page 110</li></ul>
Diagnostics	<p>Use the Diagnostics section to run one or more diagnostic tests, or to view the results of the last diagnostic tests that were run on the selected component.</p> <p>This section appears only for components on which you are allowed to run diagnostics.</p> <p>For more information about running diagnostics, see the following sections:</p> <ul style="list-style-type: none"><li>■ “Running integrated diagnostics” on page 118</li><li>■ “Viewing the last diagnostic results” on page 124</li></ul>

---

## Maintenance activities for each component (Meridian 1 and Succession 1000)

The following table identifies the maintenance activities you can perform for each component that is listed in the component tree, when you are connected to a Meridian 1 switch or Succession 1000 system:

Component	Start, stop, or courtesy stop?	Diagnostics available?	Replaceable?
Media Bus	Yes	Yes	No
MPB board	Yes	Yes	Yes
Time Switch	No	No	No
MPCs	Yes	Yes	No
Media Channels	Yes	No	No
DS30X link	Yes	No	No
Channels	Yes	No	No

**Note:** The MGate card and DS30X cable are replaceable. If you are having problems with the DS30X link, determine if either one or both of those items are causing the problem and need to be replaced.

## Maintenance activities for each component (DSE)

The following table identifies the maintenance activities you can perform for each component that is listed in the component tree, when you are connected to a DSE switch:

Component	Start, stop, or courtesy stop?	Diagnostics available?	Replaceable?
Media Bus	No	No	No
MPB board	Yes	No	Yes
Time Switch	No	No	No
MPCs (embedded on MPB boards)	Yes	Yes	No
Media Channels	Yes	No	No
Switch Interface Card	No	No	Yes
Switch Telephony Interface	Yes	No	No
<b>Note:</b> This component is listed under the Switch Interface Card component.			
Switch Interface Channel	Yes	No	No
<b>Note:</b> This component is listed under the Switch Telephony Interface component.			

# Viewing component states

## Introduction

View a component's state to determine the general condition of the component, including whether the component is disabled or off duty. The component's state is shown in the Maintenance section of the Maintenance page.

## Component states

You can determine the state of a component by looking at the State box in the Maintenance section.

<b>State</b>	<b>Description</b>
Active	The component is working and currently involved in processing a call.
Disabled	The diagnostic failed.
Idle	The component is working but not currently involved in processing a call.
InTest	A diagnostic is running on the component.
Loading	The component has been started, which takes it out of the Off Duty state. This state occurs quickly and is immediately followed by Idle.
Local (Red) Alarm	A Receive Loss of Synchronization error occurred on incoming data over a T1 link and lasted more than 2.5 seconds. This condition will exist until synchronization is recovered and remains recovered for 12 seconds.

<b>State</b>	<b>Description</b>
No resources	The hardware required for the component to operate is not installed or is not operating properly.
Not Configured	The component is not configured in CallPilot. For example, a DSP is not being used because it was not allocated in the Configuration Wizard.
Off Duty	The component has been stopped.
Remote Off Duty	The component has been taken out of service at the switch.
Remote (Yellow) Alarm	This alarm is sent by the receiving T1 device to CallPilot. It indicates that a red alarm exists at the receiving device, and remains in effect until the red alarm is cleared at the receiving device.
Shutting Down	The component is in the process of stopping. This state occurs quickly and is immediately followed by Off Duty.
Uninitialized	The call processing component has not initialized the resource.

## Alert icons

If one of the following icons appears next to a component in the tree, then the component or one of its subcomponents is experiencing a problem:

<b>Icon</b>	<b>Description</b>
	A problem exists with a subcomponent of the selected component. Expand the tree to locate the subcomponent with the problem.

---

Icon	Description
	A problem exists with the selected component.

---

## To view the state of a hardware component

- 1 In CallPilot Manager, click Maintenance → Maintenance Admin.

**Result:** The Maintenance page appears.

- 2 Click the plus sign (+) beside the CallPilot server to expand the component tree.

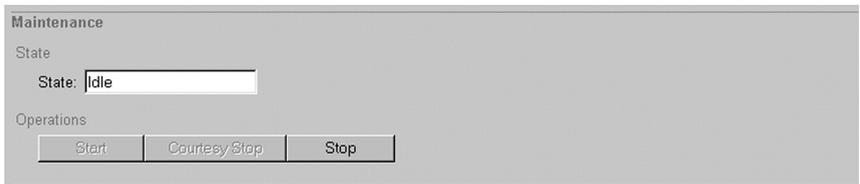
- 3 Continue clicking the plus sign (+) until the component with which you want to work is visible.

- 4 Click the hardware component with which you want to work.

**Result:** The Maintenance page refreshes to show details about the component.

- 5 Scroll down to the Maintenance section.

The following is an example of the Maintenance section for an MPC:



Maintenance

State

State:

Operations

- 6 View the state of the selected component in the State box.

# Starting and stopping components

## Introduction

When you stop a component, you take it out of service and prevent it from operating. You must stop a component before you can replace it (if the component is replaceable) or run a diagnostic test on it.

To bring an out-of-service component back into service, you must start it.

Start and stop components from the Maintenance section on the Maintenance page.

### ATTENTION

---

Nortel Networks recommends that, if possible, you courtesy stop a component. Courtesy stop is available only at the individual channel level.

To courtesy down CallPilot, use the following:

- **Multimedia Monitor:** to courtesy stop a range of multimedia (DSP) channels
- **Channel Monitor:** to courtesy stop a range of call channels:
  - DS30X channels (also known as DS0 channels)
  - DSE channels (usually called “channels”)

For instructions, see Section C: “Working with the Multimedia and Channel Monitors” on page 127.

## Stop versus Courtesy stop

The following two methods of taking a component out of service allow you to choose how active calls are affected:

### **Courtesy stop**

A Courtesy stop takes the component out of service only after the component has finished processing the active call.

- If the component is currently processing a call, the call is not dropped; the component remains active until the call is finished.
- If the component is not currently in use, it is taken out of service immediately.

Courtesy stop is preferred over a regular Stop.

### **Stop**

A Stop takes the component out of service immediately, regardless of whether the component is currently processing calls. All active calls are dropped. Typically, you perform a Stop only when severe problems that are affecting a large number of incoming calls occur or if your organization determines a special need for it.

## Stopped channels and switch operation



### CAUTION

---

#### **Risk of Ring No Answer on disabled (stopped) call channel on Rolm systems**

If your CallPilot server is connected to a Rolm switch and you stop an individual call channel, the corresponding port on the switch is not automatically disabled. As a result, calls can continue to arrive on the stopped channel and result in a Ring-No-Answer.

If you need to stop an individual channel, you have two options:

- Busy-out the port on the switch. This must be done manually by the switch administrator.
- Courtesy stop the entire hunt group that contains the call channel or courtesy stop all call channels in the system.

**Note:** This caution does not apply to stopping DSP ports.

## Components that can be started and stopped (Meridian 1 and Succession 1000)

Only the following components can be started and stopped when connected to a Meridian 1 or Succession 1000 switch:

**Note:** If you want to start or stop more than one or two multimedia (DSP) or call (DS30X) channels, use the Multimedia Monitor or Channel Monitor. For instructions, see Section C: “Working with the Multimedia and Channel Monitors” on page 127.

Component	Effect of stopping
Media Bus	Takes all call processing resources out of service.
MPB board	Takes all call processing resources on the selected board out of service.
Time Switch	You cannot perform maintenance administration on the timeswitch.
MPCs	Takes the selected MPC and Media Channels on the MPC out of service.
Media Channel	Takes the selected Media Channels out of service.
DS30X link	Takes the selected DS30X link and the channels that belong to that link out of service.
Channels	Takes the selected DS30X channel out of service.

## Components that can be started and stopped (DSE)

Only the following components can be started and stopped when connected to a DSE switch:

**Note:** If you want to start or stop more than one or two multimedia (DSP) or call channels, use the Multimedia Monitor or Channel Monitor. For instructions, see Section C: “Working with the Multimedia and Channel Monitors” on page 127.

Component	Effect of stopping
MPB board	Takes all call processing resources on the selected board out of service (MPCs and Media Channels).
MPCs (embedded on MPB boards)	Takes the selected MPC and Media Channels on the MPC out of service.
Media Channels	Takes the selected Media Channel out of service.
Switch Telephony Interface <b>Note:</b> This component is listed under the Switch Interface Card component.	Takes the selected DSE link and the channels that belong to the link out of service.
Switch Interface Channel <b>Note:</b> This component is listed under the Switch Telephony Interface component.	Takes the selected channel out of service.

## To start or stop a component

- 1 In CallPilot Manager, click Maintenance → Maintenance Admin.  
**Result:** The Maintenance page appears.
- 2 Click the plus sign (+) beside the CallPilot server to expand the component tree.

- 3 Continue clicking the plus sign (+) until the component with which you want to work is visible.
- 4 Click the hardware component that you want to start or stop.

**Result:** The Maintenance page refreshes to show details about the component.

- 5 Scroll down to the Maintenance section.

The following is an example of the Maintenance section for an MPC:

Maintenance

State

State:

Operations

- 6 Click Courtesy Stop, Stop, or Start, as required.

Button	Description
Start	If the selected component is out of service, click this button to put it into service.

Button	Description
Courtesy Stop	<p data-bbox="376 228 1020 320">Click this button to take the selected component out of service. CallPilot waits for the call to be completed before disabling the component.</p> <p data-bbox="376 331 527 355"><b>ATTENTION</b></p> <p data-bbox="376 363 1039 520">If you are courtesy stopping all components (that is, you are taking the entire system down), ensure that you inform all administrators, desktop messaging users, and web messaging users so that they can log off their sessions before you proceed.</p> <p data-bbox="376 531 1039 624">The system asks you to confirm the Courtesy stop. If you click OK, the component is put out of service after all calls are finished.</p> <p data-bbox="376 635 1039 791"><b>CAUTION</b> If your CallPilot server is connected to a Rolm switch and you stop an individual call channel, the corresponding port on the switch is not automatically disabled. As a result, calls can continue to arrive on the stopped channel and result in a Ring-No-Answer.</p> <p data-bbox="376 802 1025 863">If you need to stop an individual channel, you have two options:</p> <p data-bbox="376 874 978 935">Busy-out the port on the switch. This must be done manually by the switch administrator.</p> <p data-bbox="376 946 1039 1007">Courtesy stop the entire hunt group that contains the call channel or courtesy stop all call channels in the system.</p> <p data-bbox="376 1018 978 1078"><b>Note:</b> This caution does not apply to stopping DSP ports.</p>

Button	Description
Stop	<p data-bbox="376 228 1020 316">Click this button to take the selected component out of service immediately. All calls that are in progress are disconnected immediately.</p> <p data-bbox="376 331 527 355"><b>ATTENTION</b></p> <p data-bbox="376 363 1020 515">If you are stopping all components (that is, you are taking the entire system down), ensure that you inform all administrators, desktop messaging users, and web messaging users so that they can log off their sessions before you proceed.</p> <p data-bbox="376 531 1037 687"><b>CAUTION</b> If your CallPilot server is connected to a Rolm switch and you stop an individual call channel, the corresponding port on the switch is not automatically disabled. As a result, calls can continue to arrive on the stopped channel and result in a Ring-No-Answer.</p> <p data-bbox="376 703 1020 759">If you need to stop an individual channel, you have two options:</p> <ul data-bbox="385 775 1037 935" style="list-style-type: none"><li data-bbox="385 775 1020 831">■ Busy-out the port on the switch. This must be done manually by the switch administrator.</li><li data-bbox="385 847 1037 935">■ Courtesy stop the entire hunt group that contains the call channel or courtesy stop all call channels in the system.</li></ul> <p data-bbox="376 951 975 1007"><b>Note:</b> This caution does not apply to stopping DSP ports.</p>

---

# Running integrated diagnostics

## Introduction

You should run diagnostic tests from the Diagnostics section on the Maintenance page in the following circumstances:

- You want to ensure that a component is operating properly after installing or reinstalling it.
- The CallPilot server is having trouble processing incoming calls and you are hoping that diagnostic results can tell you why.

Problems include static, dropped calls, and cross talk (hearing another conversation).

## Before you begin

### ATTENTION

---

Take the component out of service before you run the diagnostic test. See “Starting and stopping components” on page 110.

## Diagnostic tests available for each component

The diagnostic tests that are available for each component are listed in the Diagnostic section of the Maintenance page. To view the list of diagnostic tests for a particular component, click the component in the component tree.

## Components that have diagnostic tests available (Meridian 1 and Succession 1000)

The following table identifies the components on which you can run diagnostics when connected to a Meridian 1 switch or Succession 1000 switch:

<b>Component</b>	<b>Diagnostics available?</b>	<b>Replaceable?</b>
Media Bus	Yes	No
MPB board	Yes	Yes
Time Switch	No	No
MPCs	Yes	No
Media Channels	No	No
DS30X link	No	No
Channels	No	No

## Components that have diagnostic tests available (DSE)

The following table identifies the components on which you can run diagnostics when connected to a DSE switch:

<b>Component</b>	<b>Diagnostics available?</b>	<b>Replaceable?</b>
Media Bus	No	No
MPB board	No	Yes
Time Switch	No	No

Component	Diagnostics available?	Replaceable?
MPCs (embedded on MPB boards)	Yes	No
Media Channels	No	No
Switch Interface Card	No	Yes
Switch Telephony Interface	No	No
<b>Note:</b> This component is listed under the Switch Interface Card component.		
Switch Interface Channel	No	No
<b>Note:</b> This component is listed under the Switch Telephony Interface component.		

## If a diagnostic test fails or cannot be run

If a warning message appears, the diagnostic test cannot be run because a prerequisite condition has not been met. If a diagnostic test fails, a message appears in a new browser window (see the example on page 123).

In both cases, check the Alarm Monitor to determine the reason and the appropriate action to take. (See Section A: “Tools for isolating and fixing hardware problems” on page 87.)

If the Alarm Monitor and Event Browser do not provide a solution to a hardware problem, you may need to replace or service a component. If the problem is with a component that is not replaceable because it is not a physical entity (such as the Time Switch), you must either replace its parent component or contact your Nortel Networks technical support representative, depending on the component.

## To run a diagnostic test

### ATTENTION

---

Nortel Networks recommends that you courtesy stop rather than stop a component if possible. For instructions, see “Starting and stopping components” on page 110.

- 1 In CallPilot Manager, click Maintenance → Maintenance Admin.

**Result:** The Maintenance page appears.

- 2 Click the plus sign (+) beside the CallPilot server to expand the component tree.
- 3 Continue clicking the plus sign (+) until the component with which you want to work is visible.
- 4 Click the hardware component for which you want to run diagnostics.

**Result:** The Maintenance page refreshes to show details about the component.

- 5 Scroll down to the Maintenance section, and ensure that the component is out of service.

**Note:** For instructions on taking the component out of service, see “To start or stop a component” on page 114.

## 6 Scroll down to the Diagnostics section.

**Result:** The following is an example of the Diagnostics section for an MPC:

**Diagnostics**

Diagnostic Tests

Selected device must be in one of the following states: Off Duty, Disabled, Uninitialized, or Not Configured.

#	<input type="checkbox"/> Diagnostic	Description
1	<input type="checkbox"/> <a href="#">DSP Address Bus Integrity Test</a>	Integrity test of the SRAM and DRAM address buses.
2	<input type="checkbox"/> <a href="#">DSP Data Bus Integrity Test</a>	Integrity test of the SRAM and DRAM data buses.
3	<input type="checkbox"/> <a href="#">DSP Short Shared Memory Test</a>	Verify that the DRAM is operational.
4	<input type="checkbox"/> <a href="#">DSP Short Private Memory Test</a>	Verify that the SRAM is operational.
5	<input type="checkbox"/> <a href="#">DSP Shared Memory Test</a>	Both DSP and Host access non-overlapped areas of DRAM.
6	<input type="checkbox"/> <a href="#">DSP Arbitration Test</a>	Both DSP and Host access non-overlapped areas of SRAM.
7	<input type="checkbox"/> <a href="#">DSP Cross-Arbitration Test</a>	Host accesses SRAM, DSP accesses DRAM.
8	<input type="checkbox"/> <a href="#">DSP Memory Lock Test</a>	Test of the shared memory transfer locking mechanism.
9	<input type="checkbox"/> <a href="#">DSP Bootup Test</a>	Test that C52 DSP bootup diags pass and interrupt is received.
10	<input type="checkbox"/> <a href="#">DSP DMA Test</a>	Runs tests to verify DMA on the C52 DSP.

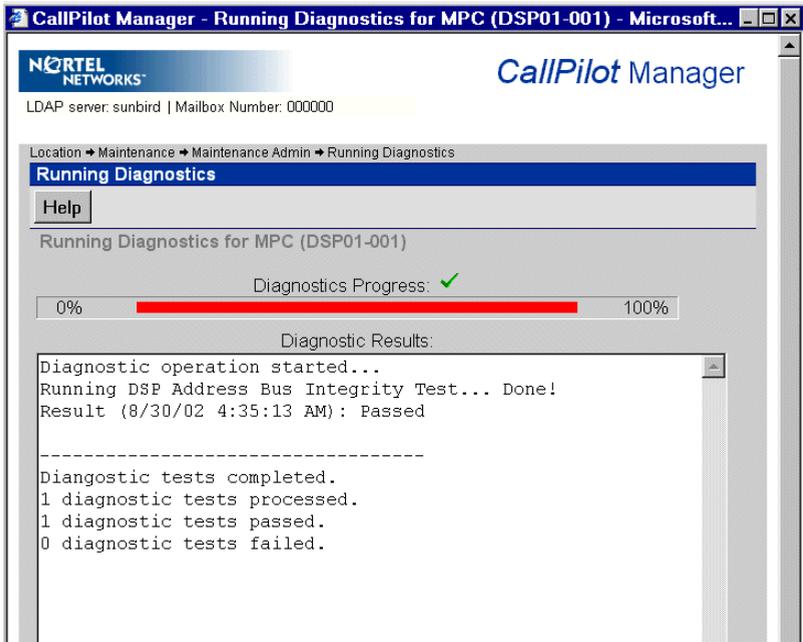
Diagnostic Results

## 7 Check the check box for each diagnostic that you want to run.

**Note:** If you want to run all of the diagnostics, check the Diagnostic Description check box at the top of the list.

**8** Click Run.

**Result:** A new web browser window opens to display the progress and results of the diagnostics:



**Note:** The Diagnostic Results box in the Diagnostics section displays diagnostic results when you click Get Last Result.

# Viewing the last diagnostic results

## Introduction

You can review the results of previously run diagnostics by clicking the Get Last Results button for a component.

## To view the last diagnostics result

### ATTENTION

---

Nortel Networks recommends that you courtesy stop rather than stop a component if possible. For instructions, see “Starting and stopping components” on page 110.

- 1 In CallPilot Manager, click Maintenance → Maintenance Admin.  
**Result:** The Maintenance page appears.
- 2 Click the plus sign (+) beside the CallPilot server to expand the component tree.
- 3 Continue clicking the plus sign (+) until the component with which you want to work is visible.
- 4 Click the hardware component for which you want to run diagnostics.  
**Result:** The Maintenance page refreshes to show details about the component.

5 Scroll down to the Diagnostics section.

**Result:** The following is an example of the Diagnostics section for an MPC:

**Diagnostics**

Diagnostic Tests

Selected device must be in one of the following states: Off Duty, Disabled, Uninitialized, or Not Configured.

Run Get Last Result

#	<input type="checkbox"/> Diagnostic	Description
1	<input type="checkbox"/> <a href="#">DSP Address Bus Integrity Test</a>	Integrity test of the SRAM and DRAM address buses.
2	<input type="checkbox"/> <a href="#">DSP Data Bus Integrity Test</a>	Integrity test of the SRAM and DRAM data buses.
3	<input type="checkbox"/> <a href="#">DSP Short Shared Memory Test</a>	Verify that the DRAM is operational.
4	<input type="checkbox"/> <a href="#">DSP Short Private Memory Test</a>	Verify that the SRAM is operational.
5	<input type="checkbox"/> <a href="#">DSP Shared Memory Test</a>	Both DSP and Host access non-overlapped areas of DRAM.
6	<input type="checkbox"/> <a href="#">DSP Arbitration Test</a>	Both DSP and Host access non-overlapped areas of SRAM.
7	<input type="checkbox"/> <a href="#">DSP Cross-Arbitration Test</a>	Host accesses SRAM, DSP accesses DRAM.
8	<input type="checkbox"/> <a href="#">DSP Memory Lock Test</a>	Test of the shared memory transfer locking mechanism.
9	<input type="checkbox"/> <a href="#">DSP Bootup Test</a>	Test that C52 DSP bootup diags pass and interrupt is received.
10	<input type="checkbox"/> <a href="#">DSP DMA Test</a>	Runs tests to verify DMA on the C52 DSP.

Run Get Last Result

Diagnostic Results

6 Check the check box for each diagnostic for which you want to review results.

## 7 Click Get Last Result.

**Result:** The results appear in the Diagnostic Results box.

The screenshot shows a software interface for running diagnostic tests. At the top, there are two buttons: 'Run' and 'Get Last Result'. Below these is a table with columns for a sequence number, a test name (with a link icon), and a description. The 'DSP Bootup Test' is selected with a checkmark. Below the table, there are again 'Run' and 'Get Last Result' buttons. Underneath, a 'Diagnostic Results' box contains the text: 'DSP Bootup Test: No result available.'

#	Diagnostic Description	
1	<a href="#">DSP Address Bus Integrity Test</a>	Integrity test of the SRAM and DRAM address buses.
2	<a href="#">DSP Data Bus Integrity Test</a>	Integrity test of the SRAM and DRAM data buses.
3	<a href="#">DSP Short Shared Memory Test</a>	Verify that the DRAM is operational.
4	<a href="#">DSP Short Private Memory Test</a>	Verify that the SRAM is operational.
5	<a href="#">DSP Shared Memory Test</a>	Both DSP and Host access non-overlapped areas of DRAM.
6	<a href="#">DSP Arbitration Test</a>	Both DSP and Host access non-overlapped areas of SRAM.
7	<a href="#">DSP Cross-Arbitration Test</a>	Host accesses SRAM, DSP accesses DRAM.
8	<a href="#">DSP Memory Lock Test</a>	Test of the shared memory transfer locking mechanism.
9	<input checked="" type="checkbox"/> <a href="#">DSP Bootup Test</a>	Test that C52 DSP bootup diags pass and interrupt is received.
10	<a href="#">DSP DMA Test</a>	Runs tests to verify DMA on the C52 DSP.

Diagnostic Results

DSP Bootup Test:  
No result available.

## Last diagnostic results

The results of the last diagnostic test display the following information in the Diagnostic Results box:

- diagnostic title
- diagnostic result: pass or fail
- the date and time the test was completed

# Section C: Working with the Multimedia and Channel Monitors

## In this section

Working with the Multimedia Monitor	128
Working with the Channel Monitor	130

# Working with the Multimedia Monitor

## Introduction

The Multimedia Monitor shows the status of multimedia channels. The multimedia channels are the DSP ports that process the calls. They are the voice, fax, and speech recognition channels.

## To view or work with multimedia channel states

- 1 In CallPilot Manager, click Maintenance → Multimedia Monitor.

**Result:** The Multimedia Monitor page appears, showing the channels associated with each DSP.

CallPilot - Channel Monitor - Microsoft Internet Explorer

File Edit View Favorites Tools Help Links

**NORTEL NETWORKS** CallPilot Manager

LDAP server: sunbird | Mailbox Number: 000000 Preferences Help Logout

Home User System Maintenance Messaging Tools Help

Location: Maintenance → Multimedia Monitor

**Multimedia Monitor**

Start Courtesy Stop Stop Help

Refresh Rate

Delay between updates: 5 seconds

Channel Status

MPC / MPC Port	1	2	3	4
<input type="checkbox"/> DSP01-001	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1			
				Label: DSP01-001-001
<input type="checkbox"/> DSP01-002	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	1	2	4

Legend

	Active		Idle		In Test		Loading		No Resources		Not Configured		Remote (Yellow) Alarm
	Off Duty		Remote Off Duty		Disabled		Shutting Down		Uninitialized		Local (Red) Alarm		

Start Courtesy Stop Stop Help

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Done Local intranet

**Note:** For an explanation of the channel states, refer to the CallPilot Manager online Help.

**2** Do one of the following:

<b>IF you want to stop or start</b>	<b>THEN</b>
all of the channels associated with a DSP	check the check box to the left of the DSP that you want to stop or start. Repeat this step for each DSP.
only one or several channels that are associated with a DSP	check the check box for each channel that you want to stop or start.

**3** Click Courtesy Stop, Stop, or Start as required.

**Result:** If you clicked Courtesy Stop or Stop, you are asked to confirm the Courtesy Stop or Stop. Click OK.

The selected channels change to idle or on-duty status, according to the action you chose.

If the buttons are not available, wait a few seconds for the page to refresh:

- The Start button is available only when a component is in the Idle state.
- The Courtesy Stop and Stop buttons are available only when a component is in one of the following states: Idle, Active, Remote Alarm, Local Alarm.

# Working with the Channel Monitor

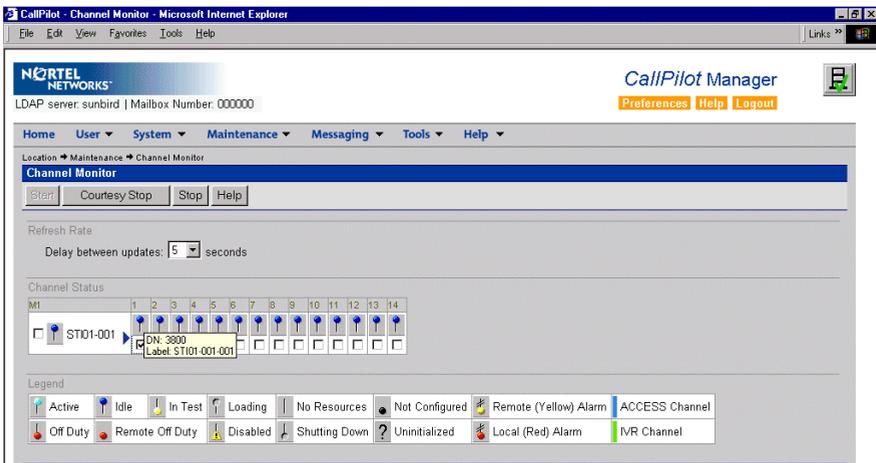
## Introduction

The Channel Monitor shows the status of call channels. The call channels are the connections between the server and the switch that carry the call signals to CallPilot.

## To view or work with call channel states

- 1 In CallPilot Manager, click Maintenance → Channel Monitor.

**Result:** The Channel Monitor page appears, showing the channels associated with each link.



**Note:** For an explanation of the channel states, refer to the CallPilot Manager online Help.

**2** Do one of the following:

<b>IF you want to stop or start</b>	<b>THEN</b>
all of the channels associated with a link	check the check box to the left of the link that you want to stop or start. Repeat this step for each link.
only one or several channels that are associated with a link	check the check box for each channel that you want to stop or start.

**3** Click Courtesy Stop, Stop, or Start, as required.

**Result:** If you clicked Courtesy Stop or Stop, you are asked to confirm the Courtesy Stop or Stop. Click OK.

The selected channels change to idle or on-duty status, according to the action you chose.

