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Meridian Mail

PC Applications Guide

Standard 1.0

February 2000

NORTEL
NETWORKS™

How the world shares ideas.

P0907072

Meridian Mail

PC Applications Guide

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Preface

About this guide

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What this guide is about

Introduction

This guide provides information to help you install and configure Meridian Mail PC Applications software. As well, it shows you how to administer your web-based personal mailbox and text messaging applications, which are installed and configured through the Systems Operations software.

Note: This guide is used in conjunction with *What's New in Meridian Mail 13*, which outlines new features in Meridian Mail 13.

PC applications for Meridian Mail

This guide contains information and procedures for the following web-based PC applications:

- Personal Mailbox Administration (PMA)
- Simple Network Management Protocol (SNMP) Support for Network Operational Measurements (OMs)
- SNMP Support for System Error and Event Logs (SEERs)
- Meridian Text Messaging

Who should use this guide

Introduction

This guide is intended for users who are responsible for setting up, operating, and maintaining the Meridian Mail system.

Guide users

There are two main groups of users who refer to this guide.

- The guide's primary users rely on this documentation to do their job.
- The guide's secondary users may need to refer to this documentation to do their job.

Examples of users

The following table identifies the primary and secondary users of this guide.

Users	Example
Primary users	<ul style="list-style-type: none">• database administrators located at customer sites who perform all Meridian Mail administration tasks• technical support personnel
Secondary users	<ul style="list-style-type: none">• installation and maintenance technicians• database administrators located at customer sites who perform only basic Meridian Mail administration tasks• sales engineers• trainers and courseware developers• technical application specialists

Skills you need

Nortel Networks product knowledge

You need to have the following knowledge about your Meridian Mail system:

- how to navigate through the options screens
- how to enable keycode features
- how to change users' class of service

PC experience or knowledge

Knowledge of, or experience with, the following PC products will be of assistance when administering the PC Applications software:

- Windows NT 4.0 Server
- Internet Information Server (IIS)
- SNMP
- Transport Control Protocol/Internet Protocol (TCP/IP)

Systems supported by this guide

Introduction

This guide is for use with the following Meridian Mail hardware platforms:

- Modular Option
- Modular Option EC
- Enhanced Card Option
- Compact Option
- Option 11 C and Option 11C Mini
- Modular Option GP
- Message Services Module (MSM)

Supported systems

Some features or applications documented in this guide may not be installed on your system.

In addition, because certain features are hardware dependent, it may not be possible for you to install them.

To determine whether you can install a particular feature on your system, refer to your *System Administration Guide*.

Referenced documents

Introduction

You may find it useful to have other resources available as you read this manual.

Referenced documents

The following table identifies documents that are referred to in this guide.

NTP/P0 number	Title
555-7001-215	<i>System Installation and Modification Guide</i>
555-7001-260	<i>System Administration Tools Guide</i>
555-7001-301	<i>System Administration Guide</i>
555-7001-301	<i>System Administration for Multi-customer systems</i>
P0904567	<i>What's New in Meridian Mail 13</i>
555-7001-510	<i>Maintenance Messages (SEERs) Reference Manual</i>
555-7001-333	<i>Compact Option System Administration Guide</i>

Symbols and conventions

Introduction

This section describes the symbols and conventions used in this guide.

Symbols

You may encounter the following symbols in this manual.

ATTENTION! _____
Provides information essential to the completion of a task.



WARNING

Risk of equipment damage

Warns you of a situation in which you may be injured or equipment may be damaged if you do not follow the instructions exactly as stated.



CAUTION

Risk of data loss

Alerts you to situations where data may be lost or damaged, or when productive time may be lost.



DANGER

Risk of injury

Alerts you to situations where you may be injured.



DANGER

Risk of electric shock

Alerts you to situations where you may be at risk of an electric shock.

Note: Describes the secondary results of procedures or commands, or special conditions under which you must use a procedure or command.

Typographic Conventions

The following table identifies, describes, and provides examples of the conventions used in this guide.

Convention for	Description	Example
softkey	Softkeys are displayed on the administration menus and screens. They indicate which keyboard function keys you press to carry out specific Meridian Mail tasks. A softkey is referred to by its label (as displayed in the menu or on the screen). It appears in the same typeface as the accompanying text.	Exit Record
keyboard key or hardkey	When two key names appear together, you press them both at the same time. A keyboard key or hardkey appears in the same typeface as the accompanying text.	Ctrl r
text input	Text that you type appears in boldface print. In a procedure, it appears in the same typeface as the accompanying text.	Type m .

Convention for	Description	Example
fields in a menu	The name of a field is capitalized and appears in the same typeface as the accompanying text.	the Last Name field the Invalid Logon Attempt field
values in a field	A value in a field is capitalized and appears in the same typeface as the accompanying text.	The default is No.
system responses	System responses appear in the same typeface as the accompanying text. They are often introduced with Result: .	Result: The system prompts you for a password.
spoken words	The suggested wording of a greeting or an announcement appears in italics enclosed in double quotation marks.	You can include the following statement in your voice menu: <i>“Please wait on the line. An attendant will be with you shortly.”</i>
recorded prompts	Prompts played by the system appear in italics enclosed in double quotation marks (the same as spoken words).	<i>“You have no new voice messages. One old message is still unsent.”</i>

Cross-references

For a cross-reference to another part of this guide or to another manual, the following conventions are used.

Cross-reference	Convention	Example
to another topic in this guide	This cross-reference is enclosed in double quotation marks.	For more information, see “Logging in to Meridian Mail” on page 15.
to another manual	The title of the manual appears in italics. The applicable reference number is also presented.	Refer to the <i>System Installation and Modification Guide</i> (NTP 555-7001-215).

Chapter 1

Installation overview

In this chapter

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Overview

Introduction

This chapter provides information on the system, software, and network requirements needed to run the Meridian Mail PC software.

Assumptions

This guide assumes that your Meridian Mail system is correctly installed and operational.

Software overview

Introduction

The Meridian Mail PC Applications software consists of the following applications:

- Integrated Communication Link (ICL)
- AutoAdmin
- Personal Mailbox Administration (PMA)
- Meridian Text Messaging
- SNMP Notification
- SNMP Reports

Integrated Communication Link

The Integrated Communication Link (ICL) allows a PC to communicate with the Meridian Mail system over an RS-232 cable. To use the PC Applications software, at least one PC must have an ICL installed and configured.

For more information on the ICL, see Chapter 5, “Integrated Communication Link.”

Meridian Mail AutoAdmin

The AutoAdmin Configurator sets up your PC so that you can run the Meridian Mail AutoAdmin software. This software propagates user database information from a central system to other local or off-site Meridian Mail systems.

For more information on the Meridian Mail AutoAdmin Configurator, see Chapter 6, “AutoAdmin Configurator.”

For more information on AutoAdmin software, see Appendix A-1 in the *System Administration Guide*.

Personal Mailbox Administration

The Personal Mailbox Administration (PMA) for the user feature gives the mailbox owner the ability to view and, if necessary, modify mailbox settings using a web browser. The web interface provides a graphical user interface that aids mailbox users in their tasks. You can use the graphical user interface to change a variety of features such as greetings, remote notification, personal distribution lists, and mailbox preferences.

For more information on PMA, see Chapter 7, “Personal Mailbox Administration.”

Meridian Text Messaging

The Meridian Text Messaging feature provides the capability of sending a text message to the user of the feature. It can be used for notification of new message arrivals by Short Message Service (SMS), e-mail, or alphanumeric paging service.

For more information on Meridian Text Messaging, see Chapter 8, “Meridian Text Messaging.”

SNMP Notification

When you install and enable the SNMP Notification feature, a SEER trigger causes an unsolicited message (an SNMP trap) to be broadcast to all SNMP Managers that are set up to receive the trap. The SNMP Managers then display the trap message to alert system administrators of the SEER notification. The trap message contains the complete SEER, including its number, description, and severity, which you must set to critical, major, or minor.

The SNMP Notification feature configures the SNMP extension agents necessary to use SNMP to transmit SEERS data. The feature does not monitor the status of each connection. For this, you require proper network management software (such as MAT or HP Openview).

For more information on SNMP Notification, see Chapter 9, “SNMP configuration.”

SNMP Reports

The SNMP Reports feature allows a system administrator to retrieve Enterprise Network traffic information via SNMP.

When you install and enable SNMP Reports, network traffic data is retrievable from a network management system such as HP Openview via SNMP. Information that can be retrieved on a per site or per person basis is number of messages received, sent, and failed.

The SNMP Reports feature configures the SNMP extension agents necessary to use SNMP to transport OM data. The feature does not monitor the status of each connection. For this, you require proper network management software (such as MAT or HP Openview).

For more information on SNMP Notification, see Chapter 9, “SNMP configuration.”

Network configuration

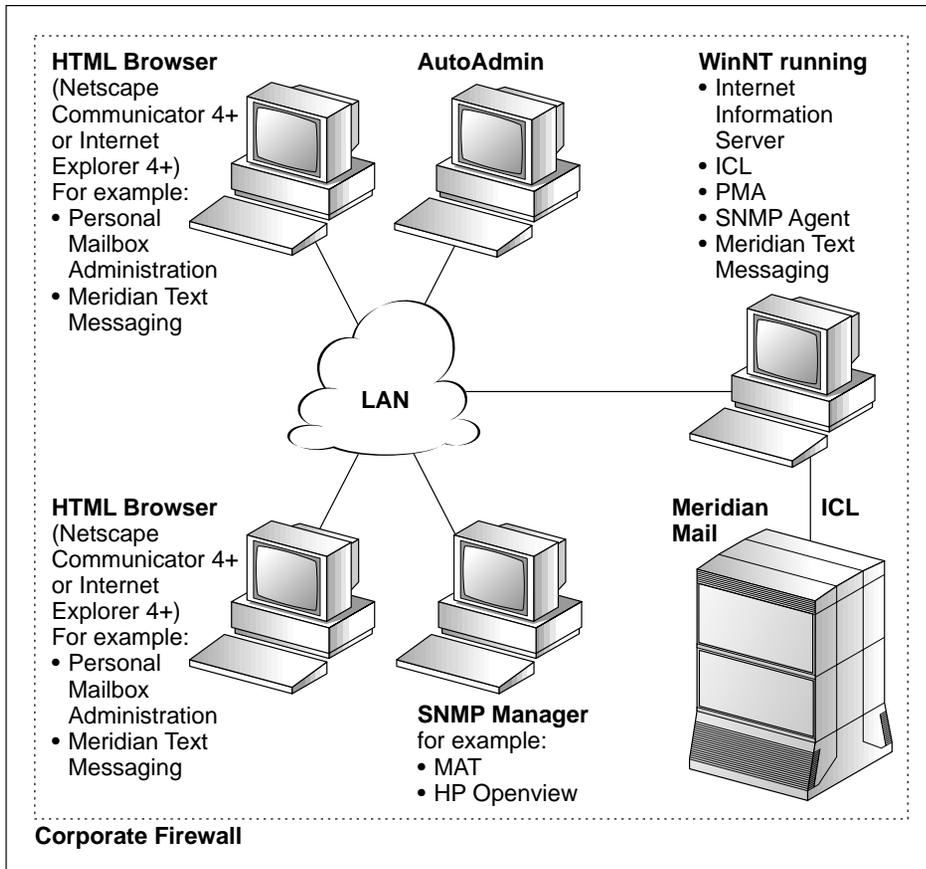
Introduction

The Meridian Mail PC Applications software is designed to operate across a variety of network setups.

Examples of networks

These examples assume that the networks are being run behind a corporate firewall. For a more detailed breakdown of the PC application's minimum requirements, see Chapter 2, "Requirements for the Meridian Mail PC software."

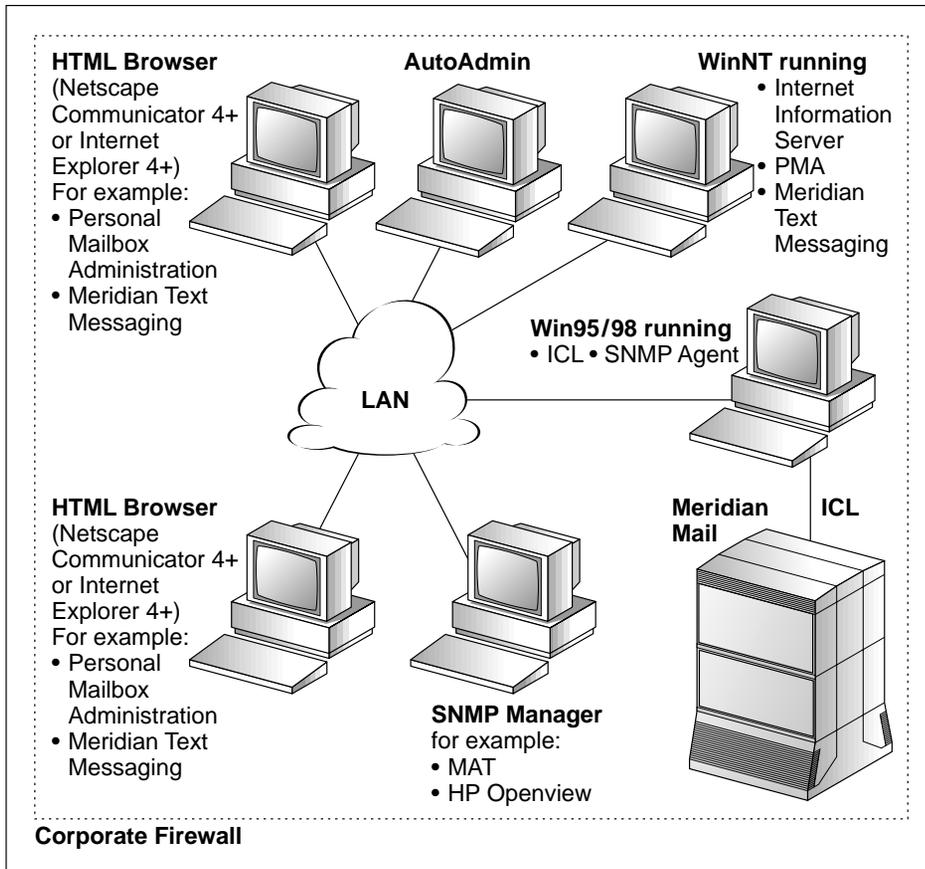
Example 1: Basic configuration



G101380

- Use this configuration if you do not already have a web server running and you want to run all your Meridian Mail applications from one PC.
- The following are minimum requirements for WinNT running IIS and all PC applications: Pentium 90 CPU with 32 Mbytes RAM (64 Mbytes recommended), Windows NT 4.0 Server with Option Pack 4 and Service Pack 3 or 5 installed, 50 Mbytes of free disk space, CD-ROM drive, SVGA monitor, keyboard and mouse, one 16550 UART serial port for connection to Meridian Mail and an Ethernet card, and TCP/IP installed for connection to the LAN.
- One ICL port must be defined on Meridian Mail.

Example 2: Basic configuration with separate web server

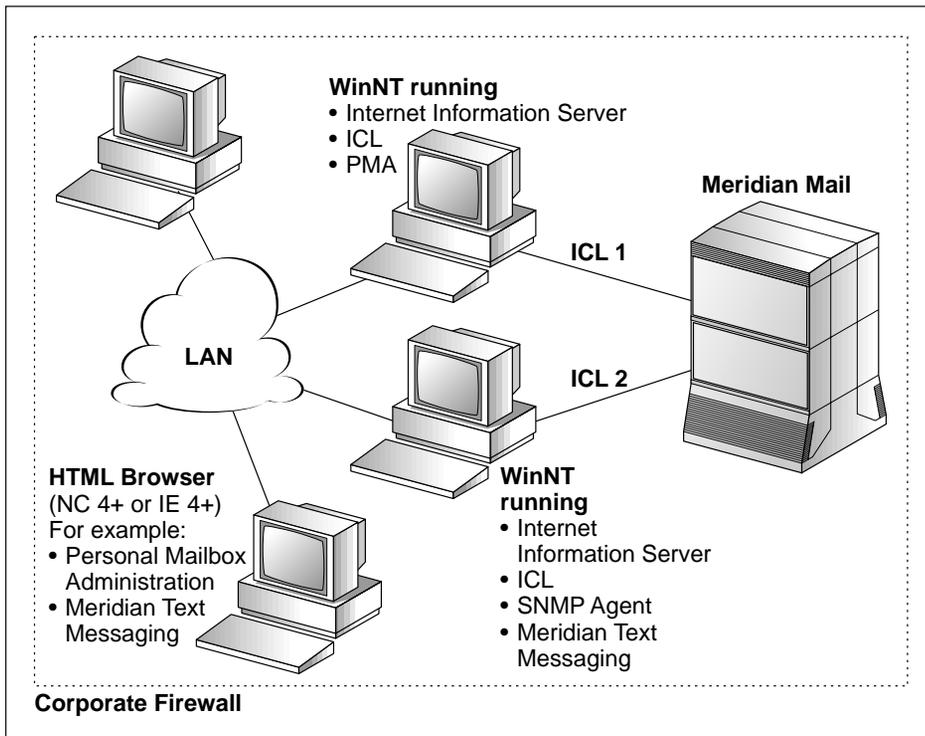


G101381

- Use this configuration if you have a web server running. You can then use a less expensive PC (with Windows 95/98) as a gateway to connect to your Meridian Mail system.
- The following are minimum requirements for Windows 95/98 running ICL and SNMP Agent: Pentium 90 CPU with 32 Mbytes RAM, Windows 95 with OSR2 installed or Windows 98, 15 Mbytes of free disk space, CD-ROM drive, SVGA monitor, keyboard and mouse, one 16550 UART serial port for connection to Meridian Mail and an Ethernet card, and TCP/IP installed for connection to the LAN.

- The following are minimum requirements for WinNT running IIS, PMA, and Text Messaging: Pentium 90 CPU with 32 Mbytes RAM (64 Mbytes recommended), Windows NT 4.0 Server with Option Pack 4 and Service Pack 3 or 5 installed, 35 Mbytes of free disk space, CD-ROM drive, SVGA monitor, keyboard, and mouse, an Ethernet card, and TCP/IP installed for connection to the LAN.
- One ICL port must be defined on Meridian Mail.

Example 3: Multiple server configuration

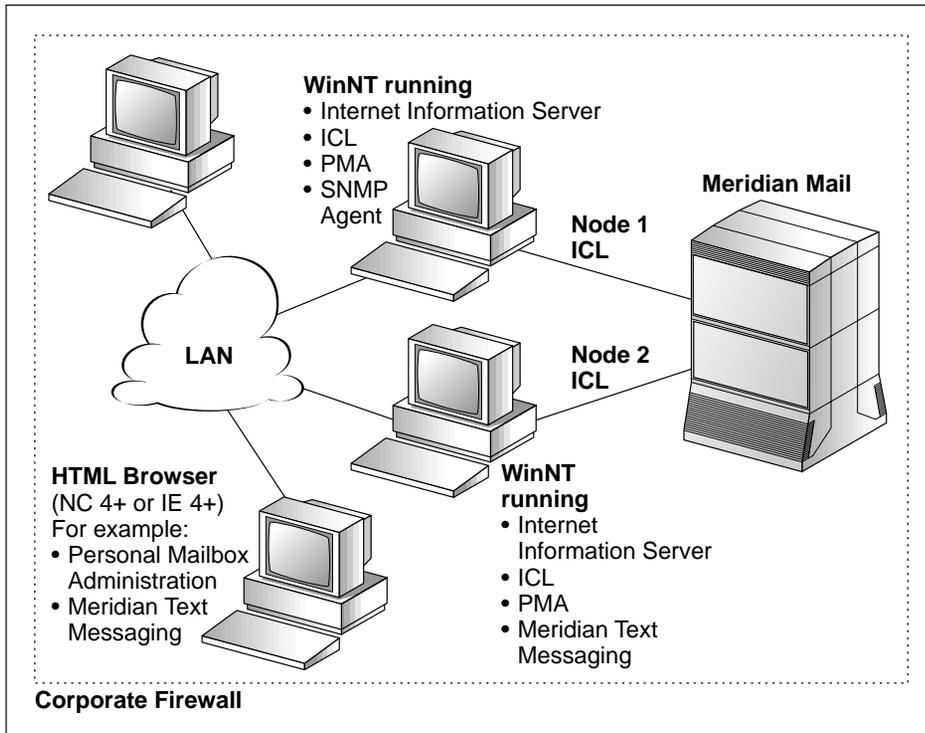


G101383

- Use this configuration if you want to run a dedicated server for one of the PC applications, for example, PMA. Use the second PC for other applications because you want dedicated bandwidth for the solo PC application. The connected PCs can run either Windows 95/98 or Windows NT.
- The minimum configuration of these PCs is the same as in example 1.

- Two ICL ports must be defined on the same node of Meridian Mail. The cumulative baud rate limitation on the node has to be observed.

Example 4: Multiple server configuration with load sharing

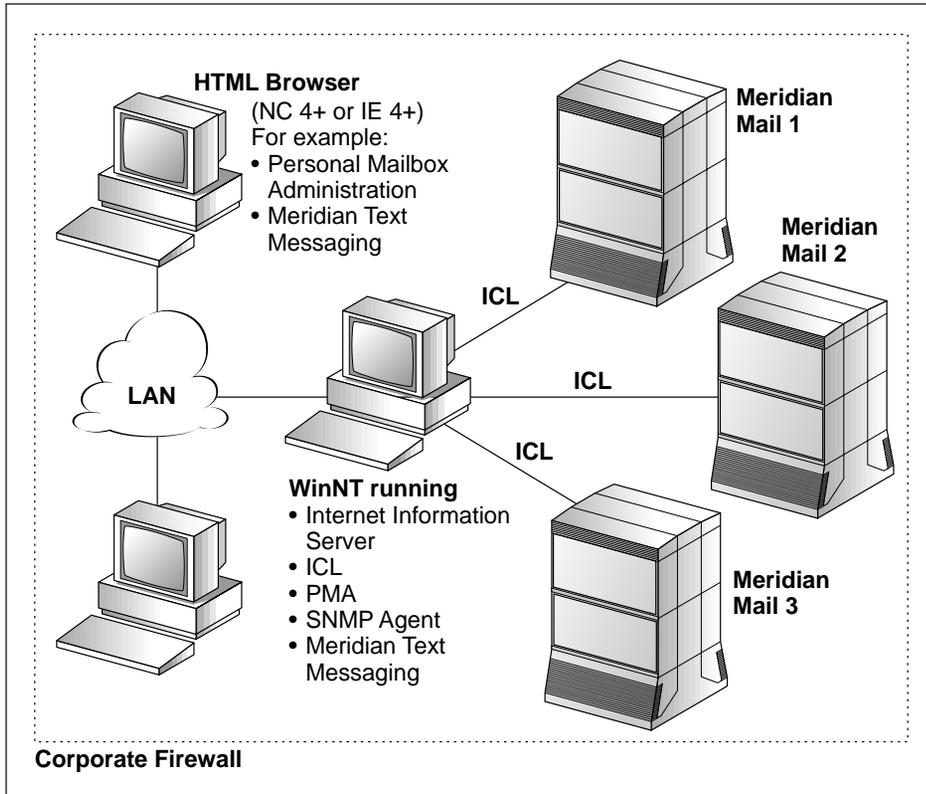


G101382

- Use this configuration if you have a multi-node system and you want to load share between two or more PCs. The connected PCs can run either Windows 95/98 or Windows NT.
- The minimum configuration of these PCs is the same configuration as shown in example 1.
- Two ICL ports are required, one on each node of Meridian Mail.

Note: Both SNMP Agent and Text Messaging can only be run on ONE of the PCs.

Example 5: Multiple Meridian Mail configuration with shared web server

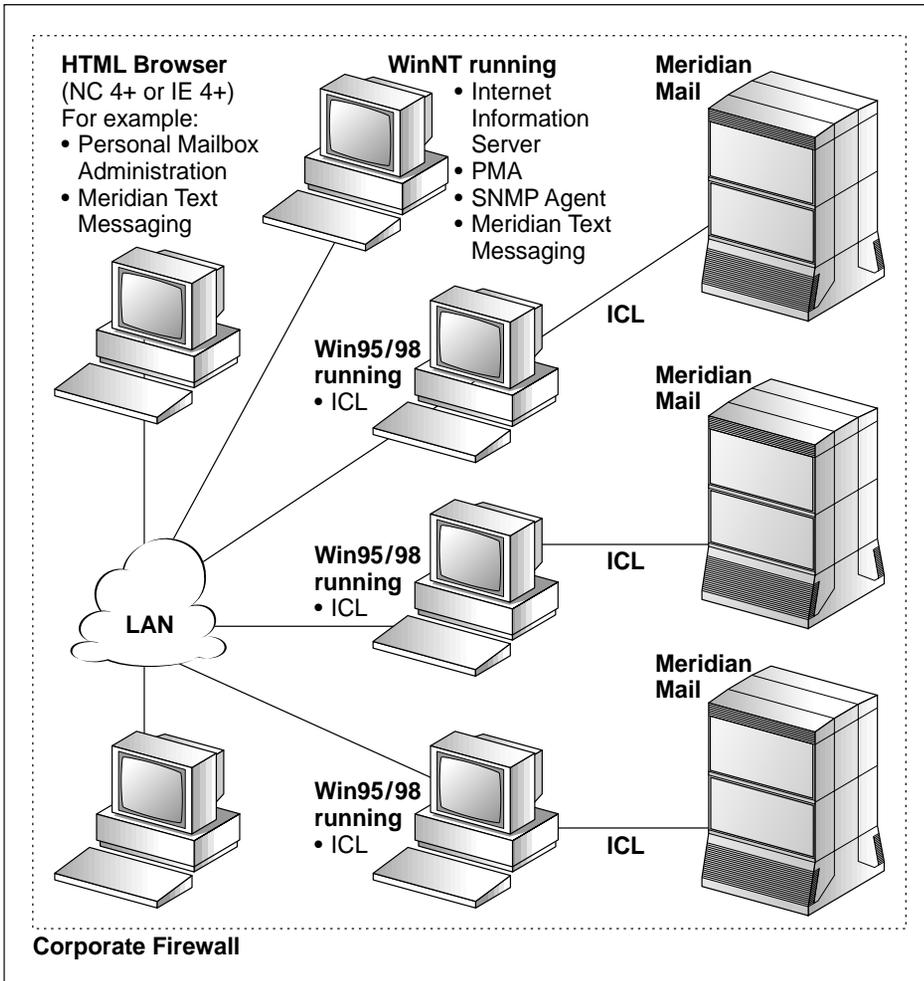


G101384

- Use this configuration if you have a number of Meridian Mail systems that are close to one another and you want them to share the same PC. The connected PC can run either Windows 95/98 or Windows NT.
- The minimum configuration of these PCs is the same configuration as shown in example 1.
- One ICL port must be defined on each Meridian Mail system.

Note: All Meridian Mail systems must be running Meridian Mail 13 and have the applicable PC applications installed.

Example 6: Multiple Meridian Mail configuration with multiple links



G101385

- Use this configuration if you have a network of Meridian Mail systems and you want them to share the same web server PC. Although the connected PCs can run either Windows 95/98 or Windows NT, Windows 95/98 is recommended since it is a less expensive alternative.
- The minimum configuration of these PCs is the same configuration as shown in example 1.
- One ICL port must be defined on each Meridian Mail system.

Note: All Meridian Mail systems must be running Meridian Mail 13 and have the applicable PC applications installed.

Chapter 2

Requirements for the Meridian Mail PC software

In this chapter

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Meridian Mail PC software – system requirements

Introduction

The Meridian Mail PC software requires a PC running either Windows NT Server or Windows 95, depending on the application. To run the web-based Meridian Mail applications, your PC must have Microsoft Internet Information Server 4 (IIS 4) installed.

Operating system

The following Meridian Mail PC applications run on the Microsoft Windows NT 4.0 (or later) Server with IIS 4:

- Personal Mailbox Administration (PMA)
- Meridian Text Messaging

The computer with Windows NT acts as a server for the above applications. Any computer connected to the network with an Internet browser can act as a client.

The following Meridian Mail PC applications can run on the Microsoft Windows NT 4.0 or Windows 95 platform:

- Meridian Mail AutoAdmin
- Integrated Communication Link (ICL)
- SNMP Notification
- SNMP Reports

Hardware requirements

Minimum hardware requirements to run the Meridian Mail PC software are listed below. Hard disk space does not include the space required for third-party software. Your Meridian Mail system must also be able to support these services:

- Pentium 90 or better

- minimum of 32 Mbytes of memory
- hard disk space: 50 Mbytes for a full installation. Installations on a Windows NT machine should be on an NTFS partition for improved file security.
- 800 x 600 pixel resolution monitor or higher

Integrated Communication Link

- available COM port on the computer hosting ICL
- Ethernet connection (optional) to the corporate LAN
- **Note:** On MSM, Modular Option EC, Modular Option, Modular Option GP, and Card Option systems, a null modem must be used.

Personal Mailbox Administration (PMA)

- the PMA feature installed and enabled on the Meridian Mail system

Meridian Text Messaging requirements

- the Text Notification feature installed and enabled on the Meridian Mail system
- one 16550 UART serial port and modem for dial-up notifications. SNMP Notification and SNMP Reports
- Microsoft SNMP support installed on the Meridian Mail system

Software requirements

The Meridian Mail PC Applications require the third-party software listed below.

- WinNT Server 4.0. Some applications can run on Windows 95 OSR 2 or later. For more information on platform requirements, see “Operating system” on page 36.
- WinNT Server Service Pack 3 or 5
- WinNT Server 4.0 Option Pack (including IIS, SMTP, and Windows Scripting Host)
- Web Browser: Internet Explorer 4.01, or Netscape 4 or later. You must have Javascript, cookies, and SSL enabled.

- TCP/IP

Meridian Text Messaging requirements

- Microsoft Data Access Components (MDAC) 2.1.1.3711.11 (GA) or later. If you do not have the updated MDAC, you can download it from the Microsoft support web site.
- Microsoft SMTP Service for e-mail notifications
- an e-mail account for e-mail notifications

SNMP Notification and SNMP Reports

- any network management system that is SNMP (version 1) compatible such as the M1 Meridian Administration Tool (MAT) or Hewlett-Packard's Openview
- Microsoft SNMP service installed

Setting up third-party applications

Introduction

Before you can install the Meridian Mail PC application software, you must install and configure your third-party applications.

The following list itemizes the setup requirements for the PC server, followed by other software requirements:

1. Install Windows NT 4.0 SRV.
2. Install Service Pack 3 or 5.
3. Install Internet Explorer 4.01 or later.
4. Install Windows NT 4.0 Option Pack (including IIS, SMTP, and Windows Scripting Host).
5. Install Microsoft Data Access Components (MDAC) 2.1.1.3711.11 (GA) or later.

Refer to the appropriate Microsoft documentation for details. You can find the MDAC software on the Microsoft support web site.

ATTENTION

If you install Microsoft SNMP after installing the service packs, then you must reinstall the service packs.

Verifying third-party applications

If you are not sure you have all the correct software versions and services installed, verify their status.

Microsoft SNMP service

This service needs to be installed and configured if SNMP notification is to be used.

To check if the Microsoft SNMP service is installed:

- 1 From the Windows NT desktop, click Start > Control Panel.
- 2 Select the Network applet.
- 3 Click the Services tab.
- 4 You should see the Microsoft SNMP service listed. If you do not see the SNMP service installed, then you must install it. Consult Microsoft online help for information on installing the SNMP service.

Microsoft SMTP service

This service needs to be installed and configured if e-mail (SMTP) capability is required to contact a Service Provider.

To check if the service is installed

- 1 From the Windows NT desktop, click Start > Programs > Windows NT 4.0 Option Pack > Microsoft Internet Information Server.
- 2 You should see Microsoft SMTP Service. If you do not see it, then follow the steps below to install the Service.

You must find the directory path to the Microsoft SMTP pickup directory.

To find the directory path

- 1 From the Windows NT desktop, click Start > Find > Files or Folders.
- 2 In the Name box, type *Mailroot*.
- 3 In the Look in box, select the harddrive where IIS is installed.
 - The Case Sensitive option should be off.
 - 'Include subfolders' should be checked.
- 4 Click Find Now.
- 5 Record the full pathname to the Mailroot\Pickup directory in the Meridian Text Messaging section of the "System reference chart" on page 476.

To install Microsoft SMTP Service

- 1 From the Windows NT desktop, click Start > Programs > Windows NT 4.0 Option Pack.
- 2 Click Windows NT 4.0 Option Pack Setup.

- 3 Click Next.
- 4 Click Add/Remove.
- 5 Select Internet Information Server (IIS) and click Show Subcomponents.
- 6 Select the SMTP Service check box (with all subcomponents selected).
- 7 Click OK.
- 8 Click Next.

The software installs. To check the configuration of the Microsoft SMTP Service, see "Verify the configuration of the SMTP site:" on page 389.

Microsoft Data Access Component

The Microsoft Data Access Component (MDAC) is required for Meridian Text Messaging.

To check which version of MDAC is installed

- 1 From the Windows NT desktop, click Start > Find > Files or Folders.
- 2 In the Name box, type **MSDADC.DLL**.
- 3 In the Look in box, select the hard drive where IIS is installed.
 - The Case Sensitive option should be off.
 - 'Include subfolders' should be checked.
- 4 Click Find Now.
- 5 Select the found file in the list box and right-click the mouse button.
- 6 Select Properties.
- 7 Select the Version tab.

The file version should be 2.10.3711.2, 2.10.4202.2, or greater.

If you need a more recent version of MDAC, then download the MDAC setup software from Microsoft's data download web site.

- 1 Download the latest release of MDAC 2.1 (GA) for x86.
- 2 Double-click the downloaded file to run the MDAC setup program.

Security issues

To protect data, administrators should take the following precautions:

- Install Windows NT and PC applications on an NTFS partition. FAT does not support security.
- Set up a certificate server through IIS. This is recommended, particularly if you are administering web applications from a remote or unsecure site.
- Set up directory security for your web-based applications. For more information, see “Configuring web-based applications” on page 61.

Chapter 3

Installing the PC software

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Installation and configuration checklist

Overview

This checklist can help you install, and complete the Meridian Mail PC Applications installation successfully.

Checklist.

Step	Task	How to do it	✓
1	Verify your hardware and software requirements.	See “Meridian Mail PC software – system requirements” on page 36.	
2	Collect and record information required to complete the installation.	Use the “System reference chart” on page 476 to record the required information.	
Installing the Meridian Mail PC applications			
3	Install the PC Sysops software from a CD or a network.	See “Installing the SysOps software” on page 46.	
4	Complete the SysOps Installation wizard.	See “Installing Meridian Mail PC Applications” on page 49.	
Configuring the Meridian Mail PC applications			
5	Configure the ICL (if installed).	See “Configuring the ICL” on page 74.	
6	Configure AutoAdmin (if installed).	See “Overview” on page 80.	
Configuring web-based applications (PMA and Meridian Text Messaging)			
7	Create Application Administrators (optional).	See “To create application administrators (optional)” on page 62.	

Step	Task	How to do it	✓
8	Configure directory security.	See “To configure directory security for web-based applications” on page 63.	
9	Configure Personal Mailbox Administration (if installed).	See “To configure Personal Mailbox Administration” on page 65.	
10	Configure Meridian Text Messaging (if installed).	See “To configure Meridian Text Messaging” on page 68.	
Configuring SNMP support			
11	Configure SNMP extensions (if installed).	See “Configuring SNMP extension agents” on page 303.	
12	Configure SNMP logging.	See “To configure SNMP log files” on page 310.	
13	Configure SNMP traps.	See “To configure SNMP traps (SNMP Notification only)” on page 310.	
Configuring AutoAdmin support			
14	Configure AutoAdmin support.	See “Configuring AutoAdmin” on page 81.	

Installing the SysOps software

Installation methods

You can install the PC Systems Operations software from a CD-ROM or a network. The SysOps software installs the Meridian Mail PC applications.

To install from a CD-ROM

Put the CD-ROM into the drive to automatically run the SysOps software.

Note: If the CD-ROM does not automatically start, use Windows Explorer to view the contents of the CD-ROM. Double-click the Setup.exe file to start the SysOps software.

IF	THEN
the PC software is not installed	proceed to “To install Meridian Mail PC Applications for the first time” on page 49.
you are reinstalling the PC software or are installing additional components	proceed to Chapter 10, “PC SysOps software.”

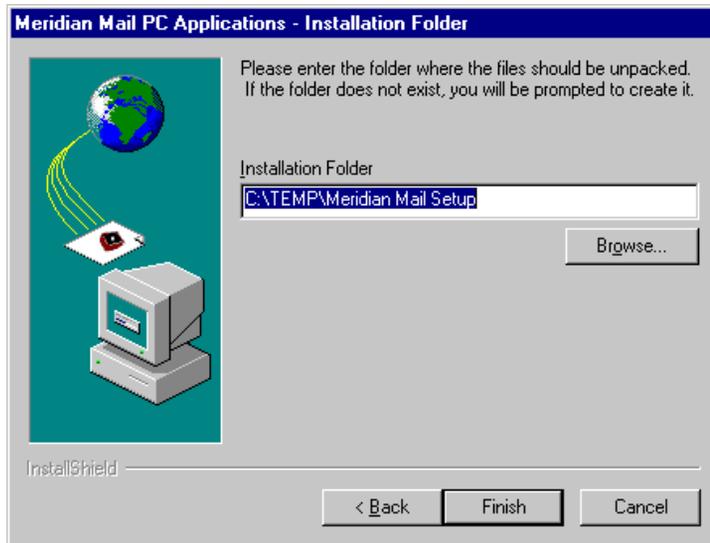
To install from a network

- 1 Download the MeridianMail.exe file into a temporary directory.
- 2 Double-click the MeridianMail.exe file to launch the Setup wizard.



- 3 Click Next to extract the Meridian Mail software.

- 4 In the Installation Folder box, enter the directory where the temporary installation files will be stored, and then click Finish.



- 5 After all files have been copied, the SysOps software starts.

IF**THEN**

the PC software is not installed

proceed to “To install Meridian Mail PC Applications for the first time” on page 49.

you are reinstalling the PC software or are installing additional components

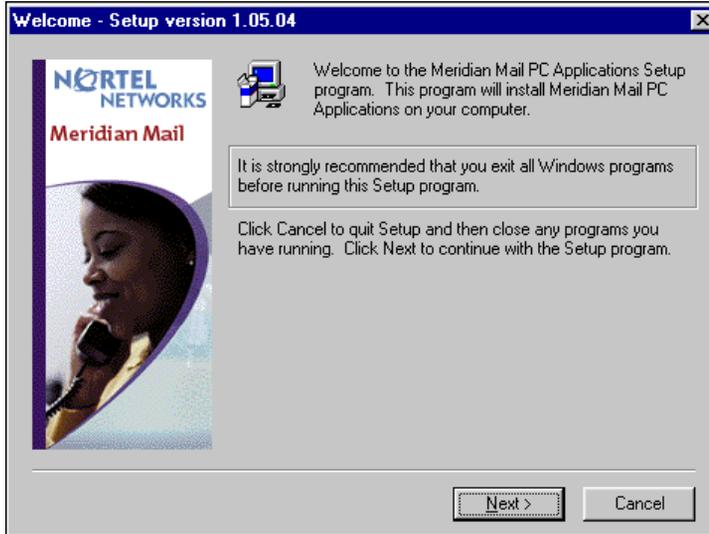
proceed to Chapter 10, “PC SysOps software.”

You do not have to download the SysOps software each time that you want to install the software; simply run the Setup.exe file in the folder that contains the extracted files. If you do this, then make sure that you run the most recent version of the SysOps software.

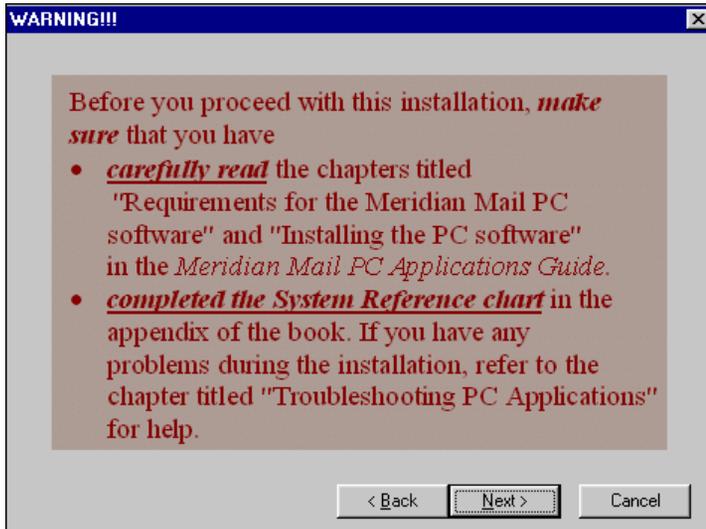
Installing Meridian Mail PC Applications

To install Meridian Mail PC Applications for the first time

- 1 The SysOps Setup Wizard starts. Click Next.

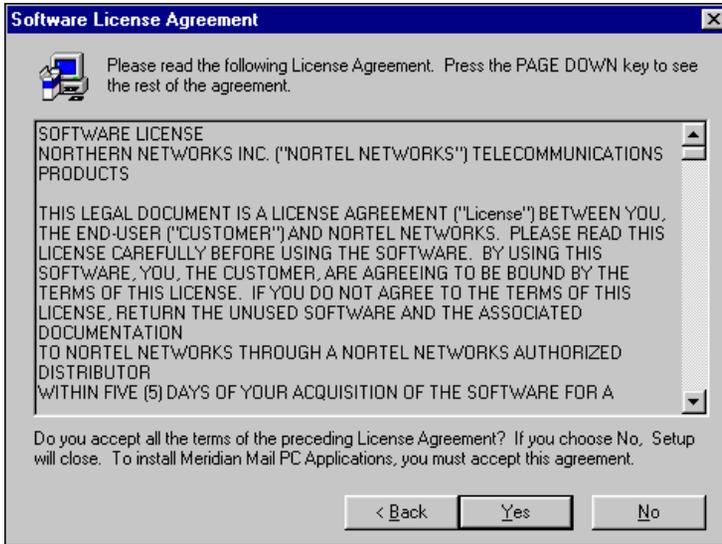


- 2 Read the onscreen warning and follow the instructions.