If the buttons are not available, wait a few seconds for the page to refresh:

- The Start button is available only when a component is in the idle state.
- The Courtesy Stop and Stop buttons are available only when a component is in one of the following states: Idle, Active, Remote Alarm, Local Alarms.



# Chapter 6

---

## Using CallPilot system utilities

### In this chapter

Overview	134
Diagnostics Tool	136
PEP Maintenance utility	139
Session Trace	141
System Monitor	149
DSE Monitor	155

# Overview

## Introduction

The following table lists the CallPilot system utilities:

Utility	Description
Diagnostics Tool	Allows CallPilot startup diagnostics to be enabled or disabled (turned on or off).
PEP Maintenance	Displays a list of installed PEPs and enables PEP uninstall.
Session Trace	Provides detailed information about the activity in a user's mailbox and the state of the message waiting indicator (MWI).
System Monitor	Displays the following information: <ul style="list-style-type: none"><li>■ the status of all CallPilot channels</li><li>■ the status of all CallPilot services</li></ul> <p><b>Note:</b> This status is more accurate than the status that Windows NT provides in the Services control panel.</p> <ul style="list-style-type: none"><li>■ particulars about the CallPilot system, such as names, keycodes, serial numbers, IP addresses, and system numbers</li></ul>
DSE Monitor	Troubleshooting tool that provides phone simulation for the DSE connectivity.

## Accessing the system utilities

All CallPilot utilities are accessible from the CallPilot server in the Start → Programs → CallPilot → System Utilities menu.

# Diagnostics Tool

## Introduction

The Diagnostics Tool allows you to enable or disable CallPilot startup diagnostics.

CallPilot startup diagnostics automatically identify hardware problems that may exist when the system and its services are started. Diagnostics are displayed for:

- MediaBus, MPB board, MPC/DSP  
(for Meridian 1 and Succession 1000)
- DSP (for DSE)

When you disable startup diagnostics, you can save time during system maintenance operations where restarts or Call Processing services restarts are required.

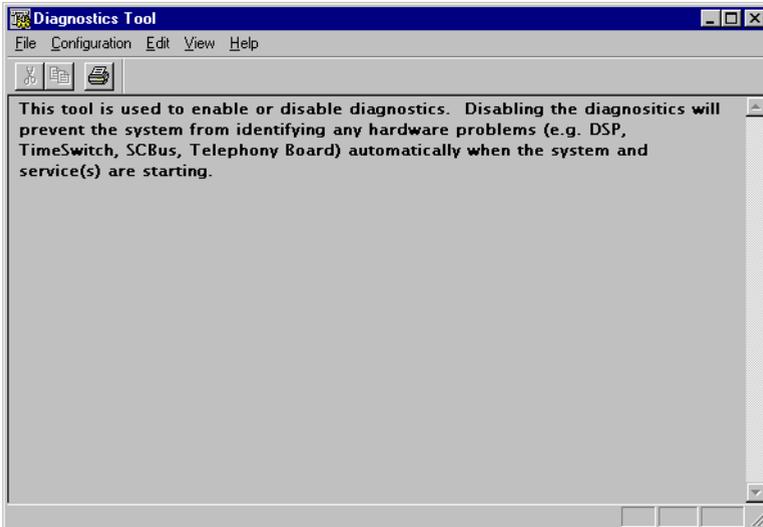
There are three recommended steps:

1. Use the Diagnostics tool to turn off CallPilot startup diagnostics.
2. Perform system maintenance.
3. Use the Diagnostics tool to turn on CallPilot startup diagnostics.

## To access the Diagnostics Tool

On the Windows desktop, click Start → Programs → CallPilot → System Utilities → Diagnostic Tool.

**Result:** The Diagnostics Tool window appears.



## To enable startup diagnostics

From the Diagnostics Tool window, select Configuration → Maintenance Startup Diag → Enable.

## To disable startup diagnostics

**ATTENTION**

---

Nortel Networks recommends that you leave the startup diagnostics turned on.

When you disable CallPilot startup diagnostics, you prevent CallPilot from automatically identifying hardware problems that may exist when the system and its services are started.

On the Diagnostics Tool window, select Configuration → Maintenance Startup Diag → Disable.

# PEP Maintenance utility

## Introduction

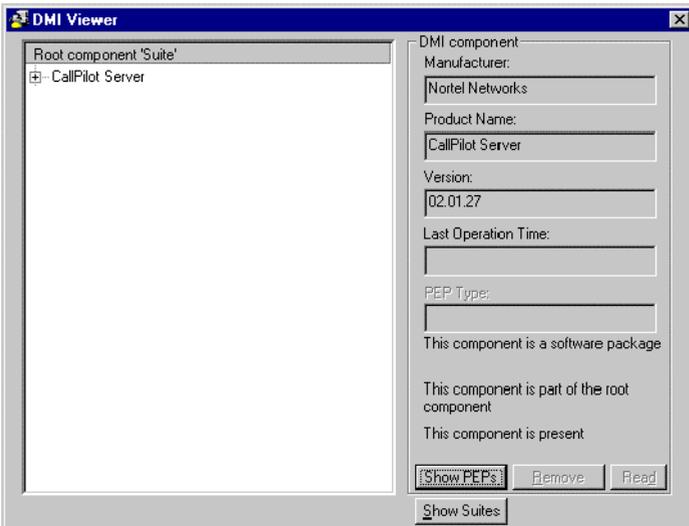
The PEP Maintenance utility displays a list of all installed PEPs on the server and enables you to uninstall PEPS.

For information on installing or uninstalling PEPs, refer to Part 4 of the *CallPilot Installation and Configuration* binder.

## To access the PEP Maintenance utility

From the Windows desktop, click Start → Programs → CallPilot → System Utilities → PEP Maintenance Utility.

**Result:** The DMI Viewer window appears.



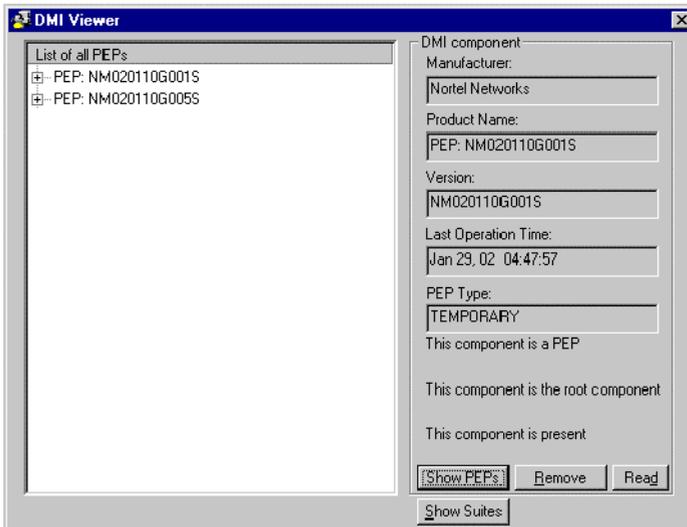
## To view a list of all installed PEPs

- 1 Click the component for which you want to display the PEP list.
- 2 Click Show PEPs.

**Result:** A list of all installed PEPs appears in the left pane.

- 3 If you want to review the readme file associated with a PEP, click the PEP, and then click Read.

**Result:** The readme file opens in Notepad.



# Session Trace

## Introduction

The Session Trace tool displays detailed information about the activity in a user's mailbox and the state of the message waiting indicator (MWI). The session information includes

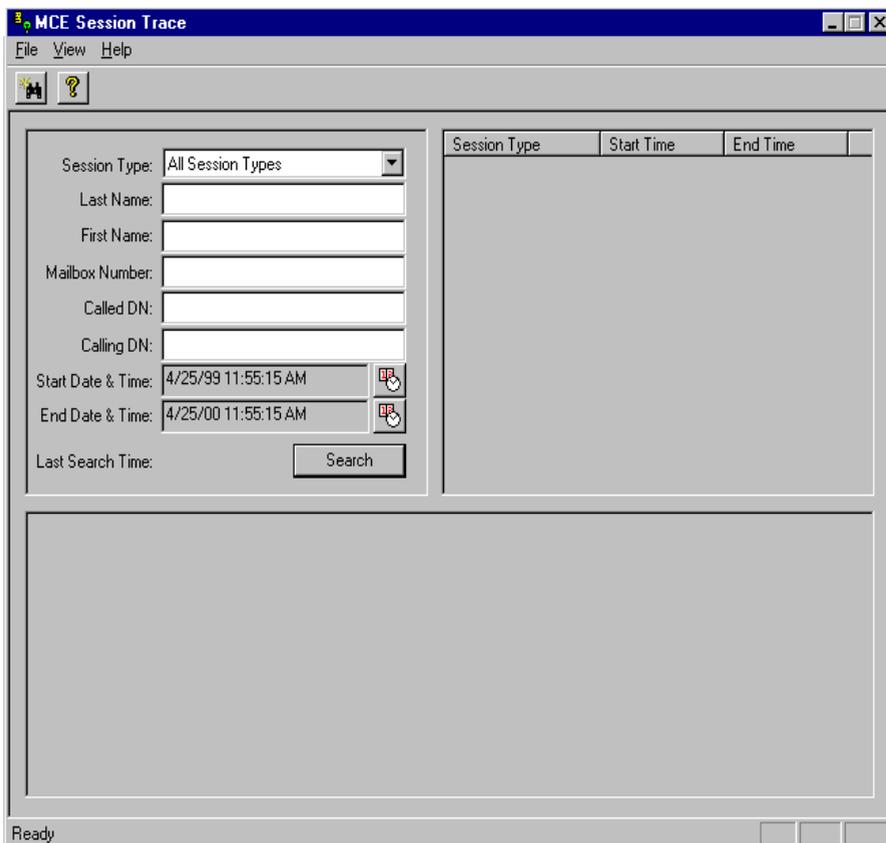
- voice messaging
- call answering
- express messaging activity (messages composed and sent, or left in a mailbox)
- the number of messages played or unplayed at the beginning, middle, and end of a session
- messages and personal distribution lists restored into a mailbox
- the last change to the MWI (turned on or off, or untouched)

This session information allows an administrator or technician to study the state of a user's mailbox and the MWI, and to use that information to follow up on any user complaints. For example, a user may complain that the MWI was on, but no voice messages were in the mailbox when the user logged on. The session information can tell the administrator why the MWI was turned on.

## To access the session trace tool

From the Windows desktop, click Start → Programs → CallPilot → System Utilities → Session Trace Tool.

**Result:** The MCE Session Trace window appears.



## To find a session

- 1 From the Session Type drop-down menu, choose the type of session.

Session Type: Expired Messages

Last Name:

First Name: Expired Messages

Mailbox Number: Logon

Called DN: MWI

Calling DN:

Start Date & Time: 4/25/99 11:55:15 AM

End Date & Time: 4/25/00 11:55:15 AM

Last Search Time: 11:55:47 AM

Search

To display a list of all session types, select All Session Types.

- 2 Enter as much information in the search criteria boxes to identify the session you want to view.

To display a list of all users for the selected Session Type, leave the search criteria boxes blank.

- 3 Click Search to initiate the search.
  - a. If you did not enter any user information, a list of users matching the Session Type appears at the bottom of the window.

To select a user from the list, double-click the user name to display session type information.

- b. If you selected All Session Types for a user, the session type information appears to the right of the window.
- 4 Double-click the session type to display the session information.

**Result:** The Session Type information appears at the bottom of the window.

## Session type information

### Call Answering session type information

**MCE Session Trace**

File View Help

Home  ?

Session Type: All Session Types  
 Last Name: Clint  
 First Name: Bill  
 Mailbox Number: 8050  
 Called DN:  
 Calling DN:  
 Start Date & Time: 5/2/99 11:23:15 AM  
 End Date & Time: 5/2/00 11:23:15 AM  
 Last Search Time: 11:26:30 AM

Search

Session Type	Start Time	End Time
Logon OK	15:37:14 Apr 28	15:38:40 Apr 28
MWI Off	15:38:41 Apr 28	15:38:41 Apr 28
Logon OK	15:39:40 Apr 28	15:40:09 Apr 28
MWI Off	15:40:10 Apr 28	15:40:10 Apr 28
Call Answering	15:42:30 Apr 28	15:42:40 Apr 28
MWI On	15:42:40 Apr 28	15:42:40 Apr 28
Logon OK	15:42:47 Apr 28	15:43:56 Apr 28
MWI Off	15:43:11 Apr 28	15:43:11 Apr 28
MWI Off	15:43:57 Apr 28	15:43:57 Apr 28
Call Answering	15:46:48 Apr 28	15:46:53 Apr 28
MWI On	16:56:24 Apr 28	16:56:24 Apr 28
MWI On	01:30:13 Apr 29	01:30:13 Apr 29
Expired Messages	03:30:09 Apr 29	03:30:09 Apr 29

Session Type: Call Answering  
 Start Time: 15:42:30 Apr 28  
 End Time: 15:42:40 Apr 28  
 Session Length: 10 seconds  
 Called DN: 8050  
 Calling DN: 8051  
 Call Origination: Inbound

Message Length: 1 second  
 Message Disposition: Message left

43 records found

NUM

## Expired messages session type information

**MCE Session Trace**

File View Help

Session Type: All Session Types  
 Last Name: Clint  
 First Name: Bill  
 Mailbox Number: 8050  
 Called DN:  
 Calling DN:  
 Start Date & Time: 5/2/99 11:23:15 AM  
 End Date & Time: 5/2/00 11:23:15 AM  
 Last Search Time: 11:26:30 AM Search

Session Type	Start Time	End Time
Logon OK	15:37:14 Apr 28	15:38:40 Apr 28
MWI Off	15:38:41 Apr 28	15:38:41 Apr 28
Logon OK	15:39:40 Apr 28	15:40:09 Apr 28
MWI Off	15:40:10 Apr 28	15:40:10 Apr 28
Call Answering	15:42:30 Apr 28	15:42:40 Apr 28
MWI On	15:42:40 Apr 28	15:42:40 Apr 28
Logon OK	15:42:47 Apr 28	15:43:56 Apr 28
MWI Off	15:43:11 Apr 28	15:43:11 Apr 28
MWI Off	15:43:57 Apr 28	15:43:57 Apr 28
Call Answering	15:46:48 Apr 28	15:46:53 Apr 28
MWI On	16:56:24 Apr 28	16:56:24 Apr 28
MWI On	01:30:13 Apr 29	01:30:13 Apr 29
Expired Messages	03:30:09 Apr 29	03:30:09 Apr 29

Session Type: Expired Messages

Date And Time: 03:30:09 Apr 29

Messages Deleted: 0

43 records found NUM

### Express Messaging session type information

Session Type: Express Messaging	
Start Time: Static	Message Length: Static
End Time: Static	Message Type: Static
Session Length: Static	Message Disposition: Static
Called DN: 123456789012345678901234567890	
Calling DN: Static	
Call Origination: Static	

## Logon OK session type information

**MCE Session Trace**

File View Help

Session Type: All Session Types  
 Last Name: Clint  
 First Name: Bill  
 Mailbox Number: 8050  
 Called DN:  
 Calling DN:  
 Start Date & Time: 5/2/99 11:23:15 AM  
 End Date & Time: 5/2/00 11:23:15 AM  
 Last Search Time: 11:26:30 AM

Session Type	Start Time	End Time
Logon OK	15:37:14 Apr 28	15:38:40 Apr 28
MWI Off	15:38:41 Apr 28	15:38:41 Apr 28
Logon OK	15:39:40 Apr 28	15:40:09 Apr 28
MWI Off	15:40:10 Apr 28	15:40:10 Apr 28
Call Answering	15:42:30 Apr 28	15:42:40 Apr 28
MWI On	15:42:40 Apr 28	15:42:40 Apr 28
Logon OK	15:42:47 Apr 28	15:43:56 Apr 28
MWI Off	15:43:11 Apr 28	15:43:11 Apr 28
MWI Off	15:43:57 Apr 28	15:43:57 Apr 28
Call Answering	15:46:48 Apr 28	15:46:53 Apr 28
MWI On	16:56:24 Apr 28	16:56:24 Apr 28
MWI On	01:30:13 Apr 29	01:30:13 Apr 29
Expired Messages	03:30:09 Apr 29	03:30:09 Apr 29

Session Type: Logon OK

Start Time: 15:42:47 Apr 28      Session Length: 69 seconds  
 End Time: 15:43:56 Apr 28      Call Origination: Inbound  
 Called DN: 3751  
 Calling DN: 8051

Message Lengths (Seconds)			
	min	max	total
Voice:	0	0	0
Fax:	0	0	0

Start Of Session	During Session
Total Msgs: 1	New Read: 1
Unread Msgs: 1	New Arrived: 0

End Of Session	
Total Msgs: 0	Unread Msgs: 0
Sent: 0	Composed: 0
Replied: 0	Forwarded: 0
Time Delivered: 0	Total Deleted: 1
	New Deleted: 0

43 records found

NUM

## Selective Restore session type information

Session Type: Selective Restore	Start Of Session	End Of Session
Start Time: Static	Total Msgs: Static	Total Msgs: Static
End Time: Static	Unread Msgs: Static	Unread Msgs: Static
Session Length: Static	During Session	
	Total Msgs Restored: Static	
	Unread Msgs Restored: Static	
	PDLs Restored: Static	

# System Monitor

## Introduction

The System Monitor consists of three tabs, as described in the table below:

Tab	Description
Channel Monitor	Shows the status of all CallPilot services, multimedia channels (DSP channels), and call channels (DS30X channels in Meridian 1 and Succession 1000).
System Info	Displays particulars about the CallPilot system, such as features purchased, keycode, serial number, and CallPilot server IP addresses.
Legend/Help	Provides a description of icons and terminology displayed in the System Monitor window.

System Monitor is a nondestructive tool that does not alter the behavior of any CallPilot components.

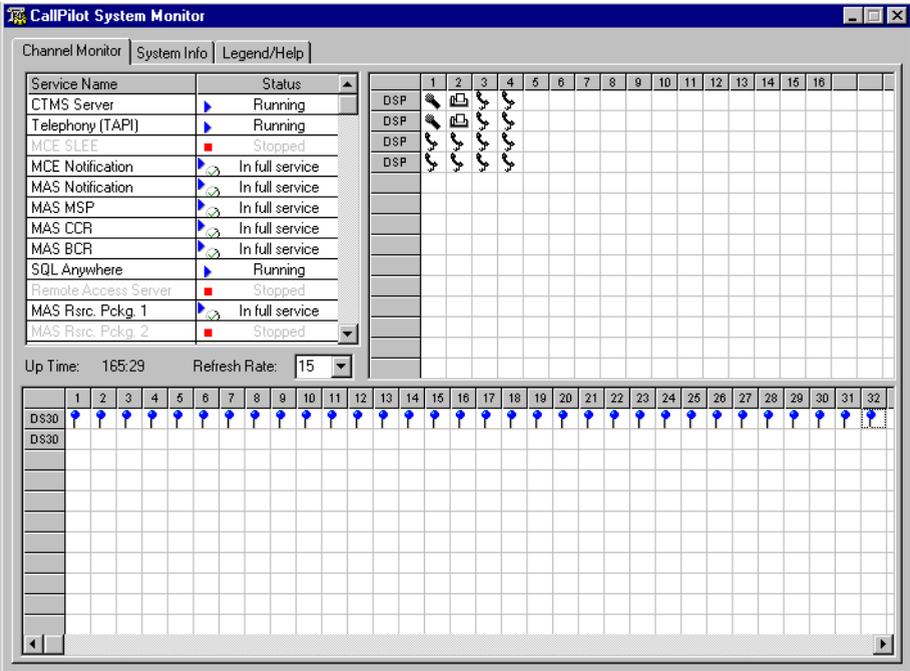
## To access the System Monitor

On the Windows desktop, click Start → Programs → CallPilot → System Utilities → System Monitor.

**Result:** The CallPilot System Monitor window appears. By default, the Channel Monitor tab appears on top. Click the other tabs to view the information on those tabs.

## About the Channel Monitor tab

The following is an example of the Channel Monitor tab, followed by a description of its contents:



**Note:** The example above shows the Channel Monitor for a Meridian 1 switch or Succession 1000 system. On a DSE system, the DS30 rows are replaced by DSE rows.

### CallPilot services

The Service Name pane shows the status of services from a CallPilot perspective. The status shown in the Windows NT Services Control Panel may state that a service is running, but it may not actually be fully running or in service from a CallPilot perspective. Refer to the System Monitor tool Channel Monitor tab for the true status.

The services listed under Service Name should be either running or in full service when CallPilot is functioning optimally. If any CallPilot services are stopped, investigate the cause of this. If you need assistance, call Nortel Networks technical support.

**Note:** While any stopped services should be investigated, some services are not critical. CallPilot may continue to handle call processing even with some services stopped.

The critical services that are needed for basic CallPilot call answering are listed in the following table. For your reference, the equivalent names as they appear in the Windows NT Control Panel are also listed.

<b>CallPilot System Monitor</b>	<b>Windows NT Control Panel equivalent</b>
CTMS Service	CTMS Server
Telephony (TAPI)	Telephony Service
MCE SLEE	CallPilot SLEE Service
MCE Notification	CallPilot MWI Service
MAS Notification	CallPilot Notification Service
MAS CCR	CallPilot Call Channel Router
MAS BCR	CallPilot Blue Call Router
SQL Anywhere	Adaptive Server Anywhere - %ComputerName%_SQLANY
MAS MltmediaCache	CallPilot Multimedia Cache
MAS MltmediaVol1	CallPilot Multimedia Volume 1
MAS MltmediaVol102 (TRP only)	CallPilot Multimedia Volume 102 (TRP only)

<b>CallPilot System Monitor</b>	<b>Windows NT Control Panel equivalent</b>
MAS Mltmedia Vol103 (TRP only)	CallPilot Multimedia Volume 103 (TRP only)
MAS Rsrc. Pckg. 1	CallPilot Resource Package 1

### **DSPs**

In the DSP pane, each DSP is represented in a separate row. Each box in the row is one DSP channel or multimedia channel. Click the Legend/Help tab to view descriptions of the multimedia channel icons.

On the 703t server, 12 DSPs are embedded on each MPB96 board.

### **DS30X links (Meridian 1 and Succession 1000 only)**

In the DS30X link pane, each DS30 row represents a separate DS30X link (also referred to as a DS30 link). Each box in the row represents one DS30X channel.

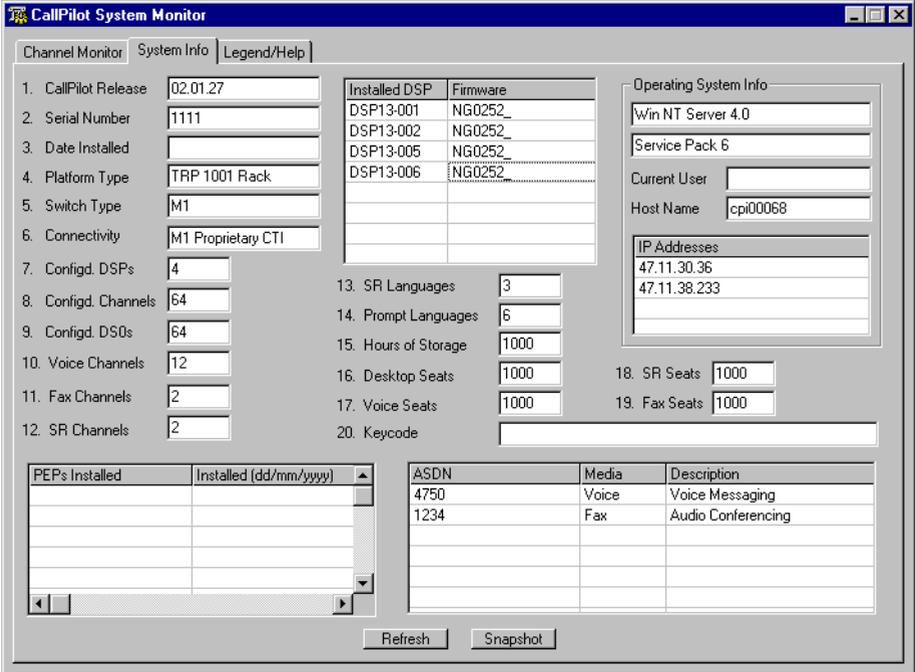
The DS30X links connect the CallPilot server to the MGate card in the Meridian 1 switch or Succession 1000 system.

### **DSE links (DSE only)**

In the DSE link pane, each DSE row represents a separate DSE link (also referred to as a Switch Telephony Interface). Each box in the row represents one channel.

## About the System Info tab

The following is an example of the System Info tab, followed by a description of its contents:



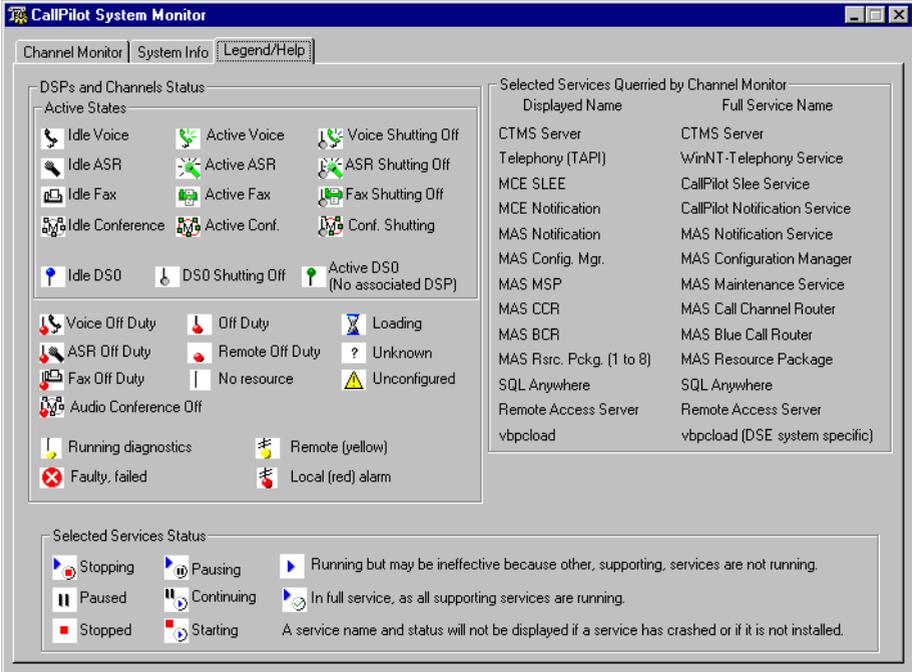
**Note:** The screen sample above was acquired from a 1001rp server, but provides the same type of information for any CallPilot server model.

The numbered items provide information about the features purchased. Information about the underlying operating system is provided in the top right corner, including the server IP addresses.

PEP information and configured Service DNs are listed in the bottom part of the window.

## About the Legend/Help tab

The following is an example of the Legend/Help tab. Consult this window for descriptions of the icons found in the Channel Monitor tab:



# DSE Monitor

## Introduction

The DSE Monitor is a graphical user interface tool that provides help when the CallPilot DSE system is first configured by simulating a phoneset.

It can also be used to troubleshoot phoneset, line, cable, or switch-related problems should they occur.

The simulated phoneset provides the ability to

- answer an incoming call
- make an outbound call
- transfer an incoming call to another extension
- display dialed party extension
- show the carrier presence on the phoneset
- show other characteristics specific to the phoneset being simulated, such as time of day and other features programmed on the phoneset

**Note:** This tool is for use with DSE only. Use of the tool requires an understanding of switches used for DSE connectivity.

## Installing DSE Monitor

If the DSE Monitor is not already installed, it can be installed from the CallPilot Server PEP CD. For information on installing DSE Monitor, refer to the section on DSE Monitor installation in Part 3 of the *CallPilot Installation and Configuration* binder.

Installation of this tool takes approximately three minutes, and requires a system restart.

## To access DSE Monitor

Click Start → Programs → Voice Technologies DSE → Monitor Tool.

### ATTENTION!

Do not use this tool when CallPilot is in use as it can affect CallPilot operation. When this tool is connected to an external phoneset, you cannot hear on the soft phoneset.

## Using the DSE Monitor

Once executed, the DSE Monitor tool appears.



### Menu items

The DSE Monitor tool includes several menu items for configuration:

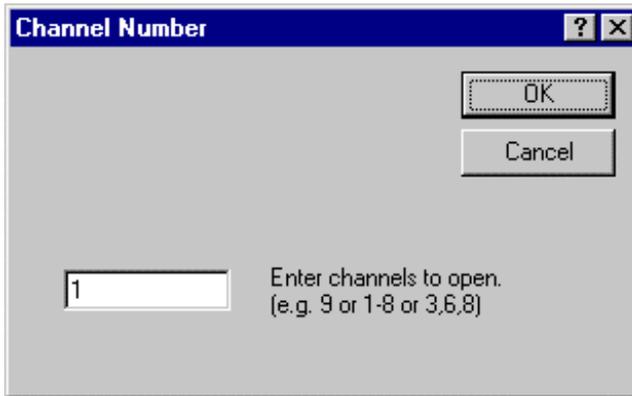
**Mode menu**      Allows for the selection of a different mode of operation. Only active mode is used with this tool in DSE connectivity.

**File menu**      Allows for the selection of a preferred channel for monitoring. Some channels can be opened.

Use the mode menu to select Active PC Phone mode.

**Note:** Nortel Networks recommends that you do not use other modes, as they require additional hardware components to function.

Once the Active PC Phone mode is selected, you can open any or all channels of the DSE boards from the File menu and view them, as shown below:



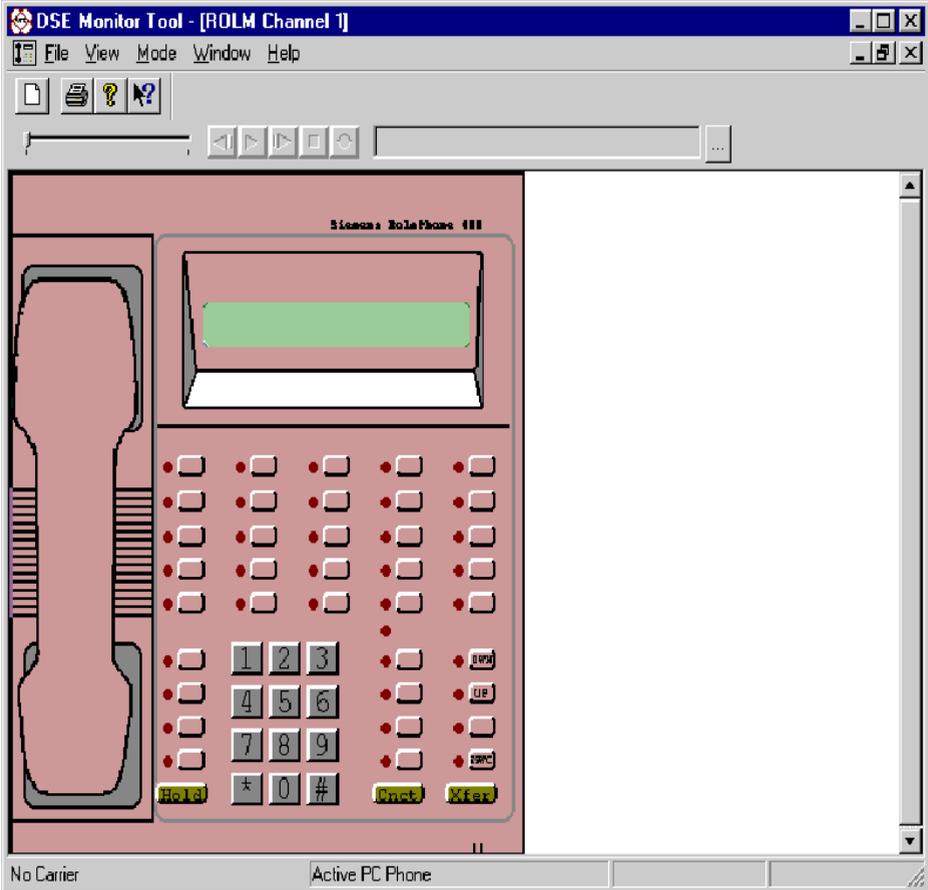
## Using soft phones

The soft phone is connected to the DSE board installed on the CallPilot system and can be considered a physical phoneset. Actions that can be done with a soft phone include

- checking if a carrier exists between the phoneset and the switch
- making a call to the physical phoneset and viewing the phoneset or the DN that is assigned to this CallPilot port
- making a call from a physical phoneset to this soft phone to check if the call shows up on the soft phone
- making a call from a physical phoneset to this phoneset and transferring it to another physical phoneset to see if transfer is possible with CallPilot ports

### Soft phone display for Rolm switch

The display of the soft phone varies depending on the switch to which the CallPilot server is connected. The example below is for a Rolm switch.



# Chapter 7

---

## Replacing basic chassis components

### In this chapter

<b>Section A: Preparing for hardware maintenance</b>	<b>161</b>
Preparing the server for hardware maintenance	162
Removing the side cover	166
Removing and replacing the upper fan holder foam	169
Replacing the side cover	171
<b>Section B: Replacing fans</b>	<b>173</b>
Cooling fans description	174
Replacing a front system fan	177
Replacing a rear system fan	180
Replacing the processor fan	183



# Section A: Preparing for hardware maintenance

## In this section

Preparing the server for hardware maintenance	162
Removing the side cover	166
Removing and replacing the upper fan holder foam	169
Replacing the side cover	171

# Preparing the server for hardware maintenance

## Introduction



### **DANGER**

---

#### **Risk of electric shock**

Before you begin working inside the server, do the following:

- 1 Power off and disconnect all peripheral devices that are connected to the CallPilot server.
- 2 Power off the server and disconnect the power cord.

For more information, see “To disconnect the power and peripheral device cables” on page 163.



### **CAUTION**

---

#### **Risk of electrical damage**

- Wear an antistatic ESD wrist strap when handling cards or boards, or when working inside the server.
- Place hardware components on an antistatic surface until you are ready to install them.
- Do not touch the components or gold-edge connectors of cards or boards.



## CAUTION

---

### Risk of equipment damage

Place the server on its side to prevent the server from accidentally falling over. This provides greater stability. If you attempt to work with the server in its standing position, it may tip over when you remove or insert components.

If the server is equipped with chassis feet, do one of the following:

- Remove the feet so that the server lays flat on the working surface. For more information, see “To remove the chassis feet” on page 165.
- Place stable material beneath the server to raise the feet away from the working surface. This allows the server to lay flat on the working surface.
- Pull the server forward so that the feet hang over the edge of the working surface.

## To disconnect the power and peripheral device cables

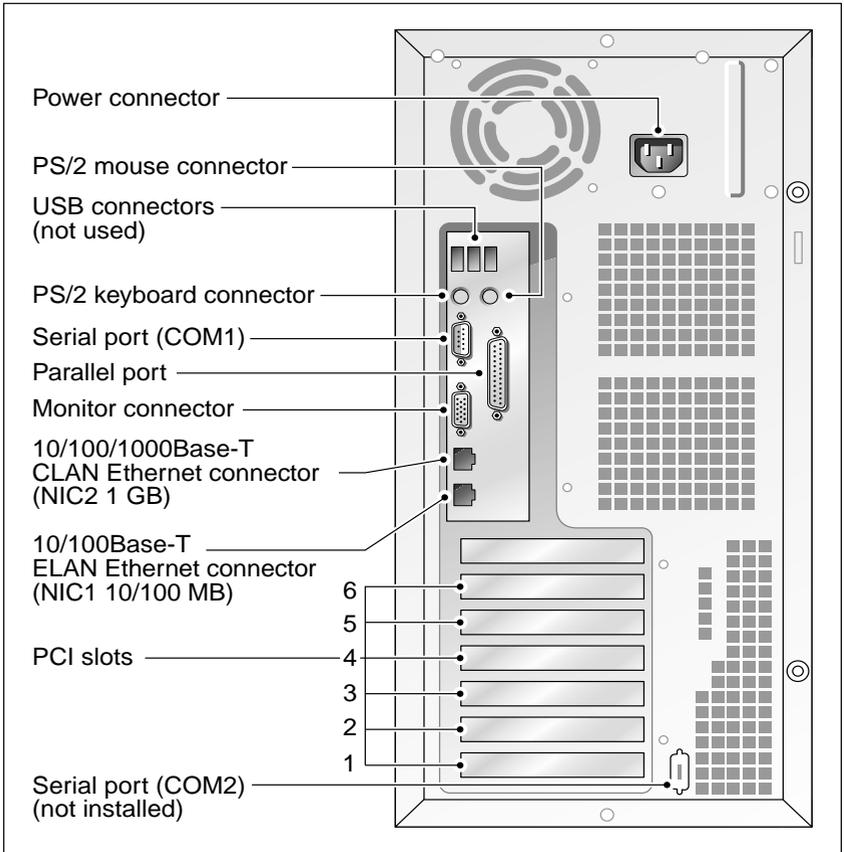
Before you access the server interior, do the following:

- 1 Courtesy stop and power off the server.

For instructions, see “Starting up and shutting down the CallPilot server” in Part 1 of the *CallPilot Installation and Configuration* binder.

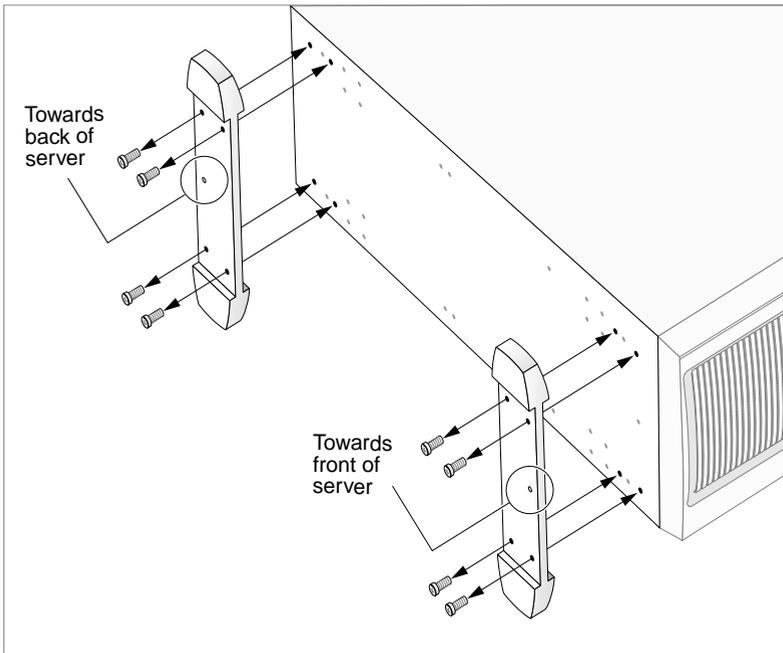
- 2 Label and disconnect the power cable and any other peripheral cables that may be in your way.

Refer to the diagram on the next page to identify the connectors on the server’s back panel.



**3** If desired, continue with “To remove the chassis feet” on page 165.

## To remove the chassis feet



G101782

- 1 Place the server on its side.
- 2 Remove the feet as shown in the above diagram.
- 3 Continue with "Removing the side cover" on page 166.

# Removing the side cover

## Introduction

This section describes how to remove the server's side cover so that you can work with interior components. The side cover is on the left side of the server when the server's front panel is facing you.

## To remove the side cover



### **WARNING**

---

#### **Risk of personal injury**

To prevent personal injury, use caution when you handle the sharp edges of the side cover and chassis.



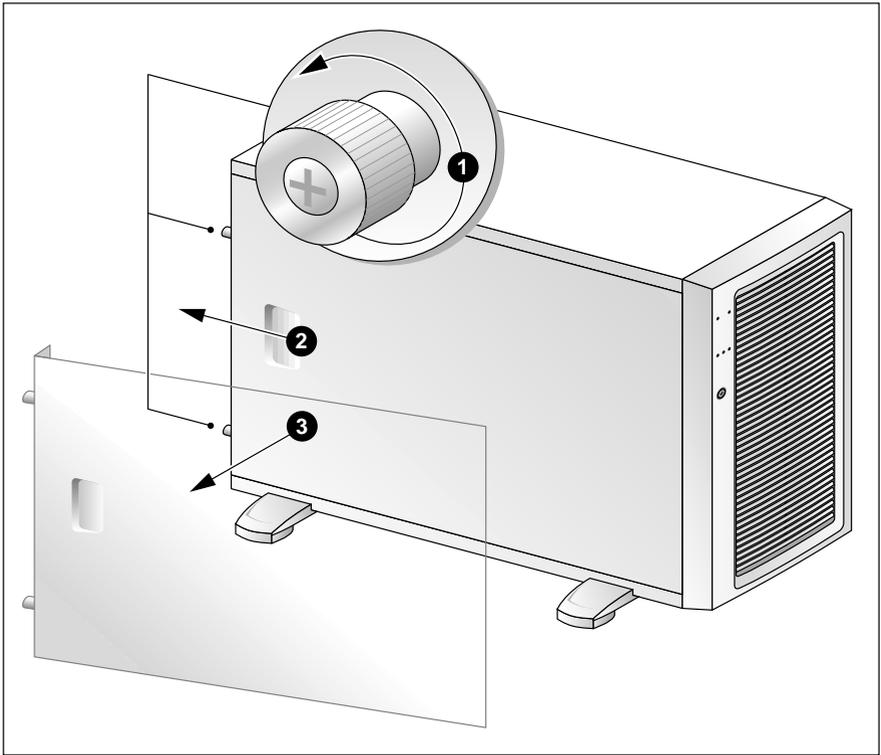
### **CAUTION**

---

#### **Risk of equipment damage**

Use an ESD wrist strap to protect static-sensitive components.

The following diagram shows how to remove the side cover. See the instructions for removal below.



G101761

- 1 Turn the two thumbscrews on the back of the server counter-clockwise to loosen them.

**Note:** The thumbscrews are not removable.

If a removable screw is present, remove it. This screw secures the cover to the server during shipping.

- 2 Place your fingertips in the depression on the side cover, and then as you apply pressure, pull the cover approximately 2.5 cm (1 in.) away from the front of the server until it stops.

- 3** Use both hands to lift the cover away from the chassis.
- 4** Set the cover aside.

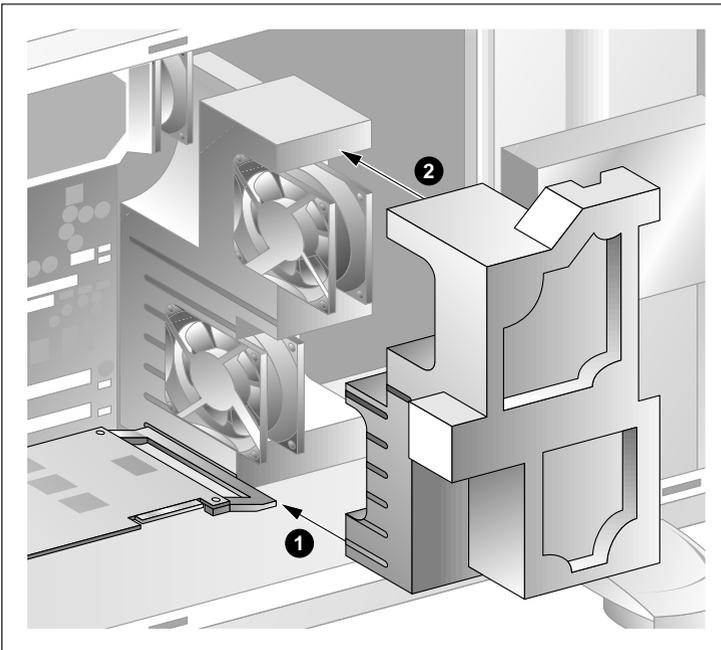
# Removing and replacing the upper fan holder foam

## Introduction

The interior of the server contains two layers of fan holder foam, which secures and stabilizes the cooling fans and add-in boards. The fan holder foam also maintains the space that is required between the boards for cooling.

You may be required to remove the upper fan holder foam to access and work with some components.

## Installing the fan holder foam



G101783

## To remove the upper fan holder foam

- 1 Remove the server's side cover.
- 2 Lift the upper fan holder foam out of the server.

## To replace the upper fan holder foam

- 1 Ensure that the fan cables are in the slots in the lower fan holder foam.
- 2 Place the bottom end of the upper fan holder foam beneath the edge of the server chassis.
- 3 Align the slots on the underside of the foam with the fans and add-in boards.

Use your fingers on the underside of the upper fan holder foam to determine correct placement of the fans. The fans must sit straight inside the foam sockets. They must not align with the left side of the foam.

- 4 Press the foam into place.

You may need to wiggle the fans so that the upper fan holder foam sits flush with the bottom fan holder foam.

- 5 Ensure that the upper fan holder foam engages with the lip on the media drives cage and is securely seated.

# Replacing the side cover

## Introduction

After you complete your work with the server's interior components, replace the side cover and, if you removed them, reinstall the chassis feet on the bottom of the server.

## To replace the side cover



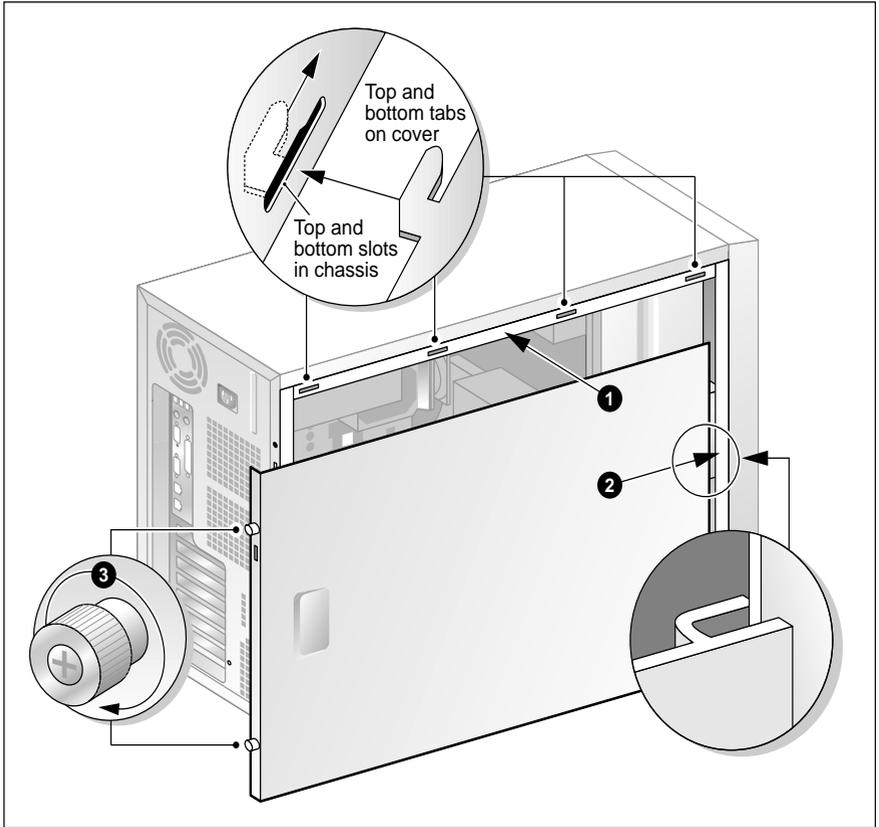
### CAUTION

---

#### **Risk of equipment damage**

Before you replace the side cover, ensure that there are no tools or loose parts inside the server chassis.

- 1 Hold the cover flat against the chassis.
- 2 Slide the cover toward the front of the server until it locks into place.
- 3 Tighten the two thumbscrews on the back of the server.
- 4 If you removed the chassis feet, reinstall them.
- 5 Connect all external peripheral device cables and the power cord to the back panel.
- 6 Power up the server.



G101762

## Section B: Replacing fans

### In this section

Cooling fans description	174
Replacing a front system fan	177
Replacing a rear system fan	180
Replacing the processor fan	183

# Cooling fans description

## Introduction

For cooling and airflow, the system contains five fans that cool the server's interior.



### **WARNING**

---

#### **Risk of equipment damage**

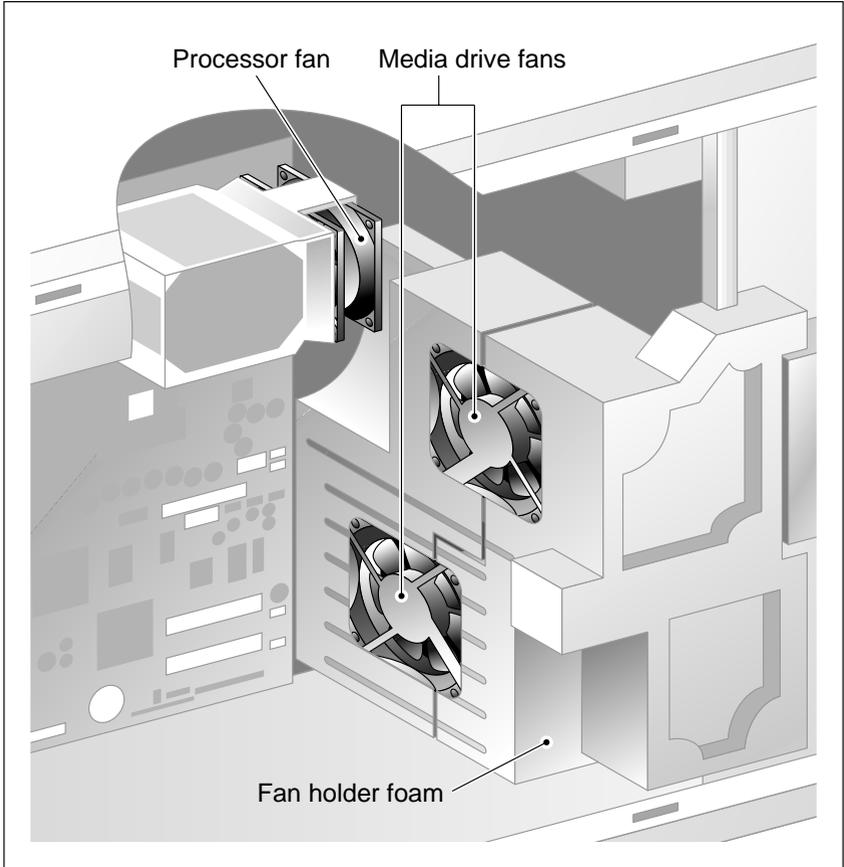
Ensure that any cables in the proximity of the fans are kept away from the fans. If a cable is caught in a fan, the fan will break.

## Replaceable fan locations

The server contains five replaceable fans:

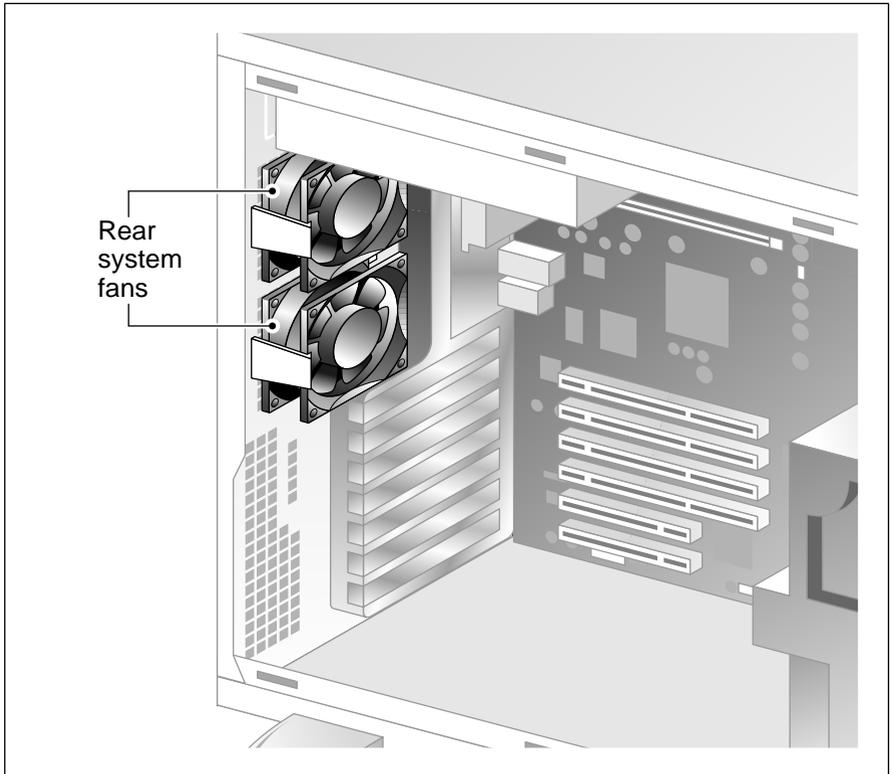
- Three fans are located near the front of the server. Two fans draw air through the lower media drive bays and provide cooling to the add-in boards. The third fan provides cooling for the system's processor. See "Front system fans" on page 175.
- Two fans are located at the back of the server. These fans draw air through the upper media drive bays, cool the server's interior, and assist in evacuating hot air through the back of the server. See "Rear system fans" on page 176.

### Front system fans



G101781

## Rear system fans



G101763

## Fan labels

The following conditions indicate when fans are installed correctly:

- The fan's printed label faces the back of the server.
- The arrows embossed on the fan casing face as follows: ◀↓.

# Replacing a front system fan

## Introduction

Replace a malfunctioning fan with the same type as the one removed. For more information about replacing a fan, contact your Nortel Networks customer service representative.

**Note:** The fan replacement kit contains four fans: two front fans and two rear fans.

## To remove a front system fan

- 1 Prepare the server for front system fan replacement as follows:
  - a. Shut down the server, and then disconnect the power and peripheral device cables.
  - b. Place the server on its side.
  - c. Remove the side cover.
  - d. Remove the upper fan holder foam.

For instructions, see Section A: "Preparing for hardware maintenance" on page 161.



### WARNING

---

#### Risk of personal injury or equipment damage

Failure to follow the procedures in Section A: "Preparing for hardware maintenance" on page 161 can result in electrical shock or equipment damage.