- 3 Click Next to continue.

Result: The Software License Agreement appears.



- 4 Click Yes to accept the Meridian Mail PC Applications licensing agreement.

Note: If you do not accept the agreement, then you exit the SysOps program.

- 5 The SysOps Setup Wizard checks to see what components can be installed on your system. If it detects a problem, then the SysOps Setup Wizard shows the components that cannot be installed.

Click Next to continue.

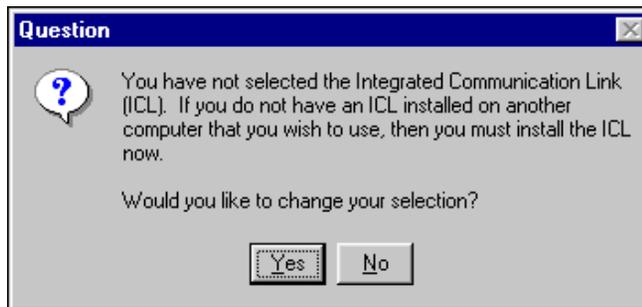
Note: If a component for any Meridian Mail PC Application is found on your system, then the SysOps Maintenance Wizard starts. Proceed to "Upgrading or installing additional Meridian Mail PC applications" on page 315.

- 6 The SysOps Setup Wizard shows all applications that can be installed on your machine. This can vary from the screen below.



Select the check boxes next to the applications that you want to install. After you have selected the desired applications, click Next.

Note: If you do not install ICL but want to install PC applications that require ICL, then the SysOps Setup Wizard issues a warning.



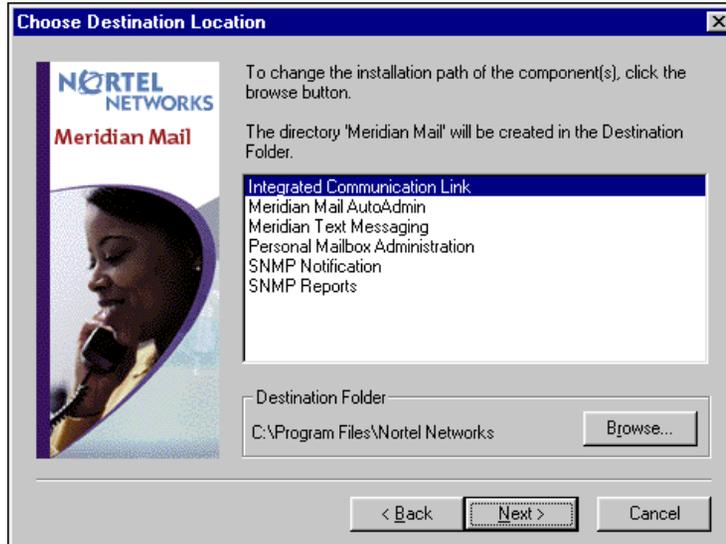
Click No to proceed with the installation. The applications can work if they can communicate with a computer that has ICL installed.

Attention: If any applications are running that cannot automatically be stopped, you are warned by the SysOps Setup Wizard. If you do not manually quit these applications, Setup can fail.

- 7 The SysOps Setup Wizard shows the network services that will be temporarily shut down during installation.

Click Next to continue.

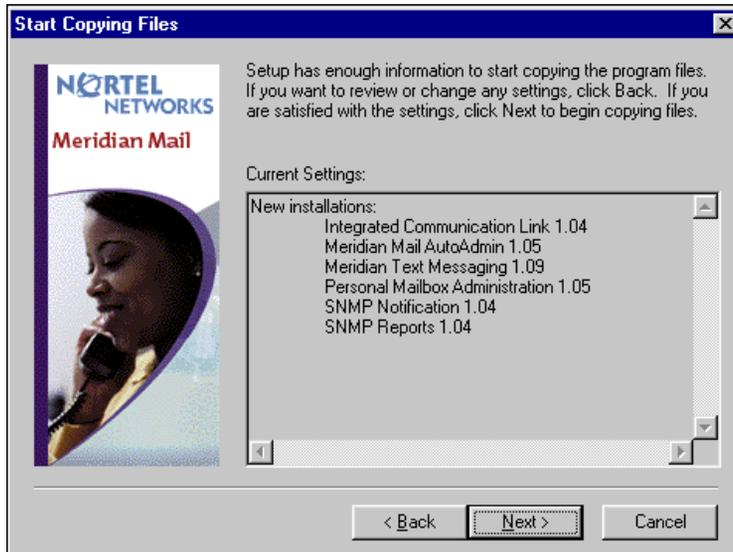
- 8 The SysOps Setup Wizard shows the destinations for all applications that you want to install.



- a. To change the location of the component(s), click Browse.
- b. Change the installation directory and then press OK.
- c. Click Next to continue with the installation.

Note: Once an application has been installed, its path is fixed. To change the location of an application, you must first uninstall it, and then install it again.

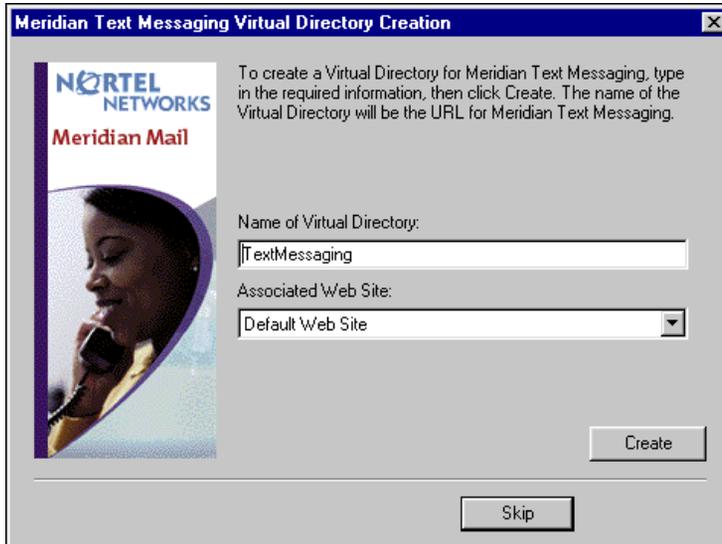
9 The SysOps Setup Wizard lists all applications that it will install.



Click Next to install the applications.

Result: The PC applications are installed. During the installation, the SysOps Setup Wizard stops and then restarts IIS and Microsoft SMTP services (if installed).

- 10 If you have just installed Meridian Text Messaging, the Virtual Directory Creation window appears.



Type in the required information and click Create.

Result: The following window appears.

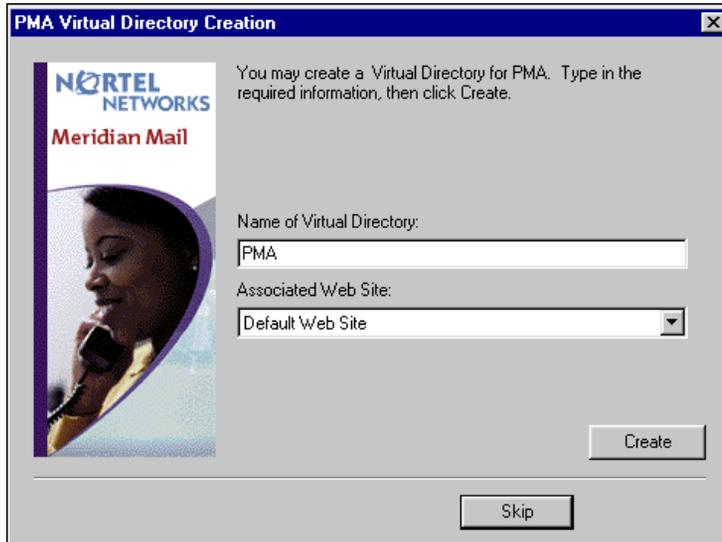


Notes: The Virtual Directory Creation window sets the virtual directory and associated web site. Nortel Networks recommends that you keep the default virtual directory and associated web site. A virtual directory points to a real directory on the web server, but hides the pathname to create a simpler URL. For example, if there is a virtual directory called

TextMessaging on the web server called PCApps, then a browser can reach the directory at <http://PCApps/TextMessaging>.

Keep a record of the URLs on this window in the Meridian Text Messaging section of the “System reference chart” on page 476.

- 11 If you have just installed Personal Mailbox Administration, the Virtual Directory Creation window appears.



PMA Virtual Directory Creation

NORTEL NETWORKS
Meridian Mail

You may create a Virtual Directory for PMA. Type in the required information, then click Create.

Name of Virtual Directory:

Associated Web Site:

Type in the required information, then click Create.

Result: The following window appears.

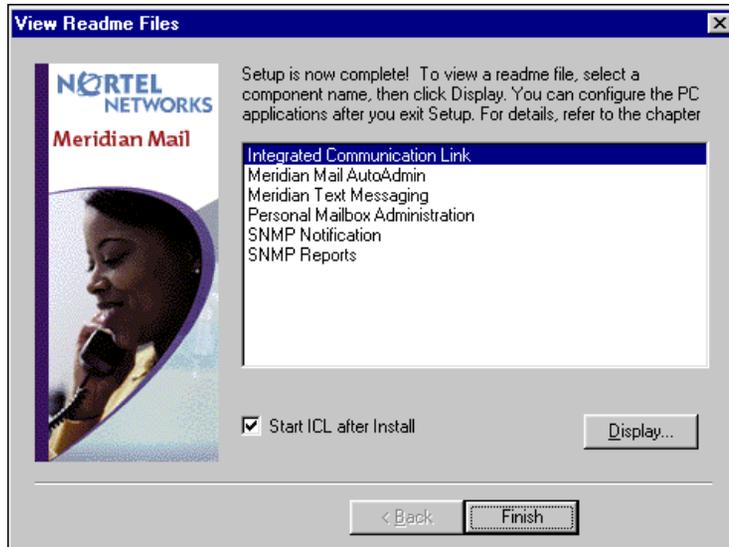


Notes: The Virtual Directory Creation window sets the virtual directory and associated web site. Nortel Networks recommends that you keep the default virtual directory and associated web site.

A virtual directory points to a real directory on the web server, but it hides the pathname to create a simpler URL. For example, if there is a virtual directory called PMA on the web server called PCapps, then a browser can reach the directory at `http://PCapps/PMA`.

Keep a record of the URLs on this window in the Personal Mailbox Administration section of the "System reference chart" on page 476.

- 12 The SysOps Setup Wizard lists the Readme.txt files for the applications that you installed. To view a Readme.txt file, select the component name, then click Display.



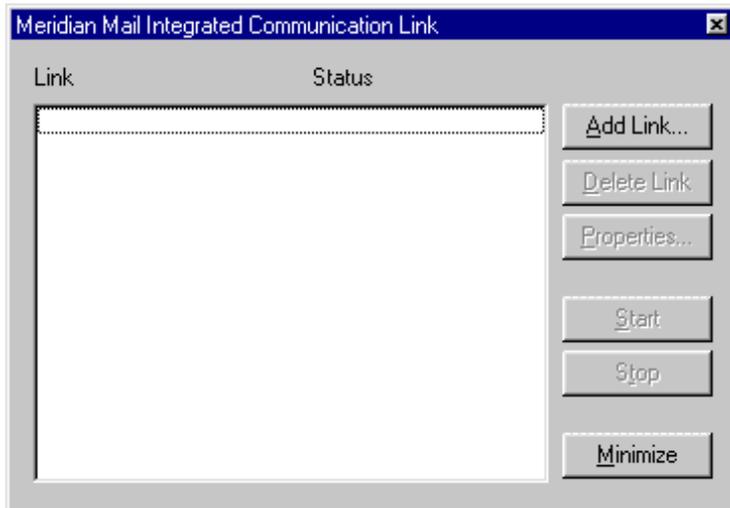
When you are finished with the Readme.txt files, click Finish.

Note: If you do not want ICL to start after you reboot, clear the Start ICL after Install check box.

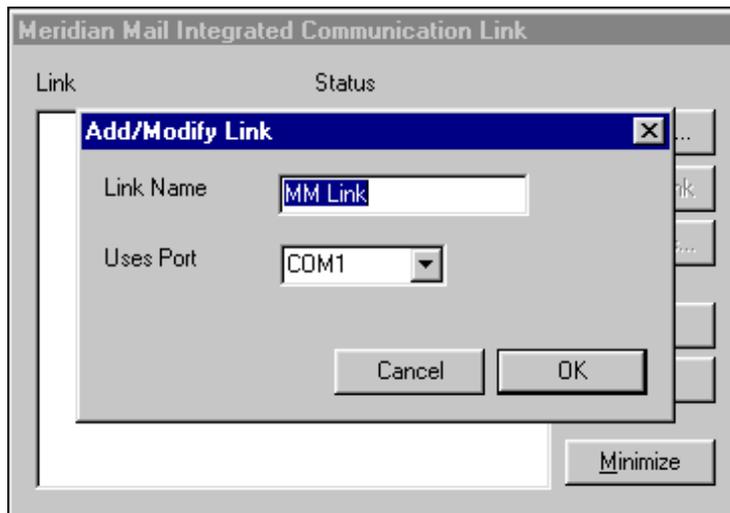
- 13 If you are prompted to restart your computer, then click Finish to restart your computer.

- 14 If you have installed Integrated Communication Link (ICL) and selected Start ICL after Install, then the following window appears.

Note: If you have restarted your computer, this window appears on bootup. It may be hidden by your login screen or other windows that appear on startup.

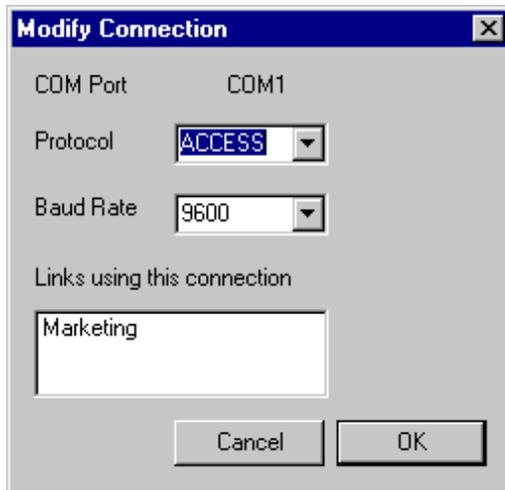


- a. Click the Add Link button.



- b. In the Link Name box, enter the name of the link. The name of the link

- can be 1–19 alphanumeric characters long
- can include single spaces, except before or after the text
- cannot be “SysOps” or any capitalization variant of the word
- c. Click the pull-down button next to Uses Port, and select the port.
- d. Click OK.
- e. If you are creating the first link for a COM port, then the Modify Connection window appears.



- f. Click the pull-down button next to Protocol to set the communication protocol. For Meridian Mail 13, the only available protocol is ACCESS.
- g. Click the pull-down button next to Baud Rate to set the baud rate. The baud rate must match the rate for the ICL port on the Meridian Mail system.
- h. Click OK.
- i. You are returned to the Meridian Mail Integrated Communication Link screen. The status is Synchronizing. If ICL cannot locate the Meridian Mail system, it tries to synchronize indefinitely. Wait a short period of time for synchronization. When the status changes to Started, go to step 15.

Note: If synchronization does not take place in a reasonable amount of time, go to “Integrated Communication Link troubleshooting” on page 438.

- 15** Click Minimize. The ICL runs in the background at all times.
- 16** The installation is complete. You can now configure any applications that you have installed.

IF	THEN
you want to configure ICL	see Chapter 5, “Integrated Communication Link,” on page 71. Note: If you have already configured ICL, then you do not need to do it again.
you want to configure AutoAdmin	see Chapter 6, “AutoAdmin Configurator,” on page 79.
you want to configure PMA	see Chapter 4, “Configuring web-based applications,” on page 61.
you want to configure Meridian Text Messaging	see Chapter 4, “Configuring web-based applications,” on page 61.
you want to configure SNMP Notification or SNMP Reports	see Chapter 9, “SNMP configuration,” on page 273.

Chapter 4

Configuring web-based applications

In this chapter

Configuring Windows NT	62
Configuring Personal Mailbox Administration	65
Configuring Meridian Text Messaging	68

Configuring Windows NT

Introduction

Windows NT must be configured before Personal Mailbox Administration (PMA) and Meridian Text Messaging can run. Configuration requires the following steps:

1. Create application administrators (optional).
2. For NTFS partitions, configure directory security for web-based applications.

To create application administrators (optional)

You can create special administrators for your web-based PC applications. Since NT administrators likely have all of the required permissions, this step is optional. You can create application administrators for PMA and Meridian Text Messaging. Application administrators are granted permission to administer the PC applications web sites and directories. The first step is to create the application administrators' user IDs.

- 1 From the Windows NT Desktop, click Start > Programs > Administrative Tools > User Manager.
- 2 In the menu bar, click User, then Select Domain.
- 3 In the Domain field, enter the name of the computer, and then click OK.
- 4 In the menu bar, click User, then New User to create a new application administrator.
- 5 Give the application administrator a meaningful name, such as PMA_Admin1 or TextMsg_Admin. Give the application administrator a password.
- 6 Click Groups.
- 7 Select the Administrator group and click Add.
- 8 Click OK.
- 9 Click Add to create the new application administrator.

- 10 Repeat the above procedure until you have created all desired application administrators.
- 11 Click Close to exit the User Manager.

To configure directory security for web-based applications

You must configure directory security for your web-based applications to protect them against malicious or accidental tampering.

- 1 Use the Windows Explorer to change to the Admin directory of the web application.
 - For PMA, the default directory is Program Files\Nortel Networks\Meridian Mail\Personal Mailbox Administration\PMA Web Site\En\Admin.

This is the default directory for the English language version of PMA. For other language versions, change to the appropriate directory.
 - For Meridian Text Messaging, the default directory is Program Files\Nortel Networks\Text Messaging\Text Messaging Web Site\En\Admin.

This is the default directory for the English language version of Meridian Text Messaging. For other language versions, change to the appropriate directory.
- 2 Right-click on the \Admin directory, and select Properties.
- 3 Click the Security tab.
- 4 Click the Permissions button.
- 5 Click Add.
- 6 Click Search.
- 7 In the Find User or Group box, enter the name of the administrator (such as PMA_Admin).

Note: If you are not using application administrators, enter the NT Administrator user.
- 8 Click Search.
- 9 Select the Search results.
- 10 Click Add.

- 11** Click OK.
- 12** Change the permissions of the directory so that only administrators have access to the directory.
 - a.** In the Name box, select the administrator.
 - b.** Click the Pull-down arrow beside Type of Access and select Full Control.
 - c.** Remove any other users that appear in the Name box.
- 13** Repeat this procedure until you have configured directory security for all web-based applications.

Configuring Personal Mailbox Administration

Introduction

Once you have configured Windows NT, you can configure PMA using a web browser (Microsoft Internet Explorer 4 or later, or Netscape Communicator 4 or later).

To configure Personal Mailbox Administration

ATTENTION

The default for the All users have PMA capability field in Meridian Mail is NO. If you want to enable all users for Personal Mailbox Administration, you must change this setting to YES. This field is located in the MMI in the General Administration screen in General Options.

- 1 Start your web browser.
- 2 Change your URL to `http://web_server/virtual_directory/admin`, where *web_server* is the name of the computer hosting PMA, and *virtual_directory* is the name of the virtual directory for PMA.
- 3 If you are not currently logged in as the administrator, then the system prompts you for a user name and password.

Enter the administration user name and the appropriate password to gain access into the admin web site.

Result: Since the virtual directory is not yet configured, you see the following message:

```
There was an error during startup:  
The Web server has not been set up with information on  
how to connect to Meridian Mail. Please contact your  
administrator.
```

- 4 Click Communication Link on the sidebar.

- a.** Enter the server name or IP address of the PC that is running the Integrated Communication Link connected to the Meridian Mail switch.

If the ICL is on the same PC as the web server, then simply enter the name or IP address of the web server.

- b.** Enter the name of the ICL that PMA will use.
- c.** Click Submit and restart the site to set the values.
- d.** Click OK.

- 5** Click **Configure System** on the sidebar.
 - a.** If your Meridian Mail switch is multi-customer, then enter the customer number that this virtual directory will serve.
If your Meridian Mail switch is for single customers, then this option does not appear.
 - b.** If NMS is enabled on your system, then enter the NMS location that this virtual directory will serve. If you have only one location, enter **0** as the NMS location.
 - c.** If you have Meridian Text Messaging installed, enter the URL for the Text Messaging web page.
 - d.** Make any other configuration changes.
 - e.** Click **Submit** to save your changes.
- 6** To continue with Personal Mailbox Administration setup, go to Chapter 7, "Personal Mailbox Administration," on page 121.

Configuring Meridian Text Messaging

Introduction

Once you have configured Windows NT, you can configure Meridian Text Messaging using a web browser (Microsoft Internet Explorer 4 or later or Netscape Communicator 4 or later).

To configure Meridian Text Messaging

- 1 Start your web browser.
- 2 Change your URL to `http://web_server/site/TMAdmin`, where *site* is the virtual directory name configured for Meridian Text Messaging and *web_server* is the name of the computer hosting Meridian Text Messaging.
- 3 If the web browser prompts you for a user ID and password, then enter the Windows NT user ID and password that has Full Control permissions to the web site's /Admin directory.
- 4 Click the Feature Configuration link on the sidebar.
 - If you use the dial-up method to contact a Service Provider that supports the TAP protocol, then
 - a. Select the Dial Up capability check box.
 - b. Enter the minimum number of digits in a basic phone number.
 - c. Make any other feature configuration changes.
 - d. Select Modify to submit the changes.
 - If you use the e-mail method to contact a Service Provider that supports the SMTP protocol, then
 - a. Select the E-mail capability check box.
 - b. Enter the path to the Microsoft SMTP Service Pickup directory.
 - c. Enter the From: e-mail address.
 - d. Make any other feature configuration changes.

- e. Select Modify to submit the changes.

For more information on feature configuration, see “Feature Configuration page” on page 256.

- 5 Click the Dialing Plan link on the sidebar (if available) to configure the allowed dial prefixes for each dial plan type.

- a. Click New.

- b. Select the Dial Type from the drop-down list. The four Dial Types are:

Private Networking	Use this dial type for private networking.
Local Dialing	Use this dial type for local numbers within your area code.
Domestic Dialing	Use this dial type for local numbers requiring an area code (without a country code prefix requirement).
International Dialing	Use this dial type for numbers requiring both country and area code prefixes.

- c. Enter the dial prefix for the dial type. The prefix should be in dialable format. For example, if you are required to dial 9 to access an outside number, you must include the number 9 in the prefix.
- d. Click Add.
- e. Repeat the above steps for each dial plan.
- f. To remove a default dial prefix, select the Dial Type radio button and the corresponding dial prefix from the Dial Prefix drop-down box.
- g. Click Delete, then click Confirm Delete.
- h. Repeat steps f and g to remove other dial prefixes.

For more information on dial plans, see “Dialing Plan Administration page” on page 238.

- 6 Click on Meridian Mail Links. Use this page to configure the ICL links that the Meridian Text Messaging application uses for Text Notification events.

- a. Click New.

- b.** Enter the IP address or name of the PC running ICL in the Link Host box.
- c.** Enter the name of the ICL link in the Link Name box.
- d.** Enter a textual description for the link (optional).
- e.** Click Add.
- f.** Repeat the above steps for each link that the application will handle.
- g.** Click the Start Service button.
- h.** Click the Update View button (if applicable) until service status reads Running.

For more information on Meridian Mail links, see “Meridian Mail Links Administration page” on page 249.

- 7** To continue setup of Text Messaging, go to Chapter 8, “Meridian Text Messaging,” on page 201.

Chapter 5

Integrated Communication Link

In this chapter

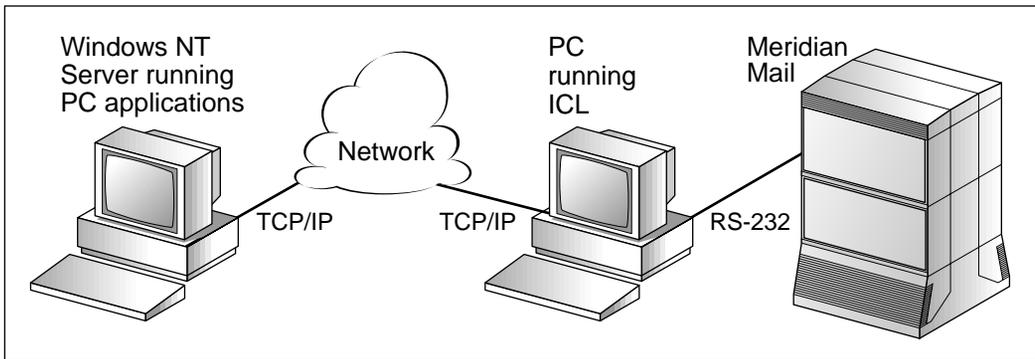
Overview	72
Configuring the ICL	74
Adding a new link or modifying an existing link	76

Overview

Introduction

The Integrated Communication Link (ICL) allows a PC to communicate with the Meridian Mail system over an RS-232 cable. To use the Meridian Mail PC applications software, at least one PC must have an ICL installed and configured.

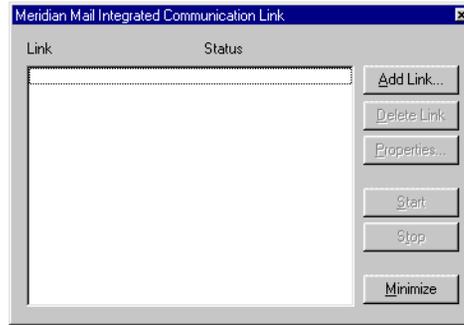
The following illustration shows a typical network setup. If desired, the PC running ICL can also support the Meridian Mail PC applications. ICL runs on Windows NT or Windows 95/98.



G101362

All PC applications require an ICL to be set up, except for Meridian Mail Reporter and Alternate User Interface. ICLs are flexible: each one can support multiple PC applications, and PC applications can use one or more ICLs.

After installing the ICL, the Meridian Mail Integrated Communication Link window starts automatically. If you are installing other PC applications at the same time, then you may have to move or resize their windows to see the ICL window.



Links and virtual links

You create a link and then give that link a name that a Meridian Mail PC application uses to communicate with the Meridian Mail system(s). Each link requires one available COM port on the computer that is running ICL.

You can also create virtual links. Virtual links are identical to normal links except that they use the same COM port as an existing link. While applications can share a link, they are easier to administer if each application has a separate virtual link.

Examples

- You create a link called “PC Apps” using COM port 1. You can then create two virtual links called “Text Messaging” and “PMA” using COM port 1.
- You create a link called “PMA” using COM port 1. You can then create two virtual links called “Customer Group 1” and “Customer Group 2” using COM port 1.

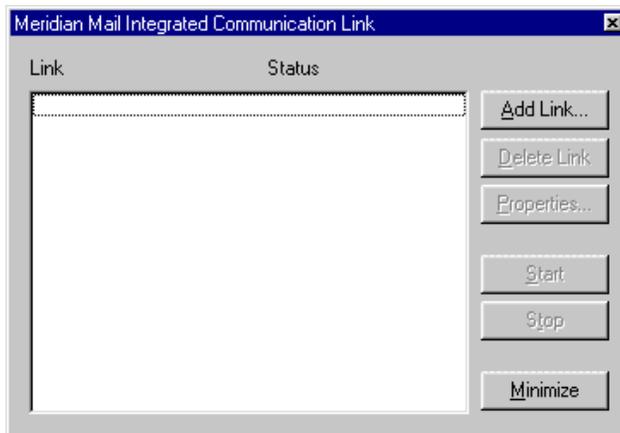
Configuring the ICL

Starting the ICL

The ICL starts automatically upon bootup. If you selected the Start ICL after install checkbox during installation, then the ICL window appears once you exit the Setup program.

To open the Meridian Mail Integrated Communication Link window, right-click the ICL icon in the Windows system tray.

The Meridian Mail Integrated Communication Link window



Field and button descriptions

The following table describes fields and buttons on the Meridian Mail Integrated Communication Link window.

Field or button	Description
Link	Shows the configured links on each Com port. Link names after the first name are virtual links.
Status	Shows if the link is connected. The status can be <ul style="list-style-type: none">■ Synchronizing: ICL is looking for the Meridian Mail system. If the ICL cannot find the Meridian Mail system, it attempts to synchronize indefinitely.■ Started: ICL is connected to the Meridian Mail system.■ Stopping: ICL is disconnecting from the Meridian Mail system.■ Stopped: The connection between the ICL and the Meridian Mail has been halted.
Add Link	Creates a new link or virtual link.
Delete Link	Removes a link or virtual link.
Properties	Views or modifies a link or virtual link.
Start	Activates a stopped link that is selected.
Stop	Deactivates a started link that is selected.
Minimize	Removes the Meridian Mail Integrated Communication Link window from the screen. To reopen the window, click the Meridian Mail icon in the Windows taskbar.

Adding a new link or modifying an existing link

Introduction

Use the following procedures to add a new link, a virtual link, or to modify an existing link.

Field and button descriptions—Add/Modify Link window

The following table describes fields and buttons on the Add/Modify Link window.

Field or button	Description
Link Name	The name of the link that other Meridian Mail PC applications use to connect to the link.
Uses Port	Selects the port that the ICL will use. Multiple virtual links can share the same port.
Cancel	Closes the Add Link window.
OK	Saves your changes to the link.

Field and button descriptions—Modify Connection window

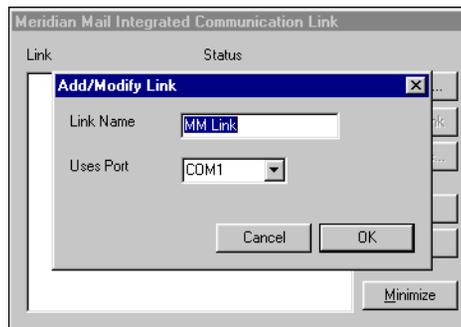
The following table describes fields and buttons on the Modify Connection window.

Field or button	Description
COM Port	This field contains the COM port used for the link. This is a read-only field.
Protocol	Selects the communication protocol that is used. The default protocol used by Meridian Mail is ACCESS.
Baud Rate	Selects the baud rate used on the connection.
Links using this connection	Lists the links that use this COM port.
Cancel	Closes the Modify Connection window.
OK	Saves your changes to the connection.

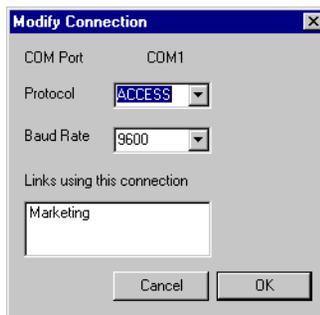
To add or modify a new link

- 1 To add a new link, click the Add Link button. To modify a link, select the link from the list and click the Properties button.

Result: The Add/Modify Link window appears.



- 2 In the Link Name box, enter the name of the link. The name
 - can be 1–19 alphanumeric characters long
 - can include single spaces, except before or after the text
 - cannot be “SysOps” or any capitalization variant of the word
- 3 Click the pull-down button next to Uses Port, and select the port.
- 4 Click OK.
- 5 If you are creating the first link for a COM port, then the Modify Connection window appears.



- a. Click the pull-down button next to Protocol to set the communication protocol. For Meridian Mail 13, the only available protocol is ACCESS.
- b. Click the pull-down button next to Baud Rate to set the baud rate. The baud rate must match the rate for the ICL port on the Meridian Mail system.
- c. Click OK.

Chapter 6

AutoAdmin Configurator

In this chapter

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Changes to the AutoAdmin utility	83

Overview

Introduction

The AutoAdmin Configurator sets up your PC so that you can run the Meridian Mail AutoAdmin software. The Meridian Mail AutoAdmin software propagates user database information from a central system to other local or off-site Meridian Mail systems. For more information on the Meridian Mail AutoAdmin software, consult Appendix A-1 in your Meridian Mail *System Administration Guide*.

Configuring AutoAdmin

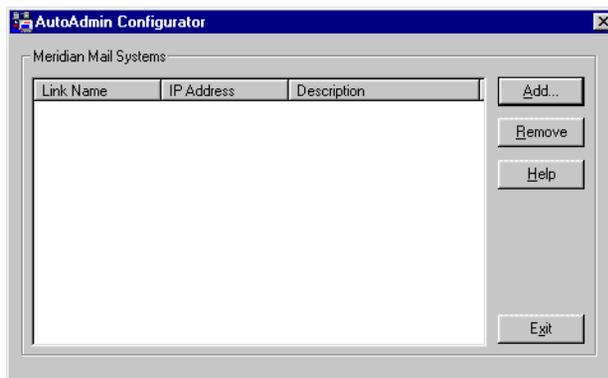
Field and button descriptions

The following table describes the fields and buttons on the System Settings window.

Field or button	Description
Link Name	The name of the ICL that AutoAdmin uses.
IP Address	The IP address of the ICL server that AutoAdmin uses.
Description	Provides additional information on the connection.
OK	Saves your changes to the system settings.
Cancel	Closes the System Settings window.
Help	Displays online Help in a new window.

Starting AutoAdmin

You can also start the AutoAdmin Configurator by clicking Start > Programs > Meridian Mail AutoAdmin > AutoAdmin Configurator.

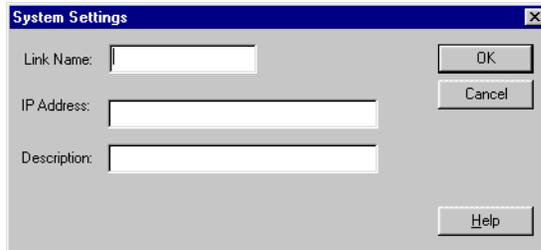


To configure AutoAdmin

Starting point: AutoAdmin Configurator window

- 1 To add a link, click Add.
To modify a link, double-click the link name.

Result: The System Settings windows displays.



- 2 In the Link Name box, enter the name of the ICL that AutoAdmin will use.
- 3 In the IP Address box, enter the IP address of the ICL that AutoAdmin will use.
- 4 In the Description box, enter an optional description.
- 5 Click OK.
- 6 Repeat steps 1 to 5 for any additional links.
- 7 When you are finished, click Exit.

Changes to the AutoAdmin utility

Introduction

Additional tags have been added to the AutoAdmin utility for Meridian Mail 13. (A complete list of tags is provided in this section.)

Tag format

The tag comprises the following components:

Tag/Description/Field Type/max length/max value

Field types

The field types are described in the following table.

Field type	Name	Description
1	const WORD DF_tNUMERIC	integer or long field type
2	const WORD DF_tALFANUM	alphanumeric field type
3	const WORD DF_tALONLY	alphabetic-only field type
4	const WORD DF_tDIGSTR	DN field type (cannot be null string)
5	const WORD DF_tENCPSWD	encrypted password—accepts alphanumerics
6	const WORD DF_tSTRING	string (cannot be null string)
7	const WORD DF_tSTRNULL	string of characters that can be a null string
8	const WORD DF_tDIGSNULL	string of digits that can be a null string
9	const WORD DF_tDIGPSWD	password that accepts only digits
0	const WORD DF_tHEXMAP	Used to pass Meridian Mail structures. The tag defines the context. This is for those who want Access API style functionality out of CMA.

Encoding for RN schedule tag descriptions

The following is an encoding example for the Remote Notification schedule tag in the format Schedule type, Time period number, Field (where *T* is Temporary Schedule, *B* is Business Schedule, and *N* is Non-Business Schedule).

Example

T3Pri—Temporary schedule, Time period 3, Priority field

Encoding for RN period tag descriptions

The following is an encoding example for the Remote Notification period tag in the format Schedule type, Target number, Field (where *T* is Temporary Schedule, *B* is Business Schedule, and *N* is Non-Business Schedule).

Example

T4DNType—Temporary Schedule, 2nd time period = RoundUp(4/3), DN Type field

AutoAdmin tags

The following tables contain a complete list of AutoAdmin tags for the User Administration screens.

View/Modify Local Voice User screen field tags

Tag	Description	Field Type	Max Length	Max Value	MMI field reference
CS	Class of Service	1	3	127	Class of Service
DS	Storage Used (read-only)	1	5	65536	Storage Used
FN	First Name	7	21		First Name
IN	Initials	7	5		Initials
LN	Last Name	6	41		Last Name
MN	Mailbox Number	4	18		Mailbox Number
VI	Volume ID	1	3	210	Volume ID
RC	RNCosID	1	2	15	RN Class of Service
DP	Department	7	31		Department
PD	Primary DN	8	30		Primary DN
RD	Revert DN	8	30		Revert DN
1D	Extension DN 1	8	30		Extension DN 1
2D	Extension DN 2	8	30		Extension DN 2
3D	Extension DN 3	8	30		Extension DN 3
4D	Extension DN 4	8	30		Extension DN 4
5D	Extension DN 5	8	30		Extension DN 5
6D	Extension DN 6	8	30		Extension DN 6
7D	Extension DN 1	8	30		Extension DN 7
1M	MWI DN	8	30		Message Waiting Indication DNs

Tag	Description	Field Type	Max Length	Max Value	MMI field reference
2M	MWIDN2	8	30		_____
MO	Monitor Mailbox	1	1		Monitor Mailbox During Monitoring Period
3M	MWIDN3	8	30		Message Waiting Indication DNs
4M	MWIDN4	8	30		_____
5M	MWIDN5	8	30		_____
6M	MWIDN6	8	30		_____
7M	MWIDN7	8	30		_____
8M	MWIDN8	8	30		_____
BM	BlockMsg	1	1	2	Disable Message Reception 0=NO, 1=YES, 2=YES, if TAG recorded.
PG	Personal Greeting (read-only)	1	1	1	Personal Verification Recorded (Voice)
LS	Logon Status	1	1	1	Logon Status
ND	Name Dialable	1	1	1	Name Dialable By External Callers
PA	PMA Capability	1	1	1	Personal Mailbox Admin Capability
RB	RevIfBlk	1	1	1	Revert if Message Reception Disabled

Tag	Description	Field Type	Max Length	Max Value	MMI field reference
SC	SpdCntx	1	1	3	Speed changed via Telset: 0=apply setting to current message, 1=apply setting to all messages, 2=apply setting to session.
SL	SpdLvl	1	1	3	Session Default Playback Speed: 0=normal, 1=level1, 2=level2, 3=level3
VC	VolCntx	1	1	3	Volume changed via Telset: 0=apply setting to current message, 1=apply setting to all messages, 2=apply setting to session.
VL	Volume Level	1	1	3	Session Default Volume Level: 0=normal, 1=level1, 2=level2, 3=level3
EG	External Greeting (read-only)	1	1	1	External Personal Greeting Recorded
IG	Internal Greeting (read-only)	1	1	1	Internal Personal Greeting Recorded
IL	Invalid Logon Attempts (read-only)	1	5	65536	Invalid Logon Attempts
PC	Last Password Change (read-only)	0	18		Password Last Changed: Date Time string: dd/mm/yy hh:mm:ss

Tag	Description	Field Type	Max Length	Max Value	MMI field reference
TE	TextNotEn	1	1	1	Text Notification
TG	Temporary Absence Greeting (read-only)	1	1	1	Temporary Absence Greeting Recorded
TI	TxtMsgID	8	30		Text Notification Personal ID
TA	TAG Expiry (read-only)	0	6		Temporary Absence Greeting Expiry Date Date Time string: dd/mm/yy hh:mm:ss
1S	MsgOrdr1	1	1	6	Set via PMA: First messages sent option
2S	MsgOrdr2	1	1	6	Set via PMA: Second messages sent option
3S	MsgOrdr3	1	1	6	Set via PMA: Third messages sent option
1E	EntryPt1	1	1	4	Set via PMA: First mailbox entry point condition applied
2E	EntryPt2	1	1	4	Set via PMA: Second mailbox entry point condition applied
CN	Customer Number	1	4	2000	The Meridian Mail customer to which the mailbox belongs.
HC	Hospitality User C1	1	1	1	The mailbox uses assigned hospitality class.

Tag	Description	Field Type	Max Length	Max Value	MMI field reference
LC	Location Name (read-only)	7	31		The NMS location name to which the mailbox belongs.
LL	Last Login (read-only)	0	18		Date of the last mailbox logon. The date is represented in an internal for Mat1. Date Time string: dd/mm/yy hh:mm:ss
LO	Last Lockout (read-only)	0	18		Last mailbox lockout date. Date Time string: dd/mm/yy hh:mm:ss
LP	Location Prefix	4	10		The networking prefix for the mailbox.
MD	Messages Dumped (read-only)	1	5	65536	The number of messages dumped after mailbox is closed.
ML	MWI Link	1	2	15	
MP	Mailbox Password	9	16		
NM	New Locator Prefix	4	10		
NP	New Location Prefix	4	10		
PL	Preferred Language	1	1	4	Prompts language setting for user. The value is an index to the list of languages supported by the system; the index starts from 1 and up to n (where n is the number of languages installed).