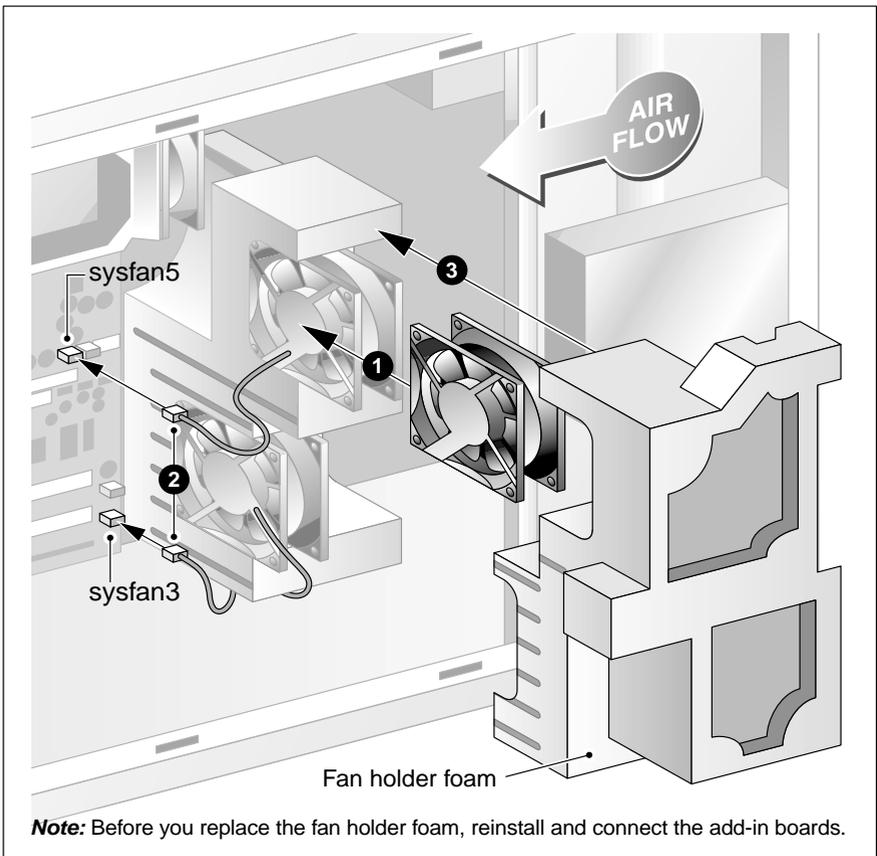
- 2 Label and disconnect any cables that are attached to the voice processing boards.

- 3 Remove any add-in boards that block your access to the fan connectors on the motherboard.

**Note:** As you remove each board, label it with its slot number so that you can reinstall the board in the same slot.

- 4 Lift the fan out of its slot in the fan holder foam.
- 5 Disconnect the fan's power cable connector from the server's motherboard.

## To install a front system fan



G101765

- 1 Insert the fan into its slot in the bottom fan holder foam.

**ATTENTION**

---

To ensure proper cooling operation, ensure that the fan's printed label is facing the back of the server, and the arrows embossed on the fan casing are facing as follows: ◀↓.

- 2 Connect the fan's power cable as follows:
  - a. Insert the fan's power cable into its slot on the bottom fan holder foam, and route the cable as shown in the preceding diagram.
  - b. Connect the fan's power cable to its connector on the motherboard.

The connector is keyed so that it can be attached only one way.

**Note:** The fan closest to the top of the server connects to the connector labeled **sysfan5**. The fan closest to the bottom of the server connects to the connector that is labeled **sysfan3**.

- 3 Reinstall the add-in boards.
- 4 Reconnect any cables you disconnected to the add-in boards.
- 5 Ensure that any cables located near the fans are kept well away from the fans.

**CAUTION**

---

**Risk of equipment damage**

If a cable is caught in a fan, the fan will break.

- 6 Replace the upper fan holder foam.

For instructions, see "To replace the upper fan holder foam" on page 170.
- 7 Replace the server's side cover.
- 8 Reconnect all peripheral device cables and power cord.
- 9 Power up the server.

# Replacing a rear system fan

## Introduction

Replace a malfunctioning fan with the same type as the one removed. For more information about replacing a fan, contact your Nortel Networks customer service representative.

**Note:** The fan replacement kit contains four fans: two front fans and two rear fans.

## To remove a rear system fan

- 1 Prepare the server for rear system fan replacement as follows:
  - a. Shut down the server, and then disconnect the power and peripheral device cables.
  - b. Place the server on its side.
  - c. Remove the side cover.

For instructions, see Section A: “Preparing for hardware maintenance” on page 161.



### WARNING

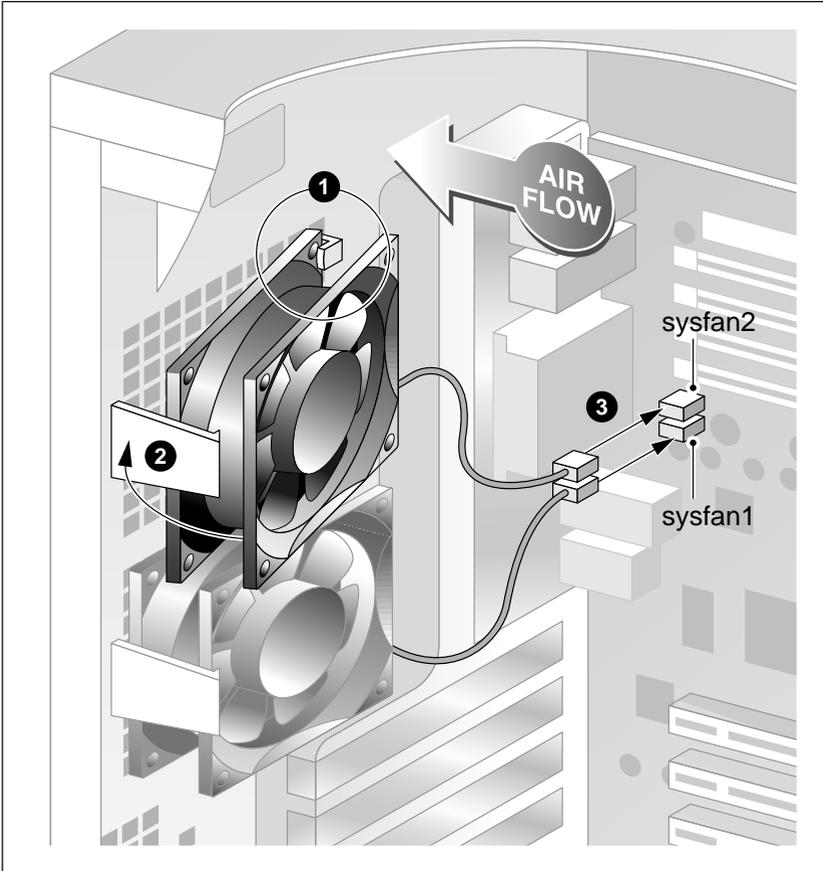
---

#### Risk of personal injury or equipment damage

Failure to follow the procedures in Section A: “Preparing for hardware maintenance” on page 161 can result in electrical shock or equipment damage.

- 2 Lift the tab on the bracket that holds the fan in place.
- 3 Angle the fan towards the server’s interior, and then lift it away from its slot.
- 4 Disconnect the fan’s power cable connector from the server’s motherboard.

## To install a rear system fan



G101764

- 1 Place the bottom edge of the fan on the support bracket at the back of the server.

**ATTENTION**

---

To ensure proper cooling operation, ensure that the fan's printed label is facing the back of the server, and the arrows embossed on the fan casing are facing as follows:



- 2 Lift the bracket's tab, align the fan with the server's back wall, and then release the tab.

Ensure that the tab engages with the edge of the fan casing.

- 3 Connect the fan's power cable to the motherboard.

**Note:** The fan closest to the top of the server connects to the connector labeled **sysfan1**. The fan closest to the bottom of the server connects to the connector that is labeled **sysfan2**.

- 4 Wrap excess cable length with a twist tie or cable wrap, and ensure that it is placed away from the fans.

**CAUTION**

---

**Risk of equipment damage**

If a cable is caught in a fan, the fan will break.

- 5 Replace the server's side cover.
- 6 Reconnect all peripheral device cables and power cord.
- 7 Power up the server.

# Replacing the processor fan

## Introduction

Replace a malfunctioning fan with the same type as the one removed. For more information about replacing a fan, contact your Nortel Networks customer service representative.

## To remove the processor fan

- 1 Prepare the server for processor fan replacement as follows:
  - a. Shut down the server, and then disconnect the power and peripheral device cables.
  - b. Place the server on its side.
  - c. Remove the side cover.
  - d. Remove the upper fan holder foam.

For instructions, see Section A: “Preparing for hardware maintenance” on page 161.



### WARNING

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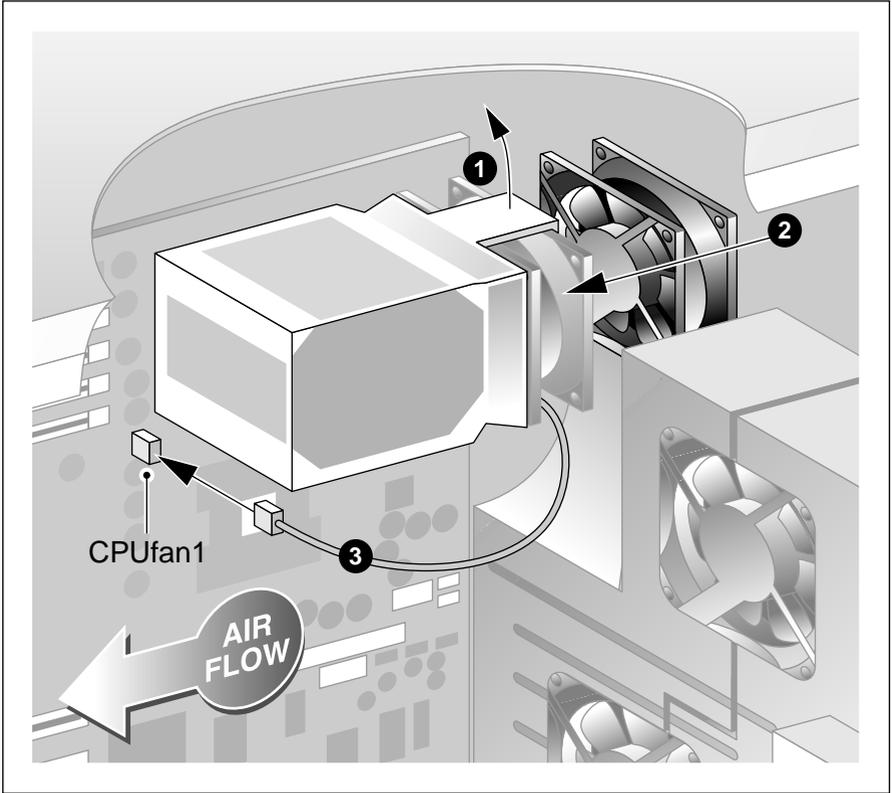
#### Risk of personal injury or equipment damage

Failure to follow the procedures in Section A: “Preparing for hardware maintenance” on page 161 can result in electrical shock or equipment damage.

- 2 Disconnect the fan’s power cable connector from the server’s motherboard.
- 3 Use both hands to spread the fan’s bracket tabs apart, and then move the fan away from the posts that hold it in place.

**Tip:** You may need to lift the bottom fan holder foam slightly to create more space.
- 4 Lift the fan up and out of the server.

## To install the processor fan



G101766

- 1 Use both hands to spread the fan's bracket tabs apart.

**Tip:** You may need to lift the bottom fan holder foam slightly to create more space.

- 2 At the same time, slide the fan onto the supporting posts.

### ATTENTION

---

To ensure proper cooling operation, ensure that the fan's printed label is facing the back of the server, and the arrows embossed on the fan casing are facing as follows: ←↓.

- Ensure that the fan's cable is inside the bracket tab. This secures the cable to prevent damage.
  - Ensure that the bracket tabs engage with the edges of the fan casing.
- 3 Connect the fan's power cable to the connector labeled **CPUfan1** on the motherboard.

Secure the power cable by routing it between the heat sink housing and the capacitors.

- 4 Ensure that any cables located near the fan are kept well away from the fan.



### CAUTION

---

#### Risk of equipment damage

If a cable is caught in a fan, the fan will break.

- 5 Reseat the bottom fan holder foam.
- 6 Replace the upper fan holder foam.

For instructions, see "To replace the upper fan holder foam" on page 170.

- 7 Replace the server's side cover.
- 8 Reconnect all peripheral device cables and power cord.
- 9 Power up the server.



# Chapter 8

---

## Replacing media drives

### In this chapter

SCSI and IDE drive cabling	188
Replacing a hard drive	189
Replacing the tape drive	198
Replacing the CD-ROM drive	203
Replacing the floppy disk drive	207

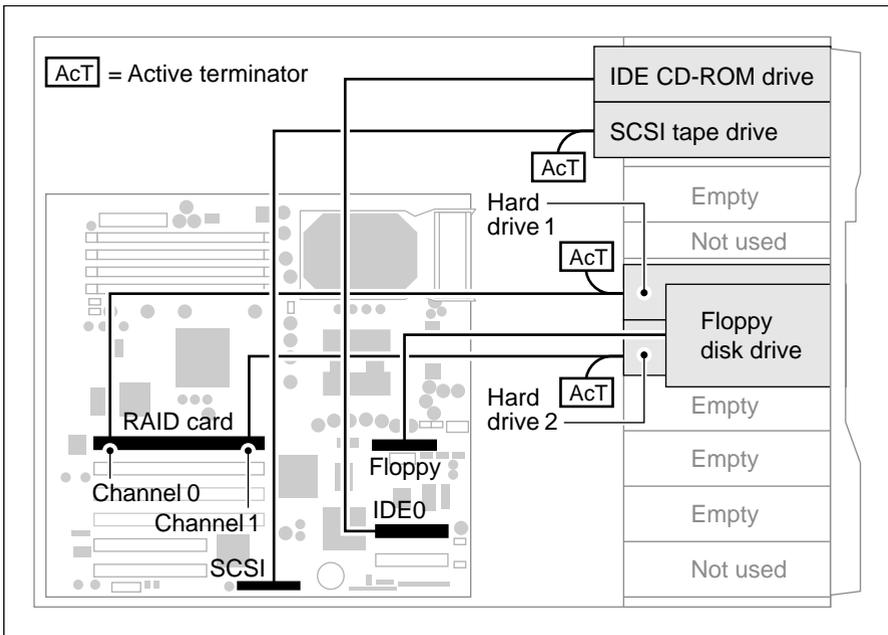
# SCSI and IDE drive cabling

## Cabling diagram

This following diagram shows the following:

- cabling for and termination of SCSI devices (hard drives and tape drives)
- cabling for an IDE CD-ROM drive

Use the information in this section to assist you with the procedures for replacing a hard drive, tape drive, or CD-ROM drive.



G101768

# Replacing a hard drive

## Introduction

If you need to replace a faulty hard drive, then do the following:

1. Review this entire section before proceeding to become familiar with the requirements and process.
2. Prepare the server for hard drive replacement as described in “Preparing for hardware maintenance” on page 161.

### **ATTENTION**

---

Due to the confined space for media drive cabling inside the server, hard drive replacement is easiest when the server is laying on its side. Laying the server on its side helps to prevent damage to the server and internal components.

3. Remove the faulty drive as described in “To remove a hard drive from the server” on page 193.
4. Install the new hard drive in the drive carrier as described in “To install a new hard drive in the drive carrier” on page 194.
5. Install the drive carrier assembly in the server as described in “To install the hard drive” on page 195.

## Hard drive description

The server is equipped with two 36 Gbyte wide SCSI hard drives, each one inch high. The last bay must remain empty to ensure proper system cooling.



### CAUTION

---

#### Risk of equipment damage

The internal SCSI interface in this system supports only single-ended SCSI devices. Use Nortel Networks-authorized drives only.

## SCSI drive cabling

The hard drive assembly package includes a standard 68-pin, 68 conductor, twisted-pair wide (16-bit) SCSI ribbon cable, with terminator. This cable has three connectors: the first one is for the terminator, the second one is for the hard drive, and the last one is for connection to the RAID card.

## Hard drive configuration

Ensure that the hard drives are configured as follows (for instructions, refer to the original equipment manufacturer documentation):

- termination: Set the hard drive on each SCSI bus to provide termination power to the bus.
- active termination (Term Enable): disabled on both drives

### ATTENTION

---

If there is a termination enable jumper on the drive it must NOT be set.

Termination must be provided by a SCSI terminator attached at the end of the cable.

- parity checking: enabled on both drives
- all other settings: factory default

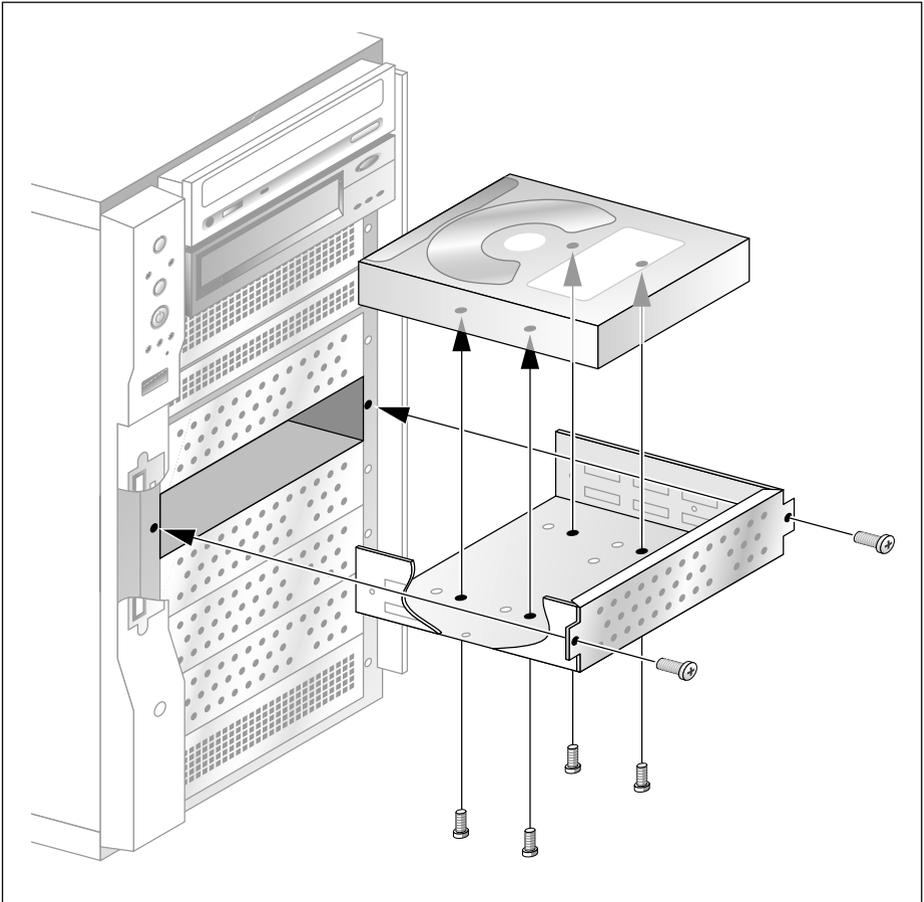
The following table identifies RAID and SCSI settings:

<b>Location of hard drives in internal drive bays (from the top down)</b>	<b>RAID channel</b>	<b>SCSI ID</b>	<b>Hard drive label in the RAID software</b>
Drive bay 4 (empty - used for airflow)	Not applicable	Not applicable	Not applicable
Drive bay 5 (Hard drive 1)	0	0	A0-0
Drive bay 6 (Hard drive 2)	1	0	A0-1
Drive bay 7 (empty)	Not applicable	Not applicable	Not applicable
Drive bay 8 (empty)	Not applicable	Not applicable	Not applicable
Drive bay 9 (bottom slot)	This slot must remain empty to ensure proper system cooling.		

## Filler panels and EMI shields

System EMI integrity and cooling are both protected by drives that are installed in the bays or by filler panels and EMI shields that cover the bays. When installing drives, save the panel and shield to reinstall later, in case you remove the drive and do not reinstall one in the same bay.

## Hard drive installation overview



G101771

## To remove a hard drive from the server

- 1 Prepare the server for hard drive replacement as follows:
  - a. Shut down the server, and then disconnect the power and peripheral device cables.
  - b. Remove the side cover.
  - c. Remove the upper fan holder foam.

For instructions, see “Preparing for hardware maintenance” on page 161.



### WARNING

---

#### Risk of personal injury or equipment damage

Failure to follow the procedures in “Preparing for hardware maintenance” on page 161 can result in electrical shock or equipment damage.

- 2 Open the front panel on the server.
- 3 Remove and save the two screws that secure the drive’s carrier to the front of the chassis.
- 4 Pull the drive out slightly—about 1 cm (0.5 in.).

This will create more space between the front system fans and the drives inside the server so that you can disconnect the cables.
- 5 If required (to provide more space), temporarily remove the front system fans from their slots in the bottom fan holder foam. (Do not disconnect the fans’ power cables.)
- 6 Reach your fingers between the fan holder foam inside the server and the hard drives and carefully disconnect the power and signal cables for both hard drives.

**Note:** If you are able to disconnect the cables for only the hard drive you want to remove, that is acceptable. You may find it easier however, to disconnect the cables for both hard drives.

- 7 Pull the drive carrier out of the chassis, and then place it cage-side-up on an antistatic surface.
- 8 Continue with “To install a new hard drive in the drive carrier” below.

## **To install a new hard drive in the drive carrier**

- 1 Remove the new drive from its protective wrapper, and place it on an antistatic surface.
- 2 Record the drive model and serial numbers in your equipment log.
- 3 Set the hard drive settings as described in “Hard drive configuration” on page 190.

For instructions on changing the hard drive’s settings, refer to the drive manufacturer’s documentation.

- 4 If you are replacing an existing hard drive, remove the old drive from the drive carrier as follows:
  - a. Remove the four screws that attach the drive to the carrier.
  - b. Lift the carrier off of the hard drive.
  - c. Place the drive in an antistatic protective wrapper.
- 5 Position the new drive component-side down inside the drive carrier, and then attach the four screws that you removed earlier.

Ensure that the connectors on the back of the drive are flush with the rear of the drive carrier.
- 6 Continue with “To install the hard drive” below.

## To install the hard drive

**ATTENTION**

---

The last bay must remain empty to ensure proper system cooling.

- 1 Slide the hard drive and drive carrier assembly (with the exposed drive facing up) into the server bay.

**ATTENTION**

---

To provide more space inside the server so that you can connect the cables, *do not* push the drive all the way in (that is, until it clicks into place).

- 2 *If not already done:* Temporarily remove the front system fans from their slots in the bottom fan holder foam.

Do not disconnect the fans' power cables.

- 3 Connect the hard drive's SCSI cable as follows (the end of the cable with two connectors is the hard drive end):
  - a. Ensure that a terminator is connected to the last connector at the hard drive end of the cable.
  - b. Connect the second connector on the cable to the hard drive.

Place one hand on the front of the hard drive to hold it in place while you connect the cable with the other hand.

**CAUTION**

---

**Risk of connector pin damage**

To prevent damage to the connector pins, ensure that the cable connector aligns correctly with the hard drive connector before pushing it into place.

- c. Route the cable above the CPU through the vacant space at the top of the server.

- d. Connect the other end of the cable as follows:
  - Connect hard drive 1 to channel 0 on the RAID controller.
  - Connect hard drive 2 to channel 1 on the RAID controller.
- e. For proper cooling and airflow, neatly fold and secure the excess signal cable above the CPU. Use a tie wrap or cable clip to secure the cable.



### CAUTION

---

#### Risk of equipment damage

Ensure that any cables in the proximity of the fans are kept away from the fans. If a cable is caught in a fan, the fan will break.

If you need more information, see “SCSI and IDE drive cabling” on page 188.

- 4 Connect the hard drive’s power cable.

**Note:** The connector is keyed so that you cannot connect it upside down.

- 5 At the front of the server, slide the drive into the bay until it clicks into place.

- 6 Secure the drive carrier to the front of the server with the screws you removed earlier.

Tighten the screws firmly.

- 7 Ensure that all media drive cable connections are secure.

**Note:** Connectors could be dislodged when you slide the hard drive all the way inside the bay.



### CAUTION

---

#### Risk of data loss, corruption, or system malfunction

If the hard drive cable connections are loose, data loss, data corruption, or system malfunction can occur.

- 8 Reinstall the fans (if removed) and upper fan holder foam.
  - For instructions on reinstalling the fans, see “To install a front system fan” on page 178.
  - For instructions on replacing the upper fan holder foam, see “To replace the upper fan holder foam” on page 170.
- 9 Reinstall the server’s side cover.
- 10 Reconnect the peripheral device and power cables.
- 11 Power up the server.
- 12 Rebuild the drive in the RAID system pack.

This copies the data from the operating hard drive to the new hard drive. For instructions, see Chapter 9, “RAID operations.”

**Result:** Hard drive replacement is complete.

# Replacing the tape drive

## Introduction

The tape drive is preinstalled at the factory. However, if it becomes faulty, follow the procedure in this section to replace it.



### CAUTION

---

#### Risk of electrical damage

Use only a tape drive that is approved by Nortel Networks.

## Filler panels and EMI shields

System EMI integrity and cooling are both protected by drives installed in the bays or by filler panels and EMI shields covering the bays. When installing drives, save the panel and shield to reinstall later, in case you remove the drive and do not reinstall one in the same bay.

## Tape drive configuration

**Note:** Some settings may already be properly configured. If it is not clear from the drive manufacturer's documentation how to set jumpers, contact your Nortel Networks technical support representative.

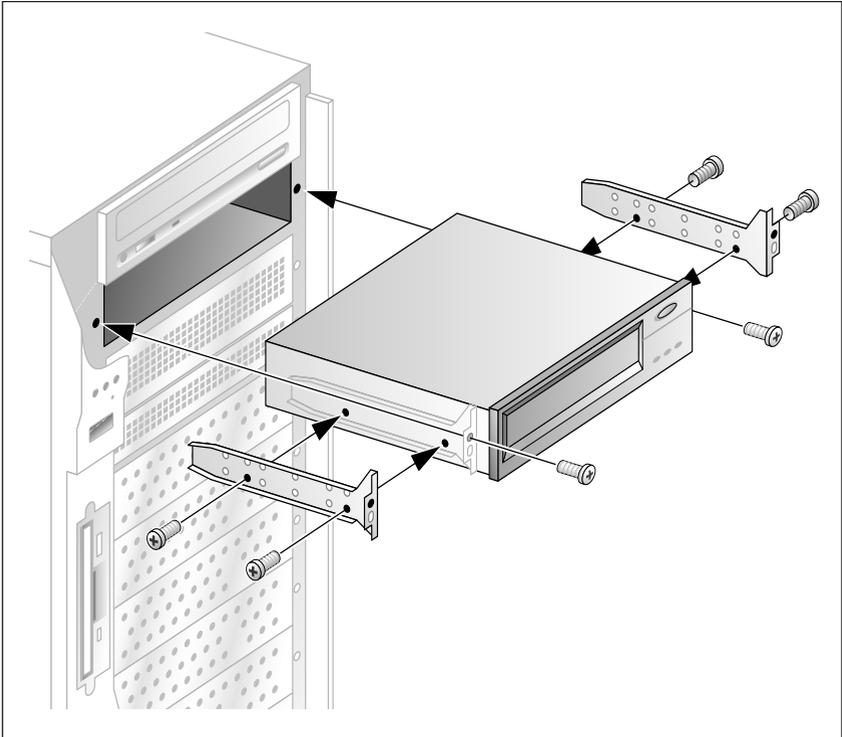
Ensure that the hard drives are configured as follows (for instructions, refer to the original equipment manufacturer documentation):

- SCSI ID: 2
- active terminators (Term Enable): disabled

**Note:** Termination is provided by an Active SCSI terminator that you connect to the end of the SCSI cable (see "SCSI and IDE drive cabling" on page 188).

- parity checking: enabled
- termination power (TPWR): enabled
- all other settings: factory default

## Tape drive installation overview



G101772

## To remove the tape drive

**Note:** The tape drive is installed in the second bay from the top.

- 1 Prepare the server for tape drive replacement as follows:
  - a. Shut down the server, and then disconnect the power and peripheral device cables.
  - b. Remove the side cover.
  - c. Remove the upper fan holder foam.

For instructions, see “Preparing for hardware maintenance” on page 161.



### WARNING

---

#### **Risk of personal injury or equipment damage**

Failure to follow the procedures in “Preparing for hardware maintenance” on page 161 can result in electrical shock or equipment damage.

- 2 Disconnect the faulty drive’s power and signal (SCSI) cables.
- 3 Open the front panel on the server.
- 4 Remove and save the two screws that secure the tape drive to the front of the chassis.
- 5 Pull the tape drive out of the chassis, and then place it on an antistatic surface.

**Note:** If you plan to leave the bay empty, install a filler panel and stainless steel EMI shield on the bay.

- 6 Remove the four screws and two slide rails from the tape drive.
- 7 Place the drive in an antistatic protective wrapper.
- 8 Continue with “To install a replacement tape drive” below.

## To install a replacement tape drive

- 1 Remove the new tape drive from its protective wrapper, and place it on an antistatic surface.
- 2 Record the drive model and serial numbers in your equipment log.
- 3 Set the tape drive's settings as described in "Tape drive configuration" on page 198.

For instructions on changing the tape drive's settings, refer to the drive manufacturer's documentation.

- 4 Attach the slide rails to the replacement tape drive with the screws you removed earlier.
- 5 Slide the tape drive into the tape drive bay.
- 6 Secure the tape drive to the front of the server with the screws you removed earlier.

Tighten the screws firmly.

- 7 Refer to the "Cabling diagram" on page 188, and then connect the tape drive's SCSI cable as follows:
  - a. Connect one end of the SCSI cable to **LVD** (the server's wide SCSI controller) on the server's motherboard.
  - b. If a terminator is not attached to the cable, attach a wide SCSI terminator to the other end of the SCSI cable.
  - c. Connect the second connector on the SCSI cable to the tape drive.
  - d. For proper cooling and air flow, neatly fold and secure the excess signal cable into the last bay (at the bottom of the server) so that the cable does not drape across the baseboard or add-in boards.



### CAUTION

---

#### Risk of equipment damage

Ensure that any cables in the proximity of the fans are kept away from the fans. If a cable is caught in a fan, the fan will break.

**8** Connect the tape drive's power cable.

**Result:** The tape drive is installed.

**9** Replace the upper fan holder foam.

For instructions on replacing the upper fan holder foam, see "To replace the upper fan holder foam" on page 170.

**10** Replace the side cover.

**11** Reconnect the peripheral device and power cables.

**12** Power up the server.

**13** Test the tape drive.

# Replacing the CD-ROM drive

## Introduction

The CD-ROM drive is preinstalled at the factory. However, if it becomes faulty, follow the procedure in this section to replace it.



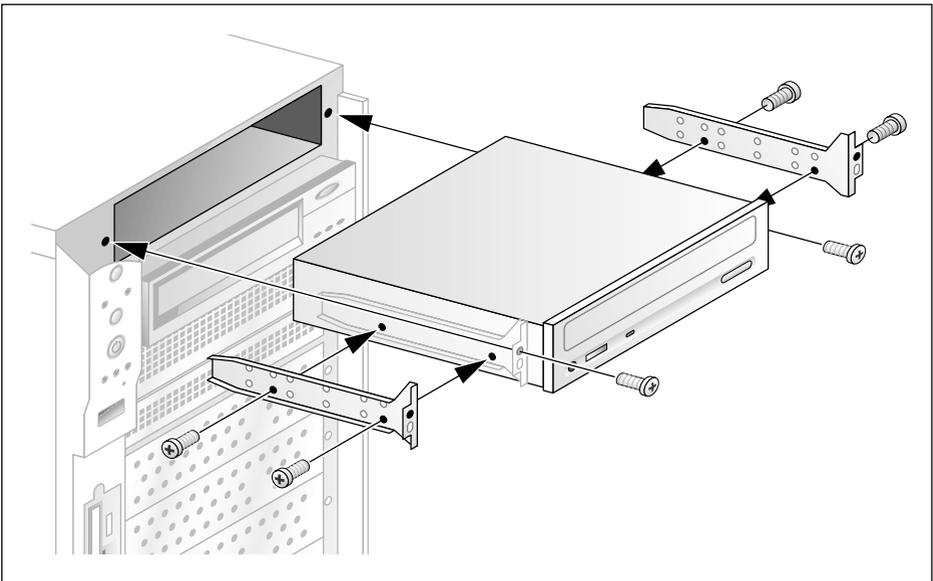
### CAUTION

---

#### Risk of electrical damage

Use only a CD-ROM drive that is approved by Nortel Networks.

## CD-ROM drive installation overview



G101773

## To remove the CD-ROM drive

**Note:** The CD-ROM drive is installed in the top bay.

- 1 Prepare the server for CD-ROM drive replacement as follows:
  - a. Shut down the server, and then disconnect the power and peripheral device cables.
  - b. Remove the side cover.
  - c. Remove the upper fan holder foam.

For instructions, see “Preparing for hardware maintenance” on page 161.



### WARNING

---

#### Risk of personal injury or equipment damage

Failure to follow the procedures in “Preparing for hardware maintenance” on page 161 can result in electrical shock or equipment damage.

- 2 Disconnect the faulty drive’s power and signal (IDE) cables.
- 3 Open the front panel on the server.
- 4 Remove and save the two screws that secure the CD-ROM drive to the front of the chassis.
- 5 Pull the drive out of the chassis, and then place it on an antistatic surface.

**Note:** If you plan to leave the bay empty, install a filler panel and stainless steel EMI shield on the bay.
- 6 Remove the four screws and two slide rails from the drive.
- 7 Place the drive in an antistatic protective wrapper.
- 8 Continue with “To install a replacement CD-ROM drive” below.

## To install a replacement CD-ROM drive

- 1 Remove the new CD-ROM drive from its protective wrapper, and place it on an antistatic surface.
- 2 Record the drive model and serial numbers in your equipment log.
- 3 Set the new CD-ROM drive to IDE Master by changing the jumper settings at the back of the drive.

**Note:** Refer to the CD-ROM drive manufacturer's documentation for specific jumper settings.

- 4 Install the slide rails on the new drive.

Ensure that the first set of holes on the bracket are aligned with the screw holes closest to the front of the CD-ROM drive.

- 5 Slide the new CD-ROM drive into the drive bay and secure it to the front of the server with the screws you removed earlier.
- 6 Reconnect the CD-ROM drive's IDE cable to **IDE0** (blue connector) on the motherboard.

Ensure that the blue stripe on the cable at the motherboard connector end faces towards the back of the server.

### **ATTENTION**

---

The server will not start if the cable is connected backwards.

For more information, see the "Cabling diagram" on page 188.

- 7 Reconnect the CD-ROM drive's power cable.

**Result:** The CD-ROM drive is installed.

- 8 Replace the upper fan holder foam.

For instructions on replacing the upper fan holder foam, see "To replace the upper fan holder foam" on page 170.

- 9 Replace the side cover.

**10** Reconnect the peripheral device and power cables.

**11** Power up the server.

**12** Test the CD-ROM drive.

# Replacing the floppy disk drive

## Introduction

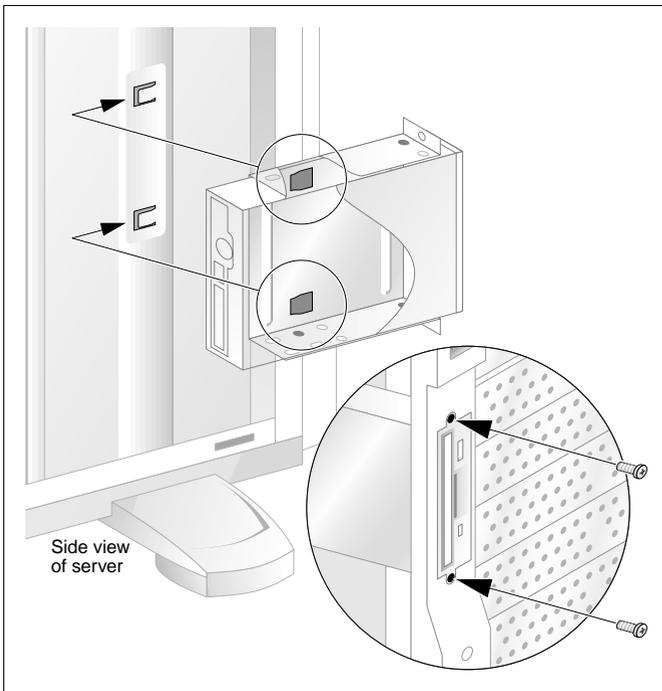
The floppy disk drive is preinstalled at the factory. However, if it becomes faulty, follow the procedure in this section to replace it.



### Risk of electrical damage

Use only a floppy disk drive that is approved by Nortel Networks.

## Floppy disk drive installation overview



G101775

## To remove the floppy disk drive

### ATTENTION

---

Nortel Networks recommends that you use a magnetic screwdriver in this procedure. A nonmagnetic screwdriver can result in screws being lost between the chassis and plastic bezel.



### CAUTION

---

#### Risk of data loss

Keep magnetic screwdrivers away from hard drives, floppy disks, and backup tapes to prevent data loss.

- 1 Prepare the server for floppy disk drive replacement as follows:
  - a. Shut down the server, and then disconnect the power and peripheral device cables.
  - b. Remove the side cover.
  - c. Remove the upper fan holder foam.

For instructions, see “Preparing for hardware maintenance” on page 161.



### WARNING

---

#### Risk of personal injury or equipment damage

Failure to follow the procedures in “Preparing for hardware maintenance” on page 161 can result in electrical shock or equipment damage.

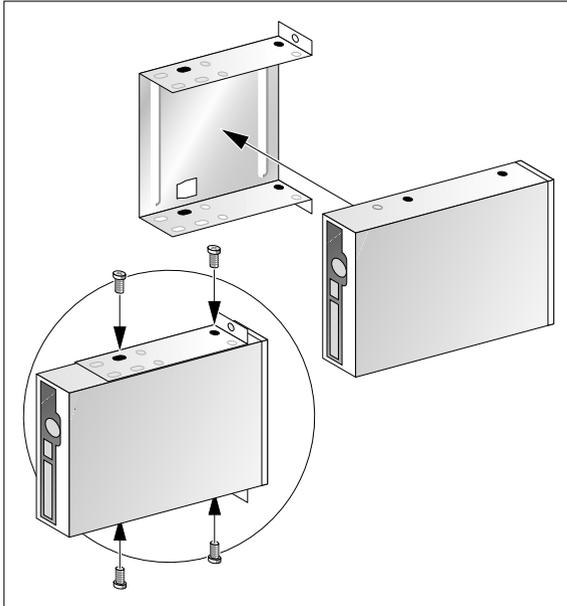
- 2 Disconnect the disk drive’s power and signal cables.
- 3 Open the front panel on the server.
- 4 Remove and save the two screws that secure the floppy disk drive to the front of the chassis.
- 5 Slide the assembly toward the back of the server to disengage it from the tabs that secure the carrier assembly to the server.

- 6 Remove the assembly from the chassis.
- 7 Remove the four screws that hold the bracket to the drive, and set them and the bracket aside.
- 8 Place the drive in an antistatic protective wrapper.
- 9 Continue with “To install a replacement floppy disk drive” on page 209.

## To install a replacement floppy disk drive

- 1 Remove the new floppy disk drive from its protective wrapper, and place it component-side up on an antistatic surface.
- 2 Record the drive model and serial numbers in your equipment log.
- 3 Set any jumpers or switches according to the drive manufacturer’s instructions.
- 4 Place the drive label-side up inside the carrier, and then attach the drive to the carrier with the four screws you removed earlier.

See the following diagram:



G101774

Ensure that the carrier is aligned with the two screw holes closest to the front of the floppy disk drive. Tighten the screws firmly.

- 5 Install the drive carrier inside the server.

Slide the assembly toward the front of the system, and engage it with the bracket tabs on the side of the drive bay.

**Note:** The bottom of the drive/bracket assembly must accept the tab that sticks out from the inside of the front panel. Ensure that the front of the drive fits flush in the front opening of the system. (See the “Floppy disk drive installation overview” on page 207.)

- 6 Secure the assembly to the server’s front panel with the screws you removed earlier. Tighten the screws firmly.
- 7 Connect the floppy disk drive’s signal cable to the drive.

**Note:** The connectors are usually keyed to allow you to easily reconnect them to the drive. If they are not keyed, insert both cables so that the red wires are closest to the center of the drive.



## CAUTION

---

### Risk of data loss

If the floppy disk drive contains a floppy disk and the signal cable is connected backwards, data loss can occur. The LED at the front of the drive will also remain lit after the server is powered up.

- 8 Connect the floppy disk drive’s power cable to the drive.

**Result:** The floppy disk drive is installed.

- 9 Replace the upper fan holder foam.

For instructions on replacing the upper fan holder foam, see “To replace the upper fan holder foam” on page 170.

- 10 Replace the side cover.
- 11 Reconnect the peripheral device and power cables.
- 12 Power up the server.
- 13 Test the floppy disk drive.

# Chapter 9

---

## RAID operations

### In this chapter

RAID overview	212
Verifying the BIOS and firmware	213
Configuring RAID using the LSI 1600 controller and the Ctrl+M menu	215
RAID splitting	218
Verifying consistency on the drives	221
Task summary for configuring RAID	222
Task summary for RAID splitting	223

# RAID overview

## Introduction

Redundant Array of Independent Disks (RAID) is a technology that can combine two or more drives for fault tolerance and continued system performance. The CallPilot RAID controller is a PCI RAID SCSI card that provides high-performance disk mirroring. CallPilot uses RAID Level 1.

With Level 1 mirroring, two equal-capacity disk drives mirror one another. One disk drive serves as the backup copy of the other disk drive. If one disk drive fails, the other continues to run.

## RAID configuring and splitting

Working with RAID involves the following:

- Verifying the BIOS and firmware minimum requirements
- Upgrading or downgrading the BIOS and firmware
- Configuring RAID using the LSI 1600 controller and the Ctrl+M menu at server boot-up
- Ensuring that your system is fully working and the RAID hardware is properly configured
- Performing full data backup
- Performing RAID splitting
- Performing a CallPilot software upgrade
- Performing RAID syncing if upgrade successful
- Performing RAID syncing if upgrade NOT successful

# Verifying the BIOS and firmware

The minimum requirement for BIOS and firmware:

- BIOS: 3.11 or 3.13
- firmware: D170

## To verify the BIOS and firmware versions

To determine what current BIOS and firmware versions are on the RAID card do the following:

- 1 From the Windows MegaRAID console choose Adapter → Properties.
- 2 Review the information on the screen.
- 3 If the BIOS and firmware are not correct, perform a BIOS and firmware update. For instructions, see “To upgrade or downgrade the BIOS and firmware” on page 214.

## To upgrade or downgrade the BIOS and firmware

The RAID card's BIOS is upgraded through a flash process. The flash process is initiated by running the RAID card firmware update utility on the CallPilot OS Recovery CD-ROM.

**ATTENTION** 

---

 Perform this procedure only if the BIOS and firmware versions are not the versions identified in this section.

- 1 Insert the CallPilot OS Recovery CD-ROM into the server's CD-ROM drive.
- 2 Restart the server and observe the startup diagnostics.
- 3 When the processor diagnostics screen appears, press Esc.

**Result:** The following message appears at the bottom of the screen:

```
Entering the boot menu ....
```

The system continues with the SCSI and RAID startup diagnostics, and when done, a menu appears.

- 4 Choose ATAPI CD-ROM, and press Enter.

**Result:** A menu appears:

- 5 Choose Other Utilities (BIOS, Firmware, etc.), and then press Enter.

**Result:** A menu appears:

- 6 Choose AMI Elite 1600 RAID card Firmware update, and press Enter.

- 7 Press Y for yes and then Enter to confirm that the 471gen.rom file is detected.

- 8 Respond to the remaining prompts to proceed with the update.

**Result:** The update proceeds. When it is finished, you are informed that the update completed successfully and are asked to restart the server.

- 9 Remove the CD-ROM from the CD-ROM drive.

- 10 Restart the server.

# Configuring RAID using the LSI 1600 controller and the Ctrl+M menu

## Introduction

The RAID card's configuration is stored on both the card and on the hard drive, so typically you are not required to reconfigure RAID unless you are making a change to the RAID system (for example, if you upgrade the hard drives to higher-capacity hard drives).



### CAUTION

---

#### **Risk of data loss**

This procedure requires that the logical drive be initialized. When you initialize the logical drive, all data on the hard drives is erased.

Do not perform this procedure unless you are replacing the hard drives, or you are rebuilding the CallPilot system (that is, reinstalling the Windows operating system and CallPilot software).

## To configure an AMI MegaRAID Elite 1600 RAID system

In the 703t server, only RAID 1 is supported. To configure RAID, do the following:

- 1 Turn on the server and press Ctrl+M. Select the Objects menu → Adapter → Factory Default, and then select Yes to confirm the selection. Press Ctrl+Alt+Delete when prompted to restart system and press Ctrl+M to re-enter the RAID setup utility.
- 2 Select Objects → Adapter, then ensure the following values are set as following:  
Flex RAID Power Fail: **Enabled**  
Fast Initialization: **On**  
Emulation: **Mass Storage**  
Auto Rebuild: **Disabled**  
Initiator ID: **7**  
Cluster Mode: **Disabled**  
Multiple PCI Delayed Transactions: **Disabled**  
Force Boot: **Off**  
Coercion Algorithm: **GigaByte Way**
- 3 Select Objects → Channel, then ensure that the following values are set as follows:  
Termination State: **Enabled**  
SCSI Transfer Rate: **160M**
- 4 In the Configure menu, select New Configuration. Press Yes to proceed.  
**Result:** The system should display both SCSI channels, each having one drive. SCSI ID's should be 0 for each channel. All disk drives should be in READY state.
- 5 Create the first logical drive by selecting A01-01 (first drive from channel 0), respectively A01-02 (first drive from channel 1) using the space bar.  
**Result:** After selection, the drives will blink.
- 6 Press Enter to create first logical drive.

- 7 Press F10 to configure the logical drives.  
**Result:** The system prompts you for each of the logical drives to select consecutively  
RAID 1;  
Size: accept the size displayed;  
**Accept**  
SPAN = **NOSPAN**
- 8 Press Enter to accept these new values.  
**Result:** The system will prompt you to save the configuration.
- 9 Press ESC to save and exit the submenu.
- 10 In the main menu choose the Initialize submenu.
- 11 Press F2 to select the logical drive.
- 12 Press F10 and consecutively select YES to initialize the drive pack.
- 13 When the initialization is complete, press any key to return to the main menu.
- 14 Press ESC to exit the utility. Save the configuration when prompted.
- 15 Press Ctrl+Alt+Delete as indicated by the menu to reboot.

# RAID splitting

## Introduction

Ensure that your system is in full working order and the RAID hardware configuration is set up properly as described on page 215.

### **ATTENTION**

---

The most important thing to verify is that the RAID channel 1 is connected to the first hard drive (top as facing the machine) and channel 2 is connected to the second drive (bottom). Do that by either opening the lid and following the cables or by removing one hard drive and observing which drive is marked dead by the system. If the drive matches the graphic location on the Windows MegaRAID console, proceed with the next step.

## Full data backup

### **ATTENTION**

---

Do a full data backup before RAID splitting is performed as an extra precaution. For more information refer to the CallPilot Manager online help.

## RAID splitting

**ATTENTION**

---

Because the 703t has only one physical drive per channel, the RAID splitting can be done using the Windows MegaRAID console without risk of CallPilot database corruption.

- 1 Load the Windows MegaRAID console. Ensure all drives are in ONLINE state (GREEN).
- 2 Right click the Channel 2 first drive (i.e (0) A1-2-Onln).
- 3 Select Tools → Fail Drive.

**Result:** A warning message will pop-up. Ignore it and press OK. The drive status will change to FAILED and the color of the icon should change to RED. The alarm should start beeping.

**ATTENTION**

---

The alarm can be silenced, but under no circumstances should it be disabled. Select Objects → Adapter → Alarm Control from the Windows toolbar.

Technically the drive that is marked FAILED is now the Backup Drive.

## Perform a CallPilot software upgrade

Let the system boot. The system will still run after Channel 2 of the RAID card was taken out of service and will boot to Windows. Perform the software upgrade. For more information on software upgrading, refer to the Upgrade Guide.

## RAID syncing after a successful upgrade

- 1 **WITHOUT** shutting down the server, right click the Channel 2 first drive (i.e. (0) A1-2-OnIn).
- 2 Select Tools → Rebuild.

**Result:** When Rebuild is done, the drive status will change to ONLINE and the color of the icon should change to green. The alarm should stop beeping unless it was temporarily silenced. The process can take up to one hour. **DO NOT** shut down the machine before the rebuild is complete. If you do reboot or power down during this process, you need to do “RAID syncing after an unsuccessful upgrade” on page 220, then start again. You can monitor the rebuild by opening the Windows MegaRAID console.

## RAID syncing after an unsuccessful upgrade

If the software upgrade has failed, the system needs to be returned to the original configuration.

- 1 Restart the server and enter the Ctrl+M utility.
- 2 Select Objects → Physical Drive → FAIL Drive for the drive on Channel 1.

**Result:** The drive will show as FAIL.

- 3 Select the drive on Channel 2 (previously taken offline or the backup drive) and make it ONLINE. Ignore the warning message.

**Result:** At this point the drive on the Channel 2 is ONLINE and the one on Channel 1 is marked FAIL.

- 4 Exit the utility and reboot.

**Result:** The system will boot up to the original configuration before the software upgrade and an audible alarm will indicate the state CRITICAL for the drives. You can silence the alarm but **DO NOT** disable it.

- 5 Once the system is fully booted, open the Windows MegaRAID console and rebuild the FAIL drive on Channel 1 using the same process indicated in “RAID syncing after a successful upgrade,” on page 220. Reverting from a failed software upgrade is now complete. The audible alarm, if left on, should automatically stop.

# Verifying consistency on the drives

## Introduction

This optional consistency check on the RAID system's logical drive ensures that the data on the drives is identical. If any errors are found, they are corrected automatically.

Perform a consistency check *before* you split the RAID system pack. A good data backup on an offline drive will be important if you need to revert to the CallPilot system from an unsuccessful upgrade. The consistency check takes up to 2 hours to complete.

## To perform a consistency check

- 1 In Windows, click Start → Programs → MegaRAID Client.

**Result:** The MegaRAID Power Console Plus Server Selection window appears.

- 2 Ensure that Full Access is selected, and then click OK.

**Result:** The MegaRAID Power Console Plus window appears displaying the Logical View of the Physical Devices and the Logical Devices. The status bar at the bottom of the window indicates that RAID channels are being scanned. When scanning is done, the screen refreshes and displays the Physical and Logical Devices.

- 3 In the Logical Drives section, right-click the logical drive, and then choose Check Consistency from the pop-up menu that appears.

**Result:** The Check Consistency status dialog appears. The check takes up to 2 hours to complete. You are informed when it is finished. If any errors were found, a window with an error message is displayed.

- 4 Select Configuration → Exit to close MegaRAID Client Power Console Plus.

**Result:** An end of session message appears.

- 5 Click OK.

## Task summary for configuring RAID

**Note:** This summary should be used only after reviewing the more detailed procedures and warnings in this chapter.

What to do	How to do it
Verify the BIOS and firmware revisions	BIOS: 3.11 or 3.13, firmware: D170 Use the Windows MegaRAID console under Adapter › Properties.
Upgrade or downgrade firmware and BIOS	Use the CallPilot OS Recovery CD-ROM and select Utilities, RAID 703t F/W upgrade.
Configure RAID using LSI 1600 controller using the Ctrl+M menu at server boot-up	<ol style="list-style-type: none"> <li>1 Start the server and press Ctrl+M. Select Objects menu › Adapter › Factory Default, and select Yes to confirm the selection. Press Ctrl+Alt+Delete when prompted to restart system and re-enter Ctrl+M utility.</li> <li>2 Select Objects › Adapter, then ensure the following values are set as following: Flex RAID Power Fail: <b>Enabled</b> Fast Initialization: <b>On</b> Emulation: <b>Mass Storage</b> Auto Rebuild: <b>Disabled</b> Initiator ID: <b>7</b> Cluster Mode: <b>Disabled</b> Multiple PCI Delayed Transactions: <b>Disabled</b> Force Boot: <b>Off</b> Coercion Algorithm: <b>GigaByte Way</b></li> <li>3 Select Objects › Channel, then ensure that the following values are set as follows: Termination State: <b>Enabled</b> SCSI Transfer Rate: <b>160M</b></li> <li>4 In the Configure menu, select New Configuration. Press Yes to proceed. The system should display both SCSI channels, each having one drive. SCSI ID's should be 0 for each channel. All disk drives should be in READY state.</li> <li>5 Create the first logical drive by selecting A01-01 (first drive from channel 0), respectively A01-02 (first drive from channel 1) by using the space bar. After selecting, the drives will blink, press Enter to create first logical drive.</li> <li>6 Configure the logical drives by pressing F10. The system prompts for each of the logical drives to select consecutively RAID 1; Size: accept the size displayed; <b>Accept</b> <b>SPAN = NOSPAN</b> Accept these new values by pressing Enter. The system will prompt to save the configuration. Save and exit the submenu by pressing Esc.</li> <li>7 In the main menu enter the Initialize submenu. Select the logical drive by pressing F2. Press F10 and consecutively select <b>YES</b> to initialize the drive pack. When done, press any key to return to the main menu.</li> <li>8 Exit the utility by pressing Esc. Save the configuration when prompted. Press Ctrl+Alt+Delete as indicated by the menu to reboot.</li> </ol>

## Task summary for RAID splitting

**Note:** This summary should be used only after reviewing the more detailed procedures and warnings in this chapter.

What to do	How to do it
<p><b>Ensure that your system is fully working and the RAID hardware is properly configured.</b></p>	<p>The most important thing to verify is that the RAID channel 1 is connected to the first hard drive (top as facing the machine) and channel 2 is connected to the second drive (bottom). Open the lid and follow the cables or remove one hard drive and observe which drive is marked dead by the system. If the drive matches the graphic location on the Windows MegaRAID console, proceed with the next step.</p>
<p><b>Full data backup</b></p>	<p>Do a full data backup before RAID splitting is performed as an extra precaution.</p>
<p><b>RAID splitting</b>  <b>Note:</b> Because the 703t has only one physical drive per channel, the RAID splitting can be done using the Windows MegaRAID console without risk of CallPilot database corruption.</p>	<ol style="list-style-type: none"> <li>1 Load the Windows MegaRAID console. Ensure all drives are in ONLINE state (GREEN).</li> <li>2 Right click the Channel 2 first drive (i.e (0) A1-2-OnIn).            Select Tools › Fail Drive. A warning message will pop-up. Ignore it and press OK. The drive status will change to FAILED and the color of the icon should change to RED. The alarm should start beeping.</li> </ol> <p><b>Note:</b> The alarm can be silenced, but under no circumstances should it be disabled. Select Objects › Adapter › Alarm Control from the Windows toolbar.</p> <p>Technically the drive that is marked FAILED is now the Backup Drive.</p>
<p><b>Perform CallPilot software upgrade</b></p>	<p>Let the system boot. The system will still run after Channel 2 of the RAID card was taken out of service and will boot to Windows. Perform the software upgrade.</p>
<p><b>RAID syncing for upgrade successful</b></p>	<p><b>WITHOUT</b> shutting down the server, right click the Channel 2 first drive (i.e (0) A1-2-OnIn). Select Tools › Rebuild. When Rebuild is done, the drive status will change to ONLINE and the color of the icon should change to green. The alarm should stop beeping unless it was temporarily silenced. The process can take up to one hour. <b>DO NOT</b> shut down the machine before the rebuild is complete. If you do reboot or power down during this process, you need to do 'RAID syncing for upgrade NOT successful', then start again. You can monitor the rebuild by opening the Windows MegaRAID console.</p>
<p><b>RAID syncing for upgrade NOT successful</b></p>	<p>If the software upgrade has failed, the system needs to be returned to the original configuration.</p> <ol style="list-style-type: none"> <li>1 Restart the server and enter the Ctrl+M utility.</li> <li>2 Select Objects › Physical Drive › FAIL Drive for the drive on Channel 1. The drive will show as FAIL after this step.</li> <li>3 Select the drive on Channel 2 (previously taken offline or the Backup drive) and make it ONLINE. Ignore the warning message.            At this point the drive on the Channel 2 is ONLINE and the one on Channel 1 is marked FAIL.</li> <li>4 Exit the utility and reboot. The system will boot up to the original configuration before the software upgrade and an audible alarm will indicate the state CRITICAL for the drives. At this time, you can silence the alarm but DO NOT disable it.</li> <li>5 Once the system is fully operational, open the Windows MegaRAID console and rebuild the FAIL drive on Channel 1 using the same process indicated in "RAID syncing for upgrade successful". Reverting to original from a failed software upgrade is now complete. The audible alarm, if left on, should automatically stop.</li> </ol>



# Chapter 10

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## Replacing or adding voice processing boards

### In this chapter

DSP numbering and location	226
CT Bus cable	228
Replacing MPB96 boards	229
Replacing or adding DSE boards	235

# DSP numbering and location

## Introduction

DSPs are the built-in voice processing components on MPB boards. DSPs are numbered to distinguish them in CallPilot maintenance programs, such as the Maintenance page in CallPilot Manager.