Tag	Description	Field Type	Max Length	Max Value	MMI field reference
UI	UI type (read-only)	1	1	1	MMUI=0, VMUIF=1

View Class of Service screen field tags

Tag	Description	Field Type	Max Length	Max Value	MMI field name
PV	PV Modify Cap (read-only)	1	1	1	Personal Verification Changeable by User
UR	User Can Block Msg Reception (read-only)	1	1	1	Message Reception Capability Changeable by User
RN	RemNotCa (read-only)	1	1	1	Remote Notification Capability
RM	RN Modify Cap (read-only)	1	1	1	Remote Notification Keypad Interface
TC	TxtNotCa (read-only)	1	1	1	Text Notification Capability

View/Modify Local Voice User - Outcalling Fields

Tag	Description	Field Type	Max Length	Max Value	MMI field name
RS	RNState	1	1	5	Current State of Remote Notification: 0=ON, 1=OFF, 2=OFF by retry limit, 3=OFF by external call, 4=OFF by Administrator, 5=OFF due to bad DN
TR	Reserved for future use				

Tag	Description	Field Type	Max Length	Max Value	MMI field name
TX	TASExpir	1	5	65536	Temporary Absence Schedule up to midnight of (mm/dd/yy): Treat as an array of 2 bytes: <ul style="list-style-type: none"> ■ byte[0]=Mon ■ byte[1]=day ■ [0,0] is nil date
10	T1From	1	5	65536	Period 1 from (hh:mm) Treat as an array of 2 bytes: <ul style="list-style-type: none"> ■ byte[0]=hour ■ byte[1]=minute ■ [255,255] is nil setting (-1)
11	T1To	1	5	65536	to (hh:mm) Treat as an array of 2 bytes: <ul style="list-style-type: none"> ■ byte[0]=hour ■ byte[1]=minute ■ [255,255] is nil setting (-1)
12	T1Ena	1	1	1	(Disabled, Enabled)
13	T1Log	1	1	1	For successful notification, mailbox login: (required, not required)
14	T1Pri	1	1	1	Message type for remote notification (Any, Urgent)

Tag	Description	Field Type	Max Length	Max Value	MMI field name
20	T2From	1	5	65536	Period 2 from (hh:mm) Treat as an array of 2 bytes: <ul style="list-style-type: none"> ■ byte[0]=hour ■ byte[1]=minute ■ [255,255] is nil setting (-1)
21	T2To	1	5	65536	to (hh:mm) Treat as an array of 2 bytes: <ul style="list-style-type: none"> ■ byte[0]=hour ■ byte[1]=minute ■ [255,255] is nil setting (-1)
22	T2Ena	1	1	1	Disabled Enabled
23	T2Log	1	1	1	For successful notification, mailbox login: (required, not required)
24	T2Pri	1	1	1	Message type for remote notification: (Any, Urgent)
30	T3From	1	5	65536	Period 3 from (hh:mm) Treat as an array of 2 bytes: <ul style="list-style-type: none"> ■ byte[0]=hour ■ byte[1]=minute ■ [255,255] is nil setting (-1)

Tag	Description	Field Type	Max Length	Max Value	MMI field name
31	T3To	1	5	65536	to (hh:mm) Treat as an array of 2 bytes: <ul style="list-style-type: none"> ■ byte[0]=hour ■ byte[1]=minute ■ [255,255] is nil setting (-1)
32	T3Ena	1	1	1	Disabled Enabled
33	T3Log	1	1	1	For successful notification, mailbox login: (required, not required)
34	T3Pri	1	1	1	Message type for remote notification: (Any, Urgent)
A0	T1TgtDn	8	30		Target 1 DN
A1	T1DNType	1	1	4	Device Type: Phone=0, Tone=1, Voice=2, Numeric=3, Service=4
A2	T1DNAux	8	30		Pager Callback Number (valid if Device type is service or numeric)
A3	T1PgrID	8	30		Pager ID Number (valid if Device type is service)
A4	T1VType	1	1	1	Voice Page Content: Notification Notification&Msg (valid if Device type is voice)

Tag	Description	Field Type	Max Length	Max Value	MMI field name
A5	T1NType	1	1	1	Numeric Page Content: Callback Callback&CallerNum (valid if Device type is numeric)
A6	T1SType	1	1	1	Service Page Content: Callback Callback&CallerNum (valid if Device type is service)
B0	T2TgtDn	8	30		Target 2 DN
B1	T2DNType	1	1	4	Device Type: Phone=0, Tone=1, Voice=2, Numeric=3, Service=4
B2	T2DNAux	8	30		Pager Callback Number (valid if Device type is service or numeric)
B3	T2PgrID	8	30		Pager ID Number (valid if Device type is service)
B4	T2VType	1	1	1	Voice Page Content: Notification Notification&Msg (valid if Device type is voice)
B5	T2NType	1	1	1	Numeric Page Content: Callback Callback&CallerNum (valid if Device type is numeric)

Tag	Description	Field Type	Max Length	Max Value	MMI field name
B6	T2SType	1	1	1	Service Page Content: Callback Callback&CallerNum (valid if Device type is service)
C0	T3TgtDn	8	30		Target 3 DN
C1	T3DNType	1	1	4	Device Type: Phone=0, Tone=1, Voice=2, Numeric=3, Service=4
C2	T3DNAux	8	30		Pager Callback Number (valid if Device type is service or numeric)
C3	T3PgrID	8	30		Pager ID Number (valid if Device type is service)
C4	T3VType	1	1	1	Voice Page Content: Notification Notification&Msg (valid if Device type is voice)
C5	T3NType	1	1	1	Numeric Page Content: Callback Callback&CallerNum (valid if Device type is numeric)
C6	T3SType	1	1	1	Service Page Content: Callback Callback&CallerNum (valid if Device type is service)
D0	T4TgtDn	8	30		Target 1 DN

Tag	Description	Field Type	Max Length	Max Value	MMI field name
D1	T4DNType	1	1	4	Device Type: Phone=0, Tone=1, Voice=2, Numeric=3, Service=4
D2	T4DNAux	8	30		Pager Callback Number (valid if Device type is service or numeric)
D3	T4PgrID	8	30		Pager ID Number (valid if Device type is service)
D4	T4VType	1	1	1	Voice Page Content: Notification Notification&Msg (valid if Device type is voice)
D5	T4NType	1	1	1	Numeric Page Content: Callback Callback&CallerNum (valid if Device type is numeric)
D6	T4SType	1	1	1	Service Page Content: Callback Callback&CallerNum (valid if Device type is service)
E0	T5TgtDn	8	30		Target 2 DN
E1	T5DNType	1	1	4	Device Type: Phone=0, Tone=1, Voice=2, Numeric=3, Service=4
E2	T5DNAux	8	30		Pager Callback Number (valid if Device type is service or numeric)

Tag	Description	Field Type	Max Length	Max Value	MMI field name
E3	T5PgrID	8	30		Pager ID Number (valid if Device type is service)
E4	T5VType	1	1	1	Voice Page Content: Notification Notification&Msg (valid if Device type is voice)
E5	T5NType	1	1	1	Numeric Page Content: Callback Callback&CallerNum (valid if Device type is numeric)
E6	T5SType	1	1	1	Service Page Content: Callback Callback&CallerNum (valid if Device type is service)
F0	T6TgtDn	8	30		Target 3 DN
F1	T6DNType	1	1	4	Device Type: Phone=0, Tone=1, Voice=2, Numeric=3, Service=4
F2	T6DNAux	8	30		Pager Callback Number (valid if Device type is service or numeric)
F3	T6PgrID	8	30		Pager ID Number (valid if Device type is service)
F4	T6VType	1	1	1	Voice Page Content: Notification Notification&Msg (valid if Device type is voice)

Tag	Description	Field Type	Max Length	Max Value	MMI field name
F5	T6NType	1	1	1	Numeric Page Content: Callback Callback&CallerNum (valid if Device type is numeric)
F6	T6SType	1	1	1	Service Page Content: Callback Callback&CallerNum (valid if Device type is service)
G0	T7TgtDn	8	30		Target 1 DN
G1	T7DNType	1	1	4	Device Type: Phone=0, Tone=1, Voice=2, Numeric=3, Service=4
G2	T7DNAux	8	30		Pager Callback Number (valid if Device type is service or numeric)
G3	T7PgrID	8	30		Pager ID Number (valid if Device type is service)
G4	T7VType	1	1	1	Voice Page Content: Notification Notification&Msg (valid if Device type is voice)
G5	T7NType	1	1	1	Numeric Page Content: Callback Callback&CallerNum (valid if Device type is numeric)

Tag	Description	Field Type	Max Length	Max Value	MMI field name
G6	T7SType	1	1	1	Service Page Content: Callback Callback&CallerNum (valid if Device type is service)
H0	T8TgtDn	8	30		Target 2 DN
H1	T8DNType	1	1	4	Device Type: Phone=0, Tone=1, Voice=2, Numeric=3, Service=4
H2	T8DNAux	8	30		Pager Callback Number (valid if Device type is service or numeric)
H3	T8PgrID	8	30		Pager ID Number (valid if Device type is service)
H4	T8VType	1	1	1	Voice Page Content: Notification Notification&Msg (valid if Device type is voice)
H5	T8NType	1	1	1	Numeric Page Content: Callback Callback&CallerNum (valid if Device type is numeric)
H6	T8SType	1	1	1	Service Page Content: Callback Callback&CallerNum (valid if Device type is service)
I0	T9TgtDn	8	30		Target 3 DN

Tag	Description	Field Type	Max Length	Max Value	MMI field name
I1	T9DNType	1	1	4	Device Type: Phone=0, Tone=1, Voice=2, Numeric=3, Service=4
I2	T9DNAux	8	30		Pager Callback Number (valid if Device type is service or numeric)
I3	T9PgrID	8	30		Pager ID Number (valid if Device type is service)
I4	T9VType	1	1	1	Voice Page Content: Notification Notification&Msg (valid if Device type is voice)
I5	T9NType	1	1	1	Numeric Page Content: Callback Callback&CallerNum (valid if Device type is numeric)
I6	T9SType	1	1	1	Service Page Content: Callback Callback&CallerNum (valid if Device type is service)
40	B1From	1	5	65536	Period 1 from (hh:mm) Treat as an array of 2 bytes: <ul style="list-style-type: none"> ■ byte[0]=hour ■ byte[1]=minute ■ [255,255] is nil setting (-1)

Tag	Description	Field Type	Max Length	Max Value	MMI field name
41	B1To	1	5	65536	to (hh:mm) Treat as an array of 2 bytes: <ul style="list-style-type: none"> ■ byte[0]=hour ■ byte[1]=minute ■ [255,255] is nil setting (-1)
42	B1Ena	1	1	1	Disabled Enabled
43	B1Log	1	1	1	For successful notification, mailbox login: (required, not required)
44	B1Pri	1	1		Message type for remote notification (Any, Urgent)
50	B2From	1	5	65536	Period 2 from (hh:mm) Treat as an array of 2 bytes: <ul style="list-style-type: none"> ■ byte[0]=hour ■ byte[1]=minute ■ [255,255] is nil setting (-1)
51	B2To	1	5	65536	to (hh:mm) Treat as an array of 2 bytes: <ul style="list-style-type: none"> ■ byte[0]=hour ■ byte[1]=minute ■ [255,255] is nil setting (-1)
52	B2Ena	1	1	1	Disabled Enabled

Tag	Description	Field Type	Max Length	Max Value	MMI field name
53	B2Log	1	1	1	For successful notification, mailbox login: (required, not required)
54	B2Pri	1	1		Message type for remote notification (Any, Urgent)
60	B3From	1	5	65536	Period 3 from (hh:mm)
61	B3To	1	5	65536	to (hh:mm)
62	B3Ena	1	1	1	Disabled Enabled
63	B3Log	1	1	1	For successful notification, mailbox login: (required, not required)
64	B3Pri	1	1		Message type for remote notification (Any, Urgent)
J0	B1TgtDn	8	30		Target 1 DN
J1	B1DNType	1	1	4	Device Type: Phone=0, Tone=1, Voice=2, Numeric=3, Service=4
J2	B1DNAux	8	30		Pager Callback Number (valid if Device type is service or numeric)
J3	B1PgrID	8	30		Pager ID Number (valid if Device type is service)

Tag	Description	Field Type	Max Length	Max Value	MMI field name
J4	B1VType	1	1	1	Voice Page Content: Notification Notification&Msg (valid if Device type is voice)
J5	B1NType	1	1	1	Numeric Page Content: Callback Callback&CallerNum (valid if Device type is numeric)
J6	B1SType	1	1	1	Service Page Content: Callback Callback&CallerNum (valid if Device type is service)
K0	B2TgtDn	8	30		Target 2 DN
K1	B2DNType	1	1	4	Device Type: Phone=0, Tone=1, Voice=2, Numeric=3, Service=4
K2	B2DNAux	8	30		Pager Callback Number (valid if Device type is service or numeric)
K3	B2PgrID	8	30		Pager ID Number (valid if Device type is service)
K4	B2VType	1	1	1	Voice Page Content: Notification Notification&Msg (valid if Device type is voice)

Tag	Description	Field Type	Max Length	Max Value	MMI field name
K5	B2NType	1	1	1	Numeric Page Content: Callback Callback&CallerNum (valid if Device type is numeric)
K6	B2SType	1	1	1	Service Page Content: Callback Callback&CallerNum (valid if Device type is service)
L0	B3TgtDn	8	30		Target 3 DN
L1	B3DNType	1	1	4	Device Type: Phone=0, Tone=1, Voice=2, Numeric=3, Service=4
L2	B3DNAux	8	30		Pager Callback Number (valid if Device type is service or numeric)
L3	B3PgrID	8	30		Pager ID Number (valid if Device type is service)
L4	B3VType	1	1	1	Voice Page Content: Notification Notification&Msg (valid if Device type is voice)
L5	B3NType	1	1	1	Numeric Page Content: Callback Callback&CallerNum (valid if Device type is numeric)

Tag	Description	Field Type	Max Length	Max Value	MMI field name
L6	B3SType	1	1	1	Service Page Content: Callback Callback&CallerNum (valid if Device type is service)
M0	B4TgtDn	8	30		Target 1 DN
M1	B4DNType	1	1	4	Device Type: Phone=0, Tone=1, Voice=2, Numeric=3, Service=4
M2	B4DNAux	8	30		Pager Callback Number (valid if Device type is service or numeric)
M3	B4PgrID	8	30		Pager ID Number (valid if Device type is service)
M4	B4VType	1	1	1	Voice Page Content: Notification Notification&Msg (valid if Device type is voice)
M5	B4NType	1	1	1	Numeric Page Content: Callback Callback&CallerNum (valid if Device type is numeric)
M6	B4SType	1	1	1	Service Page Content: Callback Callback&CallerNum (valid if Device type is service)
N0	B5TgtDn	8	30		Target 2 DN

Tag	Description	Field Type	Max Length	Max Value	MMI field name
N1	B5DNType	1	1	4	Device Type: Phone=0, Tone=1, Voice=2, Numeric=3, Service=4
N2	B5DNAux	8	30		Pager Callback Number (valid if Device type is service or numeric)
N3	B5PgrID	8	30		Pager ID Number (valid if Device type is service)
N4	B5VType	1	1	1	Voice Page Content: Notification&Msg (valid if Device type is voice)
N5	B5NType	1	1	1	Numeric Page Content: Callback&CallerNum (valid if Device type is numeric)
N6	B5SType	1	1	1	Service Page Content: Callback&CallerNum (valid if Device type is service)
O0	B6TgtDn	8	30		Target 3 DN
O1	B6DNType	1	1	4	Device Type: Phone=0, Tone=1, Voice=2, Numeric=3, Service=4
O2	B6DNAux	8	30		Pager Callback Number (valid if Device type is service or numeric)

Tag	Description	Field Type	Max Length	Max Value	MMI field name
O3	B6PgrID	8	30		Pager ID Number (valid if Device type is service)
O4	B6VType	1	1	1	Voice Page Content: Notification Notification&Msg (valid if Device type is voice)
O5	B6NType	1	1	1	Numeric Page Content: Callback Callback&CallerNum (valid if Device type is numeric)
O6	B6SType	1	1	1	Service Page Content: Callback Callback&CallerNum (valid if Device type is service)
P0	B7TgtDn	8	30		Target 1 DN
P1	B7DNTType	1	1	4	Device Type: Phone=0, Tone=1, Voice=2, Numeric=3, Service=4
P2	B7DNAux	8	30		Pager Callback Number (valid if Device type is service or numeric)
P3	B7PgrID	8	30		Pager ID Number (valid if Device type is service)
P4	B7VType	1	1	1	Voice Page Content: Notification Notification&Msg (valid if Device type is voice)

Tag	Description	Field Type	Max Length	Max Value	MMI field name
P5	B7NType	1	1	1	Numeric Page Content: Callback Callback&CallerNum (valid if Device type is numeric)
P6	B7SType	1	1	1	Service Page Content: Callback Callback&CallerNum (valid if Device type is service)
Q0	B8TgtDn	8	30		Target 2 DN
Q1	B8DNType	1	1	4	Device Type: Phone=0, Tone=1, Voice=2, Numeric=3, Service=4
Q2	B8DNAux	8	30		Pager Callback Number (valid if Device type is service or numeric)
Q3	B8PgrID	8	30		Pager ID Number (valid if Device type is service)
Q4	B8VType	1	1	1	Voice Page Content: Notification Notification&Msg (valid if Device type is voice)
Q5	B8NType	1	1	1	Numeric Page Content: Callback Callback&CallerNum (valid if Device type is numeric)

Tag	Description	Field Type	Max Length	Max Value	MMI field name
Q6	B8SType	1	1	1	Service Page Content: Callback Callback&CallerNum (valid if Device type is service)
R0	B9TgtDn	8	30		Target 3 DN
R1	B9DNType	1	1	4	Device Type: Phone=0, Tone=1, Voice=2, Numeric=3, Service=4
R2	B9DNAux	8	30		Pager Callback Number (valid if Device type is service or numeric)
R3	B9PgrID	8	30		Pager ID Number (valid if Device type is service)
R4	B9VType	1	1	1	Voice Page Content: Notification Notification&Msg (valid if Device type is voice)
R5	B9NType	1	1	1	Numeric Page Content: Callback Callback&CallerNum (valid if Device type is numeric)
R6	B9SType	1	1	1	Service Page Content: Callback Callback&CallerNum (valid if Device type is service)

Tag	Description	Field Type	Max Length	Max Value	MMI field name
70	N1From	1	5	65536	Period 1 from (hh:mm) Treat as an array of 2 bytes: <ul style="list-style-type: none"> ■ byte[0]=hour ■ byte[1]=minute ■ [255,255] is nil setting (-1)
71	N1To	1	5	65536	to (hh:mm) Treat as an array of 2 bytes: <ul style="list-style-type: none"> ■ byte[0]=hour ■ byte[1]=minute ■ [255,255] is nil setting (-1)
72	N1Ena	1	1	1	Disabled Enabled
73	N1Log	1	1	1	For successful notification, mailbox login: (required, not required)
74	N1Pri	1	1		Message type for remote notification (Any, Urgent)
80	N2From	1	5	65536	Period 2 from (hh:mm) Treat as an array of 2 bytes: <ul style="list-style-type: none"> ■ byte[0]=hour ■ byte[1]=minute ■ [255,255] is nil setting (-1)

Tag	Description	Field Type	Max Length	Max Value	MMI field name
81	N2To	1	5	65536	to (hh:mm) Treat as an array of 2 bytes: <ul style="list-style-type: none"> ■ byte[0]=hour ■ byte[1]=minute ■ [255,255] is nil setting (-1)
82	N2Ena	1	1	1	Disabled Enabled
83	N2Log	1	1	1	For successful notification, mailbox login: (required, not required)
84	N2Pri	1	1		Message type for remote notification (Any, Urgent)
90	N3From	1	5	65536	Period 3 from (hh:mm) Treat as an array of 2 bytes: <ul style="list-style-type: none"> ■ byte[0]=hour ■ byte[1]=minute ■ [255,255] is nil setting (-1)
91	N3To	1	5	65536	to (hh:mm) Treat as an array of 2 bytes: <ul style="list-style-type: none"> ■ byte[0]=hour ■ byte[1]=minute ■ [255,255] is nil setting (-1)
92	N3Ena	1	1	1	Disabled Enabled

Tag	Description	Field Type	Max Length	Max Value	MMI field name
93	N3Log	1	1	1	For successful notification, mailbox login: (required, not required)
94	N3Pri	1	1		Message type for remote notification (Any, Urgent)
S0	N1TgtDn	8	30		Target 1 DN
S1	N1DNType	1	1	4	Device Type: Phone=0, Tone=1, Voice=2, Numeric=3, Service=4
S2	N1DNAux	8	30		Pager Callback Number (valid if Device type is service or numeric)
S3	N1PgrID	8	30		Pager ID Number (valid if Device type is service)
S4	N1VType	1	1	1	Voice Page Content: Notification Notification&Msg (valid if Device type is voice)
S5	N1NType	1	1	1	Numeric Page Content: Callback Callback&CallerNum (valid if Device type is numeric)
S6	N1SType	1	1	1	Service Page Content: Callback Callback&CallerNum (valid if Device type is service)

Tag	Description	Field Type	Max Length	Max Value	MMI field name
T0	N2TgtDn	8	30		Target 2 DN
T1	N2DNType	1	1	4	Device Type: Phone=0, Tone=1, Voice=2, Numeric=3, Service=4
T2	N2DNAux	8	30		Pager Callback Number (valid if Device type is service or numeric)
T3	N2PgrID	8	30		Pager ID Number (valid if Device type is service)
T4	N2VType	1	1	1	Voice Page Content: Notification Notification&Msg (valid if Device type is voice)
T5	N2NType	1	1	1	Numeric Page Content: Callback Callback&CallerNum (valid if Device type is numeric)
T6	N2SType	1	1	1	Service Page Content: Callback Callback&CallerNum (valid if Device type is service)
U0	N3TgtDn	8	30		Target 3 DN
U1	N3DNType	1	1	4	Device Type: Phone=0, Tone=1, Voice=2, Numeric=3, Service=4

Tag	Description	Field Type	Max Length	Max Value	MMI field name
U2	N3DNAux	8	30		Pager Callback Number (valid if Device type is service or numeric)
U3	N3PgrID	8	30		Pager ID Number (valid if Device type is service)
U4	N3VType	1	1	1	Voice Page Content: Notification Notification&Msg (valid if Device type is voice)
U5	N3NType	1	1	1	Numeric Page Content: Callback Callback&CallerNum (valid if Device type is numeric)
U6	N3SType	1	1	1	Service Page Content: Callback Callback&CallerNum (valid if Device type is service)
V0	N4TgtDn	8	30		Target 1 DN
V1	N4DNType	1	1	4	Device Type: Phone=0, Tone=1, Voice=2, Numeric=3, Service=4
V2	N4DNAux	8	30		Pager Callback Number (valid if Device type is service or numeric)
V3	N4PgrID	8	30		Pager ID Number (valid if Device type is service)

Tag	Description	Field Type	Max Length	Max Value	MMI field name
V4	N4VType	1	1	1	Voice Page Content: Notification Notification&Msg (valid if Device type is voice)
V5	N4NType	1	1	1	Numeric Page Content: Callback Callback&CallerNum (valid if Device type is numeric)
V6	N4SType	1	1	1	Service Page Content: Callback Callback&CallerNum (valid if Device type is service)
W0	N5TgtDn	8	30		Target 2 DN
W1	N5DNTType	1	1	4	Device Type: Phone=0, Tone=1, Voice=2, Numeric=3, Service=4
W2	N5DNAux	8	30		Pager Callback Number (valid if Device type is service or numeric)
W3	N5PgrID	8	30		Pager ID Number (valid if Device type is service)
W4	N5VType	1	1	1	Voice Page Content: Notification Notification&Msg (valid if Device type is voice)

Tag	Description	Field Type	Max Length	Max Value	MMI field name
W5	N5NType	1	1	1	Numeric Page Content: Callback Callback&CallerNum (valid if Device type is numeric)
W6	N5SType	1	1	1	Service Page Content: Callback Callback&CallerNum (valid if Device type is service)
X0	N6TgtDn	8	30		Target 3 DN
X1	N6DNType	1	1	4	Device Type: Phone=0, Tone=1, Voice=2, Numeric=3, Service=4
X2	N6DNAux	8	30		Pager Callback Number (valid if Device type is service or numeric)
X3	N6PgrID	8	30		Pager ID Number (valid if Device type is service)
X4	N6VType	1	1	1	Voice Page Content: Notification Notification&Msg (valid if Device type is voice)
X5	N6NType	1	1	1	Numeric Page Content: Callback Callback&CallerNum (valid if Device type is numeric)

Tag	Description	Field Type	Max Length	Max Value	MMI field name
X6	N6SType	1	1	1	Service Page Content: Callback Callback&CallerNum (valid if Device type is service)
Y0	N7TgtDn	8	30		Target 1 DN
Y1	N7DNType	1	1	4	Device Type: Phone=0, Tone=1, Voice=2, Numeric=3, Service=4
Y2	N7DNAux	8	30		Pager Callback Number (valid if Device type is service or numeric)
Y3	N7PgrID	8	30		Pager ID Number (valid if Device type is service)
Y4	N7VType	1	1	1	Voice Page Content: Notification Notification&Msg (valid if Device type is voice)
Y5	N7NType	1	1	1	Numeric Page Content: Callback Callback&CallerNum (valid if Device type is numeric)
Y6	N7SType	1	1	1	Service Page Content: Callback Callback&CallerNum (valid if Device type is service)
Z0	N8TgtDn	8	30		Target 2 DN

Tag	Description	Field Type	Max Length	Max Value	MMI field name
Z1	N8DNTType	1	1	4	Device Type: Phone=0, Tone=1, Voice=2, Numeric=3, Service=4
Z2	N8DNAux	8	30		Pager Callback Number (valid if Device type is service or numeric)
Z3	N8PgrID	8	30		Pager ID Number (valid if Device type is service)
Z4	N8VType	1	1	1	Voice Page Content: Notification Notification&Msg (valid if Device type is voice)
Z5	N8NType	1	1	1	Numeric Page Content: Callback Callback&CallerNum (valid if Device type is numeric)
Z6	N8SType	1	1	1	Service Page Content: Callback Callback&CallerNum (valid if Device type is service)
\$0	N9TgtDn	8	30		Target 3 DN
\$1	N9DNTType	1	1	4	Device Type: Phone=0, Tone=1, Voice=2, Numeric=3, Service=4
\$2	N9DNAux	8	30		Pager Callback Number (valid if Device type is service or numeric)

Tag	Description	Field Type	Max Length	Max Value	MMI field name
\$3	N9PgrID	8	30		Pager ID Number (valid if Device type is service)
\$4	N9VType	1	1	1	Voice Page Content: Notification Notification&Msg (valid if Device type is voice)
\$5	N9NType	1	1	1	Numeric Page Content: Callback Callback&CallerNum (valid if Device type is numeric)
\$6	N9SType	1	1	1	Service Page Content: Callback Callback&CallerNum (valid if Device type is service)

Chapter 7

Personal Mailbox Administration

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Section A: PMA user

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Overview

The Personal Mailbox Administration (PMA) for the user feature gives the mailbox owner the ability to view and, if necessary, modify mailbox settings using a web browser. The web interface provides a graphical user interface that aids mailbox users in their tasks. You can use the graphical user interface to change a variety of features such as greetings, remote notification, personal distribution lists, and mailbox preferences.

What PMA user does

The PMA for the user feature incorporates the following functions:

- You can read but not write the following attributes of your mailbox:
 - last name
 - MWI DNs
 - date of last login
 - date of last password change
 - recorded greetings
- You can write the following attributes to your mailbox:
 - mailbox password
 - revert DN
 - mailbox language
 - default playback speed
 - default volume level
 - message reception
 - message order sort conditions
 - entry point message
 - date of Temporary Absence Greeting expiry
 - contents of all PDLs
 - details of the remote notification schedule
 - links to text notification schedule
- You can do the following with your web browser and a telephone:

- Meridian Mail can call your telephone.
- You can record or delete external, internal, and temporary absence greetings.
- You can record or delete personal verification.
- With your web browser, you can search the database of mailboxes and select mailboxes to add to a PDL.
- You can use online Help for using the web interface.
- You can log on to your mailbox through a telephone while, at the same time, using a web browser to check the mailbox options.
- You can change login passwords with your web browser.
- PMA can correctly distinguish which mailbox is logging in over the web.
- Web access is secure. You can have access to mailbox attributes only if you have a mailbox number and password. You can also turn on encryption.

Web page usage

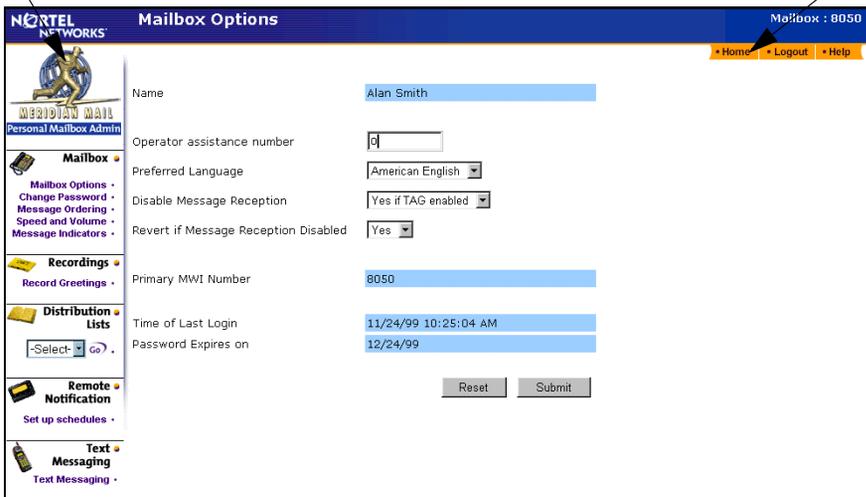
General appearance and navigation

There are several common elements for each web page in the PMA feature.

Navigation bars

Each PMA page has the following navigation bars.

Navigation Bars



When you click on any buttons or associated links in the vertical column on the left, a web page appears on the monitor.

Up to five links are available in the vertical navigation bar:

- Mailbox

- Recordings
- Distribution Lists
- Remote Notification (if available for your system and mailbox)
- Text Messaging (if available for your system and mailbox)

Home, logout, and help bar

Another common feature of the PMA web pages is the Home, Logout, and Help navigation bar, located in the upper left corner of all main web pages. The buttons on this bar allow you to return to the main screen (Home), exit the PMA application (Logout), or use the online Help (Help).

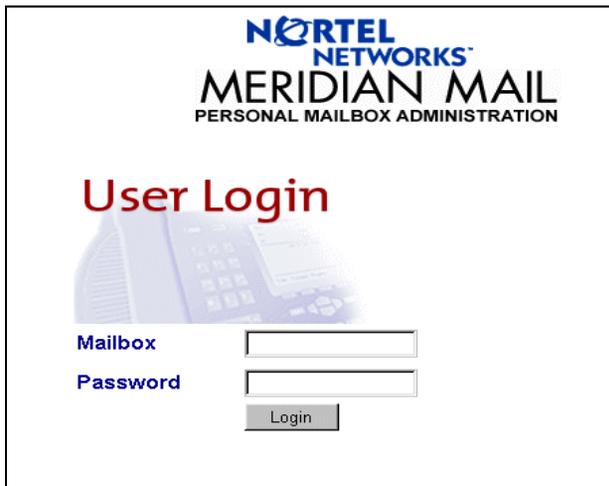
Mailbox Login page

Mailbox login

To locate the login page to begin the administration of a mailbox, a mailbox owner must access the web. You do this by specifying the web-based administration location using its Uniform Resource Locator (URL) in the location or address field of your web browser. The URL format is

http://<servername>/<virtual directory>

The server name is the Fully Qualified Domain Name (FQDN) or IP address of the PC server that contains the web server for Meridian Mail. Ask your administrator for this address. The following display illustrates the login page for PMA.



**NORTEL
NETWORKS[™]
MERIDIAN MAIL**
PERSONAL MAILBOX ADMINISTRATION

User Login

Mailbox

Password

Login

If your login is rejected

If your login is rejected, one or more of the following conditions exist:

1. Your mailbox does not exist.
2. Your password is incorrect.
3. The mailbox is disabled.
4. Your cumulative attempts at logging in exceed the allowed number of attempts.
5. Your mailbox password has expired.

For the first two conditions, the system notifies you that the login has failed. Before you try again, verify your mailbox number and password.

If any of the first three conditions occurs, the system notifies you. To correct conditions 3 and 4, contact your administrator. If your password has expired, then see “Password Change Required page” on page 131.

Field and button descriptions

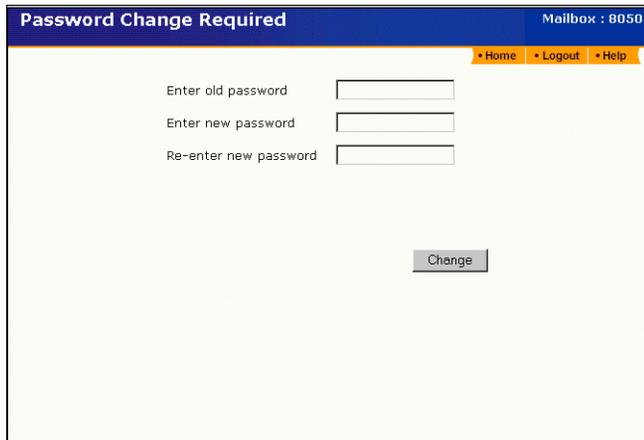
The following table describes fields and buttons on the PMA login page.

Field or button	Description
Mailbox	The mailbox number of the account that requires administration.
Password	The mailbox password. This is the password that you key in to access voice mail on your telephone. The password can be alphanumeric (made up of alphabetical and numerical characters). The letters are mapped as to the numbers on a telephone keypad. Password length range: 6–16
Login	Click Login when you have completed the Mailbox and Password fields.

Password Change Required page

Mailbox password has expired

If you make a successful login using the old password, but the password has expired, then the server sends the Password Change Required page. This page tells you to change your password. The following page appears.



The screenshot shows a web page titled "Password Change Required" for mailbox "8050". It features a navigation bar with "Home", "Logout", and "Help" links. The main form contains three text input fields: "Enter old password", "Enter new password", and "Re-enter new password". A "Change" button is positioned below these fields.

Field and button descriptions

The following table describes the fields and buttons on the Password Change Required page.

Field or button	Description
Enter old password	This is the current password that you use.
Enter new password	This field allows you to type in a new password.
Re-enter new password	This field confirms your password change.

Field or button	Description
Change	This button submits the change password request to the web server. If the change is successful, then the Profile page appears. If the change is unsuccessful, then the same page is shown again with a dialog box that explains the problem.

Mailbox Options page

Introduction

When you log in, the Mailbox Options page appears. This web page provides you with general information about your mailbox.

The screenshot shows the 'Mailbox Options' page for a user named Alan Smith. The page has a blue header with the Nortel Networks logo and the text 'Mailbox : 8050'. In the top right corner, there are links for 'Home', 'Logout', and 'Help'. On the left side, there is a vertical navigation menu with icons and labels for 'Mailbox', 'Recordings', 'Distribution Lists', 'Remote Notification', and 'Text Messaging'. The main content area displays various settings for the mailbox, each with a label and a corresponding input field or dropdown menu. At the bottom right of the form, there are 'Reset' and 'Submit' buttons.

NORTEL NETWORKS		Mailbox : 8050
		Home Logout Help
 Personal Mailbox Admin	Name	Alan Smith
 Mailbox	Operator assistance number	<input type="text" value="0"/>
Mailbox Options • Change Password • Message Ordering • Speed and Volume • Message Indicators •	Preferred Language	American English
 Recordings	Disable Message Reception	Yes if TAG enabled
Record Greetings •	Revert if Message Reception Disabled	Yes
 Distribution Lists	Primary MWI Number	8050
Select <input type="text" value="ca"/>	Time of Last Login	11/24/99 10:25:04 AM
 Remote Notification	Password Expires on	12/24/99
Set up schedules •	<input type="button" value="Reset"/> <input type="button" value="Submit"/>	
 Text Messaging		
Text Messaging •		

Field and button descriptions

The following table describes the fields and buttons on the Mailbox Options page.

Field or button	Description
Name	This read-only field contains the name of the PMA user.
Operator assistance number	The number where telephone calls are transferred when attempts to access the revert DN during a call answering or voice messaging session are rejected.
Preferred Language	This field provides the choice of language to be used during a voice messaging session.
Disable Message Reception	<p>This field gives you the option of disabling or not disabling your messages. A third option, Yes if TAG enabled, allows you to disable when your Temporary Absence Greeting is on.</p> <p>Note: The appearance of this field depends on your Class of Service. Check with your administrator.</p>
Revert if Message Reception Disabled	This field gives you the option to use the revert number to accept or not accept messages if Disable Message Reception is on.
Primary MWI Number	The number where message waiting indications are sent when a message has been left. There are up to eight possible MWI numbers available for a mailbox.
Time of Last Login	The date and time of the last login to your mailbox.
Password Expires on	The date when the mailbox password expires.
Reset	Select this button if you want to reset the page with previously saved settings.

Field or button	Description
Submit	This button saves the current field values on this page to Meridian Mail.

To change your mailbox options

- 1 Click the Mailbox Options link.
- 2 Make the necessary changes to the appropriate fields.
Note: To reset the fields to the prior values, click Reset.
- 3 Click submit to make the changes in Meridian Mail.

Change Mailbox Password page

The Change Mailbox Password page provides you with the option of changing your mailbox password when required.

The screenshot shows a web browser window with the title "Change Mailbox Password" and "Mailbox : 8050" in the top right corner. The page has a blue header with the "NORTEL NETWORKS" logo on the left and navigation links for "Home", "Logout", and "Help" on the right. On the left side, there is a vertical menu with icons and labels for "Mailbox", "Recordings", "Distribution Lists", "Remote Notification", and "Text Messaging". The main content area contains three text input fields labeled "Enter old password", "Enter new password", and "Re-enter new password", followed by a "Submit" button.

Field and button descriptions

The following table describes fields and buttons on the Change Mailbox Password page.

Field or button	Description
Enter old password	As a security measure, you must specify the old password (a possible scenario is that you left your terminal unattended during an active session).
Enter new password	This is the new password. The password can be alphanumeric (made up of alphabetical and numerical characters). The letters are mapped as to the numbers on a telephone keypad. You can use up to 16 characters.
Re-enter new password	This confirms that your password is composed correctly.
Submit	Select this button to submit the current field values on this page to Meridian Mail.

To change the password

- 1 Click the Change Password link.

Result: The following page appears.

The screenshot shows a web interface for changing a mailbox password. The page title is "Change Mailbox Password" and the user's mailbox ID is "8050". The interface includes a sidebar with various mailbox management options and a main form with three password input fields and a submit button.

- 2 In the Enter old password field, type in your current password.
- 3 In the Enter new password field, type in your new password.

Note: Your password can be up to 16 characters long. The minimum size depends on the Meridian Mail setting.

- 4 In the Re-enter new password field, retype your new password.
- 5 Click the Submit button.

Result: The following message appears.

Status: Password Changed

Message Ordering page

How Message Ordering works

Message Ordering allows you to change the playback order of your messages. This can be a handy feature when dealing with a large number of messages. You can control the message order through the

- message sort order
- message entry point

Message sort order

By default, your messages are sorted chronologically—when you listen to your messages you hear the first message in the queue, then the second message, and so on. Message ordering allows you to change the sequence of the messages in the queue. You sort by applying rules for

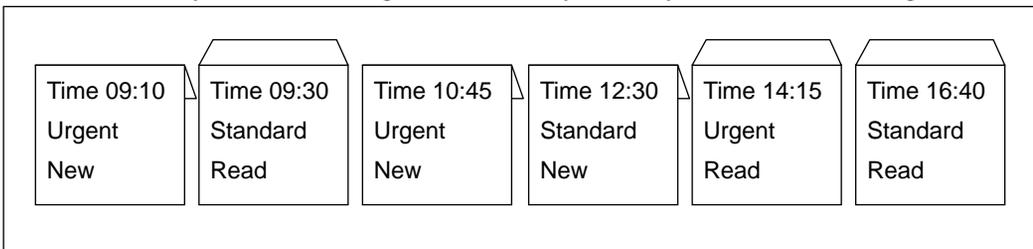
- message priority so that you hear urgent or standard messages first.
- message status so that you hear new or read messages first.
- delivery time so that you hear oldest or newest messages first.

You can have up to three message sort rules, so you could sort first by urgent messages, then by new messages, then finally by newest messages. Sort rules are applied in order.

Example: message sort order

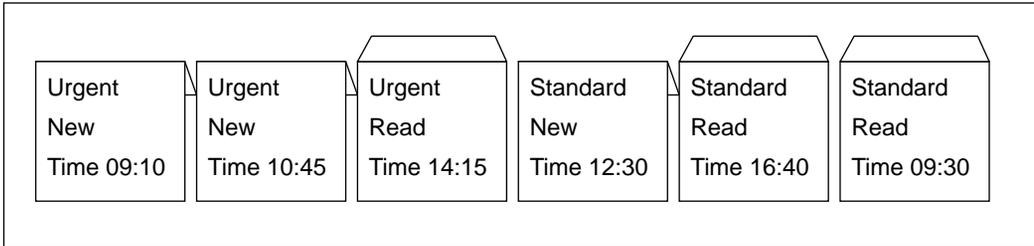
Your mailbox contains six messages.