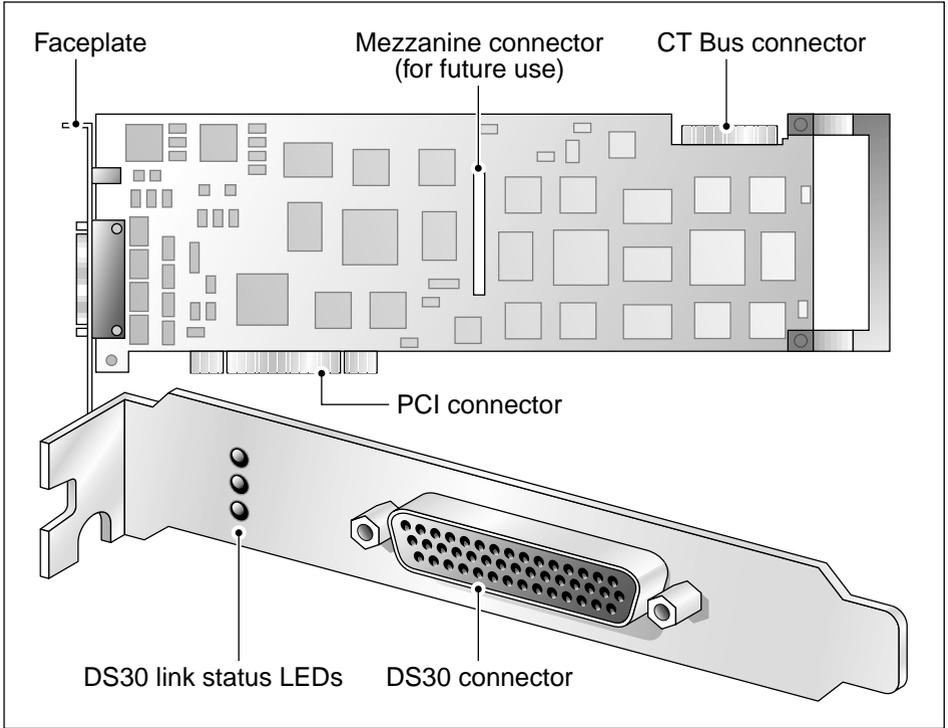
Each DSP supports up to eight multimedia channels.

## DSP numbering on MPB96 boards

The MPB96 board has 12 embedded DSPs. MPC-8 cards are not required. If an embedded DSP is faulty, you must replace the entire MPB96 board.

**Note:** The CallPilot software supports up to 16 DSPs per MPB board, but only 12 DSPs are actually present. DSPs are numbered in software as 1 to 16.

The following diagram shows the MPB96 board:



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# CT Bus cable

## Introduction

The CT Bus cable is used when more than one telco board is used for voice bus interconnection.

For DSE connectivity the CT Bus cable supports the voice bus by establishing a connection between the MPB96 board and switch telephony boards that provide DSE switch connectivity.

## Supported CT Bus cables

Two CT Bus cables are supported:

- 3 drop (A0518917)
- 5 drop (A0505245)

All connectors are keyed to prevent them from being connected incorrectly.

## CT Bus cabling

**Note:** The number of boards installed in a server can vary. For specific slot assignment information, see “Slot assignments” on page 281.

### DSE cabling

For DSE connectivity, the MPB96 board is connected to as many as four DSE boards.

**Note:** If there are more drops on the CT Bus cable than there are boards present in the system, the end connectors of the CT Bus cable must be connected to the top and bottom boards in the slots.

# Replacing MPB96 boards

## Introduction

This section describes how to replace an MPB96 board.

You will need to replace an MPB96 board:

- if the board becomes faulty
- when the PCI firmware needs to be updated, and the board must be sent back to the factory



### CAUTION

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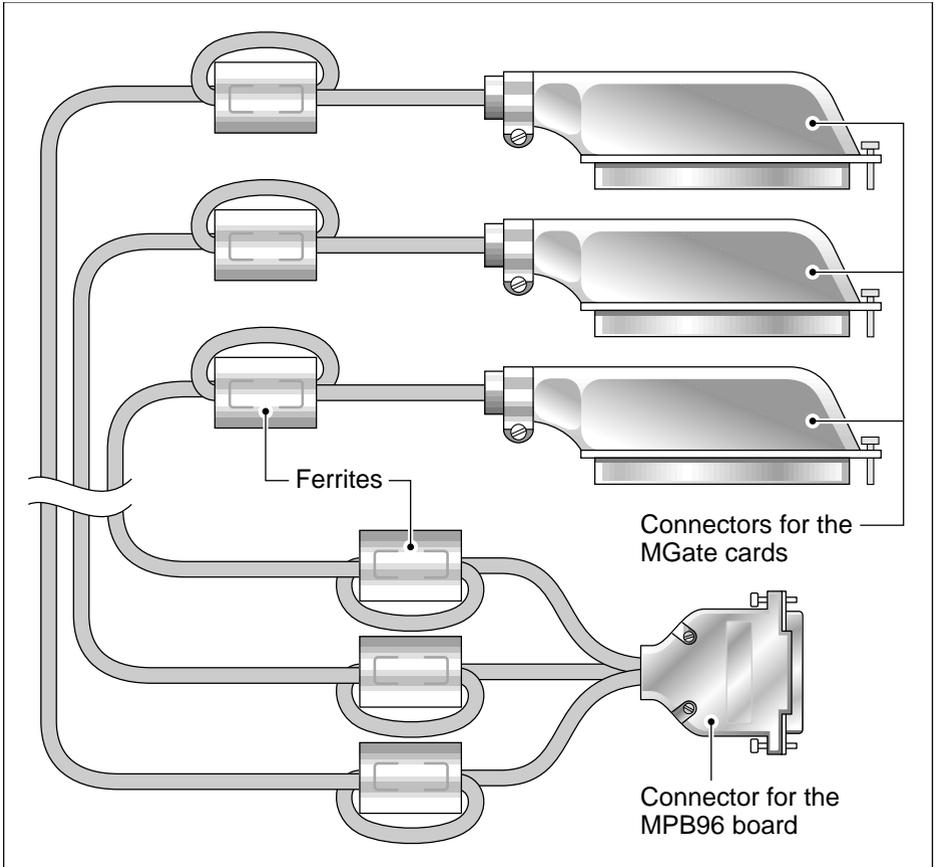
#### Risk of electrical damage

- Wear an antistatic ESD wrist strap when handling cards or boards, or when working inside the server.
- Do not touch the components or gold-edge connectors of cards or boards.
- Place the board on an antistatic surface until you are ready to install it.

## Requirements

- MPB96 board (NTRH40AA)
- CT Bus cable (see “Supported CT Bus cables” on page 228)
- DS30X cable (NTRH2014) - (Meridian 1 and Succession 1000, only)

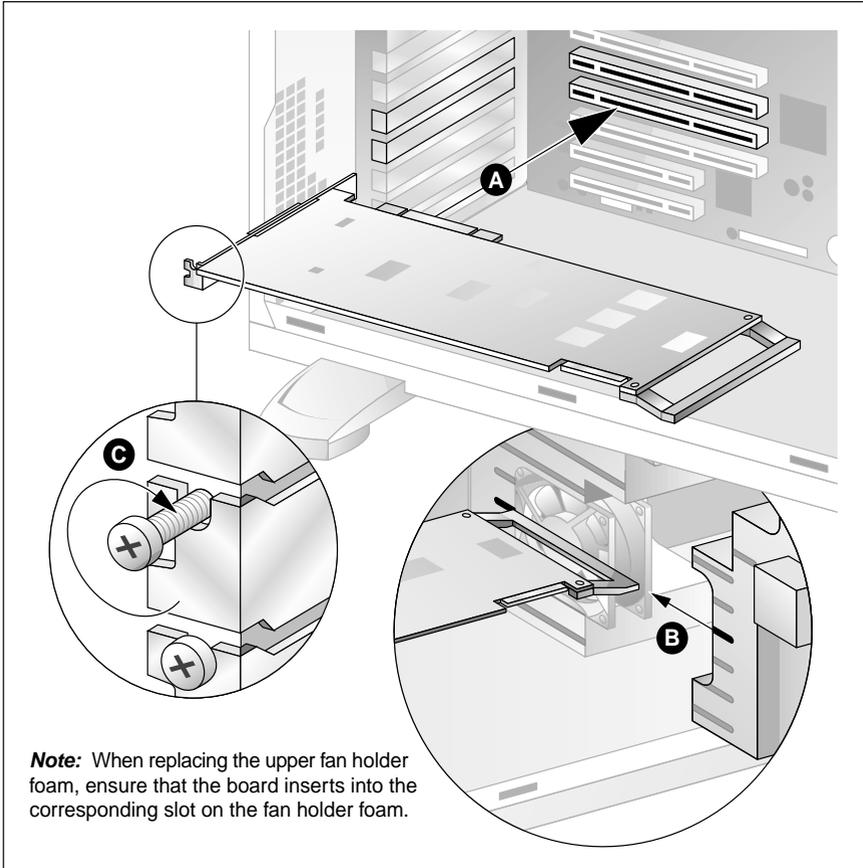
The diagram on the following page shows the DS30X cable for the MPB96 board:



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**Note:** The ferrites on this cable control EMC emission levels. Do not remove them.

## MPB96 board installation



**Note:** When replacing the upper fan holder foam, ensure that the board inserts into the corresponding slot on the fan holder foam.

G101777b

### Notes:

1. For Meridian 1 and Succession 1000 systems, the MPB96 board is installed in slot 4.
2. For DSE applications, a single MPB96 board is installed in slot 5.

## To replace an MPB96 board

- 1 Prepare the server for MPB96 board replacement as follows:
  - a. Shut down the server, and then disconnect the following cables:
    - power cable
    - peripheral device cables
    - DS30X cable(s) (Meridian 1 and Succession 1000 only)
    - DSE cable(s) - (DSE only).

**Note:** If there are multiple DSE cables, label each cable with the slot number to which it is attached, so that you can reconnect it to the correct DSE board. See “Slot definition and numbering” on page 282.

- b. Place the server on its side.
- c. Remove the side cover.
- d. Remove the upper fan holder foam.

For instructions, see “Preparing for hardware maintenance” on page 161.



### WARNING

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#### Risk of personal injury or equipment damage

Failure to follow the procedures in “Preparing for hardware maintenance” on page 161 can result in electrical shock or equipment damage.

- 2 Disconnect the CT Bus cable from each MPB96 board that is installed.

**Note:** If this is a Meridian 1 or Succession 1000 system, there is only one MPB96 board, and there is no CT Bus cable installed.

**Note:** If this is a DSE system, there is only one MPB96 connected to as many as four DSE boards by the CT Bus cable.
- 3 Remove the faulty MPB96 board from its slot and save the retaining screw.
- 4 Unpack the replacement MPB96 board.

- 5 Hold the MPB96 board by its top edge or upper corners and then align it with the following:
  - end-plate opening in the chassis  
Ensure that the tapered foot of the board's retaining bracket fits into the slot in the expansion slot frame.
  - PCI connector
- 6 Press the new MPB96 board firmly into its slot.
- 7 Secure the board using the retaining screw that you removed earlier.
- 8 Replace the upper fan holder foam.  
For instructions, see "To replace the upper fan holder foam" on page 170.
- 9 If applicable, reconnect the CT Bus cable.

**Notes:**

- If this is a Meridian 1 or Succession 1000 system, there is only one MPB96 board, and there is no CT Bus cable required.
  - The connectors are keyed to ensure that you do not connect them incorrectly.
  - Ensure that each end of the CT Bus cable is connected to a board. See "CT Bus cabling" on page 228.
- 10 Replace the server cover.  
**Note:** Be careful not to pinch any cabling when replacing the server cover.
  - 11 Reconnect the peripheral device and power cables.
  - 12 Reconnect cables to the faceplate of the MPB96 and/or DSE boards.
    - For Meridian 1 or Succession 1000, reconnect the DS30X cable to the faceplate of the MPB96 board.
    - For DSE systems, reconnect the DSE cable(s) to the faceplate(s) on the DSE boards.  
**Note:** Refer to the labels from Step 1 of this procedure, to ensure that you connect the correct DSE cables to the correct DSE boards.
  - 13 Power up the server and log on to Windows NT.

**14** Run the Configuration Wizard to detect the new hardware.

For instructions, refer to “Running the Configuration Wizard” in Part 3 of the *CallPilot Installation and Configuration* binder.

**Result:** The MPB96 board replacement is complete.

**15** Test the multimedia channels to ensure that the new MPB96 board is functioning properly.

Refer to “Testing the CallPilot installation” in Part 3 of the *CallPilot Installation and Configuration* binder.

# Replacing or adding DSE boards

## Introduction

This section describes how to:

- replace a DSE board if it becomes faulty
- install additional DSE boards



### CAUTION

---

#### Risk of electrical damage

- Wear an antistatic ESD wrist strap when handling cards or boards, or when working inside the server.
- Do not touch the components or gold-edge connectors of cards or boards.
- Place the board on an antistatic surface until you are ready to install it.

## Requirements

- DSE board (NTRH9087)
- CT Bus cable
- DSE cable

## DSE board installation

**Note:** DSE boards can be installed in slots 1, 2, 3 and/or 4, starting in slot 4. Additional boards must be installed in descending slot order. See “Slot assignments” on page 281.

## To replace a DSE board

- 1 Prepare the server for DSE board replacement as follows:
  - a. Shut down the server, and then disconnect the following cables:
    - power cable
    - peripheral device cables
    - DSE cable(s)

**Note:** If there are multiple DSE cables, label each cable with the slot number to which it is attached, so that you can reconnect it to the correct DSE board. See “Slot definition and numbering” on page 282.

- b. Place the server on its side.
- c. Remove the side cover.
- d. Remove the upper fan holder foam.

For instructions, see “Preparing for hardware maintenance” on page 161.



### WARNING

---

#### **Risk of personal injury or equipment damage**

Failure to follow the procedures in “Preparing for hardware maintenance” on page 161 can result in electrical shock or equipment damage.

- 2 Disconnect the CT Bus cable from each DSE board that is installed.

**Note:** The single MPB96 board may be connected to as many as four DSE boards by the CT Bus cable.
- 3 Remove the faulty DSE board from its slot and save the retaining screw.
- 4 Unpack the replacement DSE board.
- 5 Record the serial number of the DSE board. This will be required when you use the Configuration Wizard to configure the board within the Call Pilot system. The serial number will begin with: **S/N:**

- 6 Hold the DSE board by its top edge or upper corners and then align it with the following:
  - end-plate opening in the chassis  
Ensure that the tapered foot of the board's retaining bracket fits into the slot in the expansion slot frame.
  - PCI connector
- 7 Press the new DSE board firmly into its slot.
- 8 Secure the board using the retaining screw that you removed earlier.
- 9 Replace the upper fan holder foam.  
For instructions, see "To replace the upper fan holder foam" on page 170.
- 10 Reconnect the CT Bus cable.

**Notes:**

- The connectors are keyed to ensure that you do not connect them incorrectly.
  - Ensure that each end of the CT Bus cable is connected to a board. See "CT Bus cabling" on page 228.
- 11 Replace the server cover.  
**Note:** Be careful not to pinch any cabling when replacing the server cover.
  - 12 Reconnect the peripheral device and power cables.
  - 13 Reconnect the DSE cable(s) to the faceplate(s) of the DSE board(s).  
**Note:** Refer to the labels from Step 1 of this procedure, to ensure that you connect the correct DSE cables to the correct DSE boards.
  - 14 Power up the server and log on to Windows NT.
  - 15 Run the Configuration Wizard to detect the new hardware.  
For instructions, refer to "Running the Configuration Wizard" in Part 3 of the *CallPilot Installation and Configuration* binder.  
**Result:** The DSE board replacement is complete.
  - 16 Reboot the server.

**17** Test the call channels to ensure that the new DSE board is functioning properly.

Refer to “Testing the CallPilot installation” in Part 3 of the *CallPilot Installation and Configuration* binder.

## To install additional DSE boards

To install additional DSE boards in a server that already has at least one DSE board, do the following:

- 1 Prepare the server for board installation as described in “Preparing for hardware maintenance” on page 161

**Note:** If there are multiple DSE cables, label each cable with the slot number to which it is attached, so that you can reconnect it to the correct DSE board. See “Slot definition and numbering” on page 282.



### WARNING

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#### Risk of personal injury or equipment damage

Failure to follow the procedures in “Preparing for hardware maintenance” on page 161 could result in electrical shock or equipment damage.

- 2 Unpack the new DSE board.
- 3 Record the serial number of the DSE board. This will be required when you use the Configuration Wizard to configure the board within the Call Pilot system. The serial number will begin with: **S/N:**
- 4 Identify the slot where the new DSE board will be installed.

For slot assignment information, see “Slot definition and numbering” on page 282.

- 5 Remove the slot cover where the new board will be installed.  
Save the retaining screw. You will reuse it to secure the new board.
- 6 Press the new DSE board firmly into its slot in the backplane.
- 7 Secure the board using the same screw you removed earlier.
- 8 Connect the CT Bus cable as follows:
  - If you are adding a second DSE board to the system, you can use the 3 drop CT Bus cable (A0518917) to include the new DSE board(s) on the CT Bus.

- If you are adding a third or fourth DSE Board, use the 5 drop CT Bus cable (A0505245) to include the new DSE board on the CT Bus.

**Note:** Ensure that each end of the CT Bus cable is connected to a board. For more information, see “CT Bus cabling” on page 228.

**9** Replace the server cover.

**Note:** Be careful not to pinch any cabling when replacing the server cover.

**10** Reconnect the DSE cable(s) to the faceplate(s) of the DSE board(s).

**Note:** Refer to the labels from Step 1 of this procedure, to ensure that you connect the correct DSE cables to the correct DSE boards.

**11** Connect DSE cables(s) to the faceplate(s) of the new DSE board(s), and complete their connection to the switch.

For more information, refer to Part 3 of the *CallPilot Installation and Configuration* binder.

**12** Restart the server.

**13** Run the Configuration Wizard to configure the additional channels.

**Result:** The DSE board replacement is complete.

**14** Reboot the server.

**15** Test the new call channels to ensure that the new DSE board is functioning properly.

Refer to “Testing the CallPilot installation” in Part 3 of the *CallPilot Installation and Configuration* binder.

# Chapter 11

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## Working with DIMMs and the CPU

### In this chapter

Replacing or adding baseboard DIMMs	242
Replacing the CPU	246

# Replacing or adding baseboard DIMMs

## Introduction

The baseboard provides four slots that support DDR266 SDRAM DIMMs. The server ships with two DIMMs that provide a total of 512 Mbytes of memory. DIMMs must be installed in pairs, and can be expanded to 8 Gbytes of memory.

## DIMM sizes and compatibility

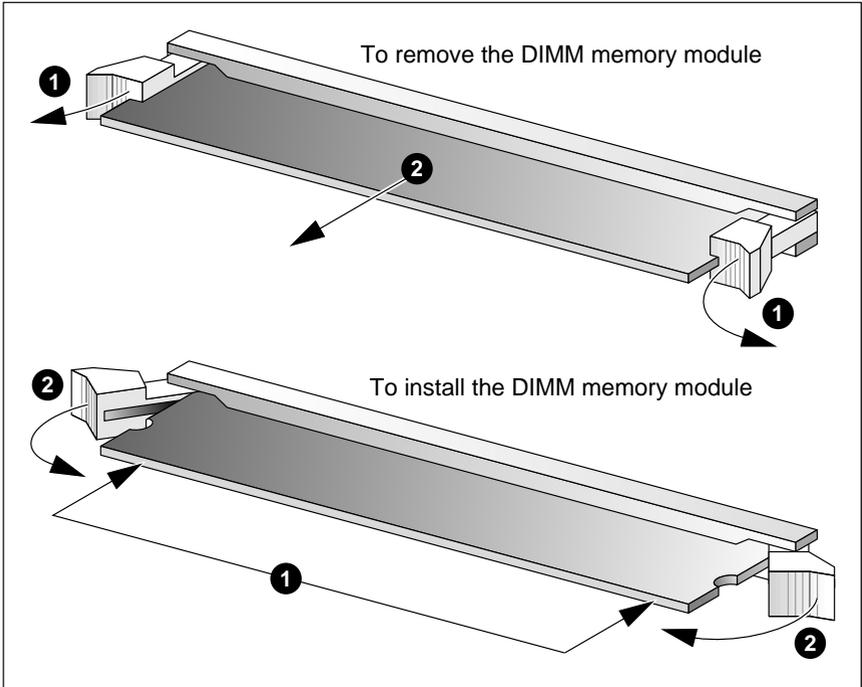
Contact your Nortel Networks sales representative or customer support representative for a list of approved, Nortel Networks-qualified DIMMs for the 703t server.

### **ATTENTION**

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Do not use types of DIMMs that have not been approved by Nortel Networks.

## DIMM removal and installation diagram



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When installing DIMMs, ensure that the slots are populated in order, starting with the slot closest to the power connector:

- DIMM 1A (This is the slot closest to the power connector.)
- DIMM 1B
- DIMM 2A
- DIMM 2B

## To remove baseboard DIMMs

- 1 Prepare the server for DIMM replacement as follows:
  - a. Shut down the server, and then disconnect the power and peripheral device cables.
  - b. Place the server on its side.
  - c. Remove the side cover.

For instructions, see “Preparing for hardware maintenance” on page 161.



### WARNING

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#### **Risk of personal injury or equipment damage**

Failure to follow the procedures in “Preparing for hardware maintenance” on page 161 can result in electrical shock or equipment damage.

- 2 Gently push the DIMM socket’s plastic ejector levers out and down to eject a DIMM from its socket.



### CAUTION

---

#### **Risk of equipment damage**

Use extreme care when removing a DIMM. Too much pressure can damage the socket slot. Apply only enough pressure on the plastic ejector levers to release the DIMM.

- 3 Hold the DIMM only by its edges; be careful not to touch its components or gold-edge connectors. Carefully lift it away from the socket, and store it in an antistatic package.
- 4 Repeat to remove other DIMMs as necessary.
- 5 If you are replacing a DIMM, continue with “To install baseboard DIMMs” on page 245.

## To install baseboard DIMMs



### CAUTION

---

#### **Risk of equipment damage and data corruption**

Use only Nortel Networks-approved DIMMs. A mixture of dissimilar metals (from the use of non-approved DIMMs) can cause later memory failures, resulting in data corruption.

- 1 Prepare the server for DIMM installation as described in “Preparing for hardware maintenance” on page 161.



### WARNING

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#### **Risk of personal injury or equipment damage**

Failure to follow the procedures in “Preparing for hardware maintenance” on page 161 can result in electrical shock or equipment damage.

- 2 Hold the DIMM only by its edges when you remove it from its antistatic package.
- 3 Compare the length of the gold edge connectors on the DIMM with the socket, and align them accordingly.
- 4 Press the DIMM firmly down until it clicks into place inside the socket.



### CAUTION

---

#### **Risk of equipment damage and data corruption**

Use extreme care when installing a DIMM. Too much pressure can damage the socket. DIMMs are keyed and can be inserted in only one way.

**Result:** The plastic ejector levers close automatically indicating correct installation.

# Replacing the CPU

## Introduction

The 703t server's motherboard provides two connectors for Xeon processor chips, but only one is populated for CallPilot. For a single-CPU configuration, the CPU must be installed on the CPU1 connector. A processor terminator board is not required.

## CPU replacement package contents

The CPU assembly package contains the following:

- 2.0 GHz AT 400 MHz FSB microprocessor with 512 kbytes of L2 cache memory

**Note:** A higher frequency microprocessor may be provided if the above-mentioned frequency becomes obsolete.

- heat sink with guides and clips
- syringe containing heat sink grease
- heat sink housing
- fan



### WARNING

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#### Risk of equipment damage

The microprocessor is extremely sensitive to electrostatic discharge (ESD) and requires careful handling to avoid static damage. To prevent ESD, perform the replacement at an ESD workstation or use an ESD wrist strap.

## To remove the faulty CPU



### CAUTION

---

#### **Risk of electrical damage**

Wear an antistatic ESD wrist strap during the CPU replacement process.

- 1 Prepare the server for CPU replacement as follows:
  - a. Shut down the server, and then disconnect the power and peripheral device cables.
  - b. Place the server on its side.
  - c. Remove the side cover.
  - d. Remove the upper fan holder foam.