- By default, messages are sorted by delivery time (oldest messages first)



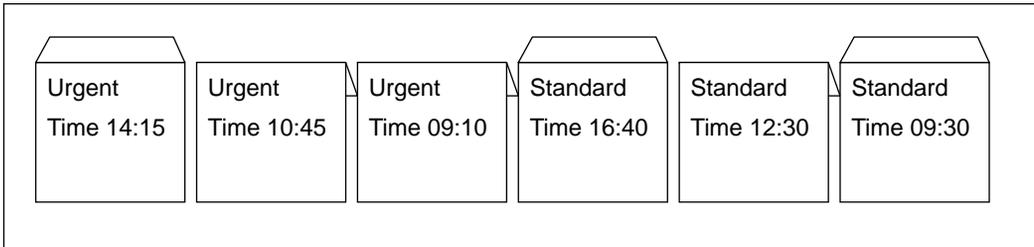
G101368

- If you sort first by urgent messages, then by new messages, then finally by newest messages, your mailbox would look like this:



G101369

- If you sort only by urgent first, have no second sort condition, and then sort by newest message, your mailbox would look like this:



G101370

Mailbox entry point

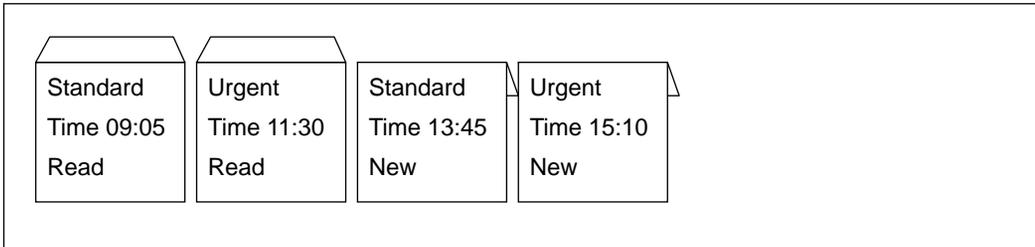
The mailbox entry point refers to the first message playable by users after they log into their mailboxes. By default, the entry point is the first new message. You can change the mailbox entry point so that you first listen to the

- first unsent message
- first urgent message
- first new message
- first new urgent message
- the first urgent message or the first unsent message

You can select a second entry type so that if there are no messages of the first entry type, then you go to the second entry point. If there are no messages of the second type, then the entry point is the first message in the mailbox. Messages are sorted before the entry point is determined.

Example: mailbox entry point

You have four messages in your mailbox



G101371

- If the entry condition is first new message, then the entry point would be the third message.
- If the entry condition is first message in the mailbox, then the entry point would be the first message.
- If the entry condition is the first urgent message in the mailbox, then the entry point would be the second message.

Message Ordering page

When you select the Message Ordering link, the following web page appears.

NORTEL NETWORKS Message Ordering Mailbox : 8050

Home Logout Help

MESSAGE MAIL
Personal Mailbox Admin

Mailbox

- Mailbox Options
- Change Password
- Message Ordering
- Speed and Volume
- Message Indicators

Recordings

- Record Greetings

Distribution Lists

Select

Remote Notification

- Set up schedules

Text Messaging

- Text Messaging

Message Sorted

first by: Priority - Urgent First

then by: Status - New First

finally by: Oldest Message Newest Message

Default

Mailbox Entry

Mailbox entered to: First New Message

else to: First Unsent Message

else to: first message in the mailbox

Default

Reset Submit

Field and button descriptions

The following table describes the fields and buttons on the Message Ordering page.

Field or button	Description
Message Sorted	
first by	This field provides the first optional message sorting parameter. Sorting parameters are No Sorting, Priority—Standard First, Priority—Urgent First, Status—New First, Status—Read First.
then by	This field provides the second optional message sorting parameter. Sorting parameters are No Sorting, Priority—Standard First, Priority—Urgent First, Status—New First, Status—Read First.
finally by	This field provides the third optional message sorting parameter.
Mailbox Entry	
Mailbox entered to	The selection for this field states the initial condition in determining what is the first playable message after a successful mailbox login. Entry parameters are No Setting, First Unsent Message, First Urgent Message, First New Message, First New Urgent Message.
else to	The selection for this field states the second condition in determining what is the first playable message after a successful mailbox login. Entry parameters are No Setting, First Unsent Message, First Urgent Message, First New Message, First New Urgent Message.
Default	Select this button to reset the fields in Message Ordering to the default settings.

Field or button	Description
Reset	Select this button if you want to reset all changes to the previously saved settings.
Submit	Select this button to submit the current field values on this page to Meridian Mail.

To use message ordering

- 1 Click the Message Ordering link.
- 2 Click the “Message Sorted first by” pull-down box and select the first sort type.
- 3 If desired, click the “Message Sorted then by” pull-down box and select a second sort type.
- 4 Click the radio button next to the final sort type.
- 5 Click the Submit button.

To change the message entry point

- 1 Click the Message Ordering link.
- 2 Click the “Message Entry Mailbox entered to” pull-down box and select the first entry type.
- 3 If desired, click the “Message Entry Mailbox else to” pull-down box and select the second entry type.
- 4 Click the Submit button.

Message Speed and Volume Control page

Introduction

When you select the Speed and Volume link, the Speed and Volume Control web page appears.

The screenshot shows the 'Speed and Volume Control' page within a Meridian Mail interface. The page title is 'Speed and Volume Control' and the user's mailbox is identified as 'Mailbox : 8050'. The interface includes a navigation menu on the left with categories like Mailbox, Recordings, Distribution Lists, Remote Notification, and Text Messaging. The main content area contains two sections: 'Default Volume Level' and 'Default Message Playback Speed'. The 'Default Volume Level' is set to 'Loud' and 'Volume Change applies to' is set to 'Current Message'. The 'Default Message Playback Speed' is set to 'Fast' and 'Speed Change applies to' is set to 'Session'. There are 'Reset' and 'Submit' buttons at the bottom of the form.

Control	Value
Default Volume Level	Loud
Volume Change applies to	Current Message
Default Message Playback Speed	Fast
Speed Change applies to	Session

Field and button descriptions

The following table describes fields and buttons on the Speed and Volume Control page.

Field or button	Description
Default Volume Level	Click the pull-down arrow to select the volume at which you play your voice messages. Volume parameters are Normal, Loud, Louder, and Loudest.
Volume Change applies to	Click the pull-down arrow to select what the volume change applies to. Parameters are Current Message, All Messages, Session. Session refers to your messages and voice prompts, until you log out.
Default Message Playback Speed	This field indicates the playback speed is preset. Click the pull-down arrow to adjust the playback speed of your recorded messages and voice mail. Playback speed parameters are Normal, Fast, Faster, and Fastest.
Speed Change applies to	Click the pull-down arrow to select the duration of the playback speed change. Parameters are Current Message, All Messages, Session. Session refers to your messages and voice prompts, until you log out.
Reset	Select this button if you want to reset the page to the previously saved settings.
Submit	Select this button to submit to Meridian Mail the current field values on this page.

To select the volume and the speed of your messages

- 1 To select the volume level and the messages to which the change applies, use the arrows on the Default Volume Level field and the Volume Change applies to field to make your choices.

On the following web page, Loud and Current Message are selected.

Speed and Volume Control Mailbox : 8050

Home Logout Help

Default Volume Level Loud

Volume Change applies to Current Message

Default Message Playback Speed Session

Speed Change applies to Session

Reset Submit

- 2 To select message playback speed, go to step 3.
To save your selection, select the Submit button.
To clear your settings, select the Reset button.

- To select message playback speed and the messages to which the change applies, use the arrows on the Default Message Playback Speed field and the Speed Change applies to field to make your choices.

On the following web page, Fast and Session are selected.

NORTEL NETWORKS Speed and Volume Control Mailbox : 8050

Home Logout Help

MERIDIAN MAIL
Personal Mailbox Admin

Mailbox

- Mailbox Options
- Change Password
- Message Ordering
- Speed and Volume
- Message Indicators

Recordings

- Record Greetings

Distribution Lists

Select

Remote Notification

- Set up schedules

Text Messaging

- Text Messaging

Default Volume Level Loud

Volume Change applies to Current Message

Default Message Playback Speed Fast

Speed Change applies to Session

Reset Submit

- To save your choices now, select the Submit button.
To clear your choices, select the Reset button and return to step 1.

Message Indicators page

The Message Indicators page provides you with a read-only list of defined Message Waiting Indicators. Contact your administrator if you want to change them.

NORTEL NETWORKS Message Waiting Indicators Mailbox : 8050

Home Logout Help

These are the phone extensions where a Message Waiting Indicator will be set when your mailbox contains a message. To change them, contact your administrator.

8050

Personal Mailbox Admin

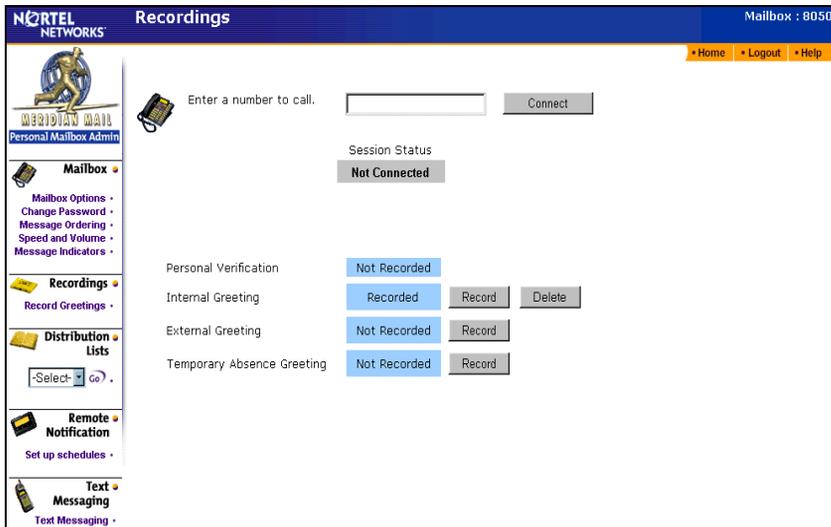
- Mailbox**
 - Mailbox Options
 - Change Password
 - Message Ordering
 - Speed and Volume
 - Message Indicators
- Recordings**
 - Record Greetings
- Distribution Lists**
 - Select Go
- Remote Notification**
 - Set up schedules
- Text Messaging**
 - Text Messaging

Recordings page

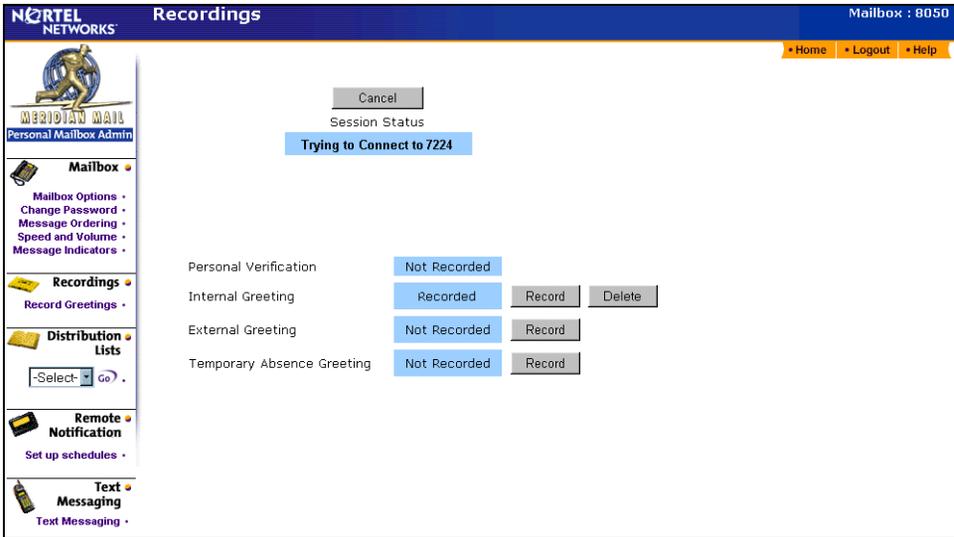
Introduction

You can check the status of mailbox greetings or record greetings using the Recordings page. The following page appears when you select the Record Greetings link.

Note: The appearance of the Record button next to personal verification depends on your Class of Service. Contact your system administrator for more information.



The following page appears when you enter your telephone number, and click Connect.



Field and button descriptions

The following table describes the fields and buttons used on both Recordings pages.

Field or button	Description
Enter a number to call	This field allows your telephone number to be entered.
Session Status	This field is read-only and provides the status of the connection.
Personal Verification	This field shows if a personal verification is recorded for the mailbox. Note: Not all users may be able to record a personal verification. The Meridian Mail Administrator sets the Personal Verification privilege.

Field or button	Description
Internal Greeting	This field shows if an internal personal greeting has been recorded for the mailbox.
External Greeting	This field shows if an external personal greeting has been recorded for the mailbox.
Temporary Absence Greeting	<p>This field shows if a temporary absence greeting has been recorded for the mailbox.</p> <p>Note: The TAG button indicates Recorded when the TAG is active and recorded. Once the TAG expires, the button displays Not Recorded.</p>
Connect/Cancel	<p>Use this button to initiate the connection to the phone number entered in the Enter a number to call field, or to cancel the connection.</p> <p>Note: If you close your web browser while you are connected to a telephone number, the connection times out after two minutes.</p>
Record	Use this button to display the Recording page used to record the personal verification or any of the greetings.
Delete	Use this button when you want to delete a greeting.

Internal Greeting page

When you choose to record a personal verification, an internal greeting, or an external greeting, a page similar to the one below appears. This page is an example of the Internal Greeting page that appears when you click the Record button.



Field and button descriptions

The following table describes fields and buttons on the Internal Greetings page.

Note: In general, the Personal Verification, External Greeting, and the Temporary Absence Greeting pages are similar to the Internal Greeting page.

Field or button	Description
Session status	<p>The current state of the recording session.</p> <p>Values for this field are as follows:</p> <ul style="list-style-type: none"> ■ No connection: all buttons are inactive (gray). ■ Connected: Play and Record are active; Stop is inactive. ■ Playing: Stop is active; Play and Record are inactive. ■ Stopped: Play and Record are active; Stop is inactive. ■ Recording: Stop is active; Play and Record are inactive.
Connect/Disconnect	<p>This button toggles between Connect and Disconnect. Use the button to connect or disconnect calls from Meridian Mail to the telephone number in the Enter number to call field.</p>
Record 	<p>Use this button to record voice on the telephone.</p>
Play 	<p>Use this button to play voice on the telephone.</p>
Stop 	<p>Use this button to terminate playing or recording voice on the telephone.</p>
Back	<p>This button aborts recording or playing and goes back to the Recordings web page.</p>
Submit	<p>This button saves the recording.</p>

Recording a session

Introduction

Use the information in this section to record the Personal Verification, if authorized by the administrator, or the internal, external, or temporary greeting.

To record a session

- 1 Click the Record Greetings link in the vertical column on the left.

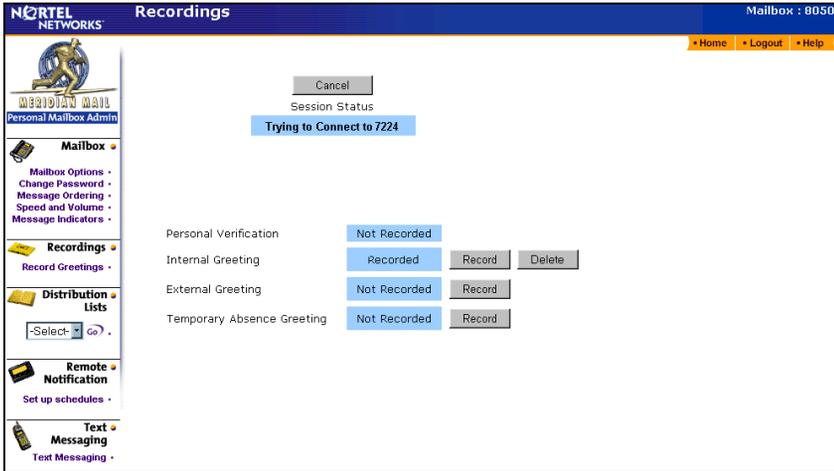
Result: The Record Greetings page appears.

The screenshot displays the 'Recordings' interface for Mailbox 8050. On the left is a navigation menu with categories: Mailbox, Recordings (with a sub-link for Record Greetings), Distribution Lists, Remote Notification, and Text Messaging. The main content area includes a 'Enter a number to call.' field with a 'Connect' button. Below this, the 'Session Status' is 'Not Connected'. A table lists recording options:

Personal Verification	Not Recorded		
Internal Greeting	Recorded	Record	Delete
External Greeting	Not Recorded	Record	
Temporary Absence Greeting	Not Recorded	Record	

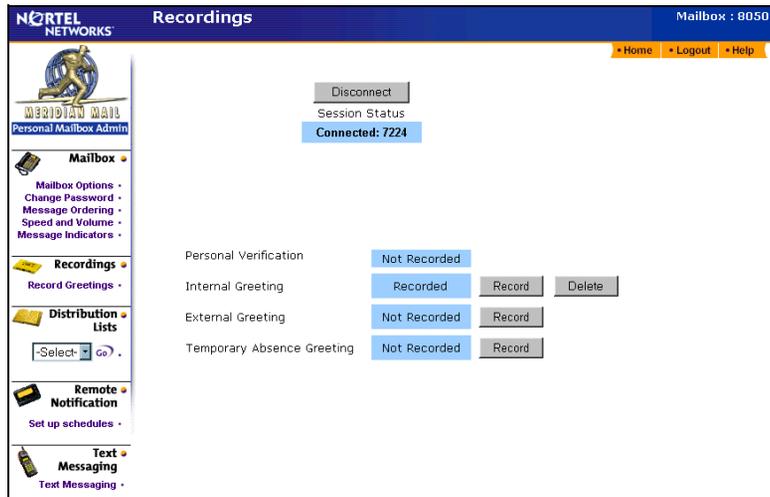
- Enter the telephone number that you want to connect to in the Enter a number to call field, and click the Connect button.

Result: The Session Status indicates a connection trying to be made, as shown.



Once a connection is made, and you have picked up the ringing telephone, the Session Status: Connected appears.

Note: If you click the sidebar or click logout while you are connected, your connection to the telephone is terminated. Also, after two minutes of inactivity, the connection times out and the connection is terminated.



- 3 Choose the greeting that you want to record, and click on the Record button for that greeting. For Temporary Absence Greeting, see “To record a temporary absence greeting” on page 159.

Example: Click Record to record an internal greeting.

Result: The following Internal Greeting page appears.

Note: The Play  and Record  buttons are active and the Stop  button is inactive at this time.



- 4 Click the Record  button.

Result: The Stop  button becomes active. You hear a beep.



- 5 Speak your greeting.
- 6 Click the Stop  button when you have completed your recording.
- 7 Click the Play  button to listen to your greeting.
- 8 If you are satisfied with the greeting, click Submit.
- 9 Click the back button to return to the previous screen.

To record a temporary absence greeting

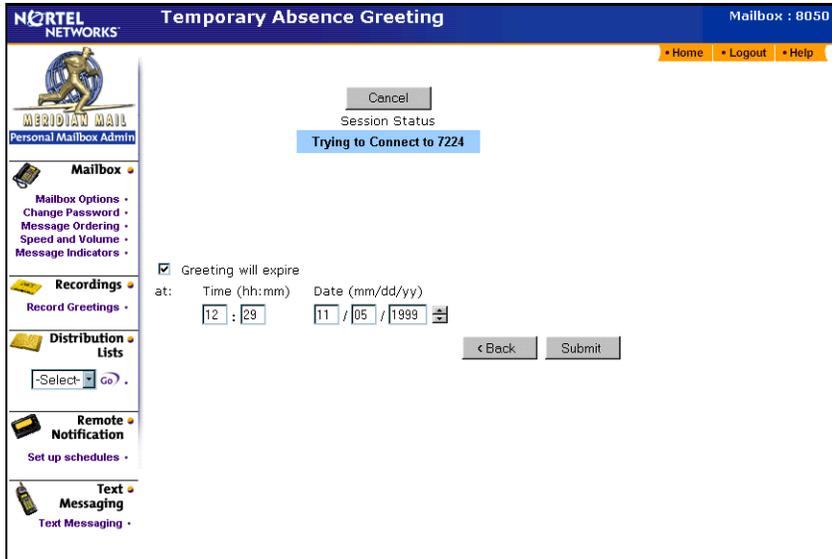
- 1 Click on the Record button beside the Temporary Absence Greeting heading. When the screen appears, click on the Greeting will expire check box.

Result: The following page appears.

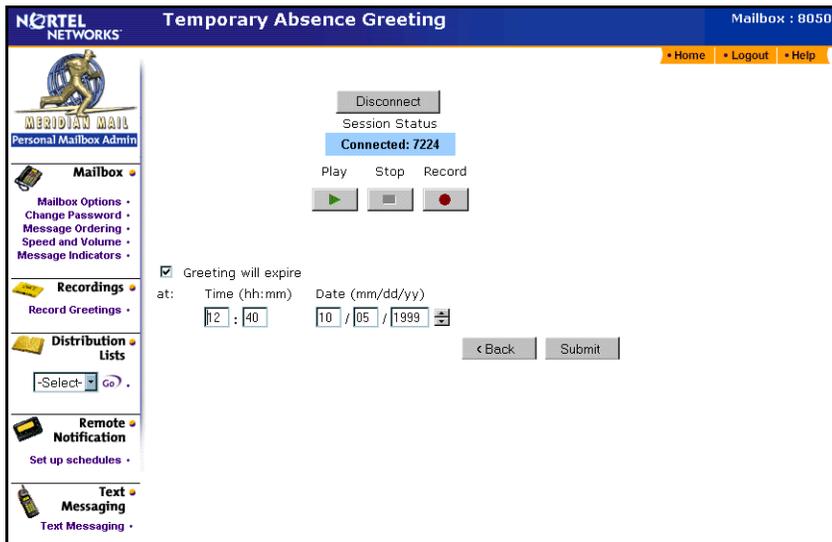
The screenshot shows the 'Temporary Absence Greeting' configuration page in the Meridian Mail interface. The page has a blue header with the Meridian Mail logo and the text 'Mailbox : 6050'. On the left is a navigation menu with categories: Mailbox, Recordings, Distribution Lists, Remote Notification, and Text Messaging. The main content area includes a 'Session Status' section showing 'Not Connected'. Below this is a 'Greeting will expire' section with a checked checkbox. The 'at:' label is followed by 'Time (hh:mm)' and 'Date (mm/dd/yy)'. The time fields are set to '12 : 29' and the date fields are set to '11 / 05 / 1999'. There is an empty text input field for 'Enter a number to call.' with a 'Connect' button next to it. At the bottom right of the form are 'Back' and 'Submit' buttons.

- 2 Type in the expiry time and date in the appropriate fields.
- 3 Enter the telephone number that you want to connect to in the Enter a number to call field, and click the Connect button.

Result: The Session Status indicates a connection trying to be made, as shown in the page below.



Once a connection is made and you have picked up the ringing telephone, the Session Status: Connected appears and the following record page appears.



Note: If you click the sidebar or click logout while you are connected, your connection to the telephone is terminated. Also, after two minutes of inactivity, the connection times out and the connection is terminated.

- 4 Click the Record  button.

Result: The Stop  button becomes active. You hear a beep.

- 5 Speak your greeting.

- 6 Click the Stop  button when you have completed your recording.

- 7 Click the Play  button to listen to your greeting.

- 8 If you are satisfied with the greeting, click Submit.

- 9 Click the Back button to return to the previous screen.

Result: The following page appears with the Delete button now appearing beside the Temporary Absence Greeting button.



Distribution Lists page

Introduction

The Distribution Lists page gives you the ability to create and manage up to nine Personal Distribution Lists (PDLs) with a maximum capacity of 99 members per list.

Personal Distribution List 1 Mailbox : 8050

Home Logout Help

Mailbox Name Add

Status	Delete	Name	Mailbox
		Brian Delorean	7755
		Dianne Gordon	7413
		Susan Firth	7993

(3 entries in list, 3 stored on Meridian Mail, 0 still not submitted, 0 rejected.)

Find User Reset Submit

Field and button descriptions

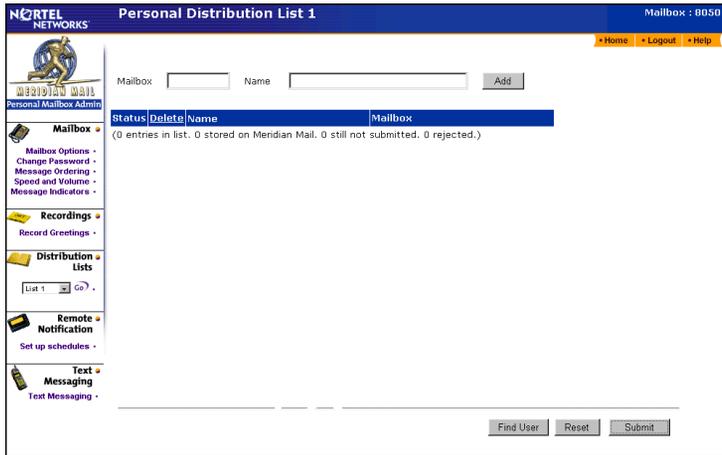
The following table describes fields and buttons on the Personal Distribution List page.

Field or button	Description
Mailbox	Use this field to enter the mailbox that you want to add.
Name	Use this field to enter the name of the mailbox owner you want to add. You can use partial names such as J. Doe and wildcard characters such as J. *.
Delete	Use this check box to select one or more items in the list to delete. Once selected, click Submit to complete the delete.
Add	Select this button after you have entered the mailbox or the name of a new list entry.
Find User	This button opens a search function to aid in finding a user.
Reset	Select this button if you want to reset all changes to the previously saved settings.
Submit	Select this button to submit to Meridian Mail the current field values on this page.

To create a Personal Distribution List

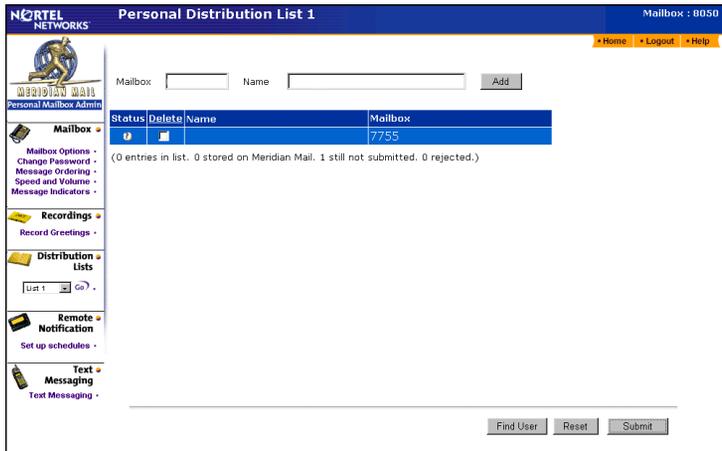
- 1 To create a new PDL, select a List number from the Distribution List box on the PMA vertical navigation bar and click Go.

Result: The PDL page associated with your choice appears.



- 2 Type in the mailbox number or the name, or both, in the fields provided.
- 3 Select the Add button.

Result: The following page appears. The mailbox or the name, or both, are added to your list.



Note: A question mark icon beside the entry indicates that the mailbox has not yet been submitted and checked with the database of known names or

numbers. If a check mark icon appears, then the mailbox and name are confirmed as being in the database.

Tip: If the item is in the Mail database, then you can use the Find User button to locate and add the mailbox to your list. See “Search for a list entry” on page 168.

- 4 Select the Submit button.

Result: The new entry is saved and the question mark icon is replaced with a check mark icon.

Note: If the entry does not exist in the database, it appears with an X beside it.

To add entries to an existing PDL

- 1 To add new entries to an existing PDL, select the appropriate List number from the Distribution List box on the PMA vertical navigation bar and click Go.

Result: The PDL page associated with your choice appears.

NORTEL NETWORKS Personal Distribution List 1 Mailbox : 8050

Home Logout Help

Mailbox Name

Status	Delete	Name	Mailbox
✓	✖	Brian DeLorean	7755
✓	✖	Dianne Gordon	7413
✓	✖	Susan Firth	7993

(3 entries in list. 3 stored on Meridian Mail. 0 still not submitted. 0 rejected.)

- 2 Type in the mailbox number or the name, or both, in the fields provided.

3 Select the Add button.

Result: The following page appears. The mailbox or the name, or both, are added to your list.

Personal Distribution List 1

Mailbox: 7224 Name: Add

Status	Delete	Name	Mailbox
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Brian Delorean	7755
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Dianne Gordon	7413
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Susan Firth	7993
<input type="checkbox"/>	<input type="checkbox"/>	?	7224

(4 entries in list. 3 stored on Meridian Mail. 1 still not submitted. 0 rejected.)

Find User Reset Submit

Note: A question mark icon beside the entry indicates that the mailbox has not yet been submitted and checked with the database of known names or numbers. If a check mark icon appears, then the mailbox and name are confirmed as being in the database.

Tip: If the item is in the Mail database, then you can use the Find User button to locate and add the mailbox to your list. See “Search for a list entry” on page 168.

4 Select the Submit button.

Result: The new entry is saved and the question mark icon is replaced with a checkmark icon.

Note: If the entry does not exist in the database, it appears with an X beside it.

To delete entries from an existing PDL

- 1 Select the appropriate List number from the Distribution List box on the PMA vertical navigation bar and click Go.
- 2 Click the Delete boxes on every list entry that you want to delete, as shown in the following example.

Meridian Mail Personal Mailbox Administration

Mailbox: Name:

Status	Delete	Name	Mailbox
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Brian Delorean	7755
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Dianne Gordon	7413
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Susan Firth	7993
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Dina Smiley	7229

(4 entries in list, 4 stored on Meridian Mail, 0 still not submitted, 0 rejected.)

Find User Reset Submit

Last Action: Item added to list.

- 3 Select the Submit button.

Result: The list entries are deleted. The following page is an example of a page after list entries are deleted.

Meridian Mail Personal Mailbox Administration

Mailbox: Name:

Status	Delete	Name	Mailbox
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Brian Delorean	7755
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Susan Firth	7993

(2 entries in list, 2 stored on Meridian Mail, 0 still not submitted, 0 rejected.)

Find User Reset Submit

Last Action: Personal Distribution List Saved.

Tip: You can click the Delete heading to toggle select or deselect of all entries.

Search for a list entry

Introduction

Use this procedure to find a user entry in a Personal Distribution List.

Field and button descriptions

The following table describes fields and buttons on the Find User screen.

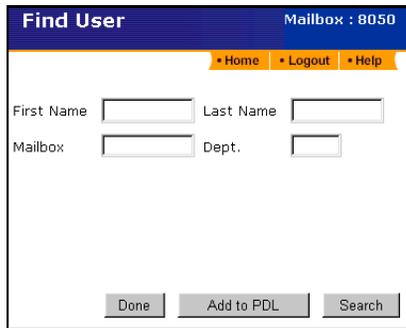
Field or button	Description
First Name	Use this field to enter the first name of the individual in the search. The * or ? can be used to represent wildcard entries.
Last Name	Use this field to enter the last name of the individual in the search. The * or ? can be used to represent wildcard entries.
Mailbox	Use this field to enter the mailbox in the search.
Dept.	Use this field to enter the department in the search. The * or ? can be used to represent wildcard entries.
Done	Select this button when you finish the search.
Add to PDL	Select this button when you want to add the searched and selected item to the PDL.
Search	Select the button after you enter the required information.
Add	Use this check box to select the items that you want to add to the PDL.

To search for a list entry

Use the following procedure to find users and their mailbox numbers in the database.

- 1 Select the Find User button.

Result: The following screen appears.

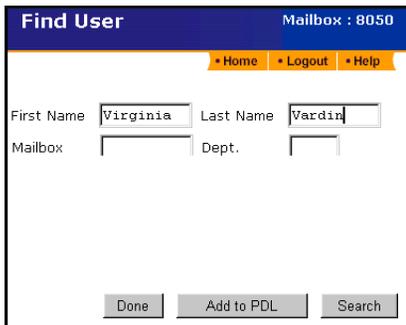


The screenshot shows a web interface titled "Find User" with a sub-header "Mailbox : 8050". Below the header are three navigation links: "Home", "Logout", and "Help". The main content area contains four input fields: "First Name", "Last Name", "Mailbox", and "Dept.". At the bottom of the form are three buttons: "Done", "Add to PDL", and "Search".

- 2 Type the information that you have into the fields.

Note: The * or ? can be used to represent wildcard entries.

Example: The following is an example of information typed into some fields.

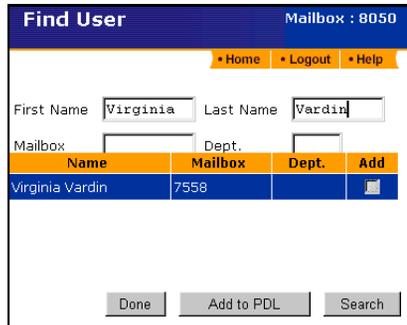


The screenshot shows the same "Find User" web interface as above, but with example data entered. The "First Name" field contains the text "Virginia" and the "Last Name" field contains the text "Vardin". The "Mailbox" and "Dept." fields are empty. The "Done", "Add to PDL", and "Search" buttons are visible at the bottom.

Tip: The more information that you supply in the search, the more accurate is the returned information. However, in certain cases, providing less information in a search string is better because the search is more general and therefore, more information is returned.

3 Click Search.

Result: The following shows a sample screen.



The screenshot shows a web interface titled "Find User" with a "Mailbox : 8050" indicator. At the top right are links for "Home", "Logout", and "Help". Below these are input fields for "First Name" (containing "Virginia") and "Last Name" (containing "Vardin"). There are also empty input fields for "Mailbox" and "Dept.". A table displays the search results:

Name	Mailbox	Dept.	Add
Virginia Vardin	7558		<input type="checkbox"/>

At the bottom of the interface are three buttons: "Done", "Add to PDL", and "Search".

4 Select the found entry by clicking the Add check box beside the name.**5** Select the Add to PDL button to add the entry to your list.**6** Select Done when you are finished.

Result: You are returned to the PDL page.

Remote Notification page

Introduction

The Remote Notification page allows you to set business, personal, or temporary schedules so that you can be called or paged off-site.

Remote Notification Mailbox : 8050

Home Logout Help

Meridian Mail
Personal Mailbox Admin

Mailbox

- Mailbox Options
- Change Password
- Message Ordering
- Speed and Volume
- Message Indicators

Recordings

- Record Greetings

Distribution Lists

-Select- Go

Remote Notification

- Set up schedules

Text Messaging

- Text Messaging

Temporary Schedule

Will end on midnight of (mm/dd/yyyy): 10 / 10 / 1999

1. From 09 : 00 To 17 : 00 [Details](#)

2. [Define this time period](#)

3. [Define this time period](#)

Business Day Schedule

1. From 01 : 00 To 02 : 00 [Details](#)

2. [Define this time period](#)

3. [Define this time period](#)

Non-business Day Schedule

1. [Define this time period](#)

2. [Define this time period](#)

3. [Define this time period](#)

Reset Submit

Field and button descriptions

The following table describes the fields and buttons on the Remote Notification page.

Field or button	Description
Temporary Schedule	<p>In temporary schedules, you enter the date for your effective schedule. The check box at the beginning of the value fields enables the schedule. Enter the time when you want to begin the schedule in hours and minutes and the time when you want the schedule to end.</p> <p>Note: If you define consecutive time periods, the minutes cannot be continuous. For example, if the first time period is from 2:00 p.m. to 3:00 p.m. and the second time period is from 3:00 p.m. to 4:00 p.m., the time periods must be indicated as follows:</p> <p>From 14:00 to 14:59 From 15:00 to 16:00</p> <p>Use the up and down arrows to cycle through the time, or block the digits and type in the desired numbers. You can enable up to three schedules.</p>
Will end on midnight of (mm/dd/yyyy)	<p>This field allows you to designate a specific month, day, and year when the temporary schedule ends. You can only date a temporary schedule the maximum of a year from the present date.</p>

Field or button	Description
Business Day Schedule	<p>The check box at the beginning of the value fields enables the schedule. Enter the time when you want to begin the schedule in hours and minutes and the time when you want the schedule to end.</p> <p>Note: If you define consecutive time periods, the minutes cannot be continuous. For example, if the first time period is from 2:00 p.m. to 3:00 p.m. and the second time period is from 3:00 p.m. to 4:00 p.m., the time periods must be indicated as follows:</p> <p>From 14:00 to 14:59 From 15:00 to 16:00</p> <p>Use the up and down arrows to cycle through the time, or block the digits and type in the desired numbers. You can enable up to three schedules.</p>
Non-business Day Schedule	<p>The check box at the beginning of the value fields enables the schedule. Enter the time when you want to begin the schedule in hours and minutes and the time when you want the schedule to end.</p> <p>Note: If you define consecutive time periods, the minutes cannot be continuous. For example, if the first time period is from 2:00 p.m. to 3:00 p.m. and the second time period is from 3:00 p.m. to 4:00 p.m., the time periods must be indicated as follows:</p> <p>From 14:00 to 14:59 From 15:00 to 16:00</p> <p>Use the up and down arrows to cycle through the time, or block the digits and type in the desired numbers. You can enable up to three schedules.</p>
Define this time period	<p>This link expands another schedule. You can enter up to three time periods per schedule.</p>

Field or button	Description
Details	This link is available after each schedule line. Select the link beside the schedule that you are working with for more information that must be entered.
Reset	This button resets the value of the fields to zero.
Submit	This button submits the current field values to Meridian Mail.

RN — Business Day Time Period 1 page


Business Day Time Period 1
Mailbox : 8050

[Home](#) [Logout](#) [Help](#)

This time period runs from : To :

Mailbox login : for a successful remote notification.

Notify on arrival of message.

Target 1 (Number to try first)

Phone Number

Device

RN Type Pager Callback #

Target 2 (Number to try next, if Target 1 fails)

Phone Number

Target 3 (Number to try, if Target 2 fails)

Phone Number

Personal Mailbox Admin

Mailbox

- Mailbox Options
- Change Password
- Message Ordering
- Speed and Volume
- Message Indicators

Recordings

- Record Greetings

Distribution Lists

Remote Notification

- Set up schedules

Text Messaging

- Text Messaging

Field and button descriptions

The following table describes fields and buttons on the Remote Notification Business Day Time Period 1 page.

Field or button	Description
This time period runs from ... To ...	This field indicates the scheduled time period.
Mailbox login	This field indicates whether the successful remote notification requires a mailbox login or not.
Notify on arrival of ... message	This field indicates the type of message about which you are to be notified.
Target 1 (Number to try first)	The first telephone number where a remote notification is sent.
Target 2 (Number to try next, if Target 1 fails)	The second telephone number where a remote notification is sent.
Target 3 (Number to try next, if Target 2 fails)	The third telephone number where a remote notification is sent.
Device	The communications device to which notification is directed. Device types are Touch Tone, Tone Only, Tone and Voice, Numeric/Digital, and Paging Service. If necessary, contact your system administrator to find out what type you have.
RN Type	This field indicates the type of information that is sent to the device. It is only available if the Device Type is Tone and Voice, Numeric/Digital, or Paging Service.

Field or button	Description
Pager ID	To identify the user, the pager ID is provided to the paging service during notification attempts. Meridian Mail 13 supports up to 30 digits. It is only available if the device type is set to Paging Service.
Pager Callback #	Data entered in this field is included in the information sent to the notification device. If a callback number other than the system default is desired, then this number is given in the field. It is only available if the device type is set to Numeric/Digital or Paging Service.
Back	This button moves you back to the previous screen.
Reset	This button resets the value of the fields to the saved values.
Submit	This button saves the current field values to Meridian Mail.

To set an RN schedule

- 1 Click the Remote Notification icon in the navigation bar.

Result: The following screen appears.

Remote Notification Mailbox : 8050

Home Logout Help

Temporary Schedule

Will end on midnight of (mm/dd/yyyy): 10 / 10 / 1999

1. From 09 : 00 To 17 : 00 Details

2. [Define this time period](#)

3. [Define this time period](#)

Business Day Schedule

1. From 01 : 00 To 02 : 00 Details

2. [Define this time period](#)

3. [Define this time period](#)

Non-business Day Schedule

1. [Define this time period](#)

2. [Define this time period](#)

3. [Define this time period](#)

Reset Submit

- 2 Create the schedules that you need.

Note: If more times are needed within a specific type of scheduling, click the Define this time period link.

Tip: You can block the numbers to be changed and type in the new numbers, or use the up and down arrows to cycle numbers in the field until the desired numbers appear.

The following steps are provided as an example.

- a. You are off-site on a daily basis from 10:30 to 13:30 (1:30 p.m.). To schedule Remote Notification for this occurrence, change line 1 of the Business Day Schedule portion as shown on the following page.

Remote Notification Mailbox : 8050

• Home • Logout • Help

Temporary Schedule

Will end on midnight of (mm/dd/yyyy): 10 / 10 / 1999

1. From 09 : 00 To 17 : 00 [Details](#)

2. [Define this time period](#)

3. [Define this time period](#)

Business Day Schedule

1. From 10 : 30 To 13 : 30 [Details](#)

2. [Define this time period](#)

3. [Define this time period](#)

Non-business Day Schedule

1. [Define this time period](#)

2. [Define this time period](#)

3. [Define this time period](#)

- b. Enable the schedule by selecting the check box.
- c. Click the Details link of the same line and change the parameters to reflect the type of remote notification that you require.

Note: You can choose a variety of device types from touch tone to paging service. For all of the device types available, see “Field and button descriptions” on page 175.

Result: The fields are filled in and appear as follows.

NORTEL NETWORKS Business Day Time Period 1 Mailbox : 8050

Home Logout Help

This time period runs from 10 : 30 To 13 : 30

Mailbox login : Required for a successful remote notification.
 Notify on arrival of Any message.

Target 1 (Number to try first)
 Phone Number 95971234
 Device Numeric Pager
 RN Type Callback Pager Callback # 7070

Target 2 (Number to try next, if Target 1 fails)
 Phone Number

Target 3 (Number to try, if Target 2 fails)
 Phone Number

Note: If intermittent changes to your business schedule (or personal schedule) occur, you can use the temporary schedule for remote notification. The temporary schedule takes precedence up to the time entered in the Temporary Schedule will end on midnight of (mm/dd/yyyy) field.

Example: The following screen shows entries to the Temporary Schedule to illustrate when the schedule expires.

NORTEL NETWORKS Remote Notification Mailbox : 8050

Home Logout Help

Temporary Schedule
 Will end on midnight of (mm/dd/yyyy): 10 10 1999
 1. From 09 : 00 To 17 : 00 Details
 2. Define this time period
 3. Define this time period

Business Day Schedule
 1. From 10 : 30 To 13 : 30 Details
 2. Define this time period
 3. Define this time period

Non-business Day Schedule
 1. Define this time period
 2. Define this time period
 3. Define this time period

Reset Submit

- 3 To start over, click Reset.
To save your settings, click Submit.

To delete a schedule

- 1 On the Remote Notification page, click the Details link.

Result: The following page appears:

Meridian Mail Business Day Time Period 1 Mailbox : 8050

This time period runs from 10 : 30 To 13 : 30

Mailbox login : Required for a successful remote notification.

Notify on arrival of Any message.

Target 1 (Number to try first)

Phone Number 95971234

Device Numeric Pager

RN Type Callback Pager Callback # 7070

Target 2 (Number to try next, if Target 1 fails)

Phone Number

Target 3 (Number to try, if Target 2 fails)

Phone Number

Mailbox Options
 Change Password
 Message Ordering
 Speed and Volume
 Message Indicators

Mailbox
 Record Greetings

Recordings
 Record Greetings

Distribution Lists
 -Select- Go

Remote Notification
 Set up schedules

Text Messaging
 Text Messaging

- 2 Set all target DNs in the Phone Number field to blank.
- 3 Click Submit.

Result: The whole time period is deleted.

Text Messaging link

Introduction

The Text Messaging link connects you to the text messaging administration web page. For more information, see Chapter 8, “Meridian Text Messaging,” in this guide.

Section B: PMA administrator

In this section

Overview	184
Logon Monitor page	185
Logging Options page	187
Configure System page	190
Integrated Communication Link page	193

Overview

What PMA administrator does

The PMA feature for the administrator incorporates the following functions:

- Administrators can record web transactions to a log file.
- Administrators can see the mailboxes that are used, and can lock out mailboxes or individual users.
- Administrators can view the events in the Windows NT event log file through the web browser.
- Administrators can view the log file transactions through the web browser.

Setting the All Users have PMA capability field

ATTENTION

The default for the All users have PMA capability field in Meridian Mail is NO. If you want to enable all users for Personal Mailbox Administration, you must change this setting to YES. This field is located in the MMI in the General Administration screen in General Options.

Logon Monitor page

Introduction

The Logon Monitor page helps administrators track user activity. Administrators can also lock out users if they need to make administrative changes or if they suspect unauthorized activity.

Note: The Logon Monitor page does not automatically update with user activity. You must refresh the web page to see updated user activity or to see the effects of administrative changes.

Number of Sessions: 1

Client ID	Time started	IP	Location	Logging?	Locked out?
8050 (Alan Smith)	11/25/99 3:46:24 PM	47.235.12.82	Logon Monitor	Yes Stop_logging	No Lock_out

Field and button descriptions

The following table describes fields and buttons on the Logon Monitor page.

Field or button	Description
Client ID	Shows the mailbox number and name of the user logged into PMA.
Time started	Shows the time that the client logged into PMA.
IP	Shows the IP address or the proxy of the computer from which the client logged into PMA.
Location	Shows the PMA screen that the user is currently browsing.
Logging?	Shows if the user's activity is being logged. Click Start logging/Stop logging to turn logging on or off.
Locked Out?	Shows if the user is locked out. Click Lock out/Unlock to enable or disable user access.

Logging Options page

Introduction

The Logging Options page allows administrators to modify their logging activities.

NETEL NETWORKS Mailbox : 8050

Home Logout Help

Logging Options

Log activities for all mailboxes.

Log all activities requested from IP addresses that begin with:

< Add Remove >

Log all activities on the following mailboxes:

< Add Remove >

The directory where the log files should be written:

Activities from the mailboxes and IP addresses you select above are written to daily logfiles in the directory you specify here.

Logfile sizes

A new logfile is generated every day. Logfiles are kept in the directory specified above. You can set an upper limit to the number of logfiles to keep - the oldest logfiles are deleted when there are too many. You can set an upper limit to the size of a logfile. The file is closed and a new one started when a file reaches its upper limit.

Maximum number of daily logfiles to preserve:

No limit to number of logfiles
 files

A single day's logfile can grow no bigger than:

No limit to size of logfiles
 kilobytes

Submit Cancel

Field and button descriptions

The following table describes fields and buttons on the Logging Options page.

Field or button	Description
Log activities for all mailboxes	Mark this check box if you require log reports for all mailboxes.
Log all activities requested from IP addresses that begin with:	Lists the beginning digits of the IP addresses that you require logged. You can type in as few digits as you require.
Add	Click after you have typed in the IP address that you require logged. You can type in as few digits as you require.
Remove	Click after you have selected an IP address you want deleted from the list.
Log all activities on the following mailboxes:	Lists the mailboxes where activities need to be logged.
Add	Click after you have typed in the required mailbox in the field.
Remove	Click after you have selected a mailbox you want deleted from the list.
The directory where the logfiles should be written:	Type the directory where the log files will be written and stored.
Maximum number of daily logfiles to preserve:	Type the number of log files you want to retain. After the limit is reached, the oldest files are deleted to make room for the newest files.
No limit to number of logfiles	Mark this check box if you want all log files kept.

Field or button	Description
A single day's logfile can grow to no bigger than:	Type in the maximum file size in Kbytes that you want to retain.
Submit	Click the Submit button to save the changes.
Cancel	Click the Cancel button if you want to erase all your logging option changes and restore the previously saved settings.

Configure System page

Introduction

The Configure System page allows administrators to set system parameters such as

- keypad mapping
- language options
- the URL for Meridian Text Messaging

Configure System page

Field and button descriptions

The following table describes the fields and buttons on the Configure System page.

Field or button	Description
Version	Shows the version code of the PMA software.
Customer	The web site's Meridian Mail customer number.
Language	Enter the default language prefix. For example, enter "en" for English or "fr" for French.
Telephone Keypad Mappings	This section is used for mapping the Q and Z on the keypad.
Q Maps to:	Enter the number on the telephone keypad where the letter Q appears. This is used for mapping passwords at login.

Field or button	Description
Z Maps to:	Enter the number on the telephone keypad where the letter Z appears.
Text Notification	Enter the URL for the Meridian Text Messaging web page (if Meridian Text Messaging is installed).
Submit	Click the Submit button to save the changes.
Reset	Click the Reset button if you want to erase all your system options changes and restore the previously saved settings.

Integrated Communication Link page

Introduction

This Integrated Communication Link (ICL) connects the PMA application to the Meridian Mail switch, either directly or through another computer. From the ICL page, administrators can configure and view their ICL links.

Integrated Communication Link page

The screenshot shows the 'Integrated Communication Link' configuration page. The page has a blue header with the 'NORTEL NETWORKS' logo on the left and 'Mailbox : 8050' on the right. Below the header is a navigation bar with 'Home', 'Logout', and 'Help' buttons. On the left side, there is a vertical menu with the following items: 'Logon Monitor', 'Logging Options', 'Configure System', and 'Communication Link' (which is highlighted). The main content area is titled 'Integrated Communication Link' and contains the following sections:

- Current Link Status**: A section indicating the connection status. Below the title, it says 'The current status of the connection to the ICL is' followed by a blue bar containing the text 'Connected'.
- Link Host**: A section with the label 'Link Host' and the description 'Computer name or the IP address of the machine that runs the Integrated Communications Link:'. Below this is a text input field containing the IP address '47.235.13.44'.
- Link Name**: A section with the label 'Link Name' and the description 'The name of the link that PMA should use:'. Below this is a text input field containing the name 'Lab20'.

At the bottom of the page, there are three buttons: 'Default Settings', 'Submit and Restart Site', and 'Cancel'. A small note at the bottom of the main content area states: 'The values for the Integrated Communications Link control which Meridian Mail system this web site will talk to. Clicking the "Submit and Restart Site" button will log out any current mailbox sessions and reset the entire website.'

Field and button descriptions

The following table describes the fields and buttons on the Integrated Communication Link page.

Field or button	Description
Current Link Status	Shows the current connection status to the ICL. The display is not dynamic so you will have to refresh your browser window to see any changes that are made.
Link Host	Enter the computer name or IP address of the computer that is running the ICL.
Link Name	Enter the name of the link that PMA will use to connect to the Meridian Mail system.
Default Settings	Restores the default settings for each field.
Submit and Restart Site	Click Submit and Restart site to save your changes. The ICL temporarily stops and then restarts service.
Cancel	Click the Cancel button if you want to erase all your Communication Link changes and restore the previously saved settings. If you click cancel, service is not interrupted.

Section C: Password Reset

In this section

Overview	196
Password Reset page	197

Overview

A mailbox password may need to be reset when

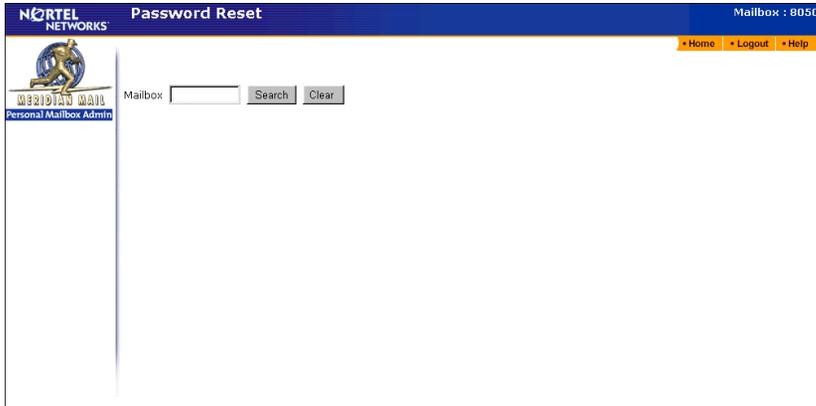
- a user has forgotten the mailbox password
- someone other than the mailbox owner (for example, the owner's manager) requires access to the mailbox

The Password Reset page allows an authorized person (for example, help desk personnel) to change a mailbox password using the web interface. Previously, the password could be reset only using the Man Machine Interface (MMI).

Password Reset page

Introduction

Use the Password Reset page to reset a password for a mailbox using a web interface.



Field and button descriptions

The following table describes fields and buttons on the Password Reset page.

Field or button	Description
Mailbox field	Enter the mailbox number that requires the password change.
Search button	Click the Search button to search the network for the mailbox. Search results are displayed on the page as Name and Mailbox.
Clear button	Click the Clear button to clear the Mailbox field.

The following table describes fields and buttons on the Search Results page.

Field or button	Description
Name and Mailbox	The search result field containing the first and last name(s) of the mailbox owner(s) and the mailbox(es) consistent with the search criteria.
Mailbox display field	The mailbox chosen from the Name and Mailbox results field.
Name display field	The Name of the mailbox owner chosen from the Name and Mailbox results field.
New Password field	Type the new password in this field.
Confirm New Password field	Type the new password in this field to confirm the new password.
PC Password field	Type the PC Applications password in this field to authorize the change. The PC Applications password is set in General Options in Meridian Mail.

Field or button	Description
Reset Password button	Click the Reset Password button to reset the mailbox password.
Clear button	Click the clear button to clear the information typed in the previous fields.

To reset a mailbox password

Starting point: Password Reset page

- 1 In the Mailbox field, type the mailbox number.
- 2 Click Search to find all instances of the mailbox number in the network.

Result: The Name and Mailbox search results are displayed.

Name	Mailbox
Cam Blair	8050
Alan Smith	8050
Stan Carrara	8050

- 3 From the results list, select the row that contains the desired mailbox.

Result: The Mailbox and Name are displayed in the Mailbox and Name display fields.

- 4 In the New Password field, type a new password.
- 5 In the Confirm New Password field, type the new password again.
- 6 In the PC Password field, type the PC Applications password.

- 7 Click Reset Password.

Result: The password is reset.

Note: If the password reset is successful, a message confirms that the Password reset was successful.

- 8 To clear the fields and search for a new mailbox number, click Clear and go to step 1.

Chapter 8

Meridian Text Messaging

In this chapter

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Section B: Administering Meridian Text Messaging	217
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Overview

Introduction

The Meridian Text Messaging feature provides the capability of sending a text message to the user of the feature. It can be used for notification of new message arrivals by

- Short Message Service (SMS)
- e-mail
- alphanumeric paging service

New message arrivals apply to

- voice mail notification events
- text messaging events

There are two modes to this feature—stand-alone and notification. Stand-alone mode allows you to compose and send a text message to a user of the feature. Notification mode allows the application to accept notifications from Meridian Mail. Meridian Mail sends a notification event whenever a new message is deposited into a user's mailbox. A formatted text message is sent to the user of the feature to notify him or her of the new voice message arrival.

Use a schedule to maintain time periods and specify the target to use for each time period. Time periods also allow for message-type filtering. Use a target (or device) profile to specify how to deliver a text message to the defined target.

PC-web functionality

Meridian Text Messaging is a PC application with a web interface. This application

- accepts notifications from a Meridian Mail system whenever a new message is deposited into a user's mailbox
- contains a (web interface) utility to compose and send a text message to a user

All administration is performed through the web interface. A set of web pages is provided for a system administrator to perform site administration. A separate set is provided for a user to perform administration.

System administrator

Meridian Text Messaging enables a system administrator to

- perform feature configuration
- create, modify, and delete users
- create, modify, and delete device profiles
- assign one or more device profiles to a user
- set a user's password and password expiry interval
- modify a user's notification schedules
- define dialing plans if dial-up is supported by the system
- localize the keywords (Message, From, To, Mailbox, Received At) used in a Meridian Mail text notification message
- define holidays
- configure which Meridian Mail-to-ICL links to use

User

Meridian Text Messaging gives a user

- administration capabilities through a login to the application
- of Meridian Mail, administration capabilities through Web Personal Mailbox Administration (PMA)
- the ability to modify or view assigned device profiles
- the ability to modify schedules
- the ability to change the login password

Meridian Text Messaging routes the text message to the user's service provider through dial-up (using TAP protocol) or e-mail (using SMTP protocol). The system administrator configures which method (dial-up, e-mail, or both) is supported by the system, as well as which method a user can use. Dial-up access privileges are assigned to users by the system administrator and can only be modified by a system administrator.

Meridian Mail functionality

Text Notification is a keycode-controlled feature on Meridian Mail. It is set for each user through the user's Class of Service and personal profile. Whenever a new message is deposited into a user's mailbox, and the user has Text Notification enabled, a notification is sent to the PC application. A Text Notification Personal ID is also sent in the notification and is used by the application to identify and determine how to contact the user. If the ID is not defined in the application's database (on the PC), the application generates an error (ERR) log indicating that the ID does not exist. The log also displays the undefined ID.

Administration of Text Notification on Meridian Mail

Administration of Text Notification on Meridian Mail can only be performed through the man-machine interface (MMI). Items that may be administered are

- Text Notification capability through a personal or system Class of Service
- Text Notification enable/disable flag, Text Notification System ID, and Text Notification Personal ID for a user with Text Notification capability

Text Notification content

The Text Notification message contains

- a system identifier of up to ten characters in length
- a message type of three characters in length
 - "URG" for Urgent
 - "ACK" for Acknowledgment
 - "PRV" for Private
 - "U&P" for Urgent and Private
 - This field is empty if the message type is Economy or Standard.
- the name of the message sender (to a maximum of 20 characters) or the CLID (calling ID) of the sender (to a maximum of 16 characters)
- a mailbox number (to a maximum of 18 characters)
- the date and time that the message was received in the format dd/mm hh:mm

- the subject of the message (to a maximum of 15 characters)
- the length of the message displayed as mm:ss in square brackets (for example, [02:33])

Invalid characters

An error message appears if any of the following characters are entered in the Administration pages:

“ ‘ _ % * ? > and <

Note: Fields such as the Description fields allow the characters ‘ and _.

Section A: Installing and configuring Meridian Text Messaging

In this section

Overview	208
Configuring Text Notification on Meridian Mail	209

Overview

Introduction

This section describes the process required to install the Meridian Text Messaging feature. For the stand-alone mode, install and configure the feature on the PC. For the notification mode, install and configure the feature on both the PC and the Meridian Mail system.

For information on this feature's PC installation, see Chapter 3, "Installing the PC software." For information on this feature's configuration, see Chapter 4, "Configuring web-based applications."

Configuring Text Notification on Meridian Mail

Introduction

The notification functionality of this feature is available to all Meridian Mail systems that have the Text Notification feature installed. This section provides the information you need to configure your Meridian Mail system for Text Notification.

Before you begin

Meridian Mail Text Notification is a keycode-controlled feature. Obtain a keycode with this feature enabled and have your keycode available during the installation or conversion process.

During system operations, you need to configure an ICL dataport. Make a serial connection, using an RS-232 cable or a short-haul modem, between Meridian Mail (via the ICL dataport) and the PC running the ICL application (via the serial port). The maximum supported baud rate on this link is 38.4 kbytes for MMP40 systems and 9.6 kbytes for 68010 systems. For more information, refer to the *System Installation and Modification Guide*.

Steps for configuring Text Notification on Meridian Mail

To configure the Text Notification feature on Meridian Mail, follow these procedures:

- Verify that Text Notification is installed on your system.
- Enable a user for Text Notification.
- Complete the Text Notification System ID field and the Personal ID field.

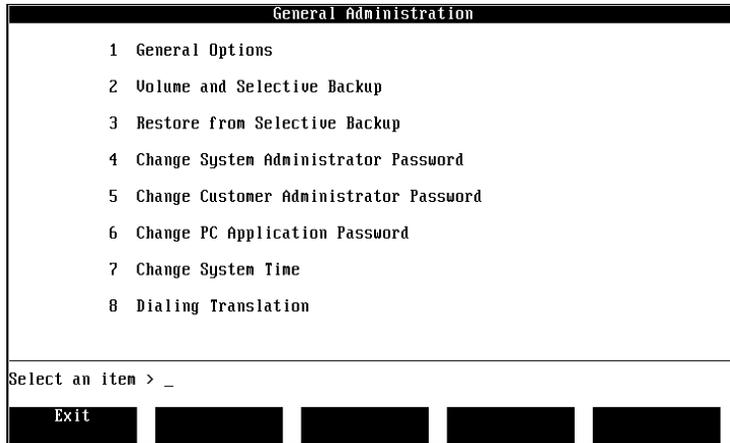
To verify the Text Notification feature is installed on your system

Starting point: Meridian Mail Main Menu

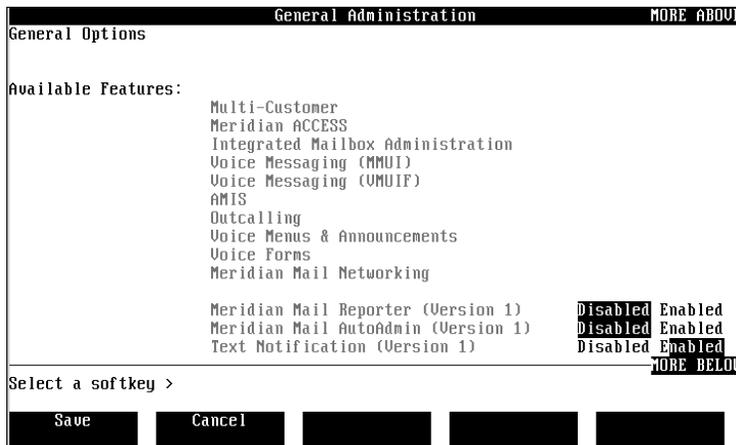
Note: For multicustomer systems, the starting point is the Customer Administration Main Menu.

- 1 Select General Administration and press Enter.

Result: The General Administration screen appears.



- 2 Select General Options and press Enter.
- 3 Use the down arrow key to scroll down to the Available Features field.
- 4 Verify that Text Notification is displayed and enabled in the Available Features section.



To enable a user's Text Notification capability

Starting point: Main Menu

- 1 Select the User Administration option and press Enter.

Result: The User Administration screen appears.

- 2 Select Local Voice User.

IF

THEN

you know the user's mailbox number	go to step 8.
------------------------------------	---------------

you do not know the user's mailbox number	go to step 3.
---	---------------

- 3 Select Find.

Result: The Find Local Voice Users screen appears.

- 4 Enter the information you know about the user.

Note: To view all DNs on the system, select the List softkey without entering any restrictions.

- 5 Select List.

Result: The List of Local Voice Users screen appears.

- 6 Select the user you want to view or modify by moving your cursor to the user's name and pressing the space bar.

- 7 Select View/Modify and go to step 10.

Result: The View/Modify Local Voice User screen appears.

- 8 Select the View/Modify softkey.

Result: You are prompted for a mailbox number.

- 9 Enter the user's mailbox number and press Enter.

Result: The View/Modify Local Voice User screen appears.

- 10 Move to the Class of Service fields. Use the following table to decide how to proceed.

IF the user is using

THEN

Personal Class of Service	select More Detail, and go to step 17.
---------------------------	--

system defined class of service	go to step 11.
---------------------------------	----------------

- 11 Return to the Main Menu and select the Class of Service Administration option.

- 12 If you know the Class of Service number, move the cursor over to it and select View/Modify, then go to step 17; otherwise, continue to step 13.
 - 13 If you don't know the Class of Service number, select Find.
 - 14 Select List to display a list of the current Classes of Service.
 - 15 Use the up and down arrows to move the cursor to the Class of Service you wish to modify.
 - 16 Press the space bar to select the Class of Service, and select View/Modify.
 - 17 Use the arrows keys to scroll to the Text Notification Capability field.
- Note:** The Text Notification Capability field appears only if the Text Notification feature is installed. The default value for this field is No.
- 18 Use the left and right arrow keys to select Yes.

Class of Service Administration		MORE ABOVE
View/Modify Class of Service		
Wednesday	No	Yes
Thursday	No	Yes
Friday	No	Yes
Saturday	No	Yes
Text Notification Capability:	No	Yes
Receive AMIS Open Network Messages:	No	Yes
Compose/Send AMIS Open Network Messages:	No	Yes
Extension Dialing		
Restriction/Permission List:	2	List Name: Local
Custom Revert		
Restriction/Permission List:	25	List Name: RPLIST25
Select a softkey >		
Save	Cancel	

- 19 Select Save to save your changes.

To complete the Text Notification Personal and System ID fields

Field descriptions

The following table describes the Text Notification fields on the User Administration screen.

Field	Description
Text Notification	<p>This field indicates whether or not to send a text notification to the user whenever a new message is deposited into the user's mailbox. The default value for this field is No.</p> <p>Note: This field cannot be modified using Web PMA.</p>
Text Notification System ID	<p>This ID is used to identify the Meridian Mail system. This field accepts up to ten alphanumeric characters. Input is not required for this field if Text Notification is set to Yes.</p> <p>Note: This field cannot be modified through Web PMA.</p>
Text Notification Personal ID	<p>This unique ID is used by the PC application to identify and determine how to contact the user. This field accepts up to 30 alphanumeric characters. Input is not required for this field if Text Notification is set to Yes.</p> <p>Note: This field cannot be modified through Web PMA.</p>

Starting point: Main Menu

Note: For multicustomer systems, the starting point is the Customer Administration Main Menu.

- 1 Select the User Administration option, and press Enter.

Result: The User Administration screen appears.

- 2 Select Local Voice User.

IF

THEN

you know the user's mailbox number	go to step 8.
------------------------------------	---------------

you do not know the user's mailbox number	go to step 3.
---	---------------

- 3 Select Find.

Result: The Find Local Voice Users screen appears.

- 4 Enter the information you know about the user.

Note: To view all DNs on the system, select the List softkey without entering any restrictions.

- 5 Select List.

Result: The List of Local Voice Users screen appears.

- 6 Select the user you want to view or modify by moving your cursor to the user's name and pressing the space bar.

- 7 Select View/Modify.

Result: The View/Modify Local Voice User screen appears.

- 8 Select the View/Modify softkey.

Result: You are prompted for a mailbox number.

- 9 Enter the user's mailbox number and press Enter.

Result: The View/Modify Local Voice User screen appears.

- 10 Use the down arrow to cursor to the Text Notification System ID field.

Note: The Text Notification System ID and Text Notification Personal ID fields appear only if the Text Notification Capability is active.

- 11 Enter the system ID for the Meridian Mail system.

Note: For the user who has more than one mailbox on different mail systems, the system ID displayed in the text notification message can help the user determine from which Meridian Mail system the notification message originated.

User Administration		MORE ABOVE
View/Modify Local Voice User		
Text Notification:	No	Yes
Text Notification System ID:	MM13sys	
Text Notification Personal ID:	potts7755	
Invalid Logon Attempts:	1	
Time of Last Logon:	8/04/99 14:33	
Internal Personal Greeting Recorded:	No	
External Personal Greeting Recorded:	No	
Temporary Absence Greeting Recorded:	No	
		MORE BELOW
Save	Cancel	More Detail
	Change Password	Voice

- 12 Use the down arrow to move to the Text Notification Personal ID field and enter the ID for the user.
- Note:** This ID must match the ID created for the user in the PC application.
- 13 Select Save to save the changes you have made.
- 14 Go to the section “Administering Meridian Text Messaging” on page 217.

Section B: Administering Meridian Text Messaging

In this section

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Language Settings Administration page	242
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Feature Configuration page	256

Overview

Introduction

This section outlines the procedures required to administer the Meridian Text Messaging feature. The features are ordered in the guide as they appear on the navigation bar. The administrator has access and control over the entire application. The administrator, on a successful authentication login, can

- configure users
- configure devices
- assign a device (or devices) to a user
- configure localization of keywords used in a Meridian Mail notification message
- define dialing plan prefixes for private, local, domestic, and international plans
- configure the holidays calendar
- configure the Meridian Mail-to-(PC) ICL Links to accept Meridian Mail voice mail notifications
- modify or view the Feature configuration
- reset a user's password and modify a user's password expiry
- modify a user's notification schedules

Initial set up

To complete the first time setup, the administrator must follow the steps in the order given in the Set up checklist.

Set up checklist

Step		Refer to the	✓
1	verify and modify the configuration settings	“Feature Configuration page” on page 256	
2	define language settings	“Language Settings Administration page” on page 242	
3	configure and add devices	“Device Administration page” on page 231	
4	configure and define the dialing plan	“Dialing Plan Administration page” on page 238	
5	define holidays on the holiday calendar	“Holidays Calendar page” on page 246	
6	configure required Meridian Mail links	“Meridian Mail Links Administration page” on page 249	
7	add users to the system	“User Administration page” on page 220	

Note: The default URL to access the Administrator’s administration page is
http://<web_server>/textmessaging/TMAdmin

User Administration page

Introduction

When you create a new user, you must set up the user's basic definition and assign the devices that the user requires. You have the option of setting up the user's Notification Schedules. See "To modify your Notification Schedules" on page 268 on how a user can administer his or her set of notification schedules.

The Basic Definition page includes information such as User ID, First name, Surname, Password, and Notification method. The user can view all and update some of these fields from the user administration web page.

Note: All passwords are displayed encrypted. When a new user first logs into the user administration web pages, the user is forced to change his or her password.

Field descriptions

The following table describes the fields on the User Administration page.

Field	Description
User ID	<p>A unique ID used to identify the user; it cannot be "-1". A User ID and password are required to log into the user administration web pages. (See the Text Notification Personal ID on the User Administration screen on page 215. The User ID must match the Text Notification Personal ID created for the user in the MMI.)</p> <p>Maximum field length: 30 characters</p> <p>Default: blank</p>
First name	<p>The first name of the user.</p> <p>Maximum field length: 21 characters</p> <p>Default: blank</p>

Field	Description
Surname	<p>The last name of the user.</p> <p>Maximum field length: 41 characters</p> <p>Default: blank</p>
Description	<p>A textual description of the user. This is an optional field.</p> <p>Maximum field length: 50 alpha characters</p> <p>Default: blank</p>
Password	<p>The user requires a password to log into the application to perform user administration. The application, by default, sets this field to the User ID that you specify. This field is displayed encrypted.</p> <p>Field length: 4–16 characters</p> <p>Default: same as User ID (subject to length restriction)</p>
Confirm password	<p>The confirm password must correspond to the Password before the User's Basic Definition can be submitted. The application, by default, sets this field using the User ID that you specify.</p> <p>Maximum field length: 4–16 characters</p> <p>Default: same as User ID (subject to length restriction)</p>
Password expiry interval	<p>Password expiry time interval in days. This field accepts digits in the range 1–99.</p> <p>Default: 30</p>
Notification method	<p>Allowed method of contacting the Service Provider. The options displayed are based on the System settings in the Feature Configuration page. The options are either e-mail, dial-up, or both.</p>

Field	Description
Dial-up access level	<p>User's dial-up access privilege level. Select from these levels: Private Networking, Local Dialing, Domestic Dialing, and International Dialing.</p> <p>Default: Private Networking</p> <p>Note: International Dialing grants the user all dial-up access types (that is, International Dialing, Domestic Dialing, Local Dialing, and Private Networking). Domestic Dialing grants the user Domestic Dialing, Local Dialing, and Private Networking dial-up access. Local Dialing grants the user Local Dialing and Private Networking dial-up access.</p>

To add a new user

Step 1 – Basic Definition

- 1 Click Add User on the navigation bar under User Administration.

Result: The Step 1 - Basic Definition page appears.

- 2 Complete the following required fields:
 - User ID
 - First Name
 - Surname
 - Password expiry interval
 - Notification method
 - Dial-up access level (if the dial-up method is chosen)

Click Submit.

Note: The application, by default, sets the Password and Confirm password to the User ID, subject to the password length restriction. Change the value of these fields if desired.

Result: The new user is added to the database and the Step 2 – Assign Devices web page appears.

- 3 Go to “Step 2 – Assign Devices for userid” on page 224.

Step 2 – Assign Devices for *userid*

NORTEL NETWORKS Step 2 - Assign Devices for smithf • Help

Assign To User	Device ID	Description	Notification Method	User Can Edit
<input type="checkbox"/>	device1	ID1	E-mail	<input type="checkbox"/>
<input type="checkbox"/>	fernav@nortel	gina's e-mail address	E-mail	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Support Graphics	Support Group PCS Phone	E-mail	<input type="checkbox"/>
<input type="checkbox"/>	testdial	Test number for admin	Dial Up	<input type="checkbox"/>

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Displaying records 1 to 4 of 4

- 1 In the column Assign To User, select the device or devices to assign to the new User ID.
- 2 If you want to enable the user to make changes to the device definition, mark the check box in the User Can Edit column.
- 3 To save your selections, click the Save Assignments button.

Step 3 – Notification Schedules for *userid* (optional)

- 1 To set an initial schedule for the user, select the schedule to set from the Notification Schedules list.
- 2 Define up to five time periods by completing the Start Time, End Time, and Device.

Note: Only one device can be selected from the device list.

Step 3 - Notification Schedules for smithf

Monday Tuesday Wednesday Thursday Friday Saturday Sunday Holiday Temporary

Monday

Period	Start Time	End Time	Device	Msg Type
1	09:30	17:30	Support Graphics	Economy Standard
2			Support Graphics	Economy Standard
3			Support Graphics	Economy Standard
4			Support Graphics	Economy Standard
5			Support Graphics	Economy Standard

Apply this schedule to: Holiday Monday - Friday Saturday & Sunday

Submit

- 3 Select the message type for which a notification text message should be generated.

Note: Multiple message types can be selected from the MSG Type list by holding down on the SHIFT or CONTROL key when selecting the MSG Type items.

- 4 Click the Submit button to save your choices.

Result: Your choices are saved in the database.

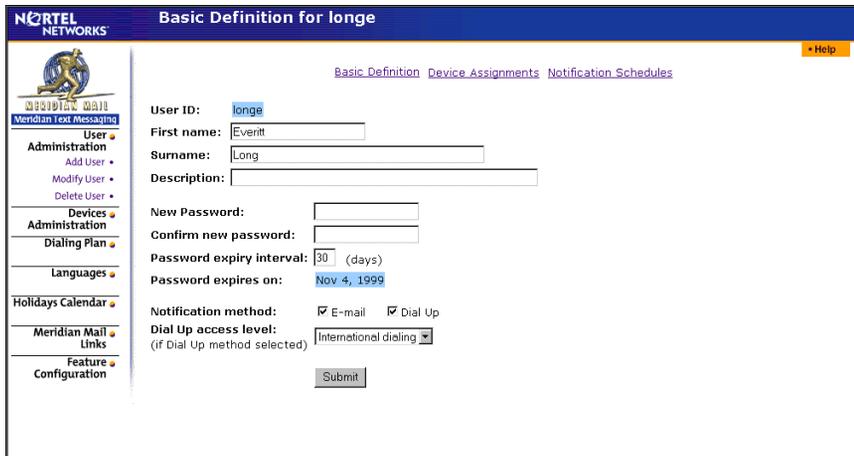
- 5 To set other schedules, repeat steps 1 to 4.
- 6 If the schedule is the same for other days, select the applicable days from the Apply this schedule to: field, and click the Submit button.

Result: The schedule time periods are applied to the selected days.

To modify a user

- 1 Click Modify User on the navigation bar under User Administration.
- 2 Select the user name you wish to modify and click Modify.

Result: The following page appears.



The screenshot shows the 'Basic Definition for longe' page in the Nortel Networks Meridian Text Messaging interface. The page has a blue header with the Nortel Networks logo and the title 'Basic Definition for longe'. A navigation bar includes links for 'Basic Definition', 'Device Assignments', and 'Notification Schedules', along with a 'Help' button. The main content area is divided into two columns. The left column contains a navigation menu with sections for 'User Administration' (Add User, Modify User, Delete User), 'Devices Administration' (Dialing Plan), 'Languages', 'Holidays Calendar', 'Meridian Mail Links', and 'Feature Configuration'. The right column contains the user definition form for 'longe'. The form fields are: 'User ID' (longe), 'First name' (Everitt), 'Surname' (Long), 'Description' (empty), 'New Password' (empty), 'Confirm new password' (empty), 'Password expiry interval' (30 days), 'Password expires on' (Nov 4, 1999), 'Notification method' (E-mail and Dial Up checked), and 'Dial Up access level' (International dialing). A 'Submit' button is located at the bottom of the form.

- 3 Change the required fields and click Submit.

Result: The modifications to the user are saved in the database.

- 4 Click on the Device Assignments link.

Result: The following page appears.

NORTEL NETWORKS Device Assignments for smithf + Help

[Basic Definition](#) [Device Assignments](#) [Notification Schedules](#)

Assign To User	Device ID	Description	Notification Method	User Can Edit
<input type="checkbox"/>	device1	ID1	E-mail	<input type="checkbox"/>
<input type="checkbox"/>	fernnav@nortel	gina's e-mail address	E-mail	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Support Graphics	Support Group PCS Phone	E-mail	<input type="checkbox"/>
<input type="checkbox"/>	testdial	Test number for admin	Dial Up	<input type="checkbox"/>

Displaying records 1 to 4 of 4

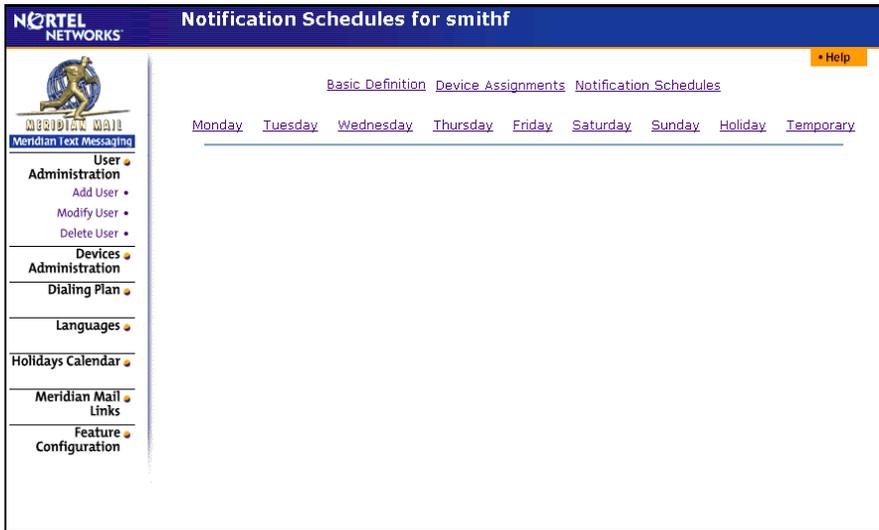
5 Modify the device assignments required by the user.

6 Click the Save Assignments button.

Result: The device assignments are saved to the database.

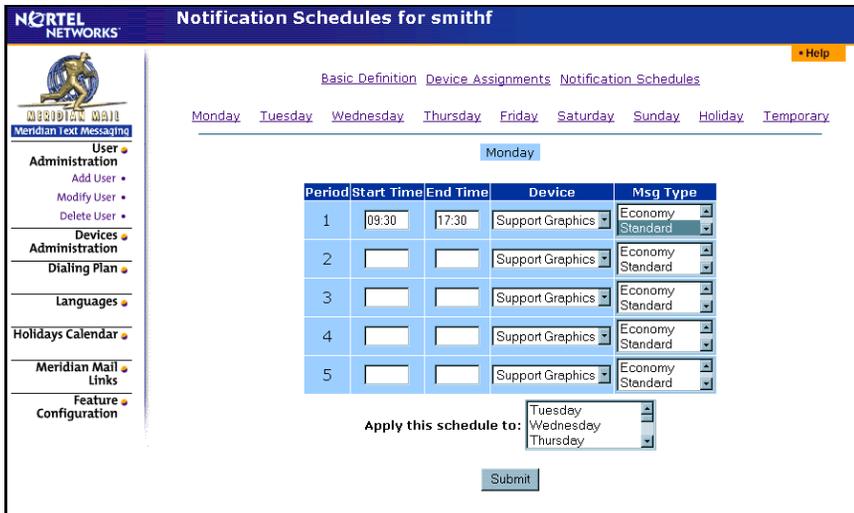
7 Click the Notification Schedules link.

Result: The following page appears.



- 8 Select the schedule to modify from the Notification Schedules list.

Result: The following page appears.



- 9 Modify or define up to five time periods by completing the Start Time, End Time, and Device.

Note: Only one device can be selected from the device list.

- 10 Select the message type for which a notification text message should be generated.

Note: Multiple message types can be selected from the MSG Type list by holding down on the SHIFT or CONTROL key when selecting the MSG Type items.

- 11 Click the submit button to save your choices.

Result: Your choices are saved in the database.

- 12 To modify other schedules, repeat steps 8 to 11.

- 13 If the schedule is the same for other days, select the applicable days from the Apply this schedule to: field, and click the Submit button.

Result: The schedule time periods are applied to the selected days.

To delete a user

- 1 Click Delete User on the navigation bar under User Administration.

Result: The following page appears.

- 2 Enter a user ID or click the user ID from the list.

Result: The following page appears.

NORTEL NETWORKS Select a User to Delete + Help

Enter the User ID to delete or select the User ID from the list.

User ID to delete:

fernfv
NeilW
smithf

User Administration

- Add User
- Modify User
- Delete User

Devices Administration

Dialing Plan

Languages

Holidays Calendar

Meridian Mail Links

Feature Configuration

- 3 Click Delete.

Result: A dialog box appears asking for confirmation to delete the user ID.

- 4 Click OK.

Result: The message "UserID 'smithf' was deleted successfully" appears at the bottom of the page.

Device Administration page

Introduction

This section describes how to add, configure, modify, and delete devices to which a text message can be delivered. These devices are assigned to users during User Administration.

Field descriptions

The following table describes fields on the Device Administration page.

Field	Description
Device ID	<p>A unique ID used to identify the target device for the user's text message. The device ID, once assigned to the user, is referenced during the administration of the notification schedule.</p> <p>Maximum field length: 30 characters</p> <p>Default: blank</p>
Description	<p>A description of the device. This field is optional.</p> <p>Maximum field length: 50 characters</p>
Language	<p>The language record containing the translations for each header used in a Meridian Mail notification text message (Message, From, To, Mailbox, and Received At). Select from a list of languages defined during Language Administration.</p> <p>Default: first language in list</p>
Notification Method	<p>The method of contacting the user's short message service center (SMSC) or service provider. The options are e-mail or dial-up. These options are dependent on the system settings configured in the Feature Configuration page.</p>

Field	Description
E-mail Address	The e-mail address of the target device. This field is applicable only if the notification method is e-mail. Maximum field length: 200 characters Default: blank
Service Provider Number	The telephone number to contact the SMSC or service provider via dial-up. This field is applicable only if the notification method is dial-up. Maximum field length: 30 digits Default: blank
Personal ID Number	The personal identification number of the target device. This field is applicable only if the notification method is dial-up. Maximum field length: 30 digits Default: blank
COM Port	The COM port that the modem uses. Select the COM port from the drop-down list. Default: COM1
Baud Rate	From the drop-down list, select the rate for how fast you want information transferred through the COM port. This rate should be set to the lower of (1) the baud rate of the modem connected to the PC COM port, or (2) the baud rate of the modem at the Service Provider. Default: 2400
Byte Size	From the drop-down list, select the number of data bits to be used for each character transmitted and received. This value should be set to what is required by the Service Provider. Default: 4

Field	Description
Parity	From the drop-down list, select the error-checking method to be used. This value should be set to what is required by the Service Provider. Default: None
Stop Bits	From the drop-down list, select the number of stop bits to be used. This value should be set to what is required by the Service Provider. Default: 1
Retry cCount	The dial-up retry limit in case a NO ANSWER or BUSY is encountered at the SMSC or Service Provider. Default: 3
Initialization	The initialization string used to configure the modem settings. The modem's factory defaults are usually sufficient, but if you are not sure, check the software manual for your modem. Maximum field length: 50 characters Default: ATEV1S0=0
Dial Prefix	The modem's command to dial the Service Provider number. Maximum field length: 20 characters Default: ATDT
Dial Suffix	The suffix to use after the number to dial. Maximum field length: 20 characters Default: blank
Hangup Prefix	Shows the prefix string for terminating the call. Maximum field length: 20 characters Default: +++

Field	Description
Hangup Suffix	Shows the suffix string for terminating the call. Maximum field length: 20 characters Default: ATH

To add and configure a device

- 1 Click Devices Administration on the navigation bar.