For instructions, see “Preparing for hardware maintenance” on page 161.



### WARNING

---

#### **Risk of personal injury or equipment damage**

Failure to follow the procedures in “Preparing for hardware maintenance” on page 161 can result in electrical shock or equipment damage.

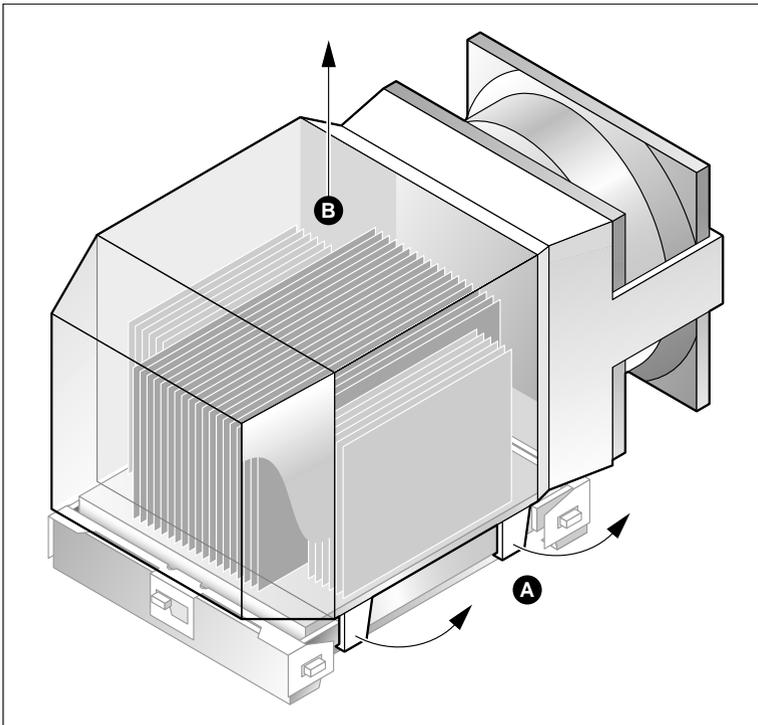
- 2 Disconnect the processor fan cable, and then remove the processor fan.  
For instructions, see “To remove the processor fan” on page 183.

- 3 Using both hands, remove the heat sink housing, as follows:
  - a. Grasp the bottom edge of one side of the heat sink housing, and pry the bottom tabs away from the heat sink.

**CAUTION****Risk of equipment damage**

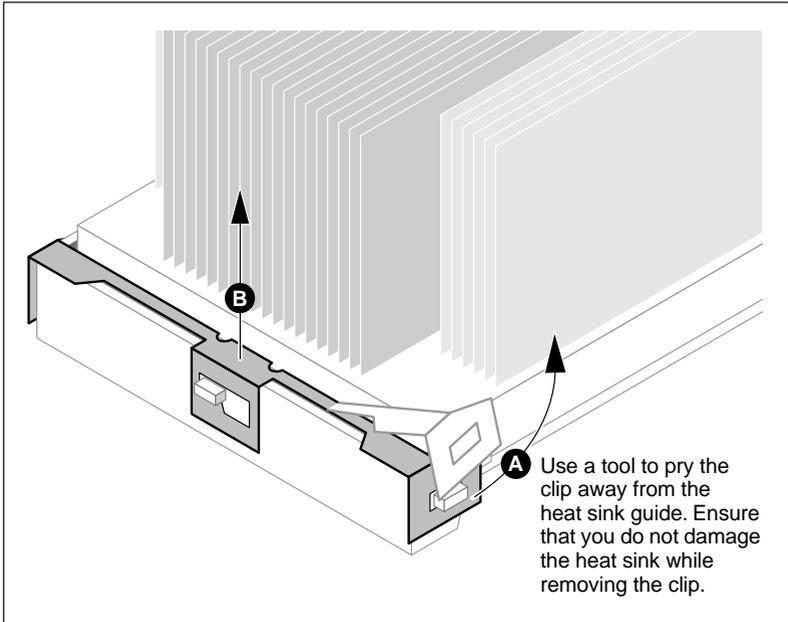
Ensure that you do not bend the wings of the heat sink while removing the heat sink housing as this will cause damage to the heat sink.

- b. Repeat step a for the other side.
- c. Lift the housing away from the heat sink.



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- 4 Remove the clips that secure the heat sink to the motherboard, as shown in the following diagram:

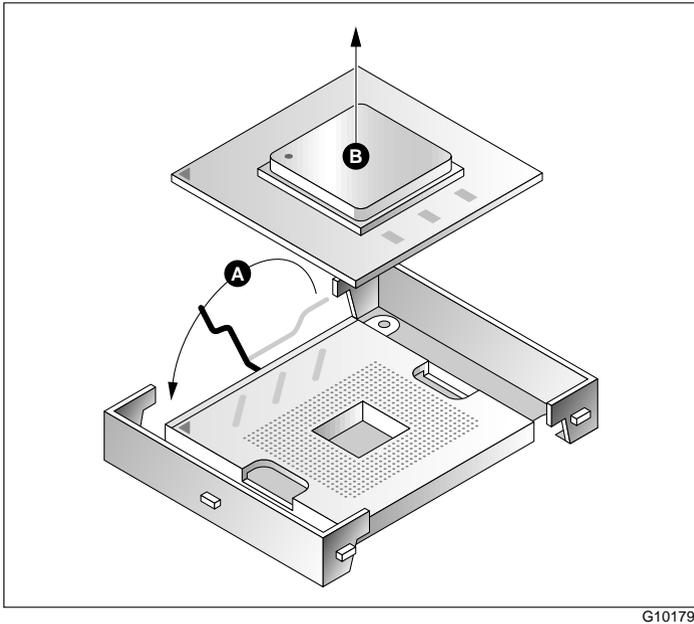


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**CAUTION****Risk of equipment damage**

Ensure that you do not bend the wings of the heat sink while removing the clips as this will cause damage to the heat sink.

- 5 Remove the heat sink.

**6** Remove the microprocessor as shown in the following diagram:

- a.** Lift the lever that secures the microprocessor to the motherboard.

While applying gentle downward pressure, push the lever away from you (towards the top of the server), and then lift it all the way to the left.

- b.** Remove the microprocessor, and put it in an antistatic package.

**7** Continue with “To install a new CPU” on page 251.

## To install a new CPU



### CAUTION

---

#### Risk of electrical damage

Wear an antistatic ESD wrist strap during the entire CPU replacement process.

- 1 Remove the new microprocessor from its antistatic package.



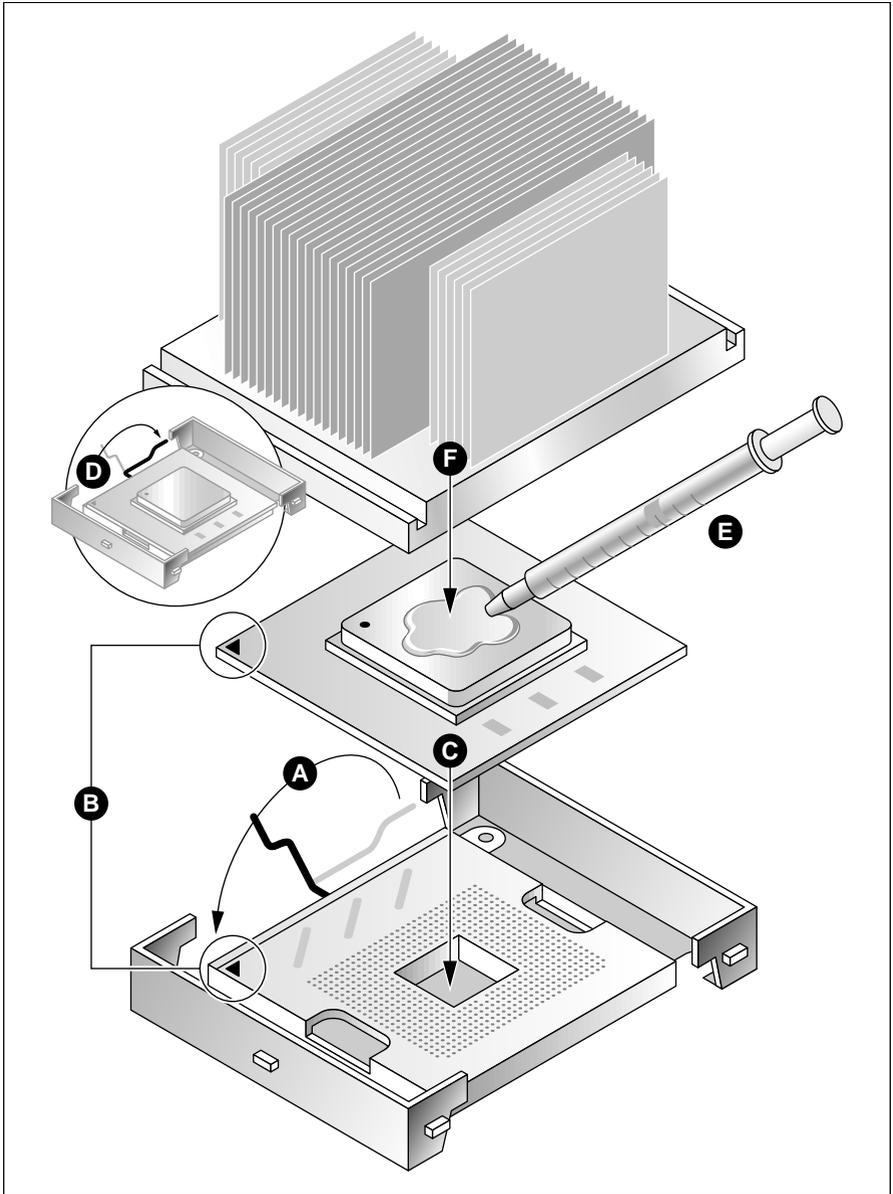
### CAUTION

---

#### Risk of equipment damage

Do not touch the pins on the microprocessor. The pins are static-sensitive and bend easily.

- 2 Install the new microprocessor and heat sink as shown in the following diagram (see also the description that follows on page 253):



G101779

- a. Ensure that the microprocessor lever is open all the way to the left.
  - b. Align the gold triangle on one corner of the microprocessor with the gold triangle on the socket.  
**Note:** See the top left corner of the microprocessor in the photograph in step 6 on page 250.
  - c. Apply gentle downward pressure to the microprocessor to seat it in its socket.
  - d. Lower and secure the lever.
  - e. Apply all of the thermal grease in the syringe that was provided in the CPU assembly package to the metal square on the microprocessor.
  - f. Place the heat sink on top of the microprocessor, and then apply light pressure in a circular motion to spread the grease evenly over the entire metal square.
- 3 Install the heat sink clips as shown in the following diagram (see also the description that follows):

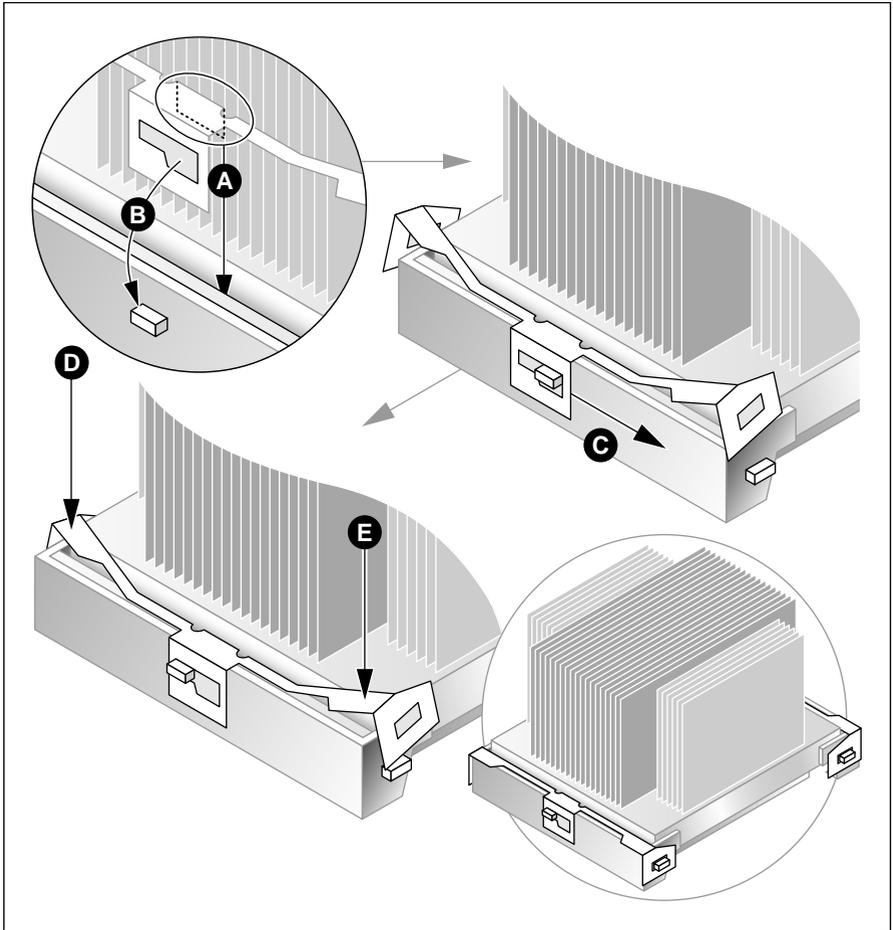


### CAUTION

---

#### **Risk of equipment damage**

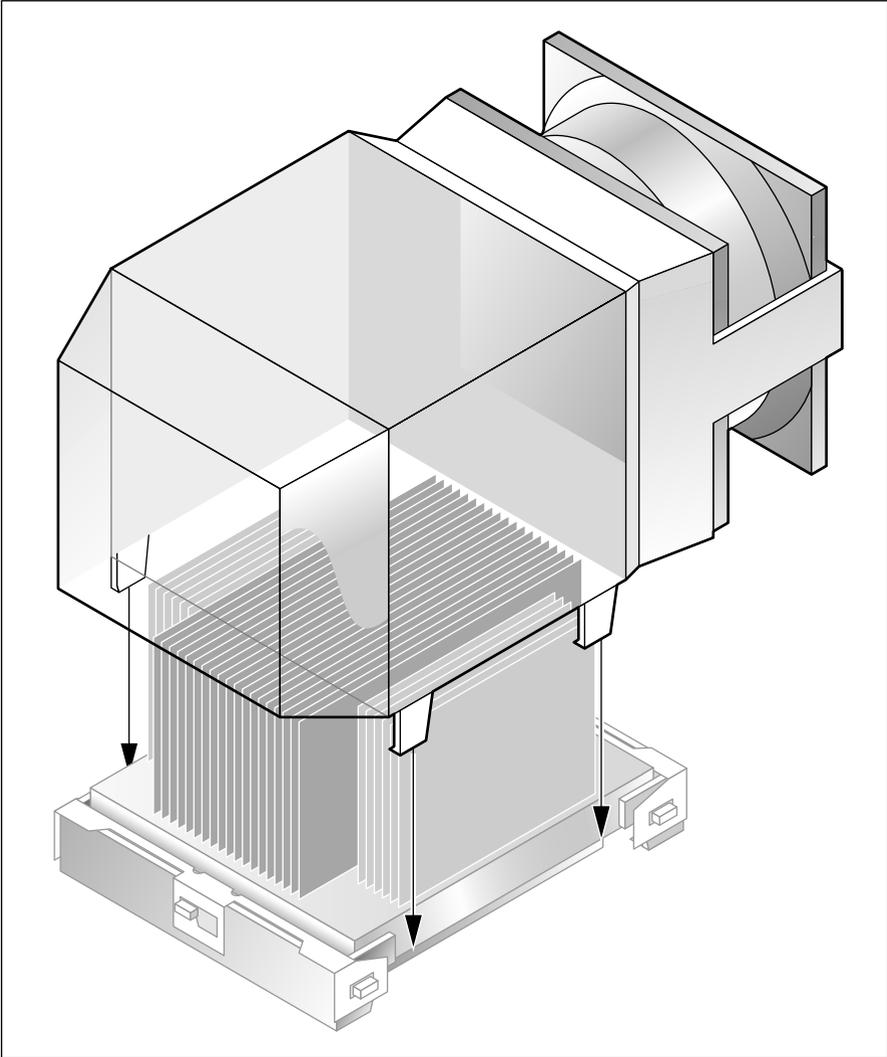
Ensure that you do not bend the wings of the heat sink while installing the clips as this will cause damage to the heat sink.



G101780

- a. Align the side tabs on the clip over the heat sink guide.
- b. Align the center hole on the clip over the tab on the heat sink guide.
- c. Slide the clip forward or back until the tab is in the small portion of the hole.
- d. With both hands, apply even downward pressure on the ends of the clip until it snaps into place over the end tabs on the heat sink guides.

- 4 Use both hands to install the heat sink housing assembly as shown in the following diagram (see also the description that follows page 256):



G101788

- a.** Grasp the bottom edge of each side of the heat sink housing.
  - b.** Spread the sides of the housing slightly, and then lower the housing over the heat sink.
  - c.** Release the housing to engage the tabs around the edge of the heat sink's platform.
  - d.** Apply pressure to the top of the housing and work with the bottom tabs until the housing snaps into place. When all four tabs are secured, the housing will not move.
- 5** Install the processor fan.  
For instructions, see "To install the processor fan" on page 184.
- 6** Replace the upper fan holder foam.
- 7** Replace the server's side cover.
- 8** Reconnect all peripheral device cables and power cord.
- 9** Restart the server and ensure that CallPilot starts.

# Chapter 12

---

## Working with the CallPilot server BIOS

### In this chapter

Overview	258
BIOS settings	259
Updating and configuring the BIOS	265
Recovering from corrupted CMOS and BIOS	269

# Overview

## Introduction

The server's BIOS defines the compatibility of the server with expansion hardware.

All systems configured by Nortel Networks manufacturing are shipped with at least the minimum vintage BIOS. However, new BIOS may be issued to fix discovered bugs or to support new hardware standards and options.

## BIOS release

The following are tested and supported releases of BIOS and firmware for the server:

- Intel BIOS release: P07\_64 or later
- firmware release: BMC1.05

If these releases are not being used on the 703t server, they must be updated.

## To determine the BIOS release

- 1 Start (or restart) the server.
- 2 Read the BIOS version on the display.

The BIOS version appears after the MAC address information.

You can also find the BIOS version in the BIOS configuration sections in the server menu. See “To configure the BIOS,” on page 267 for instructions.

# BIOS settings

## Introduction

This section identifies the 703t server's BIOS settings:

- Main (below)
- Advanced (see page 261)
- Security (see page 262)
- Server (see page 263)
- Boot (see page 264)

See “To configure the BIOS,” on page 267 for instructions on how to verify that the 703t server settings are set to the values given in the following sections.

## Main

Options	Settings
System Time	Set for the current time.
System Date	Set for the current date.
Floppy A:	1.44/1.25 Mbytes, 3.5 inch
Hard Disk Pre-Delay	Disabled
Primary IDE Master	CD-ROM
Primary IDE Slave	None

Options	Settings
Secondary IDE Master	None
Secondary IDE Slave	None
Processor Settings	<ul style="list-style-type: none"> <li data-bbox="496 418 975 478">■ Processor POST speed setting: 2 GHz (shown in grey)</li> <li data-bbox="496 497 945 523">■ Processor Hyperthreading: Enabled</li> <li data-bbox="496 542 1020 568">■ Processor 1 CPU ID: F24 (shown in grey)</li> <li data-bbox="496 587 1001 647">■ Processor 1 CPU Cache size: 512k ECC (shown in grey)</li> <li data-bbox="496 667 1028 727">■ Processor 2 CPU ID: Not installed (shown in grey)</li> <li data-bbox="496 746 1034 807">■ Processor 2 CPU L2 Cache size: (shown in grey)</li> </ul>
Language	English (US)

## Advanced

Options	Settings
PCI Configuration	<p data-bbox="488 277 710 303">Use default values.</p> <p data-bbox="488 328 1039 389"><b>Note:</b> Default values are generated by pressing F9 before you change CMOS values.</p> <ul style="list-style-type: none"> <li data-bbox="497 414 695 440">■ USB: Enabled</li> <li data-bbox="497 459 703 485">■ NIC1: Enabled</li> <li data-bbox="497 504 703 529">■ NIC2: Enabled</li> <li data-bbox="497 549 706 574">■ Video: Enabled</li> <li data-bbox="497 593 698 619">■ SCSI: Enabled</li> <li data-bbox="497 638 1020 663">■ Option ROM: Enabled (where applicable)</li> <li data-bbox="497 683 818 708">■ PCI slots ROM: Enabled</li> </ul>
Integrated Peripheral Configuration	<ul style="list-style-type: none"> <li data-bbox="497 746 687 772">■ COM1: IRQ4</li> <li data-bbox="497 791 736 817">■ COM2: 2f8/IRQ3</li> <li data-bbox="497 836 945 896">■ Parallel Port: ECP/378/IRQ7/DMA Channel 3</li> <li data-bbox="497 916 900 941">■ Floppy disk controller: Enabled</li> <li data-bbox="497 960 844 986">■ Legacy USB support: Auto</li> <li data-bbox="497 1005 844 1031">■ Front Panel USB: Disabled</li> </ul>
Memory Configuration	<ul style="list-style-type: none"> <li data-bbox="497 1066 725 1091">■ Bank 1: Installed</li> <li data-bbox="497 1110 967 1136">■ Bank 2: Not installed (shown in grey)</li> <li data-bbox="497 1155 829 1181">■ Memory Retest: Disabled</li> </ul>
Advanced Chipset Control	<ul style="list-style-type: none"> <li data-bbox="497 1219 818 1244">■ Wake on LAN: Disabled</li> <li data-bbox="497 1264 818 1289">■ Wake on PME: Disabled</li> <li data-bbox="497 1308 885 1334">■ Wake on RTC alarm: Disabled</li> </ul>

<b>Options</b>	<b>Settings</b>
Boot Time Diag Screen	Enabled
Reset Config Data	No
Num Lock	On
Sleep Button	Disabled

## Security

<b>Options</b>	<b>Settings</b>
Use Password Is	Clear
Supervisor Password Is	Clear
Fixed Disk Boot Sector	None
Power Switch Inhibit	Disabled
NMI Control	Enabled

## Server

Options	Settings
System Management	System Info (shown in grey)
Console Redirection	<ul style="list-style-type: none"> <li>■ BIOS redirection port: Disabled</li> <li>■ ACPI redirection: Disabled</li> <li>■ Baud Rate: 9600</li> <li>■ Flow Control: CTS/RTS</li> <li>■ Terminal Type: VT100+</li> </ul>
Event Log Configuration	<ul style="list-style-type: none"> <li>■ Clear All Events log: No</li> <li>■ Event Logging: Enabled</li> <li>■ Critical Event Logging: Enabled</li> </ul>
Fault Resilient Booting	<ul style="list-style-type: none"> <li>■ Late POST timeout: Disabled</li> <li>■ Fault Resilient Booting: Stay on</li> <li>■ Hard Disk OS Boot Timeout: Disabled</li> <li>■ PXE OS boot timeout: Disabled</li> </ul>
Assert NMI on PERR	Disabled
Assert NMI on SERR	Disabled
FRB-2 Policy	Disable BSP
POST Error Pause	Enabled
Boot Monitoring	Disabled
Boot Monitoring Policy	Retry 3 times

## Boot

Options	Settings
BIOS Device Priority	■ Removable Devices ■ Hard Drive ■ ATAPI CDROM
Hard Drive	Do Not Change
ATAPI CDROM	Do Not Change

# Updating and configuring the BIOS

## BIOS update availability

### ATTENTION

---

The BIOS installed on the CallPilot server must be version P07\_64 or later.

BIOS updates are provided by Nortel Networks on a floppy disk (NTRH8057).



### CAUTION

---

#### Risk of equipment damage

Do not power off or restart the server before BIOS update is complete. If you do, the BIOS will become corrupted.

If the server does lose power during BIOS update (for example, because of a power outage or lightning strike) you will need to perform the BIOS recovery procedure on page 270.

**Note:** For a complete list of BIOS settings refer to page 259.

## To update the BIOS

- 1 Insert the BIOS update disk (NTRH8057) into the server's floppy disk drive.
- 2 Restart the server.

For instructions, refer to "Restarting the server" in Part 1 of the *CallPilot Installation and Configuration* binder.

**Result:** The server boots from the floppy disk and the BIOS update begins automatically.

- 3 When prompted, press 1, and then press Enter.
- 4 When the BIOS update is finished, the server will restart automatically.

- 5** While the server is restarting, remove the BIOS update disk from the server's floppy disk drive.
- 6** When the server has rebooted, continue with "To configure the BIOS" on page 267.

## To configure the BIOS

**Note:** Only options that need to be changed from their defaults are described below. As you perform this procedure, you should still validate that all BIOS settings conform to the values listed in “BIOS settings,” on page 259.

1 During the server startup and while the startup diagnostics still appear on the screen, press F2 to display the Main menu screen.

2 Press BIOS Default (F9) to load the default BIOS settings.

**Result:** You are prompted to confirm the settings.

3 Choose Yes, and then press Enter.

**Result:** The Main menu reappears.

4 Use the right and left arrow keys to choose the Advanced screen.

**Result:** A list of configuration sections appears.

5 Configure the sections as follows:

- Boot-up Diag Screen: Enabled
- Num Lock: ON
- Sleep Button: Disabled

6 Use the right and left arrow keys to choose the Server screen.

**Result:** A list of configuration sections appears.

7 Configure the sections as follows:

- Assert NMI on PERR: Disabled
- Assert NMI on SERR: Disabled

8 Use the right and left arrow keys to choose the Boot screen.

**Result:** A list of configuration sections appears.

9 Ensure the boot device order is defined as follows:

- first: floppy drive
- second: hard drive

- third: CD-ROM drive

**Note:** The CallPilot operating system requires that the first startup be completed from the CD-ROM drive. To achieve this during the startup process, press Esc to display the boot menu, and then choose ATAPI CD-ROM to start the server temporarily from the CD-ROM.

**Note:** The hard drive boot option will not appear in the list if the RAID packs are not configured.

**10** Use the right and left arrow keys to choose the Exit screen.

**11** Choose the Exit Saving Changes option, and then press Enter.

**Result:** You are prompted to confirm.

**12** Choose Yes to save the changes, and then press Enter.

**Result:** The server restarts.

# Recovering from corrupted CMOS and BIOS

## Introduction

If the system behaves abnormally (for example, it does not start up or it freezes during the startup process), the CMOS may be corrupted. To correct this, follow the procedure in “To recover from a corrupted CMOS” below.

In situations where a BIOS is corrupt or a BIOS update is not successful, the 703t server can start in recovery mode. To boot in recovery mode, follow the procedure in “To recover from a corrupted BIOS” on page 270.

## To recover from a corrupted CMOS

- 1 Power down the server.
- 2 Remove the server cover and access the motherboard.
- 3 Move the CMOS Clear jumper (J1H1) to pins 2 and 3 (by default, the jumper is set to pins 1 and 2).

To determine the jumper location, see “Jumper locations and settings” on page 271.

- 4 Power up the server.