Result: The Device Administration page appears.

The screenshot shows the 'Device Administration' page in the Nortel Networks interface. The page has a blue header with the Nortel Networks logo and a 'Help' button. A navigation menu on the left includes 'Meridian Text Messaging', 'User Administration', 'Devices Administration', 'Dialing Plan', 'Languages', 'Holidays Calendar', 'Meridian Mail Links', and 'Feature Configuration'. The main content area features a table with the following data:

Device ID	Description	Language	E-mail Address	Service Provider Number	Personal ID Number
device1	Arthur's e-mail	English	art@dfasdf.com	555-1423	887263459
fernav@nortel	gina's e-mail address	Portuguese	fernav@nortelnetworks.com	555-1423	84065529
testdial	Test number for admin	English		5433333	89418700

Below the table are navigation controls: '<| << >> >|', a row of letters 'A B C D E F G H I J K L M N O P Q R S T U V W X Y Z', and buttons for 'New', 'Modify', and 'Delete'. At the bottom, it says 'Displaying records 1 to 3 of 3'.

- 2 Click New.

Result: The following page appears.

Note: The page is displayed here in two parts.

NORTEL NETWORKS
Device Administration + Help

Meridian Mail

Meridian Text Messaging

- User Administration**
- Add User
- Modify User
- Delete User
- Devices Administration**
- Dialing Plan
- Languages
- Holidays Calendar
- Meridian Mail Links
- Feature Configuration

Device ID	Description	Language	E-mail Address	Service Provider Number	Personal ID Number
device1	Arthur's e-mail	English	art@dfasdf.com	555-1423	887263459
fernav@norte	gina's e-mail address	Portuguese	fernav@nortelnetworks.com	555-1423	84065529
testdial	Test number for admin	English		5433333	89418700

Device ID:

Description:

Language:

Notification Method:

Information required if Notification Method is E-mail

E-mail Address:

Information required if Notification Method is Dial Up

Service Provider Number:

NORTEL NETWORKS

Meridian Mail

Meridian Text Messaging

- User Administration**
- Add User
- Modify User
- Delete User
- Devices Administration**
- Dialing Plan
- Languages
- Holidays Calendar
- Meridian Mail Links
- Feature Configuration

Device ID:

Description:

Language:

Notification Method:

Information required if Notification Method is E-mail

E-mail Address:

Information required if Notification Method is Dial Up

Service Provider Number:

Personal ID Number:

Modem Settings for Dial Up Connection

COM Port: Initialization:

Baud Rate: Dial Prefix:

Byte Size: Dial Suffix:

Parity: Hangup Prefix:

Stop Bits: Hangup Suffix:

Retry Count:

- 3 Enter a Device ID for the new device.
Note: The Device ID must be unique. A duplicate Device ID cannot be created.
- 4 Enter a description for the device.
Note: This step is optional.
- 5 Select a Language and Notification Method from the appropriate drop-down list.
- 6 For Notification method:

IF you selected	THEN
e-mail	enter the device's e-mail address and go to step 8.
dial-up	enter the Service Provider and Personal ID numbers and go to step 7.

- 7 Enter the information required in the Modem Settings for Dial Up Connection fields based on the modem the device will be using.
Note: Set the Byte Size, Parity, and Stop bits to the values required by the service provider.

Modem Settings for Dial Up Connection

COM Port: Initialization:

Baud Rate: Dial Prefix:

Byte Size: Dial Suffix:

Parity: Hangup Prefix:

Stop Bits: Hangup Suffix:

Retry Count:

- 8 Click Add to add the device definition to the list, or click Cancel to cancel the new definition.

To modify a device

- 1 Click Devices Administration on the navigation bar.
Result: The Device Administration page appears.
- 2 Select the radio button next to the device you want to modify.

- 3 Modify the fields as necessary.
- 4 To save your changes, click Save. To cancel your changes, click Cancel.

To delete a device

- 1 Click Devices Administration on the navigation bar.
Result: The Device Administration page appears.
- 2 Select the radio button next to the device you want to delete.
- 3 Click Delete.
- 4 To confirm the delete, click Confirm delete. To cancel the delete, click Cancel.

Dialing Plan Administration page

Introduction

You can only perform Dialing Plan administration if the Dialup option is selected in the Feature Configuration page. The dialing plan is used to control dial-up access and allows you to assign each user a specific level of dial-up access (that is, Private Networking, Local Dialing, Domestic Dialing, or International Dialing). A user is assigned a dial-up access level during User Administration.

- International Dialing, when selected, also allows for Private Networking, Local Dialing, and Domestic Dialing.
- Domestic Dialing, when selected, also allows for Private Networking and Local Dialing.
- Local Dialing, when selected, also allows for Private Networking.

During a dial-up session, the service provider's number is evaluated to determine if the user (receiving the text message) has the proper dial-up privilege. The "Minimum number of digits in a phone number" field value, set in the Feature Configuration page, is used to filter out the service provider number, and the remaining digits are evaluated against the dial prefixes defined in the dial type assigned to the user.

Example

The minimum number of digits in a phone number field value is 7, the service provider's number is 619055551212, and the user has Domestic Dialing dial-up access assigned. The prefix 61905 is checked against all dial prefixes defined under Domestic Dialing, Local Dialing, and Private Networking. If a match is made, the dial-up session is allowed; otherwise, the dial-up session is disallowed, and an ERROR type log is generated indicating that the user does not have dial-up access.

Field descriptions

The following table describes the fields on the Dialing Plan Administration page.

Field	Description
Dial Type	The type of dial-up access. Private Networking—Use this dial type for private networking. Local Dialing—Use this dial type for local numbers within your area code. Domestic Dialing—Use this dial type for local numbers requiring an area code (without a country code prefix requirement). International Dialing—Use this dial type for numbers requiring both country and area code prefixes.
Dial Prefix	The numeric dial prefixes allowed when dialing a service provider number. Maximum field length: 16 digits

To add dialing plan information

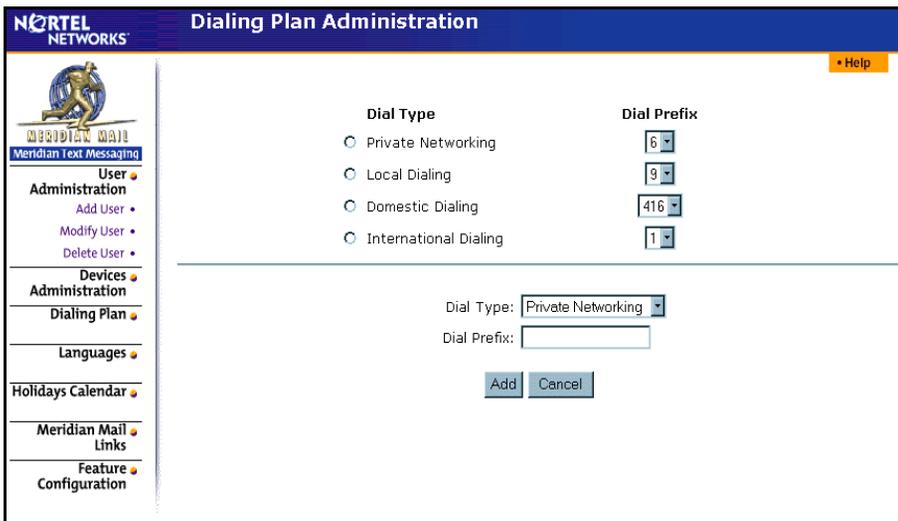
- 1 Click Dialing Plan on the navigation bar.

Result: The Dialing Plan Administration page appears.



- 2 Click New on the Dialing Plan Administration page.

Result: The following page appears.



- 3 Select the Dial Type you want to add a dial prefix to from the drop-down list.
- 4 Enter the Dial Prefix.
- 5 Click Add to save your entry, or click Cancel to cancel the entry.

To modify dialing plan information

- 1 Click Dialing Plan on the navigation bar.
Result: The Dialing Plan Administration page appears.
- 2 Select the Dial Type and then the Dial Prefix from the drop-down list.
- 3 Click Modify.
- 4 Make the change to the Dial Prefix.
- 5 Click Save to save your change, or click Cancel to cancel the change.

To delete dialing plan information

- 1 Click Dialing Plan on the navigation bar.
Result: The Dialing Plan Administration page appears.
- 2 Select the Dial Type and then the Dial Prefix from the drop-down list.
- 3 Click Delete.
- 4 Click Confirm Delete to delete the chosen Dial Prefix from the Dial Type, or click Cancel to cancel the delete.

Language Settings Administration page

Introduction

The Language Settings page allows you to configure the headers used in a formatted Meridian Mail notification text message. An example of a formatted message is: MM MSG from <name> to MBOX 8050 RCVD 19/08 12:23 [00:35]. More than one translation can be defined. Make an abbreviation of the headers to reduce the number of characters in the text message. As an example, some SMSCs only allow up to 160 characters for an SMS message to a PCS phone. Also, in a dial-up session, reducing the number of characters increases the message transmission rate and allows for a more efficient use of the phone line. The header fields that can be translated are

- MESSAGE
- FROM
- TO
- MAILBOX
- RECEIVED AT

Initially, this page contains an entry for the English translation of the header fields.

Field descriptions

The following table describes fields on the Language Settings page.

Note: All fields require input.

Field	Description
Language name	The language in which the message headers should be translated. The language names are referenced during Devices Administration. Maximum field length: 30 characters Default: blank

Field	Description
MESSAGE	The translation of MESSAGE. Maximum field length: 5 characters Default: blank
FROM	The translation of FROM. Maximum field length: 5 characters Default: blank
TO	The translation of TO. Maximum field length: 5 characters Default: blank
MAILBOX	The translation of MAILBOX. Maximum field length: 5 characters Default: blank
RECEIVED AT	The translation of RECEIVED AT. Maximum field length: 10 characters Default: blank

To create a set of headers in any language

- 1 Click Languages on the navigation bar.
Result: The Language Settings page appears.
- 2 Click New on the Language Settings page.

Result: The following page appears.

Language Name	MESSAGE	FROM	TO	MAILBOX	RECEIVED AT
<input type="radio"/> English	MSG	FROM	TO	Mbox	RCVD AT
<input type="radio"/> Portuguese	msg	de	para	cor	rec

- 3 Enter the language name and the translation of the headers in the appropriate fields.
- 4 Click Add to save your entries, or click Cancel to cancel them.

To modify a set of message headers

- 1 Click Languages on the navigation bar.

Result: The Language Settings page appears.

- 2 Select the button for the language you wish to modify.
- 3 Click Modify.
- 4 Make the changes to the appropriate fields, and click Save to save your changes, or click Cancel to cancel them.

To delete a set of message headers

- 1 Click Languages on the navigation bar.

Result: The Language Settings page appears.

- 2 Select the button for the language you wish to delete.
- 3 Click Delete.

- 4 Click Confirm Delete to delete the language set, or click Cancel to cancel the delete.

Holidays Calendar page

Introduction

This section describes how to define holidays that the application will use to determine whether the user's Holiday notification schedule is to be used.

Note: A Temporary notification schedule, if set, has precedence over a Holiday (or regular day) schedule.

Field descriptions

The following table describes the fields on the Holidays Calendar page.

Field	Description
Date	The holiday date. Format: mmm dd, yyyy.
Description	The description of the holiday. Maximum field length: 50 characters Default: blank
Holiday spans	The number of consecutive days to which the holiday applies. This field displays only during a new operation. A holiday record is created for each spanned day. Default: 1
Holiday is an annual event	Enable this check box to indicate that the holiday is an annual event. Annual holidays are displayed in the grid in the following format: <i>mmm dd</i> , and are listed before the non-annual holidays. Note: Annual and non-annual holiday definitions that use the same month and day can be configured. Default: Disabled

To add holidays to the calendar

- 1 Click Holidays Calendar on the navigation bar.

Result: The Holidays Calendar page appears.

- 2 Click New.

Result: The following page appears.

Date	Description
Jan 1	New Year's Day
Jan 12	Company holiday
Nov 11	Remembrance Day
Dec 23	Christmas closing
Dec 24	Christmas Eve

Date: (mmm dd, yyyy)

Description:

Holiday spans day(s)

Holiday is an annual event

- 3 Enter the date and description of the holiday.
- 4 Enter the number of days the holiday spans. Select the Holiday is an annual event check box if the holiday is an annual event.
- 5 Click Add to save the holiday to the calendar, or click Cancel to cancel the entry.

To modify a holiday in the calendar

- 1 Click Holidays Calendar on the navigation bar.

Result: The Holidays Calendar page appears.

- 2 Select the radio button of the holiday you want to modify.

- 3 Click Modify.

- 4 Make the necessary changes to the holiday description.

- 5 Select or unselect the Holiday is an annual event check box as necessary.
- 6 Click Save to save your change, or click Cancel to cancel your change.

To delete a holiday from the calendar

- 1 Click Holidays Calendar on the navigation bar.
Result: The Holidays Calendar page appears.
- 2 Select the radio button of the holiday you want to delete.
- 3 Click Delete.
- 4 Click Confirm Delete to delete the holiday entry, or click Cancel to cancel the delete.

Meridian Mail Links Administration page

Introduction

This section describes the administration required for the application to receive voice mail notification events from one or more Meridian Mail systems.

The application is connected to Meridian Mail by a middle application—the Integrated Communication Link (ICL). Refer to the ICL section for more information.

An ICL log file is created for the Meridian Mail Notification Service if the Product Support log event type is enabled in the Feature Configuration page. The setting of this event type is referenced when the Meridian Mail Notification Service is started. Therefore, any changes made to the setting of this event type after the service has started will not take effect until the Meridian Mail Notification Service is restarted. All log files are stored in the application's Logs directory and the prefix of the ICL log file is "GLH.TM".

The Meridian Mail Links Administration page allows you to specify which ICL configured link to use to receive voice mail notification events.

Meridian Mail Links Administration

MMail Notification Service status:

Link Host	Link Name	Description
Mariner	Link1	Lab 20
Mariner	Link2	

Field and button descriptions

The following table describes fields and buttons on the Meridian Mail Links Administration page.

Field or button	Description
MMail notification service status	This field indicates whether the Meridian Mail Notification service is Stopped or Running. There is an intermediate stage for both states, a Stop Pending for Stopped, and a Start Pending for Running.
Start Service	Click this button to start the Meridian Mail Notification service. Each link in the application is registered with M Meridian Mail. Note: Only one link per Meridian Mail system can be registered.
Update View	Click this button to update the Meridian Mail Notification service status.
Stop Service	Click this button to stop the Meridian Mail Notification service. Each registered link is deregistered from Meridian Mail.
Link Host	This is the name or IP address of the PC running the ICL application. Maximum field length: 64 characters
Link Name	This is the name of the ICL configured link on the PC. Maximum field length: 20 characters
Description	Description of the link. This field is optional. Maximum field length: 50 characters

To enter a new ICL link

- 1 Click the Meridian Mail Links option on the administration page.
Result: The Meridian Mail Links Administration page appears.
- 2 Click the New button on the page.
Result: The following page appears.

Meridian Mail Links Administration

MMail Notification Service status: Stopped Start Service

Link Host	Link Name	Description
Mariner	Link1	Lab 20
Mariner	Link2	
Mariner	Link3	TextMsg

Link Host:

Link Name:

Description:

Add Cancel

- 3 Enter the required information.
- 4 Use the following table.

IF you want to

THEN go to

Add

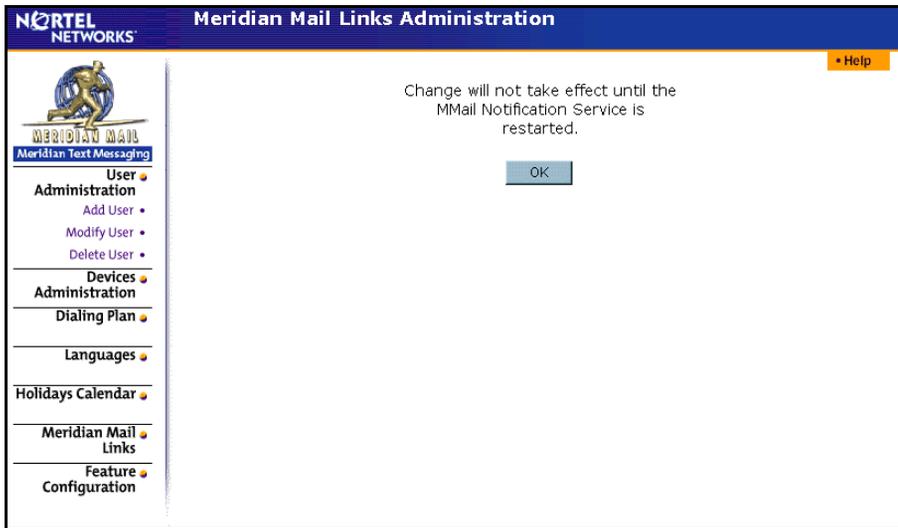
step 5.

Cancel

step 9.

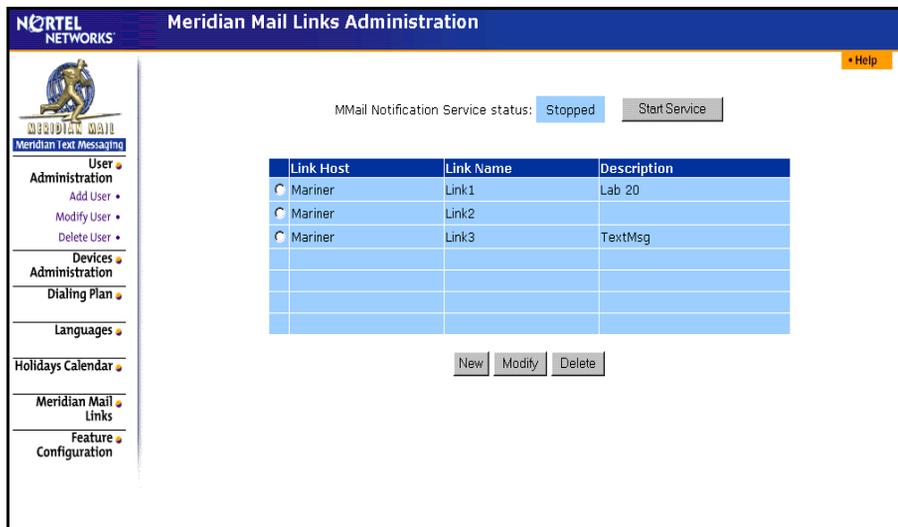
- 5 Click the Add button.

Result: The following page appears:



- 6 Click the OK button.

Result: The following page appears, and the information you enter appears in the list (your display may differ).



- 7 Click the Start Service button for the application to register all the links listed.

- 8 Click Update View until Running appears in the MMail Notification Service Status field. Skip step 9.
- 9 Click the Cancel button to return to the main Meridian Mail Links Administration page without changes.

To modify an ICL link

Note: The only field that can be modified is the description field.

- 1 Click the Meridian Mail Links option on the administration page.
Result: The Meridian Mail Links Administration page appears.
- 2 Select the entry you want to modify by clicking on the appropriate radio button.
- 3 Click the Modify button.

Result: The following page appears.

Meridian Mail Links Administration

MMail Notification Service status:

Link Host	Link Name	Description
Mariner	Link1	Lab 20
Mariner	Link2	
Mariner	Link3	TextMsg

Link Host:
 Link Name:
 Description:

- 4 Change the Description field as required.
- 5 Click Save to submit the change, or click Cancel to cancel the change.

To delete an ICL link

- 1 Click the Meridian Mail Links option on the administration page.
Result: The Meridian Mail Links Administration page appears.
- 2 Select the entry you want to delete by clicking on the appropriate radio button.
- 3 Click the Delete button.

Result: The following page appears.

Meridian Mail Links Administration

MMail Notification Service status:

Link Host	Link Name	Description
Mariner	Link1	Lab 20
Mariner	Link2	
Mariner	Link3	TextMsg

Link Host:
 Link Name:
 Description:

- 4 Use the following table.

IF you want to

THEN go to

Confirm Delete

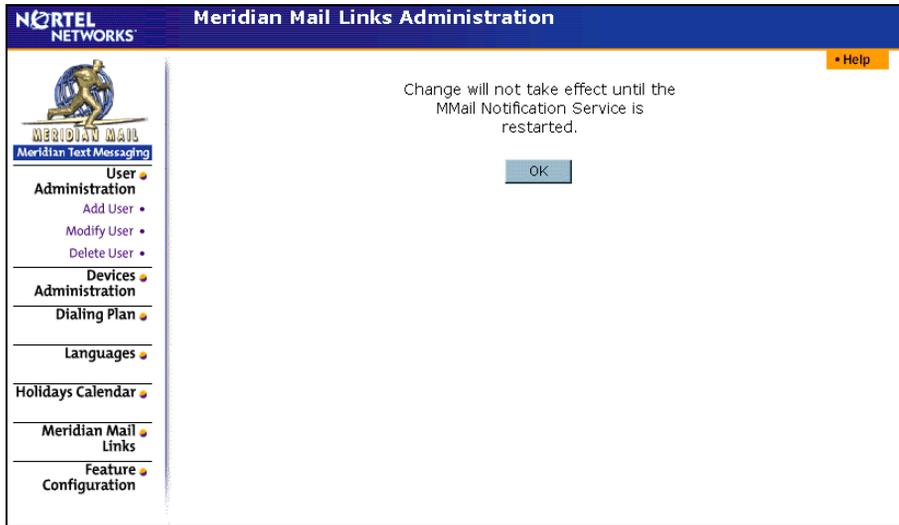
step 5.

Cancel

step 10.

- 5 Click the Confirm Delete button to remove the selected entry.

Result: The following page appears.



- 6 Click the OK button.

Result: The main Meridian Mail Links Administration page appears with the selected entry removed.

- 7 If the service is running, click the Stop Service button.

Result: This causes the application to deregister all previously registered ICL links.

- 8 Click the Start Service button for the application to register all links in the new list.

- 9 Click Update View until Running appears in the MMail Notification Service Status field. Skip step 10.

- 10 Click the Cancel button.

Result: The main Meridian Mail Link Administration page appears with no changes.

Feature Configuration page

Introduction

This section provides information on the Feature Configuration page. The Feature Configuration page allows the administrator to specify some system parameters and log file options.

The page lists the available contact methods for the Meridian Text Messaging under the “System has” heading. As previously documented, Meridian Text Messaging sends a text message to a user through the user’s Service Provider. The application can contact the Service Provider either by (SMTP) e-mail or (TAP) dial-up.

Feature Configuration Help

System has:

Dial Up capability
 Minimum number of digits in phone number:

E-mail capability (requires IIS SMTP Service)

Pickup directory:

Sender's e-mail address:

Log Options:

Event types to log: Error
 Warning
 Information
 Product Support

Maximum number of log files to maintain OR 0 (zero) for unlimited:

Maximum filesize for each log file (in KB):

Field descriptions

The following table describes the fields on the Feature Configuration page.

Field	Descriptions
System has:	
Dial Up capability	This check box allows for dial-up capability at the system level. Select this method if the PC is equipped with a modem (internal or external) and a Service Provider can be contacted by the dial-up method.
Minimum number of digits in phone number:	This field is used to enter the number of digits in a basic phone number, and does not include digits in an area or country code. This field is used in conjunction with the Dialing Plan. Refer to the Dialing Plan Administration section for more information on the Dialing Plan, and an example of how these fields work together. Range: 1–16, that is, valid input is: 1, 2, 3, ... 15, or 16
E-mail capability (requires IIS SMTP Service)	This check box allows for e-mail capability at the system level. Note: Microsoft SMTP service available through IIS must be installed on the same PC for this capability. Select this method if the Microsoft SMTP Service is installed and configured, and a Service Provider can be contacted by the e-mail method.
Pickup directory:	This is the Microsoft SMTP Service Pickup directory (example: “C:/InetPub/Mailroot/Pickup”). Use the Windows NT ‘Find Files or Folders ...’ tool to obtain the correct path to the Mailroot/Pickup directory. Maximum field length: 256 characters
Sender’s e-mail address:	This is the e-mail address that is used as the “From” address in all e-mails sent by the application. Maximum field length: 200 characters

Field	Descriptions
Log Options	
Event types to log:	<p>These check boxes allow you to choose which events to compile in the event log file. Event types that can be logged are error, warning, information, and product support. All log files are stored under the application's "Logs" directory.</p> <p>Note: An ICL log file is created for the Meridian Mail Notification Service if the Product Support log event type is enabled. The prefix of this log file is GLH.TM.</p>
Maximum number of log files to maintain OR 0 (zero) for unlimited:	<p>This field allows you to specify the maximum number of log files that the application can maintain on the system, or, if 0 is entered, an unlimited number of log files. For example, if 5 is entered as the maximum and 5 log files already exist under the "Logs" directory, then the oldest log file will be removed by the application before the new log file is created.</p>
Maximum filesize for each log file (in KB)	<p>This field allows you to specify the maximum size of each log file.</p>

To modify the Feature Configuration settings

Starting point: Feature Configuration page

- 1 Change what is required on the page.
- 2 Click the Modify button.

Result: The modification is processed by the application. If there is an error, with the submission of the modification, an error message appears.

Section C: Using Meridian Text Messaging

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Meridian Text Messaging user administration

Introduction

As a user of Meridian Text Messaging, you can

- modify your user-specific information
- modify the parameters of the devices for which you have write privileges
- view the parameters of the devices for which you have read-only privileges
- modify your notification schedules (including the time periods for sending a text message, the device to which the message the message is sent, and the message type (Economy, Standard, Urgent, Acknowledgment, and/or Private))
- change your password

To perform any user administration

Note: If you are a Meridian Mail user with Text Notification capability enabled and your Meridian Mail system has the Personal Mailbox Administration (PMA) feature installed, then you can also access the Meridian Text Messaging login page using the Text Message option on the PMA navigation bar.

- 1 Navigate to the Meridian Text Messaging User web page.

Tip: The URL for the page is:

`http://<webserver>/<MeridianTextMessaging_Virtual_Directory>/TMUser`

- 2 Log in to Meridian Text Messaging with your userid and password.

Note: If you forget your password, ask the administrator to reset it for you.

Basic Definition page

Introduction

From the Basic Definition page, you can modify the following information:

- First Name
- Last Name (surname)
- a brief description of yourself

From the Basic Definition page, you can view the following read-only information:

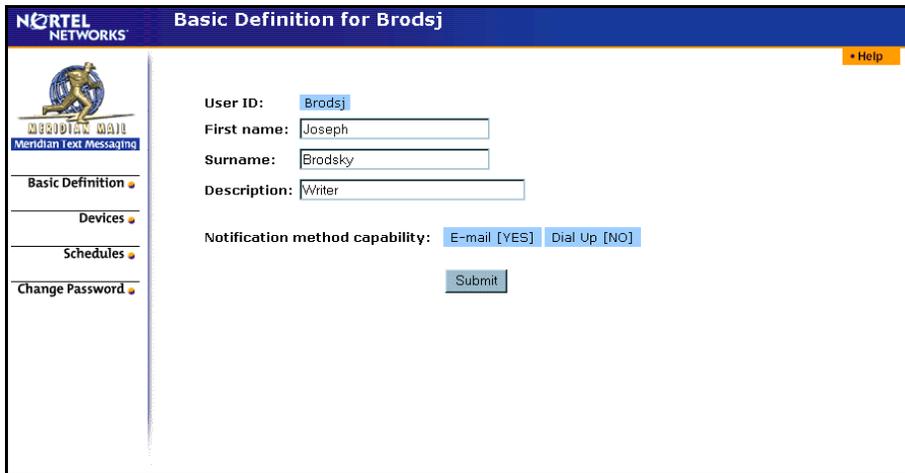
- User ID
- Notification method capability

To modify your basic definition

- 1 Click Basic Definition on the navigation bar.

Note: The Basic Definition page appears briefly after a successful login.

Result: The Basic Definition for 'userid' page appears.



The screenshot shows a web interface for 'Basic Definition for Brodsj'. The page has a blue header with the Nortel Networks logo and a 'Help' button. On the left is a navigation menu with options: 'Meridian Mail Meridian Text Messaging', 'Basic Definition', 'Devices', 'Schedules', and 'Change Password'. The main content area contains the following fields:

- User ID: Brodsj
- First name: Joseph
- Surname: Brodsky
- Description: Writer
- Notification method capability: E-mail [YES] | Dial Up [NO]

A 'Submit' button is located at the bottom of the form.

- 2 Modify the fields that you wish to change.

Note: You can modify the following fields: First Name, Last Name, and Description. The remaining fields are read-only and cannot be modified.

- 3 Click Submit to save your changes.

Device Assignments page

Introduction

This section describes how to view and modify the devices to which your text messages can be delivered. Your administrator assigns these devices to you.

Field descriptions

The following table describes the fields on the Device Assignments page.

Field	Description
Device ID	A unique ID used to identify the target device for the text message. Your administrator assigns one or more device IDs to you. The device ID is referenced during the administration of the notification schedules. Maximum field length: 30 characters Default: blank
Description	A description of the device. This field is optional. Maximum field length: 50 characters
Notification Method	The method of contacting your short message service center (SMSC) or service provider. The available options are e-mail or dial-up which the administrator assigns to you.
Modify	Shows whether you have permission to change the parameters of the device.

To view devices assigned to you

- 1 Click Devices on the navigation bar.

Result: The Device Assignments for *'userid'* page appears.

- 2 From the list of the devices assigned to you, select the device you wish to view.
- 3 Click View Details.
- 4 Click Done when you have finished viewing the device definition.

To modify devices assigned to you

- 1 Click Devices on the navigation bar.

Result: The Device Assignments for '*userid*' page appears.

The screenshot displays the 'Device Assignments for Brodsj' interface. On the left is a navigation sidebar with options: Basic Definition, Devices, Schedules, and Change Password. The main content area features a table with the following data:

Device ID	Description	Notification Method	Modify
brodsj@email	joe's e-mail account	E-mail	Yes

Below the table are navigation controls: < << >> >. At the bottom of the table area are buttons for 'View Details' and 'Modify'.

- 2 From the list of the devices assigned to you, select the device you wish to modify.
- 3 Click Modify.

Note: You can only modify a device that has Yes under the Modify heading. If you require this capability, contact your feature administrator.

Result: The following page appears.

NORTEL NETWORKS Device Assignments for Brodsj • Help

MESSAGE MAIL
Meridian Text Messaging

Basic Definition ▾
Devices ▾
Schedules ▾
Change Password ▾

Device ID	Description	Notification Method	Modify
brodsj@email	joe's e-mail account	E-mail	Yes

Device ID:

Description:

Language:

Notification Method:

Information required if Notification Method is *E-mail*

E-mail Address:

- 4 Make the necessary changes to the device.
- 5 Click Save to save the modifications, or Cancel to cancel the modifications.

Notification schedules page

Introduction

This section describes how to view and modify your notification schedules. Notification schedules indicate when messages are sent to you, and direct how they are sent.

You can set different schedules for every day of the week, as well as set a holiday and temporary schedule. A temporary schedule, if configured, has precedence over any other schedule. A Holiday schedule is referenced if the temporary schedule is not set and if the message delivery occurs on a date that has been configured as a holiday by the feature administrator.

Field and button descriptions

The following table describes the fields and buttons on the Notification Schedules pages.

Field or button	Description
Schedule	Shows when this notification schedule applies. Options: each day of the week, Holiday, and Temporary
Period	You can set up to five different periods in a notification schedule. During each period, you can customize where and how text messages are sent to you.
Start Time	Enter the start time for this period. Format: hh:mm Note: Start and end times may not overlap.
End Time	Enter the end time for this period. Format: hh:mm Note: Start and end times may not overlap.

Field or button	Description
Device	Select the pull-down arrow to choose which device text messages are sent to during this time period. You can only send messages to devices that are assigned to you. Note: Your feature administrator assigns devices to you.
Msg Type	Select the message type for which a notification text message should be generated. To select multiple message types, hold down the SHIFT or CONTROL key when selecting message types.
Apply this schedule to	If the schedule definition is also the same for other days, select the applicable days from this field. To select multiple schedule days, hold down the SHIFT or CONTROL key when selecting schedule days. This step is optional.
Submit	Click Submit to save your Schedule changes.

To modify your Notification Schedules

- 1 Click Schedules on the navigation bar.

Result: The Notification Schedules for *userid* page appears (where *userid* is the personal userid of the user).



- 2 Select which schedule to set (Monday, Tuesday,...., Temporary, Holiday).

Result: A page similar to the following appears.

The screenshot shows the 'Notification Schedules for Brodsj' web interface. The page has a blue header with the Nortel Networks logo and a 'Help' button. Below the header is a navigation menu with links for Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday, Holiday, and Temporary. The 'Monday' link is selected. The main content area contains a table with five rows for defining notification periods. Each row has columns for Period, Start Time, End Time, Device, and Msg Type. The first row is pre-filled with Period 1, Start Time 08:00, End Time 18:00, Device brodsj@email, and Msg Type Economy Standard. Below the table is a dropdown menu labeled 'Apply this schedule to:' with options for Tuesday, Wednesday, and Thursday. A 'Submit' button is located at the bottom of the form.

Period	Start Time	End Time	Device	Msg Type
1	08:00	18:00	brodsj@email	Economy Standard
2			brodsj@email	Economy Standard
3			brodsj@email	Economy Standard
4			brodsj@email	Economy Standard
5			brodsj@email	Economy Standard

Apply this schedule to: Tuesday, Wednesday, Thursday

Submit

- 3 Define up to five time periods by completing the Start Time, End Time, and Device.

Note: Only one device can be selected from the device list.

- 4 Select the message type for which a notification text message should be generated.

Note: Multiple message types can be selected from the MSG Type list by holding down the SHIFT or CONTROL key when selecting the MSG Type items

- 5 Click the Submit button to save your choices.

Result: Your choices are saved in the database.

- 6 To set other schedules, repeat steps 2 to 5.

- 7 If the schedule is the same for other days, select the applicable days from the Apply this schedule to: field, and click the Submit button.

Result: The schedule time periods are applied to the selected days.

Change Password page

Introduction

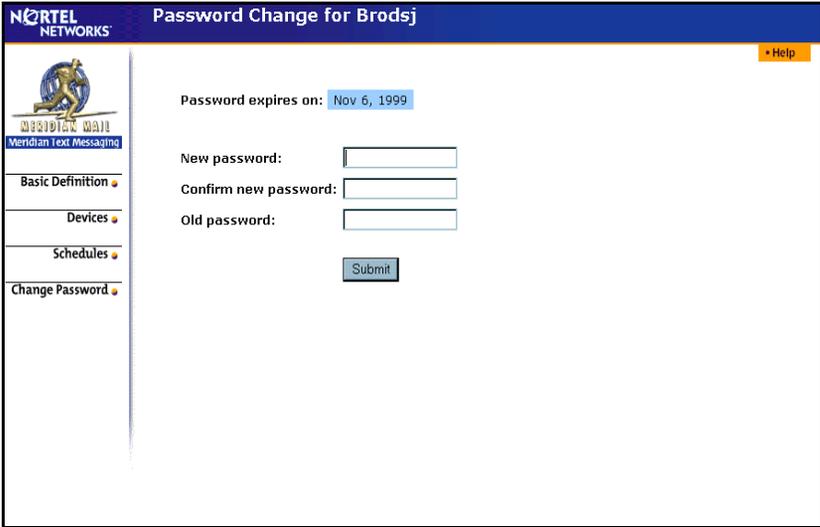
You are required to change your password the first time you login, and when your current password expires. The password expiry date is displayed on the Change Password page.

For security purposes, you should change your password regularly.

To change your user password

- 1 Click Change Password on the navigation bar.

Result: A page similar to the following appears.



The screenshot shows a web interface for changing a password. At the top, there is a blue header with the Nortel Networks logo on the left and the text "Password Change for Brodsj" in the center. A "Help" link is visible in the top right corner. On the left side, there is a vertical navigation menu with the following items: "Meridian Mail" (with a logo), "Meridian Text Messaging", "Basic Definition", "Devices", "Schedules", and "Change Password" (which is highlighted). The main content area displays "Password expires on: Nov 6, 1999". Below this, there are three input fields: "New password:", "Confirm new password:", and "Old password:". A "Submit" button is located below the "Old password" field.

- 2 Enter a new password. (Passwords cannot be the same as the previous password and must be 4–16 alphanumeric characters in length.)
- 3 To confirm the password change, enter the new password in the Confirm new password field.
- 4 Enter your old password to authorize the change.
- 5 Click Submit to save your password change.

Using the Send a Message web page utility

Introduction

You can compose and send a text message to a Meridian Text Messaging user from the application's Send a Message web page. When a message is composed and submitted, the recipient's applicable notification schedule is referenced to determine if the composed message is to be sent and, if so, to which device.

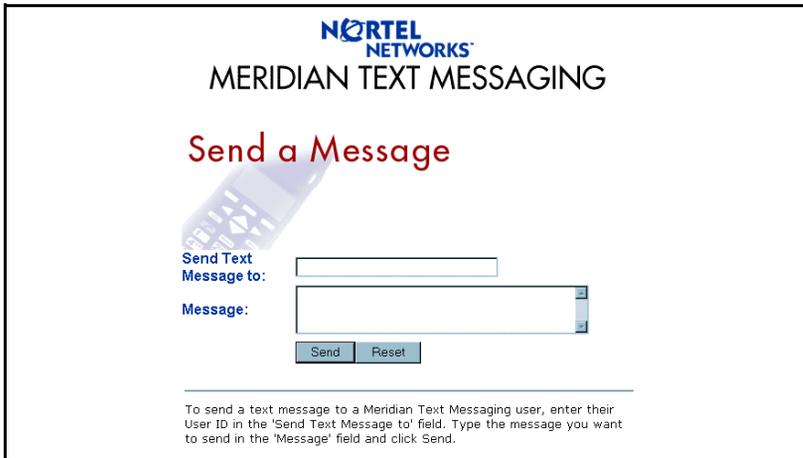
Note: The Send a Message web page utility does not impose a limit on the length of the message, however, the application truncates the message to the first 1000 characters if the message is delivered using the e-mail method. If the e-mail is for a PCS device, the number of characters actually delivered to the phone is determined by the SMSC. The application truncates the message to the first 160 characters if the message is delivered using the dial-up method.

To compose and send a message

- 1 Access the Send a Message web page.

Tip: The default URL for the page is:
<http://<webserver>/TextMessaging/TMCompose>

Contact your feature administrator for the URL information.




MERIDIAN TEXT MESSAGING
Send a Message

Send Text Message to:

Message:

To send a text message to a Meridian Text Messaging user, enter their User ID in the 'Send Text Message to' field. Type the message you want to send in the 'Message' field and click Send.

- 2 Enter the recipient's User ID in Send Text Message to field.
- 3 Enter a message in the Message field.
- 4 When you are ready to send the message, select Send.

Result: If the user ID is valid, the message “Request Queued” appears, otherwise, an error message appears. Select OK to return to the Send a Message page.

Invalid characters

An error message is displayed if any of the following characters are entered in the Administration pages:

“ ‘ _ % * ? > and <

Fields such as the Description fields allow the characters ‘ and _.

Chapter 9

SNMP configuration

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Section A: SNMP Support for Meridian Mail

In this section

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Overview

What is SNMP Support notification

In Meridian Mail, two new system management report features have been added—SNMP Support for SEERs and SNMP Support for OMs. The specification of these features are described in this chapter, as well as how to install, configure, and use them.

SNMP Notification

Meridian Mail 11 allows system administrators to specify a mailbox to receive a message when a SEER issued meets a specified criterion. In Meridian Mail, this functionality now allows SEER trigger notification via the Simple Network Management Protocol (SNMP).

When you install and enable the SNMP Notification feature, a SEER trigger causes an unsolicited message (an SNMP trap) to be broadcast to all SNMP Managers that are set up to receive the trap. The SNMP Managers then display the trap message to alert the system administrators of the SEER notification. The trap message contains the complete SEER, including the SEER number, SEER description, and SEER severity, which you must set to critical, major, or minor.

Below is a list of the user benefits for this feature:

- This feature provides prompt notification of system problems to system administrators. Its notification contains the complete SEER text, which is different from the SEER messages deposited into the Message Trigger Mailboxes.
- Some users have Message Trigger Mailboxes set up, but they do not have the Outcalling feature installed. SNMP Notification can be used as a remote notification mechanism for SEER alarms.
- Currently, together with remote notification, a SEER trigger can be used to notify two mailboxes and up to six remote notification (RN) devices. A maximum of six users can be notified. The SNMP Notification, however, can be broadcast to a larger number of users.