**Result:** A message appears stating that the CMOS has been cleared (reset to factory defaults).

- 5 Power down the server.
- 6 Move the CMOS Clear jumper (J1H1) back to pins 1 and 2.
- 7 Replace the server cover.
- 8 Power up the server.
- 9 Perform CMOS setup.

For instructions, see “To configure the BIOS” on page 267.

## To recover from a corrupted BIOS

### Notes:

- To start the server into recovery mode, a memory DIMM module must be installed in the first socket, and a floppy disk drive must be installed.
- The CMOS is not cleared when the system BIOS is updated.

1 Insert the BIOS update disk (NTRH8057) into the floppy disk drive.

2 Power down the server.

3 Remove the server cover and access the motherboard.

4 Move the Boot jumper (J1H1) to pins 10 and 11.

To determine the jumper location, see “Jumper locations and settings” on page 271.

**Note:** The jumper connects pins 9 and 10 by default for normal BIOS.

5 Power up the server.

**Result:** The server boots from the floppy disk and the BIOS update begins automatically. A single high-pitched beep tone announces the start of the recovery process.

6 Wait until the BIOS update is finished.

A successful update ends with two high-pitched beep tones.

A failed update is indicated by a long series of short beep tones. This indicates that some of the BIOS files may be corrupted. Three beeps indicates that the BIOS update disk is not inserted in the floppy disk drive or is not bootable.

7 When the BIOS update is finished, the server will restart automatically.

8 While the server is restarting, remove the BIOS update disk from the server's floppy disk drive.

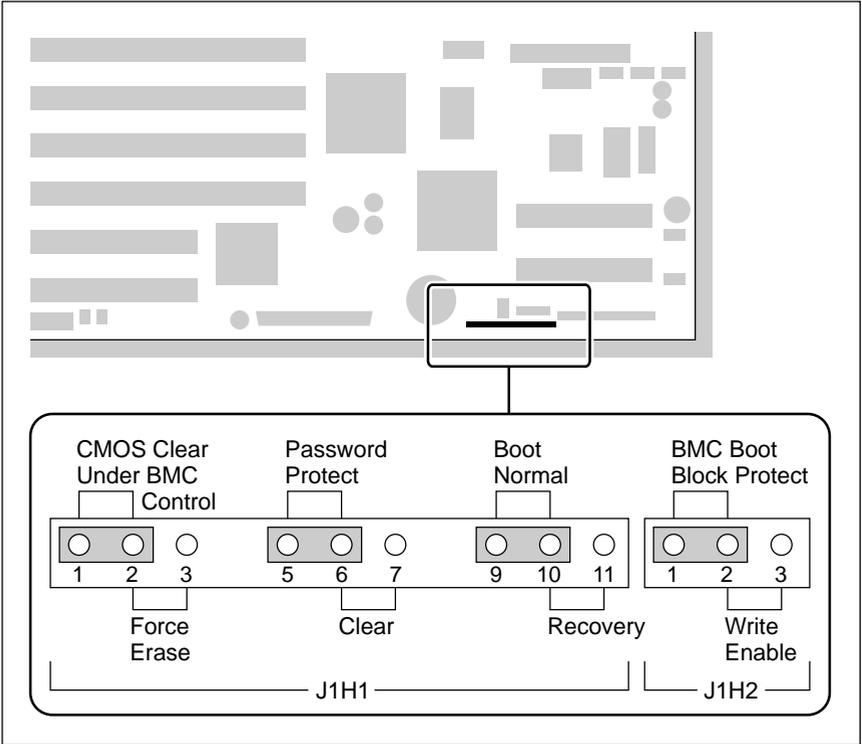
9 While the BIOS boot initialization screen is displayed, power down the server.

10 Move the Boot jumper (J1H1) back to pins 9 and 10.

11 Power up the server.

12 Verify that the BIOS version was updated.

### Jumper locations and settings



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# Appendix A

---

## 703t description reference

### In this appendix

Server features	274
Slot assignments	281
IRQ mapping table	283

# Server features

## Introduction

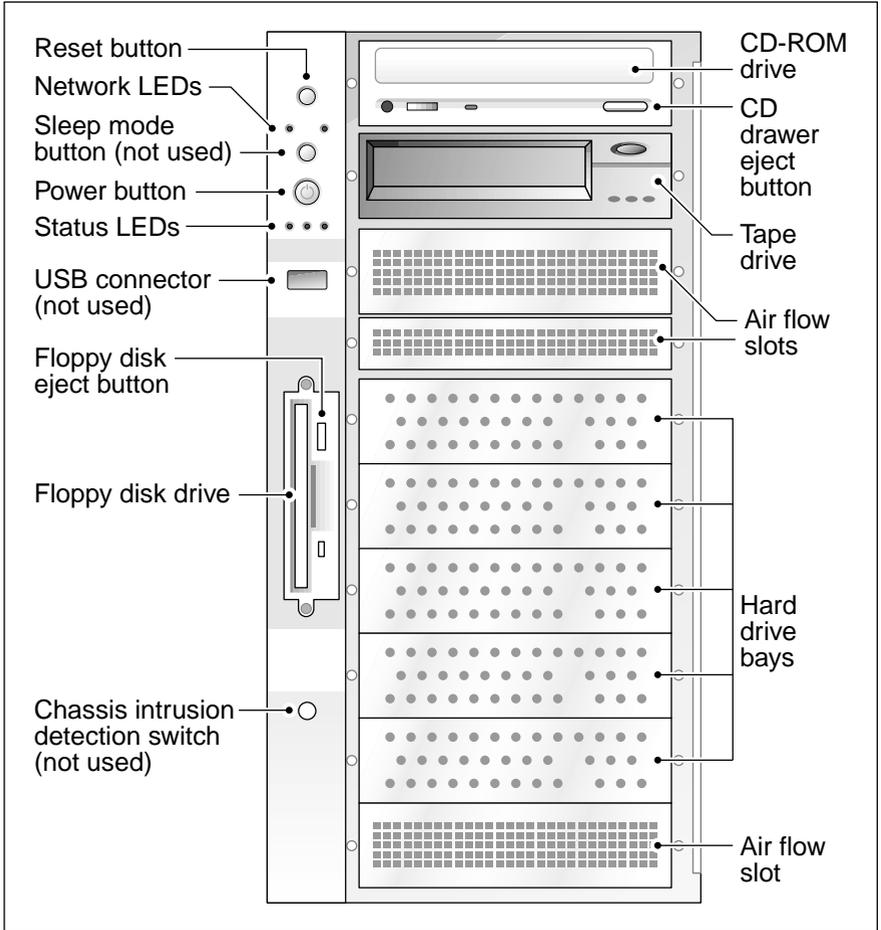
This section provides a general overview of the 703t server.

## Server dimensions

Height	chassis only: 42 cm (16.75 in.) with chassis feet: 44 cm (17.5 in.)
Width	chassis only: 21.5 cm (8.6 in.) with chassis feet: 32 cm (12.7 in.)
Depth (distance from front to back)	65 cm (26 in.)
Clearance	<ul style="list-style-type: none"> <li>■ front: 25 cm (10 in.)</li> <li>■ rear: 12.5 cm (5 in.)</li> <li>■ side: 7.5 cm (3 in.)</li> </ul> <p><b>Note:</b> Additional side clearance is required for service.</p> <ul style="list-style-type: none"> <li>■ top: 7.5 cm (3 in.)</li> </ul>
Weight of fully loaded system with	approximately 22 kg (46 lb)
<ul style="list-style-type: none"> <li>■ two SCSI hard drives</li> <li>■ six populated boards</li> <li>■ CD-ROM drive</li> <li>■ floppy drive</li> <li>■ tape drive</li> </ul>	

## Front panel features

The following diagram shows the 703t server's front panel features:



G101759

The table below describes the parts that are identified in the preceding diagram:

<b>Part</b>	<b>Function</b>
Reset button	Triggers a hardware (cold) reset. Do not use this button to perform a server restart. Restart the server as described in “Restarting the server” in <i>CallPilot Installation and Configuration Part 1: Installation and Maintenance Overview</i> (555-7101-210).
Network controller LEDs (green)	Left: 10/100Base-T controller LED (NIC1 10/100 MB: ELAN for Meridian 1/Succession 1000 connection) Right: 10/100/1000Base-T controller LED (NIC2 1 GB: CLAN for Customer LAN connection)
Sleep mode button	Not used
Power button	Turns the server’s power on or off.
Status LEDs	Indicate when the server is powered up and the disk drives are active. <ul style="list-style-type: none"> <li>■ Left: hard drive activity LED (not used)</li> <li>■ Center: power/sleep LED (green)</li> <li>■ Right: status LED (bi-color) indicates whether the server is functioning properly, or whether a hardware event has occurred.</li> </ul>
USB connector	For future use
Floppy disk eject button	Ejects the floppy disk.
Floppy drive	Drive for 3-1/2 inch diskettes.

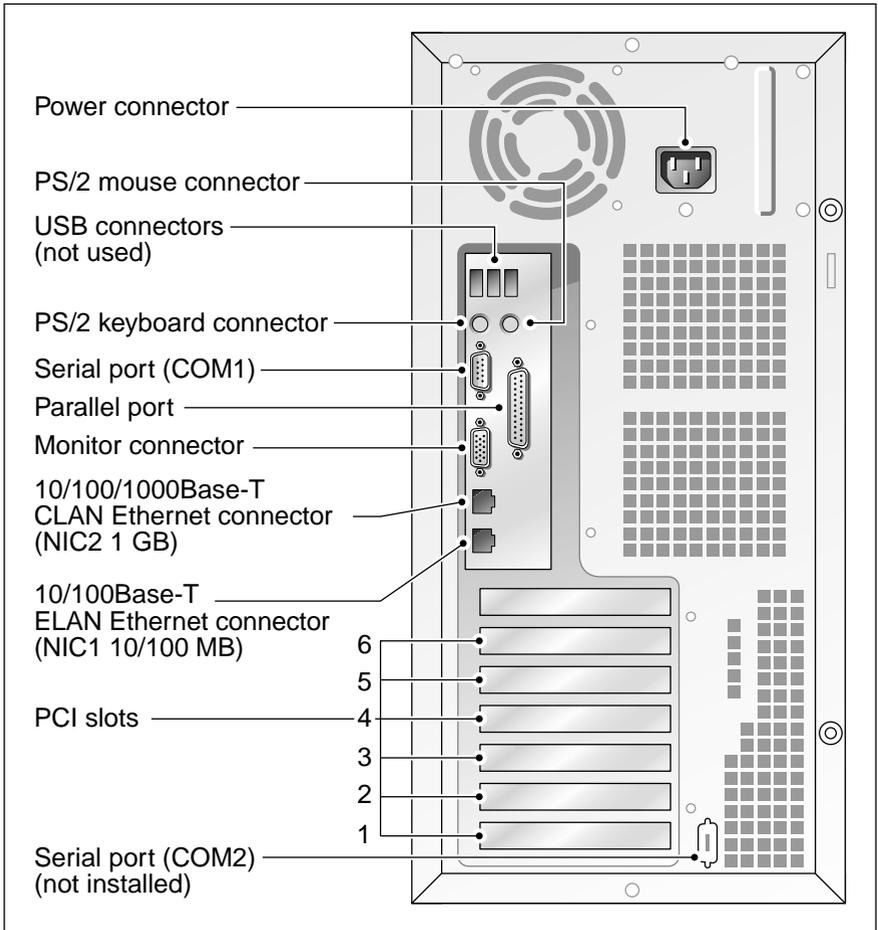
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<b>Part</b>	<b>Function</b>
IDE CD-ROM drive (5.25 in.)	Enables you to use the CallPilot software and documentation CD-ROMs.
CD drive eject button	Opens the CD-ROM drawer. Push the button again to close the drawer.
Backup tape drive	Allows backup of hard drive data.
Hard drive 1	10,000 rpm hard drive
Hard drive 2	10,000 rpm hard drive
Drive bay	Vacant
Drive bay	Vacant
Drive bay	Vacant
Air flow slot	Must remain empty for proper system cooling.

---

## Rear panel diagram

The following diagram shows the 703t server's rear panel features:



G101760

**Note:** For more information, see “Slot assignments” on page 281.

The table below describes the parts that are identified in the preceding diagram:

<b>Part</b>	<b>Color</b>
AC power supply connector (450 W non hot-swap power supply)	Not applicable
USB connectors	Not applicable
PS/2 keyboard connector	Purple
PS/2 mouse connector	Green
COM1 serial port connector (9-pin)	Teal
Parallel port connector (25-pin)	Pink
Monitor connector (15-pin)	Blue
10/100/1000Base-T CLAN network connector for Customer LAN connection (NIC2 1 GB)	Not applicable
<b>Note:</b> For more information, refer to the description of LAN connectivity in <i>CallPilot Installation and Configuration Part 2: 703t Server Hardware Installation</i> (555-7101-226).	
10/100Base-T ELAN network connector for Meridian 1/Succession 1000 connection (NIC1 10/100 MB)	Not applicable
<b>Note:</b> For more information, refer to the description of LAN connectivity in <i>CallPilot Installation and Configuration Part 2: 703t Server Hardware Installation</i> (555-7101-226).	

Part	Color
PCI slots (6)	Not applicable
<ul style="list-style-type: none"> <li>■ Four slots are 100 MHz 3.3 V 64-bit PCI slots.</li> <li>■ Two slots are 33 MHz 5 V 32-bit PCI slots.</li> </ul>	
<b>Note:</b> For more information, see “Slot assignments” on page 281.	
COM2 serial port connector slot (not installed)	Teal

## Environmental specifications

Environmental condition	Specification
Operating temperature	10°C to 35°C (50°F to 95°F) Maximum rate of change must not exceed 10°C (50°F) per hour.
Non-operating (storage) temperature	-40°C to 70°C (-40°F to 158°F)
Non-operating humidity	95%, non-condensing at 30°C (86°F)
Altitude	1829 m (6000 ft)
Electrostatic discharge	15 kV or more
Acoustic noise	50 dBA in a typical office ambient temperature (18°C to 25°C [64.4°F to 77°F])
Operating shock	No errors with a half sine wave shock of 2G (with 1 millisecond duration)
Handling drop	Operational after a free fall from 45 cm to 60 cm (18 in. to 24 in.) (depending on weight)

# Slot assignments

## Introduction

The slot assignment tables show

- the physical location of boards inside the server, relative to other boards
- the order in which boards are installed (for example, board #1, 2, 3, and so on)
- how the boards are represented in CallPilot Manager applications (that is, on the Maintenance Administration page)
- the maximum capacity for each switch connectivity

**Note:** Your server may vary depending on what was ordered from Nortel Networks; therefore, your server may not have all of the slots populated.

## Slot definition and numbering

In the following table, the term “slot” refers to the available slot openings in the chassis, not the PCI connectors inside the server.

The slots are numbered from the bottom of the server to the top. Slot 1 is the bottom slot in the chassis when the chassis is standing upright.

<b>Slot number</b>	<b>CallPilot- assigned board label<sup>a</sup></b>	<b>Meridian 1 or Succession 1000</b>	<b>DSE</b>
PCI slot 7 (full length)	Not used	Not used	Not used
PCI slot 6 (full length)	BRD06	RAID card	RAID card
PCI slot 5 (full length)	BRD05	Not used	MPB96 board
PCI slot 4 (full length)	BRD04	MPB96 board	Intel DSE board # 1
PCI slot 3 (full length)	BRD03	Not used	Intel DSE board # 2
PCI slot 2 (full length)	BRD02	Not used	Intel DSE board # 3
PCI slot 1 (full length)	BRD01	Not used	Intel DSE board # 4

a. In CallPilot Manager applications, the CallPilot-assigned board label may appear. This label corresponds to the slot number. For example, BRD01 refers to the board in slot 1.

# IRQ mapping table

The following table lists the assignments for each Interrupt Request (IRQ). You do not need this information for installation, but it may be useful for troubleshooting.

Interrupt	I/O APIC level	Slot or device
INTR	INT0	Processor interrupt
IRQ0	INT2	Timer (from PIIX4)
IRQ1	INT1	PS/2 keyboard controller
IRQ2	Not applicable	Internal/reserved <b>Note:</b> IRQ2 is actually shared with IRQ9 as a cascade interrupt to support IRQs 8–15.
IRQ3	INT3	Onboard serial port B (COM2)
IRQ4	INT4	Onboard serial port A (COM1)
IRQ5	INT5	Available
IRQ6	INT6	Floppy disk drive controller
IRQ7	INT7	Parallel port 1(LPT1)
IRQ8	INT8	Real Time Clock
IRQ9	INT9	Available
IRQ10	INT10	Available
IRQ11	INT11	Available
IRQ12	INT12	PS/2 mouse
IRQ13	INT13	Internal/reserved

---

<b>Interrupt</b>	<b>I/O APIC level</b>	<b>Slot or device</b>
IRQ14	INT14	IDE controller
IRQ15	INT15	Available

---

# Index

## Numerics

- 703t server
  - dimensions 274
  - environmental specifications 280
  - front panel, description 275–277
  - hard drive bays 277
  - IRQ assignments 283
  - LEDs 276
  - PCI slots 280
  - slot assignments 282
  - slot locations 278

## A

- Alarm Monitor, using 90–92
- alarms
  - about 86, 90
  - investigating 91
- alert icons, component states 107
- application event log
  - description 53
- arp command 65
  - parameters and descriptions 65
  - running from Windows NT 4.0 66
  - syntax 65

## B

- beep codes 33
  - interpretation 33
- BIOS
  - configuring 267

- upgrading
  - overview 258
  - vintage 258
- BIOS and firmware revision
  - verifying 213
- BIOS, flashing the 214
- board labels, CallPilot Manager 282

## C

- cabling
  - RAID system
    - with CD-ROM and tape drive 188
- call channels
  - diagnostics, running 97
  - disabling 97
  - working with 130–131
- CallPilot
  - software, reinstalling 15
  - utilities
    - Diagnostics Tool 134
    - PEP Maintenance 134, 139
    - Session Trace 134, 142
    - System Monitor 134
    - VoiceBridge Monitor 134
- CallPilot Manager
  - Alarm Monitor, using 90–92
  - alarms
    - about 86, 90
    - investigating 91
  - alert icons, component states 107
  - Channel Monitor, using 97, 130–131
  - Event Browser, using 93–95
  - events

- about 86, 93
    - investigating 94
  - fault management
    - alarm notification 86
    - event processing 86
  - Maintenance page
    - Diagnostics section 103
    - General section 102
    - Maintenance section 103
    - purpose 100
    - using 96
  - Multimedia Monitor, using 97, 128–129
  - CallPilot services, Channel Monitor tab 150
  - CD-ROM
    - cabling 188
  - Channel Monitor tab 150
    - CallPilot services 150
    - critical 151
    - DS30X links pane in 152
    - DSP pane in 152
  - Channel Monitor, using 97, 130–131
  - channels
    - call, working with 130–131
    - diagnostics, running 97
    - disabling 97
    - multimedia, working with 128–129
  - chassis
    - accessing 163
  - chkdsk
    - Windows NT 4.0 76, 79
  - chkdsk utility 70
    - parameters and descriptions 70
    - running from Windows NT 4.0 71
    - syntax 70
  - commands
    - Net Start 82
    - Net Stop 76
    - TSTSERIO 77, 78, 79, 81
  - commands, TCP/IP
    - arp 65
    - ipconfig 60
    - nbtstat 66
    - netstat 68
    - ping 62
    - tracert 63
  - compatibility
    - DIMMs 242
  - components
    - CallPilot Manager maintenance
      - activities 104, 105
    - dependencies 88
    - diagnostics that can be run 118
    - diagnostics-eligible 119
    - list 102
    - replacing 19, 20
    - start, about 110–113
    - starting 114–117
    - states
      - Alert icons 107
      - description 106–107
      - viewing 109
    - stop, about 110–113
    - stopping 114–117
  - configuring
    - BIOS 267
  - cooling fan
    - removing 174
    - replacing 177, 180, 183
  - Courtesy stop, description 111
  - CPU servers
    - BIOS settings 267
    - configuring the BIOS 267
  - critical services, CallPilot 151
- ## D
- diagnostic tools
    - Power-On Self Test (POST) 22
    - RAID controller 22
    - SCSI controller 22
    - TSTSERIO tests 77, 78, 79, 81
  - diagnostics
    - integrated
      - running 118, 121–123
      - troubleshooting failures 120
      - when to run 118

- last results
  - description 126
  - viewing 124–126
- POST 33
- serial port
  - overview 74
- startup 22
- TCP/IP 50, 60
  - arp 65
  - ipconfig 60
  - nbstat 66
  - netstat 68
  - ping 62
  - tracert 63
- Diagnostics section, Maintenance page 103
- diagnostics tool
  - CallPilot 134, 136
  - Windows NT 57, 58
- diagrams
  - front panel 275
  - rear panel 278
- dimensions, 703t server 274
- DIMMs
  - compatibility 242
  - motherboard
    - installing 245
  - removing 242
  - sizes 242
  - sizes and compatibility 242

## E

- environmental specifications, 703t
  - server 280
- error messages 33
  - POST 33
- Event Browser, using 93–95
- event log
  - system 52
- event logs
  - application 53
  - security 53
  - types, description 52

- viewing 54
- events
  - about 86, 93
  - investigating 94

## F

- failure to boot into service
  - boot failure 22
- fan
  - removing 174
  - replacing 177, 180, 183
- fault management
  - alarm notification 86
  - event processing 86
- firmware
  - vintage 258
- front panel, description 275–277

## G

- General section, Maintenance page 102

## H

- hard drive bays 277
- hardware
  - motherboard DIMMs
    - installing 245
    - removing 242
  - peripherals
    - cables 163
  - RAID system
    - cabling 188
  - SCSI bus
    - cabling 188
  - SCSI drive
    - installing 190
    - removing 193
  - hardware maintenance
    - components, replacing 19

- performing 15
- preparing for 15
- hardware problems, detecting 89

## I

- IDE hard drive
  - LED 29
- installation
  - cooling fan 177, 180, 183
  - motherboard DIMMs 245
  - SCSI drive 190
- integrated diagnostics
  - running 121–123
  - troubleshooting failures 120
  - when to run 118
- ipconfig command 60
  - flags and descriptions 61
  - running from Windows NT 4.0 61
  - syntax 60
- ipconfig default 60
- IRQ assignments, 703t server 283

## L

- LEDs
  - IDE drive 29
  - network 24
  - network controller 276
  - power status 26
  - SCSI device 25, 27
  - system status 276
- Legend/Help tab 154
- logs
  - event, viewing 54
  - types, viewing 52

## M

- maintenance
  - activities by component 104, 105

- preparing for 15, 20
- Maintenance page, CallPilot Manager
  - Diagnostics section 103
  - General section 102
  - Maintenance section 103
  - purpose 100
  - using 96
- mapping 267
  - PCI IRQs to I/O APIC 267
- motherboard
  - removing DIMMs 242
- multimedia channels, working with 128–129
- Multimedia Monitor, using 97, 128–129

## N

- nbtstat command 66
  - parameters and descriptions 66
  - running from Windows NT 4.0 68
  - syntax 66
- Net Start command 82
- Net Stop command 76
- netstat command 68
  - parameters and descriptions 68
  - running from Windows NT 4.0 69
  - syntax 68
- network LED 24

## P

- parts, obtaining replacement 20
- PCI slots 280
- PEP Maintenance utility 134, 139
- peripherals
  - cables 163
- ping command 62
  - parameters and descriptions 62
  - running from Windows NT 4.0 63
  - syntax 62
- power status LED 26
- Power-On Self Test (POST) 22
  - beep codes 33

- meaning 33
- countdown codes 33
- diagnostics 33
- error codes 33
- error messages 33
- interpreting messages 33
- message formats 33

**Q**

- quitting
  - system 75

**R**

- RAID 212
- RAID BIOS
  - upgrading 214
- RAID configuring summary 222
- RAID controller
  - diagnostics 22
- RAID splitting summary 223
- RAID system
  - cabling 188
    - with CD-ROM and tape drive 188
  - configuring 216
- rear panel, description 278–280
- Redundant Array of Independent Disks (RAID) 212
- removing
  - fan 174
  - motherboard DIMMs 242
  - SCSI drive 193
- replacement parts, obtaining 20
- replacing
  - fan 177, 180, 183
  - motherboard DIMMs 242, 245
  - SCSI drive 190, 193
- resources, troubleshooting
  - CallPilot Administrator's Guide* 17
  - CallPilot Troubleshooting Reference* 17
- restarting system after TSTSERIO tests 82

**S**

- SCSI bus
  - cabling 188
- SCSI controller
  - diagnostics 22
- SCSI device LED 25, 27
- SCSI drive
  - installing 190
  - removing 193
- SCSI ID 198
- security event log
  - description 53
- serial port
  - diagnostics 74
- server
  - dimensions 274
  - environmental specifications 280
  - fan
    - removing 174
    - replacing 177, 180, 183
  - front panel, description 275–277
  - hard drive bays 277
  - IRQ assignments 283
  - LEDs 276
  - mapping 267
  - mapping PCI IRQs to I/O APIC 267
  - PCI slots 280
  - slot assignments 282
  - slot locations 278
- servicing
  - fan 174, 177, 180, 183
- Session Trace utility 134, 142
- settings
  - BIOS 267
- shutting down
  - system 75
- sizes
  - DIMMs 242
- slot assignments 282
- slot locations 278
- software
  - maintenance, preparing for 15

- reinstalling 15
- specifications, environmental 280
- speed setting for CPU 267
- SSU, *see* System Setup Utility
- startup
  - diagnostics 22
- Stop, description 111
- system
  - event log, viewing 54
  - problems, resolving 14, 16
  - rebuild, performing 15
  - restarting after TSTSERIO tests 82
  - shutting down 75
- System Event Log
  - viewing the System Event Log 22
- system event log
  - description 52
- System Info tab 153
- System Monitor 134
  - Channel Monitor tab 150
  - Legend/Help tab 154
  - System Info tab 153
  - using 149
- System Setup Utility 43
- system utilities
  - Diagnostics Tool 136
  - System Monitor 149

## T

- tape drive
  - cabling 188
  - configuring 198
  - faulty, replacing 200
- TCP/IP diagnostics 50, 60
  - arp 65
  - ipconfig 60
  - nbtstat 66
  - netstat 68
  - ping 62
  - tracert 63
- testing
  - POST diagnostics 33

- tracert command 63
  - parameters and descriptions 64
  - running from Windows NT 4.0 64
  - syntax 63
- troubleshooting
  - overview 14, 16
  - resources
    - CallPilot Administrator's Guide* 17
    - CallPilot Troubleshooting Reference* 17
    - in this guide 16
- TSTSERIO command 77

## U

- upgrading
  - BIOS
    - overview 258
- utilities
  - chkdsk 70
  - Diagnostics Tool 134, 136
  - PEP Maintenance 134, 139
  - Session Trace 134, 142
  - System Monitor 134, 149
  - VoiceBridge Monitor 134

## V

- vintage
  - BIOS 258
  - BIOS and SSU 258
- VoiceBridge Monitor utility 134

## W

- Windows NT
  - Diagnostics tool 57, 58
  - reinstalling 15
  - system event log, viewing 54
- Windows NT 4.0
  - chkdskutility 76, 79



# CallPilot

## Installation and Configuration

### Part 5: 703t Server Maintenance and Diagnostics

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