- This feature makes remote Meridian Mail system monitoring and centralized monitoring service possible.

SNMP Reports

This feature allows a system administrator to retrieve Enterprise Network traffic information via the SNMP.

When you install and enable SNMP Reports, network traffic data is retrievable from a network management system such as HP Openview via SNMP. The information that can be retrieved on a per site or per person basis are number of messages received, sent, and failed.

User benefits for this feature include

- allowing network traffic data to be collected and reports generated on a network basis via SNMP
- making it possible for network traffic data reports to be generated using SNMP

Setting up SNMP Support

Meridian Mail

All Meridian Mail platforms with an available data port are supported. One data port is required for connecting to the PC.

For more information about the system requirements for the PC and the SNMP Manager, refer to Chapter 2, “Requirements for the Meridian Mail PC software.”

Installing SNMP Support

Meridian Mail

The SNMP Notification or the SNMP Reports feature is automatically installed on all Meridian Mail systems during the installation or conversion process using the SNMP SEERs or SNMP OMs keycode. A data port has to be configured for connecting Meridian Mail to the PC. This is a generic ACCESS data port that is used to connect all adjunct PCs to Meridian Mail. The speed of the data port must be defined the same as the baud rate on the connecting COM port on the PC. A straight-through RS-232 cable and possibly a null-modem adapter is required to connect Meridian Mail to the PC.

For more information on SNMP services refer to the section “SNMP configuration for the PC” on page 299.

Configuring SNMP Support

Meridian Mail

If a Meridian Mail system has the SNMP Notification feature, or the SNMP Reports feature installed, or both, they appear on the General Options screen in General Administration.

General Administration		MORE ABOVE
General Options		
Text Notification (Version 1)	Disabled	Enabled
Alternate User Interface (Version 1)	Disabled	Enabled
Personal Mailbox Admin (Version 1)	Disabled	Enabled
SNMP Notification (Version 1)	Disabled	Enabled
SNMP Reports (Version 1)	Disabled	Enabled
Number of PMA users (Total / Maximum): 0 / No Limit		
Date Format for Administration and Maintenance Reports: mm/dd/yy yy/mm/dd dd/mm/yy		
Valid printer port/device names can be viewed by selecting View/Modify for each printer from Data Port Configuration in the Hardware Administration menu.		
SEER Printer Port Name: _____ (Blank implies the console port)		
Select a softkey >		
Save	Cancel	MORE BELOW

Although the SNMP Notification feature or the SNMP Reports feature is installed, or both, by default, they are not automatically enabled. In order to enable the SNMP Notification and SNMP Reports features, you must enable them from the General Options screen.

Once the SNMP Notification feature is enabled, you must configure SNMP Notification from the SEER Configuration screen. When a SEER message trigger occurs, a message is sent to the PC which, in turn, sends an SNMP notification (trap) to the SNMP Manager.

SEER configuration

To set up SEERs and SEER message triggers, use the System Event and Error Reports screen.

System Event and Error Reports		MORE ABOVE
SEER Configuration		
Printer:	Disabled	Enabled
Throttle Threshold Count:	5	Throttle Interval (hh:mm): 00:05
Severity Threshold:	Critical	Major Minor All
Type Threshold:	Error Admin	System All
Message Trigger Mailboxes:	Disabled	Enabled TrigOnly
Customer: 1	Mailbox:	
Customer: 1	Mailbox:	
Throttle Threshold Count:	5	Throttle Interval (hh:mm): 00:05
Severity Threshold:	Critical	Major Minor All
Type Threshold:	Error Admin	System
SNMP Notification:	Disabled	Enabled TrigOnly
Throttle Threshold Count:	5	Throttle Interval (hh:mm): 00:05
Severity Threshold:	Critical	Major Minor All
Type Threshold:	Error Admin	System
Select a softkey>		
Save	Cancel	

Field descriptions

The following table describes the fields on the System Events and Error Reports screen.

Field	Subfield	Description
Printer		Disabled stops printing any SEERs. Enabled prints all SEERs according to the definition of the following thresholds. Its default value is Enabled.
	Throttle Threshold Count	This field indicates the number of duplicate SEERs that must occur within the Throttle Threshold Interval at which time the duplicate SEER will be throttled for the remainder of the throttle threshold interval.

Field	Subfield	Description
	Throttle Interval	This field specifies the time period in hours and minutes (hh:mm) where the number of duplicate SEERs must exceed the Throttle Threshold Count value at which time the Printer Throttling is to occur.
	Severity Threshold	This selectable field, together with the Type Threshold field, indicates the minimum severity level a SEER must have for it to be sent to the SEER printer. Its values are Critical, Major, Minor, and All. In this field, All includes Info SEERs. Its default value is All.
	Critical, Major, Minor, All	Any SEERs that have the same or higher severity level are sent to the printer.
	Type Threshold	This selectable field, together with the Severity Threshold field, indicates the SEER type a SEER must have in order for it to be sent to the SEER printer. Its values are Error, Admin, System, and All. In this field, All includes Debug SEERs. Its default value is System.
	Error, Admin, System, All	Any SEERs that have the same or higher SEER type will be sent to the printer.

Field	Subfield	Description
Message Trigger Message		Disabled stops sending any SEERs to the Trigger Message Mailbox(es) including all trigger SEERs defined in the SEER Remap screen. Enabled sends SEER messages to the Trigger Message Mailbox(es) according to the definition of the following thresholds and the trigger SEERs defined in the SEER Remap screen. TrigOnly sends only SEER messages to the Trigger Message Mailbox(es) according to the special trigger defined in the SEER Remap screen. Its default value is Disabled.
	Throttle Threshold Count	This field indicates the number of duplicate SEERs that must occur within the Throttle Threshold Interval at which time the duplicate SEER is throttled for the remainder of the throttle threshold interval.
	Throttle Interval	This field specifies the time period in hours and minutes (hh:mm) where the number of duplicate SEERs must exceed the Throttle Threshold Count value at which time the Trigger Message Mailbox Throttling is to occur.
	Severity Threshold	This selectable field, together with the Type Threshold field, indicates the minimum severity level a SEER must have for it to be sent to the Trigger Message Mailbox(es). Its values are Critical, Major, Minor, and All. In this field, All includes Info SEERs. Its default value is Critical.
	Critical, Major, Minor, All	Any SEERs that have the same or higher severity level will be sent to the Trigger Message Mailbox(es).

Field	Subfield	Description
SNMP Notification	Type Threshold	This selectable field, together with the Severity Threshold field, indicates the SEER type a SEER must have for it to be sent to the Trigger Message Mailbox(es). Its values are Error, Admin, and System. Its default value is Admin.
	Error, Admin, System	Any SEERs that have the same or higher SEER type are sent to the Trigger Message Mailbox(es).
		This section appears only if the SNMP Notification feature is installed. Disabled stops sending any SEERs to the SNMP PC including all trigger SEERs defined in the SEER Remap screen. Enabled sends SEER messages to the SNMP PC according to the definition of the following thresholds and the trigger SEERs defined in the SEER Remap screen. TrigOnly only sends SEER messages to the SNMP PC according to the special trigger defined in the SEER Remap screen. Its default value is Disabled.
	Throttle Threshold Count	This field indicates the number of duplicate SEERs that must occur within the Throttle Threshold Interval at which time the duplicate SEERs are throttled for the remainder of the throttle threshold interval.
	Throttle Interval	This field specifies the time period in hours and minutes (hh:mm) where the number of duplicate SEERs must exceed the Throttle Threshold count value at which time the SNMP Notification Throttling occurs.

Field	Subfield	Description
	Severity Threshold	This selectable field, together with the Type Threshold field, indicates the minimum severity level a SEER must have for it to be sent to the SNMP PC. Its values are Critical, Major, Minor, and All. In this field, All includes Info SEERs. Its default value is Critical.
	Critical, Major, Minor, All	Any SEERs that have the same or higher severity level will be sent to the Trigger Message Mailbox(es).
	Type Threshold	This selectable field, together with the Severity Threshold field, indicates the SEER type a SEER must have for it to be sent to the SNMP PC. Its values are Error, Admin, and System. Its default value is Admin.
	Error, Admin, System	Any SEERs that have the same or higher SEER type are sent to the SNMP PC.

Test SNMP Notification

If the SNMP Notification feature is installed, a menu item called Test SNMP Notification is available on the System Event and Error Reports screen. You can use this to test if an SNMP notification can be sent to the PC. Since this is an unsolicited message, the test returns successfully as long as the message is sent successfully to the PC. It does not check to see if the PC application is registered. If it has not been registered, a SEER is issued on the SEER printer. This menu item is available regardless of the enable status of the SNMP feature.

SEER Remap Details

Because of changes in the SEER Configuration screen, the SEER Remap screen is now a read-only screen. Details can be added, modified, or deleted from the new SEER Remap Details screen by selecting an entry and selecting the softkeys Add, View/Modify, or Delete.

System Event and Error Reports					
SEER Remap Table					
	Remap Type	SEER	Severity	Mbox	SNMP
1	Specific	101 00		Y	Y
2	Range	101 02-20	Critical		
3	Class	102		Y	

Select a softkey>

Exit	Add	View/Modify	Delete	
------	-----	-------------	--------	--

```
System Event and Error Reports
Add SEER Remap Details
Remap Type:          Specific Range Class
SEER Class:          _____
SEER Number:         _____
Remap to Severity:  None Critical Major Minor Info
Mailbox Notification: No Yes
SNMP Notification:  No Yes

Select a softkey>
Save Cancel
```

SEER Class and SEER Number display differently depending on which Remap Type you select.

Installing the Management Information Base

Management Information Base

The Management Information Base (MIB) definition of the SNMP Support in Meridian Mail is based on SDMI version 1 and it can be used by any SMI v.1 compatible SNMP manager. The following pages contain a description of the MIB. A copy of it can be found in the following directory once you have SNMP installed: Windows\Program Files\Common Files\Meridian Mail\SNMP Supprt\Mib

In this directory, there are two MIB files:

- nt-ref.mib defines all Nortel Networks objects
- Nortel-mmail-SMIv1.mib defines all Meridian Mail objects

MIB file descriptions

nt-ref.mib

As more Nortel Networks products support SNMP, nt-ref.mib will be updated, therefore, the nt-ref.mib that is included with this feature may not be the most recent. If you already have a nt-ref.mib from another Nortel Networks product imported into your SNMP manager, make sure that your nt-ref.mib is an older version before you import the new MIB that comes with this feature. Compare the new MIB with the existing nt-ref.mib. If the only difference is the “mmail” definition, use the new MIB. If there are more differences and the “mmail” definition does not exist in your MIB, add the following line to your MIB using a text editor such as Windows NodePad.

```
mmail OBJECT IDENTIFIER ::= { meridian 10 }
```

Once “mmail” is added to your MIB, you can re-import this MIB into your SNMP manager such as HP Openview.

Nortel-mmmail-SMIv1.mib

You must also import this MIB into your SNMP manager so that it can understand the Meridian Mail formats.

Note: This MIB requires the nt-ref.mib to be imported first; otherwise, some references cannot be resolved.

Brief descriptions of MIB objects defined in this file

The following is a list of high-level objects for Meridian Mail. Each object is described in more detail in the following sections.

- mmSystem defines the Meridian Mail system table
- mmEvent defines all Meridian Mail events
- mmOperMeasurement defines the Meridian Mail operational measurement (OM) format
- mmExperimental is not currently used

Meridian Mail high-level object descriptions

mmSystem

mmSystem has the following objects:

- mmSysNumber is an integer containing the number of Meridian Mail systems that are connected to this proxy agent. Its value can be between 0 and 256.
- mmSysTable is an integer containing a list of entries containing the Meridian Mail system connected to this proxy agent. The number of entries is given by the value of sysNumber. The maximum number is 256 systems.
- mmSysEntry is an entry that contains information about the Meridian Mail system that is connected to this proxy agent and it has the following elements:
 - mmSysID is an integer that identifies the Meridian Mail system that is connected to this proxy agent. Its value can be between 1 and 32 767.
 - mmSysLinkName is a character string containing the name of the ICL link connecting this proxy agent to the Meridian Mail system. The name can be up to 30 characters long.

- `mmSysName` is a character string containing the name of the Meridian Mail system connected to this proxy agent. The name can be up to 30 characters long.
- `mmSysConnStatus` is an integer that indicates if the connection to the Meridian Mail system (for example, the ICL link) is up or down. Its value can be 0 (for down) and 1 (for up).

mmEvent

`mmEvent` has two trap formats:

- `mmEventSeer` defines the Meridian Mail trap format.
- `mmEventLink` defines the trap for up and down of the communication link (that is, ICL).

mmEventSeer

`mmEventSeer` has the following objects:

- `mmEventSeerTime` is a character string containing the Date/Time stamp of the SEER. It is 7 characters long.
- `mmEventSeerSeverity` is an integer containing the severity of the SEER. Its values are 1 (for critical), 2 (for major), 3 (for minor), and 4 (for info).
- `mmEventSeerType` is an integer containing the type of the SEER. Its values are 0 (for error), 1 (for admin), 2 (for system), and 3 (for debug).
- `mmEventSeerNumber` is an integer containing the SEER number. Its value can be between 1000 and 15 099.
- `mmEventSeerComponent` is a character string containing the source component of the SEER. It can be up to 4 characters long.
- `mmEventSeerNode` is an integer containing the node id on which the problem occurs. Its value can be between -1 and 16 where -1 means unknown.
- `mmEventSeerHWLoc` is a character string containing the hardware location of the problem. It can be up to 14 characters long.
- `mmEventSeerAction` is a character string containing the action string for the SEER. It can be up to 70 characters long.
- `mmEventSeerDesc` is a character string containing the problem description of the SEER. It can be up to 140 characters long.

- `mmEventSeerLNTC` is a character string containing the locale, physical node, and task information for the SEER. It can be up to 26 characters long.

There are four types of SEER traps:

- `mmEventSeerCritical` (1) contains the critical traps.
- `mmEventSeerMajor` (2) contains the major traps.
- `mmEventSeerMinor` (3) contains the minor traps.
- `mmEventSeerInfo` (4) contains the info traps.

mmEventLink

`mmEventLink` has the following types of traps:

- `mmEventLinkUp` (1) indicates that the connection between this proxy agent and Meridian Mail is up.
- `mmEventLinkDown` (2) indicates that the connection between this proxy agent and Meridian Mail is down.

mmOMTraffic

Currently, only the networking traffic information is defined in this object, namely, `mmOMTrafNetwork`.

mmOMTrafNetwork

`mmOMTrafNetwork` has the following objects:

- `mmOMTrNtwkNumLoc` is an integer containing the total number of Meridian Mail network locations for this system. It can be between 0 and 150.
- `mmOMTrNtwkTable` comprises a list of entries containing network traffic information (the number of messages received, sent, failed to send for each location).
- `mmOMTrNtwkEntry` is an entry containing the network traffic information for one network location indexed by the Meridian Mail system ID (`mmSysID`). It has the following elements:
 - `mmOMTrNtwkSiteId` is an integer indicating the site id of this location. It can be between 1 and 500.
 - `mmOMTrNtwkMsgRcvd` is a counter containing the number of messages received for this location.

- mmOMTrNtwkMsgSent is a counter containing the number of messages sent for this location.
- mmOMTrNtwkMsgFail is a counter containing the number of messages failed for this location.
- mmOMTrNtwkTotTable is a list of entries containing the total network traffic information (the total number of messages received, sent, and failed to send for all locations).
- mmOMTrNtwkTotEntry is an entry containing the network traffic information for all network locations indexed by the Meridian Mail system ID (mmSysID). It has the following elements:
 - mmOMTrNtwkTotMsgRcvd is a counter containing the total number of messages received for all remote locations of this system.
 - mmOMTrNtwkTotMsgSent is a counter containing the total number of messages sent to all remote locations of this system.
 - mmOMTrNtwkTotMsgFail is a counter containing the total number of messages failed to send for all locations.

Note: The counter variables are cumulative as long as the SNMP server is up and running. However, these variables are reset to 0 if the SNMP server is shut down. Link outages, on the other hand, do not cause these variables to be reset.

MAT configuration

Introduction

You must define the parameters on your PC for the MAT 6.5 configuration. Refer to the following scripts as an example of one type of configuration.

For more details on MAT configuration, refer to the *MAT 6 User Guide*.

Assumptions

You must have some knowledge of SNMP, MAT, and the configuration.

Example of MAT configuration

Devices

In the Devices file, you define the IP Address that sends the Meridian Mail traps to MAT.

```
# This file contains a list of specific devices to be monitored by
# Alarm Notification. As this file may be replaced during a software upgrade,
# it is suggested that any changes be made in a copy and the copy used.
#
#Meridian1 192.9.200.1 my_m1
#Meridian1 192.9.200.2
#Meridian1 sample_m1
#
#ITG 47.82.45.161
#ITG_ISDN_TRK 47.82.46.64
#ITG_IP_LINE 47.114.40.31
#
#User-provided devices should be added below this line.

MMAIL 47.235.14.142
```

Config

You define the Config file in MAT to understand Meridian Mail traps.

The following definitions contain device definitions for Nortel Networks supported # devices. As this file may be replaced during a software upgrade, it is suggested that any changes be made in a copy and the copy used.

Add user supplied device definitions below this comment line.

```
device MMAIL 6.1 6.2 6.3 6.4 {
```

```
1.3.6.1.4.1.562.3.10.1.2.1.1.0 integer $mmSysID "System ID"
1.3.6.1.4.1.562.3.10.2.1.1.0 string $mmEventSeerTime "Event Time"
1.3.6.1.4.1.562.3.10.2.1.2.0 integer $mmEventSeerSeverity "Severity"
1.3.6.1.4.1.562.3.10.2.1.3.0 integer $mmEventSeerType "Type"
1.3.6.1.4.1.562.3.10.2.1.4.0 string $mmEventSeerNumber "Error Code"
1.3.6.1.4.1.562.3.10.2.1.5.0 string $mmEventSeerComponent "Comp"
1.3.6.1.4.1.562.3.10.2.1.6.0 integer $mmEventSeerNode "Node"
1.3.6.1.4.1.562.3.10.2.1.7.0 string $mmEventSeerHWLoc "HWLoc"
1.3.6.1.4.1.562.3.10.2.1.8.0 string $mmEventSeerAction "Action"
1.3.6.1.4.1.562.3.10.2.1.9.0 string $mmEventSeerDesc "Operator Data"
1.3.6.1.4.1.562.3.10.2.1.10.0 string $mmEventSeerLNTC "LNTC" }
```

Scripts

This is one way you can define MAT to view Meridian Mail traps.

```
/******  
/* Scripts for Meridian Mail Traps */  
*****
```

```
/* Provide variables to map MMail severity values into words */  
counter infoseer:=4, minorseer:=3, majorseer:=2, criticalseer:=1;
```

```
script MMailScript {
```

```
    /* This rule looks for all Meridian Mail events and remaps them to MAT event  
    format */
```

```
rule check_critical {  
if ($CurrentTrapDevice="MMAIL") {  
/* print event to console */  
send(con,"MMail alarm: ",
```

```
$mmSysID," - " ,
$mmEventSeerTime," - " ,
$mmEventSeerSeverity," - " ,
$mmEventSeerType," - " ,
$mmEventSeerNumber," - " ,
$mmEventSeerComponent," - " ,
$mmEventSeerNode," - " ,
$mmEventSeerHWLoc," - " ,
$mmEventSeerAction," - " ,
$mmEventSeerDesc," - " ,
$mmEventSeerLNTC);

/* append event to log file */
send(MMAIL_file,"MMAIL alarm: ",

$mmSysID," - " ,
$mmEventSeerTime," - " ,
$mmEventSeerSeverity," - " ,
$mmEventSeerType," - " ,
$mmEventSeerNumber," - " ,
$mmEventSeerComponent," - " ,
$mmEventSeerNode," - " ,
$mmEventSeerHWLoc," - " ,
$mmEventSeerAction," - " ,
$mmEventSeerDesc," - " ,
$mmEventSeerLNTC);
```

Using SNMP Support for SEERs

You can set up a SEER message trigger from the SEER Configuration screen by setting a SEER SNMP Notification filter. Alternatively, if a message trigger is required on a specific SEER, it can be set up from the SEER Remap Table.

Once SNMP Notification is enabled, when a message trigger occurs, the SEER server sends a message containing the complete SEER text and its severity to the SNMP agents on the PC.

When the SNMP agent is notified,

- it translates the SEER message into a predefined MIB format and
- sends a trap (or notification) that includes full SEER text to one or more SNMP manager(s) as defined in the SNMP service.

The SNMP manager(s) displays the trap information on the screen to notify the system administrator.

Using MAT

SNMP Support for SEERs allows Meridian Mail to integrate with MAT 6.5. This supports SNMP traps, providing prompt notification to system administrators in case of system problems.

Known limitations

The SNMP Notification is only sent out as a datagram (that is, a message that does not require acknowledgment). If the communication software or the PC fails to receive the SNMP message because of a software or hardware problem, the SEER Notification is lost forever. While the SEER server does not resend the notification, it logs the notification.

Using SNMP Support for OMs

Network traffic data is available for retrieval only if OM Traffic Collection is enabled. This is done from the Operational Measurements Options screen. Details of how this is set up can be found in *Meridian Mail 12 System Administration Guide*.

Once the OM traffic has been collected, the SNMP manager(s) can then be set up to retrieve network traffic data. Details of how this is done is specific to the SNMP manager. Refer to “Installing the Management Information Base” on page 288 for the MIB structure.

Maintenance and support

Maintenance

Once you enable the SNMP Notification, no manual intervention is required. Every SEER message trigger should send an SNMP trap to the designated SNMP manager(s). However, if any of the following problems occurs, the SEER Notification is lost forever:

- The SNMP server fails to send the SEER Notification to the PC because of software or hardware communication problems.
- The SNMP manager or the client network is down or not functioning properly.
- If an SNMP message cannot be delivered, a new SEER of Class 35 is issued to indicate the problem. This SEER does not create another SNMP message.

This feature is only responsible to deliver an SNMP message from the Meridian Mail system to the SNMP agent on the PC, and then to the SNMP managers on the client PC. It is, however, the responsibility of the SNMP manager to display the SNMP trap.

Diagnostic tools

In order to troubleshoot or diagnose delivery problems, use the following tools.

Universal Link Message Analyzer

Universal Link Message Analyzer (ULMA) is a Meridian Mail utility that can be accessed from the Meridian Mail TOOLS level. It can be used to monitor the message going across the communication link between Meridian Mail and the PC.

SNMP Trap Monitor

A SNMP trap-monitoring tool in the Windows NT SDK can be used to monitor the number of traps going between the SNMP agent and the SNMP manager.

Section B: SNMP configuration for the PC

In this section

Overview	300
SNMP configuration	302
Configuring SNMP extension agents	303
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Overview

Introduction

The SNMP Configuration utility configures the SNMP extension agents necessary to use SNMP to transmit SEERS and OM data to a PC. The SNMP Configuration utility does not monitor the status of each connection. For this, you require proper network management software (such as MAT or HP Openview).

There are four possible system configurations:

1. A PC containing both an SNMP agent and an SNMP manager is connected to a Meridian Mail system using ICL over an RS-232 cable.
2. A PC containing an SNMP agent is connected to a Meridian Mail system using ICL over an RS-232 cable. One or more SNMP managers communicate with the agent over the corporate intranet.
3. A PC containing an SNMP agent is connected to a Meridian Mail system using ICL over an RS-232 cable. One or more SNMP managers communicate with the agent through the corporate firewall over the public Internet.
4. A PC containing an SNMP agent is connected to a Meridian Mail system using ICL over an RS-232 cable. One or more SNMP managers communicate with the agent through dial-up modems.

Note: The PC containing an SNMP agent does not have to be the same computer running ICL, as long as the two computers can communicate across a network. The computer running ICL must be directly connected to the Meridian Mail system over an RS-232 cable.

Installation sequence

1. Install SNMP extension agents (.DLLs).

The SNMP extension agents are installed when you select SNMP Reports and SNMP Notification during the PC applications installation. For more information on installing SNMP Reports and Notification, see “Installing Meridian Mail PC Applications” on page 49.

2. Configure SNMP extension agents with the SNMP Configuration utility.

For more information on configuring SNMP extension agents, see “Configuring SNMP extension agents” on page 303.

3. Configure SNMP logging with the SNMP Configuration utility.

For more information on configuring SNMP logging, see “To configure SNMP log files” on page 310.

4. Configure SNMP traps (SNMP Notification only).

For more information on configuring SNMP traps, see “To configure SNMP traps (SNMP Notification only)” on page 310.

SNMP configuration

Before you begin

1. Install and configure SNMP support for your OS (Windows 95 or NT). You must also start the SNMP service.
2. Install and configure network management software (such as MAT or HP Openview).
3. Configure SNMP support on your Meridian Mail system.

For more information on configuring SNMP support on your Meridian Mail system, see “Configuring SNMP Support” on page 280.

4. The PC application password needs to be set before SNMP can be used.

To set the PC application password, login as system admin via MMI. After a fresh installation of Meridian Mail on a system, this password is not set on that system.

SNMP cannot connect to that system until the password is set.

Configuring SNMP extension agents

Introduction

Use the following procedure to configure SNMP extension agents on your system.

Field and button descriptions

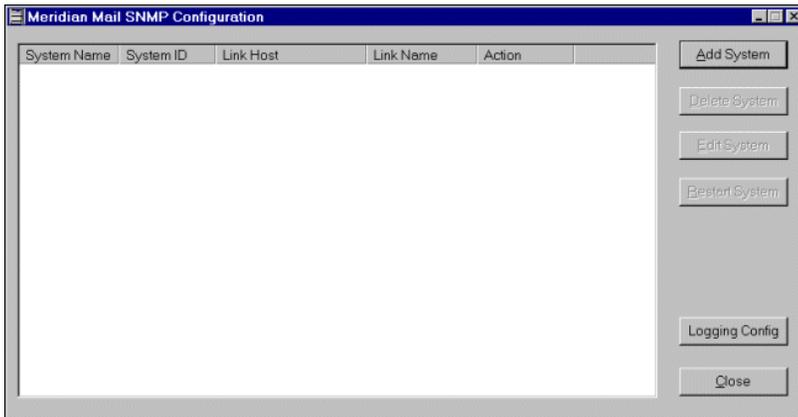
The following table describes the fields and buttons on the Meridian Mail System window.

Field or button	Description
System ID	The Meridian Mail system ID number. Preset: The next available system ID number.
System Name	The name of your Meridian Mail system. Preset: New System.
Password	The PC application password that you want to use for SNMP.
Confirm Password	Confirms the password that you want to use for SNMP.
Link Host Server	The name of the ICL server connected to your Meridian Mail system. The Link Host Server field accepts the IP Address and the full domain name of the host. Default: 127.0.0.1 (if unused)
Link Name	The name of the ICL link to use. Default: MM Link (if unused)
Monitor Network Traffic	Logs network traffic.
Notify of incoming SEERS	Logs SEERS reports.

To configure SNMP extension agents

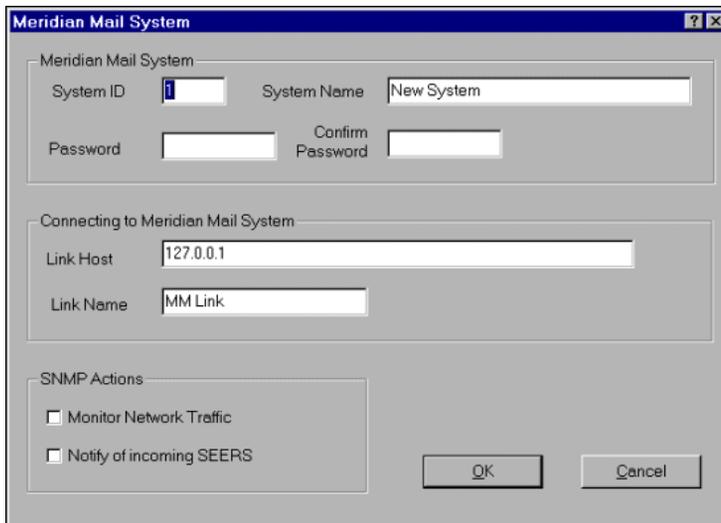
- 1 From the Windows desktop, click Start > Meridian Mail SNMP Support > SNMP Configuration to start the SNMP Configuration utility.

Result: The Meridian Mail SNMP Configuration screen appears.



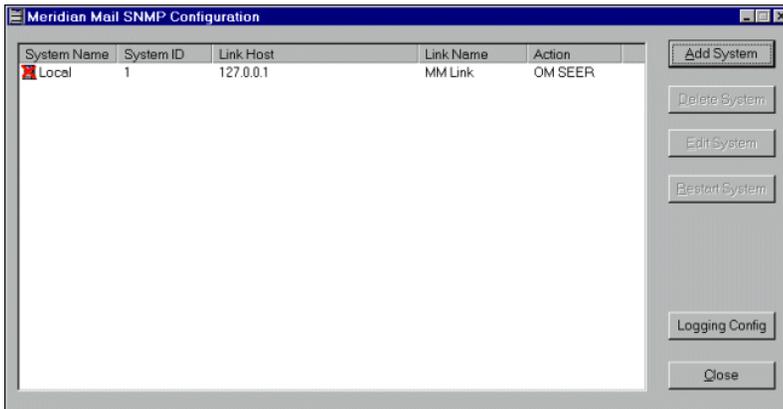
- 2 Click the Add System button.

Result: The Meridian Mail System screen appears.



- 3 In the System ID box, which is prefilled with the next available ID number, accept the default or enter the ID number (1–32 676) of your Meridian Mail system. If you have more than one Meridian Mail system, then each number must be unique.
- 4 In the System Name box, which is prefilled with New System, enter the name (up to 30 characters) of your Meridian Mail system.
- 5 In the Password box, enter the Meridian Mail PC admin password. This password is the same as the PC application password in the Meridian Mail system.
- 6 In the Confirm Password box, reenter the Meridian Mail PC admin password.
- 7 In the Link Host Server box, enter the IP address of the PC running ICL.
- 8 In the Link Name box, enter the name of the ICL used for SNMP. The Link Name is defined in the ICL Configuration utility.
- 9 In the SNMP Actions box, select the check boxes that you want to report.
- 10 Click OK.

Result: The Meridian Mail SNMP Configuration window appears. In the following example, the icon with a red cross through it indicates that the system is not currently monitored by the SNMP agent. The SNMP service must be restarted for SNMP monitoring to take effect.



- 11 Click Restart System.
- 12 When you finish, click Close to exit the program.

Note: The SNMP service needs to be restarted before the new setting takes effect.

To add additional systems

To add additional systems, follow the steps in the procedure “Configuring SNMP extension agents” on page 303.

Note: The SNMP service needs to be restarted before the new setting takes effect.

To modify a system

- 1 From the Windows desktop, click Start > Meridian Mail SNMP Support > SNMP Configuration to start the SNMP Configuration utility.
- 2 Select the system you want to modify.
- 3 Click the Edit System button.
- 4 Change the desired options. These options are identical to those found in “Configuring SNMP extension agents” on page 303.
- 5 Click OK.

Note: The SNMP service does not need to be restarted before the new setting takes effect.

To delete a system

Note: When working with a live system, you must stop the SNMP service before you can delete an SNMP system configuration.

- 1 From the Desktop, click the Start button, and then select Settings > Control Panel.
- 2 Select the Services tab and stop the SNMP service.
- 3 Click OK.
- 4 From the Windows desktop, click Start > Meridian Mail SNMP Support > SNMP Configuration to start the SNMP Configuration utility.
- 5 Select the system(s) you want to delete.

- 6 Click the Delete System button.
- 7 Click Yes to delete the system(s).

To restart the connection to a system

- 1 From the Windows desktop, click Start > Meridian Mail SNMP Support > SNMP Configuration to start the SNMP Configuration utility.
- 2 Select the system(s) you want to restart.
- 3 Click the Restart System button.
- 4 Click Yes to restart the system(s).

SNMP Log files

Introduction

Use the Logging Configuration window to configure the SNMP Log files.

Fields and button descriptions

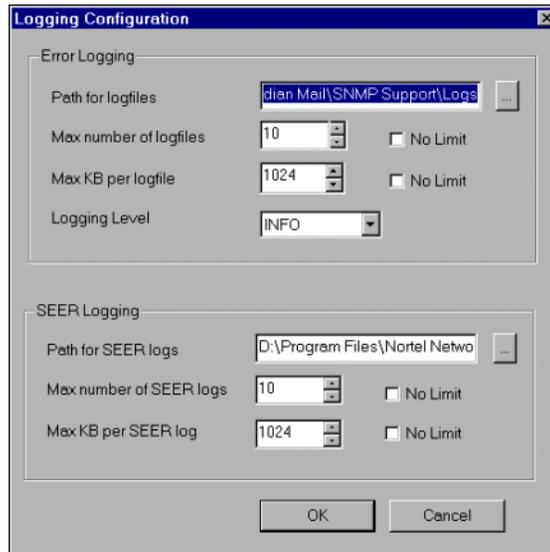
The following table describes the fields and buttons on the Logging Configuration window.

Field or button	Description
Path for logfiles	The directory path for the log files.
...	Browses the directory structure.
Max Number of logfiles	Sets the maximum number of log files. When this number is reached, the oldest message is deleted to make space for a new log file. Select the No Limit check box to allow an unlimited number of log files.
Max KB per logfile	Sets the maximum size of the log files. When this size is reached, a new log file is started. Select the No Limit check box to allow log files to be of any size.

Field or button	Description
Logging Level	Use this field to select the level of error message logging. Levels are <ul style="list-style-type: none">■ NONE—no message is logged.■ ERROR—only error messages are logged.■ WARNING—only error and warning messages are logged.■ INFO—only error, warning, and information messages are logged.■ DEBUG—all messages are logged; a separate logging file for the ICL client is created.
Path for SEER logs	The directory path for the SEER logs.
Max Number of SEER logs	Sets the maximum number of SEER logs. When this number is reached, the oldest message is deleted to make space for a new SEER log. Click the No Limit check box to allow an unlimited number of SEER logs.
Max KB per SEER logs	Sets the maximum size of the SEER log. When this size is reached, a new SEER log is started. Click the No Limit check box to allow SEER logs to be of any size.
OK	Click OK to save your changes and to close the window.
Cancel	Click Cancel to close the window without saving your changes.

To configure SNMP log files

- 1 From the Windows desktop, click Start > Meridian Mail SNMP Support > SNMP Configuration to start the SNMP Configuration utility.
- 2 Click Logging Config.



- 3 Set your error configuration path and logging options.
- 4 Set your SEER path and logging options.
- 5 Click OK.

Note: The SNMP service does *not* need to be restarted before the new logging setting takes effect.

To configure SNMP traps (SNMP Notification only)

After you configure the SNMP extension agents for Meridian Mail support, you must set up the SNMP traps. SNMP traps are only required for SNMP SEERS notification.

Windows NT

You may need your Windows NT CD-ROM.

- 1 From the Desktop, click the Start button, and then select Settings > Control Panel.
- 2 Click the Networks icon.
- 3 Click the Services tab, and then click SNMP Service.
- 4 Click Properties.
- 5 Click the Traps tab.
- 6 Click Add underneath Traps Destination.
- 7 In the Add Item box, enter the IP address of the SNMP Manager, and then click Add.
- 8 Click OK.
- 9 In the Control Panel, click the Services icon.
- 10 Select SNMP and then click Start.

Windows 95/98

Before you can configure the SNMP extension agents, you must have already installed the SNMP service and the System Policy Editor. You may need your Windows 95/98 CD-ROM.

- For Windows 95 OSR2, the System Policy Editor is found at `\admin\apptools\poledit`.
 - For Windows 98, the System Policy Editor is found at `\tools\reskit\netadmin\poledit`.
- Note:** Only a qualified administrator should edit the registry.
- 1 Start the Policy Editor.
 - For Windows 95, click the Start button, and then select Programs > Accessories > System Tools > System Policy Editor to start the System Policy Editor.
 - For Windows 98, click the Start button, and then select Programs > Accessories > System Tools > System Policy Editor to start the System Policy Editor.
 - 2 From the menu bar, select File > Open Registry.
 - 3 Click the Local Computer icon.
 - For Windows 95, click Network, and then click SNMP.
 - For Windows 98, click Windows 98 System, and then click SNMP.

- 4** Select the check box beside Select Traps for 'Public' community.
- 5** Click the Show button beside Trap configuration.
- 6** Click Add.
- 7** In the Add Item box, enter the IP address of the SNMP Manager, and then click OK.
- 8** Click OK.
- 9** Restart the PC.

Chapter 10

PC SysOps software

In this chapter

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Upgrading or installing additional Meridian Mail PC applications	315
Repairing or reinstalling a PC application	325
Uninstalling a PC application	331
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Introduction

The PC SysOps software provides you with several options for your Meridian Mail PC applications:

- Install Meridian Mail PC applications for the first time.
- Install additional PC applications to your system.
- Upgrade Meridian Mail PC applications to a newer version.
- Repair existing Meridian Mail PC applications. When you repair an application, the PC SysOps software looks for missing application files and then replaces them.
- Reinstall existing PC applications. When you reinstall an application, the PC SysOps software overwrites all the existing files for that application.
- Uninstall your existing PC application.

IF	THEN
you are installing Meridian Mail PC applications for the first time	proceed to “To install Meridian Mail PC Applications for the first time” on page 49.
you are upgrading existing Meridian Mail PC applications or installing additional Meridian Mail PC applications	proceed to “Upgrading or installing additional Meridian Mail PC applications” on page 315.
you are repairing or reinstalling existing Meridian Mail PC applications	proceed to “Repairing or reinstalling a PC application” on page 325.
you want to remove existing Meridian Mail PC applications	proceed to “Uninstalling a PC application” on page 331.

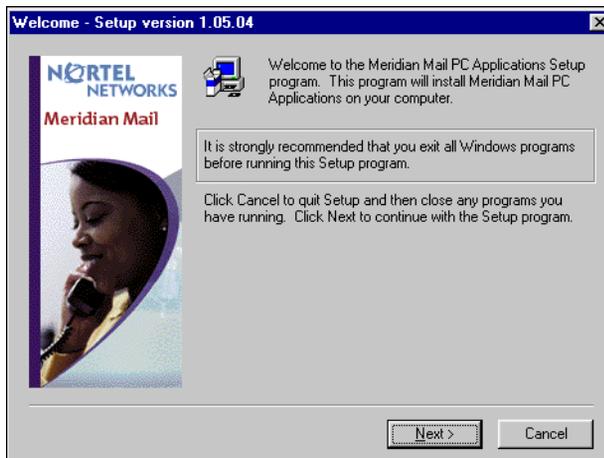
Before you begin the installation, exit any running Windows applications. To exit the Setup Wizard at any time, click Cancel.

Upgrading or installing additional Meridian Mail PC applications

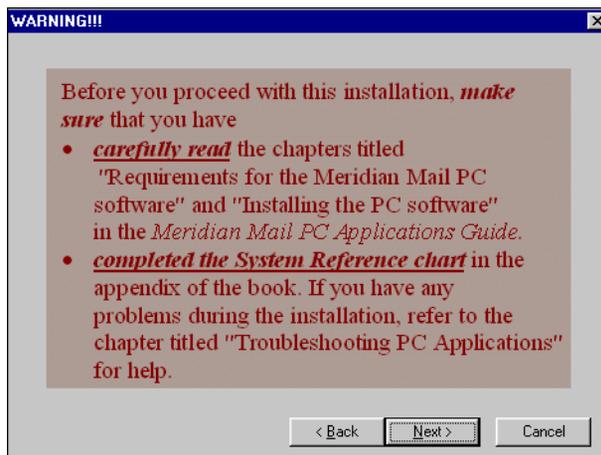
The Upgrade option copies newer versions of applications to your computer. When you upgrade applications, your current configuration files are preserved.

The Install option installs additional applications to your computer. You cannot install applications that you already have on your computer. Instead, use the Uninstall option first.

- 1 The SysOps Setup Wizard starts. Click Next.



- 2 Read the onscreen warning and follow its instructions.

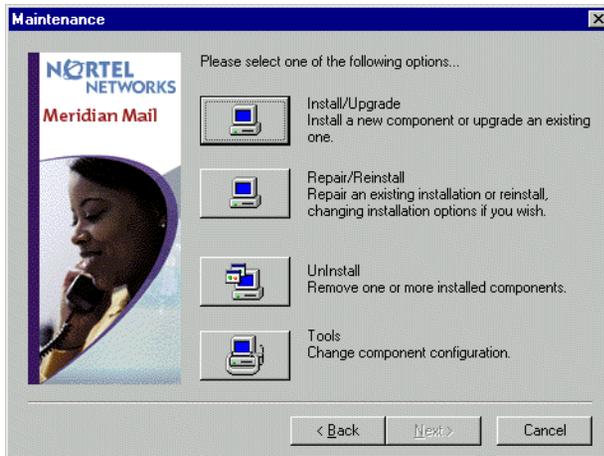


Click Next to continue.

- 3 Click Yes to accept the Meridian Mail PC Applications licensing agreement.

Note: If you do not accept the agreement, then you exit the SysOps program.

- 4 The SysOps Maintenance window appears.



Click the Install/Upgrade button.

- 5 The SysOps Setup Wizard checks to see what components can be installed or upgraded on your system. If it detects a problem, then the SysOps Setup Wizard shows the components that cannot be installed or upgraded. Click Next to continue.
- 6 The SysOps Setup Wizard shows all of the applications that can be installed or upgraded on your machine. These can vary from those in the screen below.

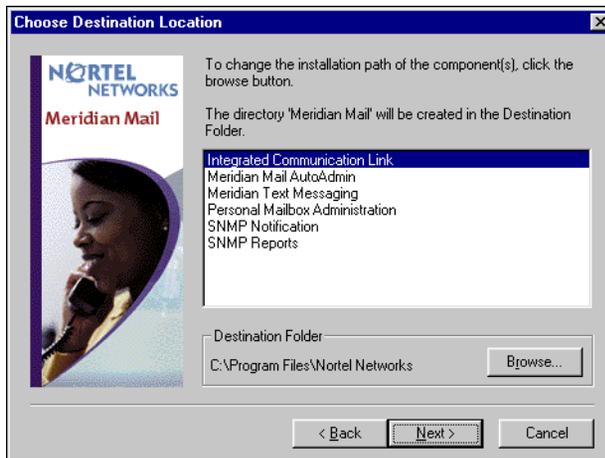


Select the check boxes next to the applications that you want to install or upgrade. After you have selected all of the desired applications, click Next.

Note: If you do not have ICL installed or selected to be installed and you have selected PC applications that require ICL, then the SysOps Setup Wizard issues a warning. Click No to proceed with the installation. The applications can work if they can communicate with a computer that has ICL installed.

Attention: If any applications are running that cannot automatically be stopped, the SysOps Setup Wizard warns you. If you do not manually quit these applications, then Setup can fail.

- 7 The SysOps Setup Wizard shows the network services that are temporarily shut down during installation. Click Next to continue.
- 8 The SysOps Setup Wizard shows the destinations for all applications that you want to install or upgrade.



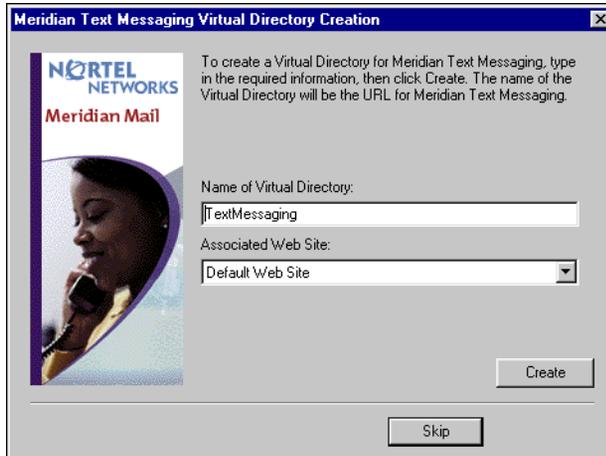
- a. To change a component location, select that application, and then click Browse.
- b. Change the installation directory and then press OK.
- c. Repeat the above process for each component that you want to change the installation directory.
- d. When you are finished, click Next.

Note: Once an application has been installed, its path is fixed. To change the location of an application, you must first uninstall it, then install it again.

- 9 The SysOps Setup Wizard lists all of the applications that it will install. Click Next to install the applications.

Result: The PC applications are installed. During the installation, the SysOps Setup Wizard stops and then restarts IIS and Microsoft SMTP services (if installed).

- 10 If you have just installed Personal Mailbox Administration, the Virtual Directory Creation window appears.

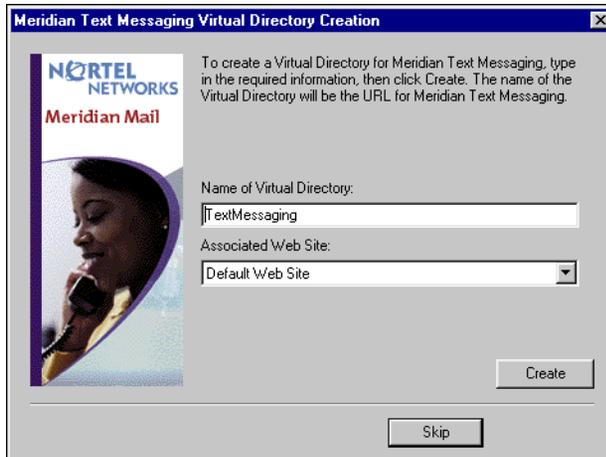


The Virtual Directory Creation window sets the virtual directory and associated web site. Nortel Networks recommends that you keep the default virtual directory and associated web site.

A virtual directory points to a real directory on the web server, but hides the pathname to create a simpler URL. For example, if there is a virtual directory called PMA on the web server called PCApps, then a browser can reach the directory at <http://PCApps/PMA>.

Click Done.

- 11 If you have just installed Meridian Text Messaging, the Virtual Directory Creation window appears.

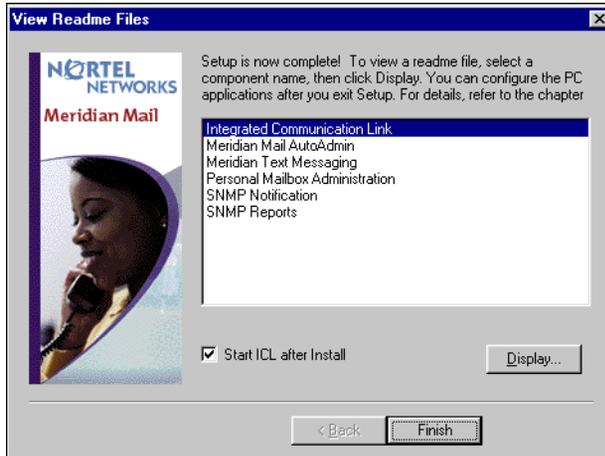


The Virtual Directory Creation window sets the virtual directory and associated web site. Nortel Networks recommends that you keep the default virtual directory and associated web site.

A virtual directory points to a real directory on the web server, but hides the pathname to create a simpler URL. For example, if there is a virtual directory called TextMessaging on the web server called PCApps, then a browser can reach the directory at <http://PCApps/TextMessaging>.

Click Done.

- 12 The SysOps Setup Wizard lists the Readme.txt files for the applications that you installed. To view a Readme.txt file, select the application, and then click Display.



When you are finished with the Readme.txt files, click Next.

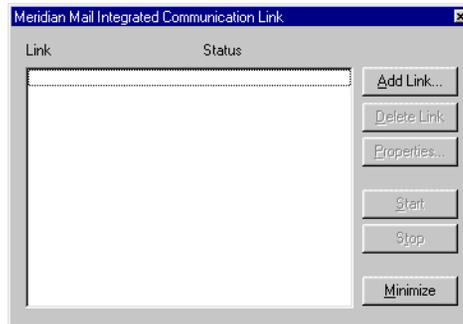
Note: If you do not want ICL to start after you reboot, clear the Start ICL after Install check box.

- 13 If you are prompted to restart your computer, click Finish to restart your computer.

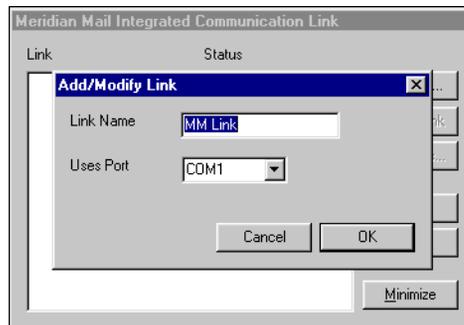
Integrated Communication Link

- 14** If you have installed the Integrated Communication Link (ICL) and selected Start ICL after Install, then the following screen appears.

Note: If you have restarted your computer, this screen appears on bootup. It may be hidden by your login screen or other windows that appear on bootup.



- a. Click the Add Link button.



- b. In the Link Name box, enter the name of the link. The name of the link
- can be 1–19 alphanumeric characters long
 - can include single spaces, except before or after the text
 - cannot be "SysOps" or any capitalization variant of the word
- c. Click the pull-down button next to Uses Port, and select the port.
- d. Click OK.

- e. If you are creating the first link for a COM port, then the Modify Connection window appears.



- f. Click the pull-down button next to Protocol to set the communication protocol. For Meridian Mail 13, the only available protocol is ACCESS.
- g. Click the pull-down button next to Baud Rate to set the baud rate. The baud rate must match the rate for the ICL port on the Meridian Mail system.
- h. Click OK.
- 15 Click Minimize. The ICL runs in the background at all times.
- 16 The installation is complete. You can now configure any applications that you have installed.

IF	THEN
you want to configure ICL	see Chapter 5, “Integrated Communication Link.” Note: If you have already configured ICL, then you do not need to do it again.
you want to configure AutoAdmin	see Chapter 6, “AutoAdmin Configurator.”
you want to configure PMA	see Chapter 4, “Configuring web-based applications.”
you want to configure Meridian Text Messaging	see Chapter 4, “Configuring web-based applications.”

IF

THEN

you want to configure SNMP
Notification or SNMP Reports

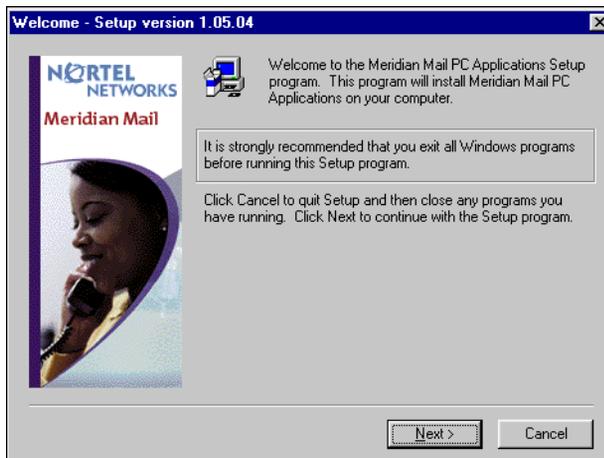
see Chapter 9, “SNMP configuration.”

Repairing or reinstalling a PC application

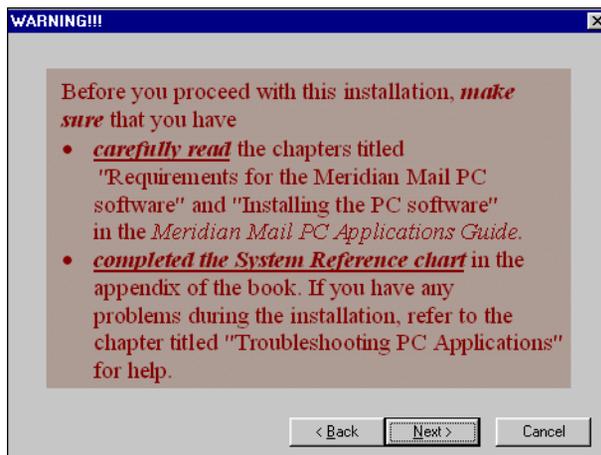
The Repair option copies over damaged program files and replaces missing files, but keeps your configuration files intact. The Repair option can be faster than a full reinstallation.

The Reinstall option copies over both the program files and your configuration files.

- 1 The SysOps Setup Wizard starts. Click Next.



- 2 Read the on-screen warning and follow its instructions.

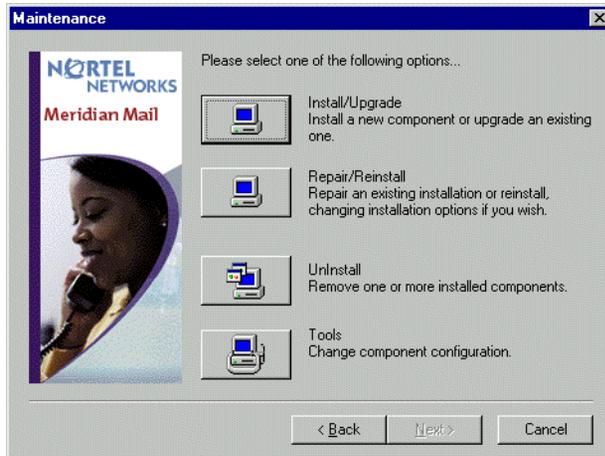


Click Next to continue.

- 3 Click Yes to accept the Meridian Mail PC Applications licensing agreement.

Note: If you do not accept the agreement, then you exit the SysOps program.

- 4 The SysOps Maintenance window appears.



Click the Repair/Reinstall button.

- 5 The SysOps Maintenance Wizard checks to see what components can be repaired or reinstalled on your system. Click Next to continue.

Attention: If you select reinstall, then you overwrite your components. "Overwriting" means that *all* data files and configuration settings are deleted and set to defaults.

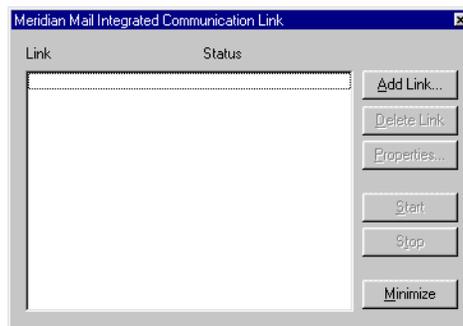
- 6 The SysOps Maintenance Wizard shows all applications that you have installed on your computer. Click the check boxes beside all the applications that you want to repair or reinstall, then click Next.
- 7 The SysOps Maintenance Wizard lists all applications that you have selected. By default, the SysOps Maintenance Wizard repairs these applications. To reinstall some or all applications, select the check boxes beside the applications that you want to reinstall, then click Next.
- 8 The SysOps Maintenance Wizard lists all applications to be repaired or reinstalled. Click next.

Result: The SysOps Maintenance Wizard repairs or reinstalls the selected applications.

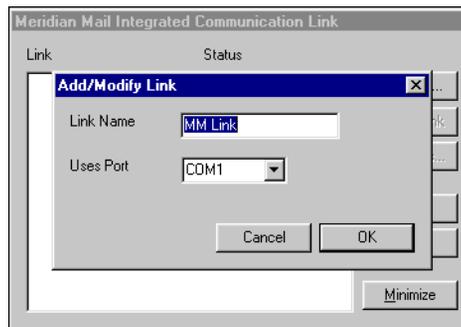
Integrated Communication Link

- 9 If you have reinstalled Integrated Communication Link (ICL) and selected Start ICL after Install, then the following screen appears. If you have repaired the ICL, then you might not need to reconfigure the software.

Note: If you have restarted your computer, this screen appears on bootup. It may be hidden by your login screen or other windows that appear on bootup.



- a. Click the Add Link button.



- b. In the Link Name box, enter the name of the link. The name of the link
- can be 1–19 alphanumeric characters long
 - can include single spaces, except before or after the text
 - cannot be “SysOps” or any capitalization variant of the word

- c. Click the pull-down button next to Uses Port, and select the port.
- d. Click OK.
- e. If you are creating the first link for a COM port, then the Modify Connection window appears.



- f. Click the pull-down button next to Protocol to set the communication protocol. For Meridian Mail 13, the only available protocol is ACCESS.
 - g. Click the pull-down button next to Baud Rate to set the baud rate. The baud rate must match the rate for the ICL port on the Meridian Mail system.
 - h. Click OK.
- 10** Click Minimize. The ICL runs in the background at all times.
- 11** The reinstallation is complete. You can now configure any applications that you have reinstalled. If you have repaired the software, then you might not need to reconfigure it.

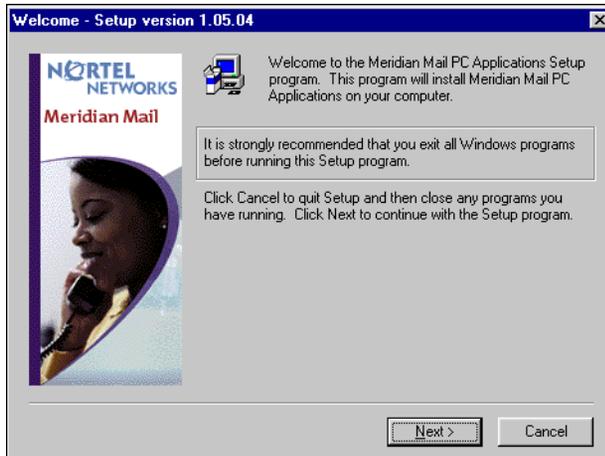
IF	THEN
you want to configure ICL	see Chapter 5, “Integrated Communication Link.” Note: If you have already configured ICL, then you do not need to do it again.
you want to configure AutoAdmin	see Chapter 6, “AutoAdmin Configurator.”
you want to configure PMA	see Chapter 4, “Configuring web-based applications.”

IF	THEN
you want to configure Meridian Text Messaging	see Chapter 4, “Configuring web-based applications.”
you want to configure SNMP Notification or SNMP Reports	see Chapter 9, “SNMP configuration.”

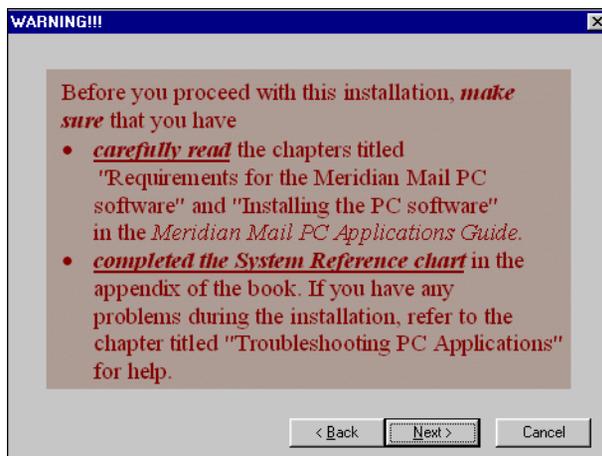
Uninstalling a PC application

The Uninstall option removes applications from your computer, including the Registry entries. You must uninstall an application before you can perform a fresh installation.

- 1 The SysOps Setup Wizard starts. Click Next.



- 2 Read the on-screen warning and follow its instructions.

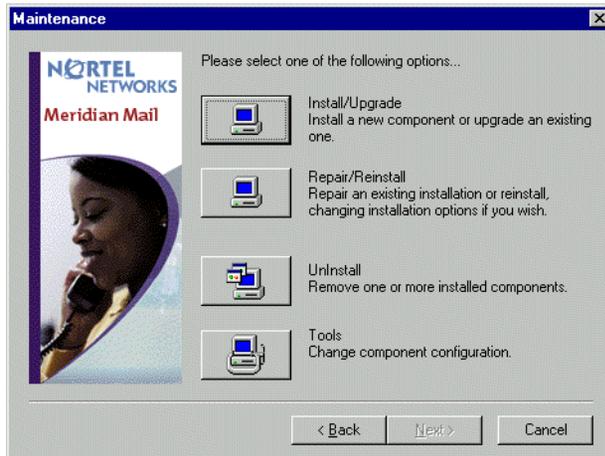


Click Next to continue.

- 3 Click Yes to accept the Meridian Mail PC Applications licensing agreement.

Note: If you do not accept the agreement, then you exit the SysOps program.

- 4 The SysOps Maintenance window appears.



Click the Uninstall button.

- 5 The SysOps Maintenance Wizard shows all applications that you have installed on your computer. Select the check boxes beside all of the applications that you want to uninstall; then click Next.
- 6 The SysOps Maintenance Wizard lists all applications that you have selected and deletes these applications. Click Finish to exit the SysOps Maintenance Wizard.

PC SysOps Tools

Introduction

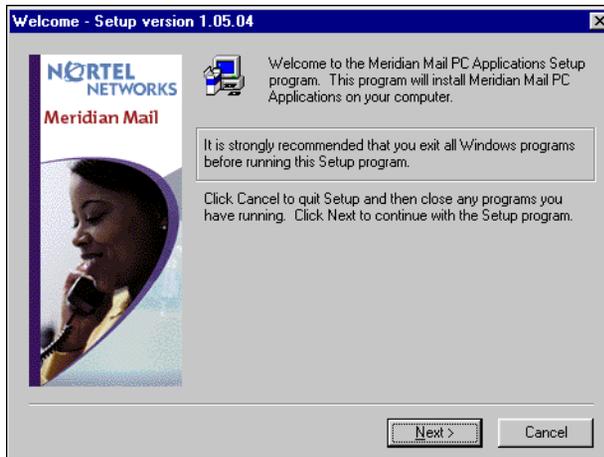
The SysOps software provides you with several tools to make installing the PC applications easier. The Tools option only appears if you have installed Personal Mailbox Administration or Meridian Text Messaging.

The following tools exist:

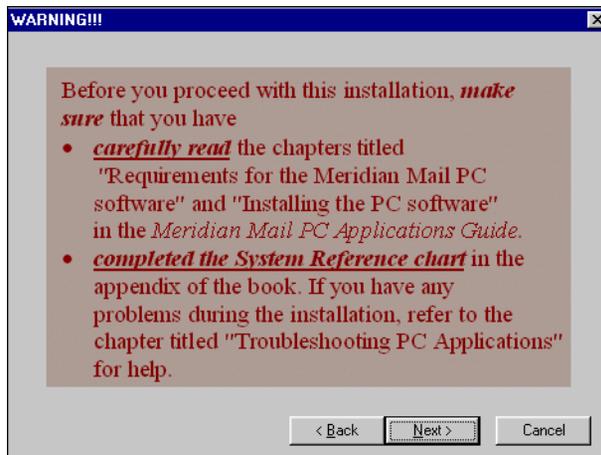
- PMA Virtual Directory Creation
- Meridian Text Messaging Virtual Directory Creation

To use the SysOps Tools

- 1 The SysOps Setup Wizard starts. Click Next.



- 2 Read the on-screen warning and follow its instructions.

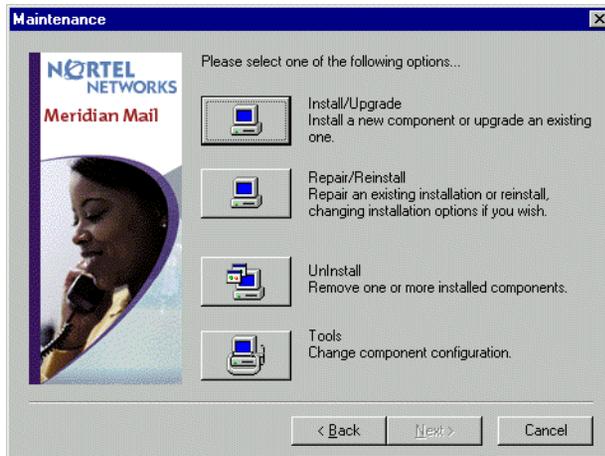


Click Next to continue.

- 3 Click Yes to accept the Meridian Mail PC Applications licensing agreement.

Note: If you do not accept the agreement, then you exit the SysOps program.

- 4 The SysOps Maintenance window appears.



Click on the Tools button to bring up the SysOps Utilities Wizard.

- 5 There are two options:
 - PMA Virtual Directory Creation
 - Meridian Text Messaging Virtual Directory Creation

Note: Options only appear for features that you have installed.

Select the options you want.

- 6 The virtual directory creation tools are the same as the wizards that appear during installation. For more information, see “To create application administrators (optional)” on page 62.

Chapter 11

Troubleshooting PC Applications

In this chapter

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Overview

Introduction

This chapter contains troubleshooting information you need if you encounter a problem with the PC applications associated with Meridian Mail.

The chapter provides troubleshooting charts, application messages, and system event and error reports (SEERs) with causes and corrective measures.

Installation troubleshooting

General troubleshooting

A few problems are common to PC installations. If you experience problems with the Setup program, try any of the following suggestions that apply to the situation:

- If your computer is running Windows NT, ensure that your user account has full local administrative privileges.
- Before running setup, shut down all running applications.
- Stop any nonessential services.
- Disable any virus protection programs.
- For Windows 95/98, ensure that there are no system policies in place that prevent you from modifying the registry, writing files anywhere on the hard disk, or modifying system files. You require an account with full local rights for a successful installation.
- Remove all programs from your Startup group, restart the computer, and run setup.
- The media on which you received the setup program may be corrupt. This is more likely with web downloads. If Setup consistently has trouble, especially on different machines, obtain a new copy of the program.
- Ensure that you have plenty of hard disk space on both your system volume and the volume(s) onto which you are installing. After installation, you should have a minimum of 30 Mbytes free space, plus the amount that your machine has reserved for caching.
- If you are performing any action other than an installation and you cannot get it to work, try to uninstall the old application, and then perform a fresh install.
- If you have trouble performing an uninstall, try installing the problem application again, and then immediately run an uninstall.

Installation solutions

Use the following table to solve any problems encountered during the installation of the PC Applications.

Problem	Solution
<p>CD is in the CD-ROM drive, but Setup does not run.</p>	<p>Autorun is likely disabled on the computer.</p> <ul style="list-style-type: none"> ■ Use Explorer to locate and run the Setup.exe file. ■ Use the Add-Remove Programs Control panel to start the installation. Open the control panel. Click Install, then follow the instructions on the screen.
<p>Setup program indicates an error stopping, or stopping a service. (Windows NT only).</p>	<p>Before clicking OK, go to the Start menu and select Settings: Control Panel.</p> <ol style="list-style-type: none"> 1 Double-click on the Services icon. You should see the services dialog box. 2 Locate the service to stop. 3 If the status column contains text, then select the service name, and then click Start/Stop. 4 If the status column does not contain text, then you can safely continue the installation. 5 If the service still does not start/stop, then you can try to continue the installation, however, it may not be successful.
<p>“File(s) failed to self-register.”</p>	<p>Start a command prompt or go to Start:Run. Type regsvr32 followed by the name of the file that did not register properly. Your software should now work correctly.</p>

Problem**Solution**

“Sorry, installation of <application name> cannot proceed.”

An application that you are installing or upgrading has not been installed properly.

- Usually, a message giving more insight into the problem precedes this message.
- If you were performing an upgrade, repair, or reinstall, then it is possible that your data has been corrupted.
- If the application was working properly before running setup, then restore a backup before you attempt to run Setup again.
- This message only refers to the single named application. Other applications that you may be installing are probably unaffected.

While running setup system responds with: “An internal error has occurred.”

Retry the installation.

If this error persists after you retry the installation, then follow the steps in the general troubleshooting to gather needed information before contacting your support organization.

To create virtual directories

A virtual directory points to a real directory on the web server, but it is easily accessed through a URL. For example, if there is a virtual directory called PMA on the web server torweb, then a browser can reach the directory at `http://torweb/pma`.

You must create separate virtual directories for PMA and Meridian Text Messaging:

- For PMA, you need one virtual directory for each customer or networking group that uses PMA.

- For Meridian Text Messaging, you need two virtual directories (one for the users and one for the administrator).
- 1 From the Windows NT Desktop, click Start > Programs > Windows NT 4.0 Options Pack > Microsoft Internet Information Server > Internet Service Manager.
- 2 In the Explorer window, select the Default web site for the computer hosting the web application.

The web site can be found at Console Root\Internet Information Server*host_computer*\Default Web Site where *host_computer* is the NT server which has the web application installed.

- 3 Click the right mouse button and select New > Virtual Directory.
- 4 Enter an alias for this virtual directory. Make sure that it is a descriptive name that the user understands for the customer or location.

Example: In http:\torweb\pma the alias would be pma.

- 5 Enter the physical path to the directory containing the PMA files.

Example: C:\Program Files\Nortel Networks\Meridian Mail\Personal Mailbox Admin\PMA Web Site

- 6 Leave the default permissions on the virtual directory. The default permissions are

- Read Access
- Script Access

To be able to access log files, click the Allow Directory Browsing check box.

- 7 Click Finish to create the virtual directory.
- 8 Repeat the above for each additional virtual directory that you want to create for the application. The web-based applications require different virtual directories:

- For PMA, you need one virtual directory for each customer or networking group that uses PMA.
- For Meridian Text Messaging, you need two virtual directories (one for the users and one for the Meridian Text Messaging administrator).

When you finish creating virtual directories for that application, click Done.

Note: All virtual directories will point to the same directory on disk.

- 9 Repeat the above process for the remaining web-based application.

Contacting Support

Collect the following information before you contact your support organization:

- SetupLog_*.log files
 - These files are found in%COMMONFILES%\Meridian Mail.
- Windows NT registry
 - To dump the registry to a file, run regedit. From the Registry menu, select Export Registry File.
- Uninst.isu and Uninst.ini files
 - These files are found in the directories of troublesome applications.
- each application's log files

Personal Mailbox Administration troubleshooting

Use of log files

When you use Personal Mailbox Administration (PMA), log files are created that provide a history of the application.

The log files are stored in the directory set by the administrator via the Logging Options web page. If the logging directory is under the PMA web site, then you can read it over the web. You can also view log files using Notepad.

Log file names are in the format <VirtualDirectory>YYYYMMDD.log.

Example

The following is a log file name and date stamp:

PMA19990531.log for May 31, 1999 log

If a file has reached its maximum capacity during a day, it starts a new log file called <VirtualDirectory>YYYYMMDD.n.log, where n is the next number in the sequence of log files for the day.

You must turn on Allow Directory Browsing in the virtual directory to do this.

Set the permissions on any web-accessible directory to PMA_Admin.

What log files contain

PMA log files contain

- details of what users did
- details of errors, including error codes
- details useful to developers for debugging

Example

The following listing shows how the contents of a log file appear:

1999/05/28	12:29:18	System	Initializing System object with customer 1
1999/05/28	12:29:18	System	Initializing System object with link name Lab12
1999/05/28	12:29:18	System	Initializing System object with link machine name 47.235.13.32
1999/05/28	12:30:59	Login	Login request for mailbox 8053 from IP 47.235.11.113
1999/05/28	12:30:59	Login	Attempting to log in to mailbox8053
1999/05/28	12:30:59	Logon Pool	Inside AddLogin
1999/05/28	12:30:59	LogonPool	About to create a new logon instance
1999/05/28	12:30:59	LogonPool	Just created logon instance. About to call Init

Windows NT Event Log Viewer

PMA uses the Windows NT event log to store error and warning messages. The Windows NT event log stores logon requests and failures. Events are stored in the Application log. You can read events with the standard Windows NT Event Viewer. To locate the event viewer on your PC, use the following path:

Start > Programs > Administrative Tools > Event Viewer

You may encounter the following stored errors:

- unexpected return values from Meridian Mail
- problems with connection to the Integrated Communication Link
- configuration problems that cause errors

PMA error messages

While using PMA, you may encounter an error message. The following table lists error messages and possible solutions.

Error message	Solution
The web server has not been set up with information on how to connect to Meridian Mail. Please contact your administrator.	Integrated Communication Link (ICL) details have not been set up. Go to the administration web pages, choose Communication Links, and enter a valid server and name for the ICL.
There was a problem with the network sockets connection to the link with Meridian Mail.	Can be caused by a variety of error conditions. See the log file or event log that is generated for an error code. Look up the meaning of the error code.
The registration name was not found on the Integrated Communication Link. Unable to connect.	An ICL was found at the specified server, but the name that you specified is not the name of a link. Check the name (including case and spaces) of the link name.
Unable to contact the Integrated Communication Link. Link is not found.	No ICL was found at the specified server. The server may not have been found, the ICL may not be installed there, or the ICL may not be running.
The link with Meridian Mail is not synchronized.	The ICL is up and running, but its serial port link to Meridian Mail is not functioning properly. The link may be broken or unplugged, or Meridian Mail may be offline or rebooting.
Internal error:Unable to retrieve data from Meridian Mail.	There was a problem with the CMA protocol collecting data from Meridian Mail. Look in the log file for an error code, and consult the CMA documentation for details.

Error message	Solution
Internal error:unable to update data to Meridian Mail.	There was a problem with the CMA protocol collecting data from Meridian Mail. Look in the log file for an error code, and consult the CMA documentation for details.
Internal error:data in tag is not in expected format.	The data was corrupted either between Meridian Mail and the ICL computer, or between the ICL and the web server. Try the operation again. If the problem persists, check that the versions of software on Meridian Mail and PC match. Check that ICL is properly installed.
Claims password is incorrect for mailbox and password should work.	Make sure that the customer number or NMS location is properly configured in the administration web pages. Make sure that a virtual directory is set up to talk to the correct ICL.
Remote Notification does not appear in the sidebar.	Make sure that Outcalling is installed on the Meridian Mail system. Make sure the mailbox has RN capability.
Text Messaging does not appear in the sidebar.	Make sure that the mailbox is configured to have text notification. Make sure that the Text Messaging URL is set in the administration web pages.

Error message	Solution
<p>Web server hangs or does not seem to be responding.</p>	<p>Try restarting web services by going to Start > Control panel > Services. Select IIS Admin Service and click Stop. This prompts you to stop World Wide Web Publishing Service (and also possibly SMTP service and FTP Service). Agree to stop all services. Restart IIS Admin Service and World Wide Web Publishing Service. If the web service fails to quit, reboot the Web server machine.</p>
<p>On site startup, browser shows: Microsoft VBScript runtime error '800a01ad' ActiveX component cannot create object</p>	<p>The components are not properly installed. Make sure that the drive and path where mailboxadmin.dll is stored is accessible. Try to reregister the components by entering regsvr32 <Pathname>mailboxadmin.dll on a command line. Try to recopy or reinstall the files. Check the registry to see if the components have been installed.</p>
<p>Clicking on an event in Event Viewer gives something like "The description for Event ID (141) in Source (Meridian Mail PMA) could not be found."</p>	<p>It contains the following insertion string: 1806. The event message file may not be properly installed. Check the registry to make sure that MM13Events.dll is properly registered.</p>
<p>Fields on the Remote Notification pages appear and disappear in Internet Explorer but do not do so when using Netscape.</p>	<p>This is a limitation of Netscape browsers. The behavior is expected and normal.</p>

Personal Mailbox Administration messages

Note: All other messages in the log file not listed here are for debugging/diagnostic purposes, and the administrator should ignore those messages.

Log File

Message: Attempting to login to mailbox <mailbox>

Cause: The log file is recording an attempt to log into the specified mailbox.

Action: None.

Message: Login rejected: mailbox <mailbox> already logged on

Cause: The specified mailbox is already logged on with a PMA session, so the request to logon again is rejected. This fact is recorded in the log file, but PMA still allows the user to log on—it will simply logout the existing session and then try to log in again.

Action: None.

Message: Login rejected: exception in CLogonPool->AddLogon

Cause: The login did not succeed because there was a memory exception in some of PMA's internal components.

Action: Retry operation. If failure continues, contact your support organization.

Message: Login rejected:return code is <number>

Cause: The login did not succeed. The error code is a hexadecimal value that can be looked up in “Return codes from PMA components” on page 374.

Action: Depending on error code, contact your support organization.

Message: Login rejected:Bad mailbox or password (rc = <num>)

Cause: The login did not succeed. The mailbox / password combination was not valid. The return code is an ACCESS return code (see SEERs manual), which can give more information about the cause of the error.

Action: If this mailbox / password combination is expected to work, double-check the Customer number or NMS settings of your web site. Make sure you can log on to the mailbox through the telephone set. If this fails, contact your support organization.

Message: Login rejected: ACCESS error, rc = <num>

Cause: The login did not succeed. The return code is an ACCESS return code (see SEER manuals), which can give more information about the cause of the error.

Action: None.

Message: Login succeeded. Session ID is <num>

Cause: The login was successful. PMA still must successfully load the mailbox information before the user sees their startup screen. The session ID is the ID that PMA will use to identify this logon session.

Action: None.

Message: Logged out

Cause: The login with the specified mailbox and session ID logged out of PMA.

Action: None.

Message: Started logging all actions for this mailbox

Cause: The login with the specified mailbox and session ID will now have all of its transactions written to the log file.

Action: None.

Message: Stopped logging all actions for this mailbox

Cause: The login with the specified mailbox and session ID will no longer have all of its transactions written to the log file.

Action: None.

Message: Trying to change password

Cause: The PMA session is about to try to submit a password change to Meridian Mail.

Action: None.

Message: Failed to change password: Trying to reuse old password

Cause: The new mailbox password that was supplied was the same as a recently used mailbox password.

Action: Retry with a different password.

Message: Failed to change password: Password is too short: <bad password>

Cause: The new mailbox password that was supplied was shorter than the system-set minimum length.

Action: Retry with a different password.

Message: Failed to change password: Password is too short: <bad password>

Cause: The new mailbox password that was supplied was shorter than the system-set minimum length.

Action: Retry with a different password.

Message: Failed to change password: Old password was incorrect: <bad password>

Cause: The old mailbox password that was supplied when trying to change the password was incorrect.

Action: Retry with the correct password for the mailbox.

Message: Failed to change password: Entered illegal password: <bad password>

Cause: The new mailbox password that was supplied contained illegal characters.

Action: Retry with a different password.

Message: Changed current list to <num>

Cause: The user chose to view the specified personal distribution list.

Action: None.

Message: Trying to Init PDL with list <num>

Cause: PMA is about to load the names and numbers for the specified personal distribution list from Meridian Mail.

Action: None.

Message: Deleting contents of PDL <num>

Cause: The user chose to remove all entries in the specified personal distribution list.

Action: None.

Message: Adding mailbox <number> to PDL <num>

Cause: The user chose to add the specified mailbox to a personal distribution list. The name may or may not be found on Meridian Mail.

Action: None.

Message: Adding name “<name>” to PDL <num>

Cause: The user chose to add the specified name to a personal distribution list. The name may or may not be found on Meridian Mail.

Action: None.

Message: Committing PDL <num>

Cause: PMA is trying to write the specified personal distribution list to Meridian Mail.

Action: None.

Message: Tried to add Entry to PDL <num>:Name “<name>” with box <num> now has status <value>

Cause: The user submitted a PDL entry to Meridian Mail, and Meridian Mail gave a reply. Values for status are: 0 = entry is committed, 1 = unknown status, 2 = mailbox not found, 3 = more than one name matched the given user name, 4 = bad surname, 5 = bad given name, 6 = mailbox not found.

Action: None.

Message: Initializing RN Schedule

Cause: PMA is loading information about the user’s remote notification schedule.

Action: None.

Message: Committing RN Schedule

Cause: PMA is writing information about the user’s remote notification schedule to Meridian Mail.

Action: None.

Message: Call to <phone number> established.

Cause: PMA has just placed a phone call to the specified phone number, and a connection was established.

Action: None.

Message: Calling <phone number>: Phone is ringing.

Cause: PMA has just placed a phone call to the specified phone number, and the switch is telling PMA that the phone is ringing.

Action: None.

Message: Call to <phone number> being forwarded to attendant or voice mail. Disconnecting

Cause: PMA has just placed a phone call to the specified phone number, but the call was forwarded. PMA disconnects the call.

Action: None.

Message: Can't place call to <phone number>: Got busy signal

Cause: PMA tried to call the specified phone number, but received a busy signal from the switch.

Action: Call a number that's not busy. If the phone is not busy, consult your switch setup.

Message: Can't place call to <phone number>:Got reorder tone (fast busy)

Cause: PMA tried to call the specified phone number, but received a fast busy tone from the switch. This means the switch could not place the call.

Action: Try a different number. Possibly place a prefix on the number to properly dial to an outside number or a network location.

Message: Can't place call to <phone number>: Call Failure

Cause: PMA tried to call the specified phone number, but received notification from the switch that the call failed.

Action: See the SEER output to determine the cause of the problem.

Message: Can't place call to <phone number>:Call collision occurred

Cause: PMA tried to call the specified phone number, but the phone went off-hook just as the phone was about to ring.

Action: Try to place the call again.

Message: Call to <phone num> disconnected.

Cause: PMA has detected that the connection to the specified phone number has stopped.

Action: None.

Message: Call on <phone num> - playing has stopped

Cause: The user has played a voice message, and the voice has finished.

Action: None.

Message: Call on <phone num> - recording has stopped:reason code <num>

Cause: The user has stopped recording. The reason code is not useful.

Action: Normally, the user has pressed the stop button. Other reasons can include that the user's cabinet is full, there was a silence time-out, or the length of the recording was too long.

Message: Placing call to <phone num>

Cause: PMA is placing a call to the specified phone number.

Action: None.

Message: Unable to place call: reason code = <num>

Cause: The switch was unable to place the phone call. The reason code is an ACCESS number (see the SEER documentation). The next line in the log file should explain the reason.

Action: None.

Message: Can't place all to <phone num>: Channel in use

Cause: The voice channel is already in use.

Action: Hang up the recording session and try again. Make sure your switch is configured correctly.

Message: Can't place all to <phone num>: Number is not in valid format

Cause: The phone number to dial is not in a format that the switch can recognize.

Action: Specify a phone number in a different format — remove all alphabetic and punctuation characters and spaces.

Message: Can't place all to <phone num>: No answer

Cause: The call was placed, but the phone did not get answered before the required number of rings.

Action: Try again later.

Message: Can't place call to <phone num>: Number is restricted

Cause: The restriction / permission lists on Meridian Mail do not allow this number to be called.

Action: This may be correct functioning. If it is not, check the R/P list to make sure the user is set up correctly.

Message: Can't place call to <phone num>:No voice channel available

Cause: PMA cannot acquire a voice channel from Meridian Mail.

Action: Meridian Mail may be experiencing heavy voice traffic—try again. Check that your voice ports are correctly configured.

Message: Set TAG Expiry to Indefinite

Cause: The user just set the temporary absence greeting to have indefinite duration (it will not expire).

Action: None.

Message: Set TAG Expiry to <date>

Cause: The user just set the temporary absence greeting to expire on the specified date.

Action: None.

Message: Unable to set TAG expiry date. Rc = <num>

Cause: PMA just tried to set the expiry date for a temporary absence greeting and failed. The return code is an ACCESS number (see the SEERs manual).

Action: Depends on the ACCESS error.

Message: Error committing recording <recording num>. Rc = <num>

Cause: PMA just tried to set the commit a recording. The return code is an ACCESS number (see SEERs manual). The numbers mean 1 = personal verification, 2 = internal greeting, 3 = external greeting, 4 = temporary absence greeting.

Action: Depends on the ACCESS error.

Message: Committed recording <Recording num>

Cause: PMA just committed the specified recording. The numbers mean 1 = personal verification, 2 = internal greeting, 3 = external greeting, 4 = temporary absence greeting.

Action: None.

Message: Deleting personal verification

Cause: The user chose to delete his personal verification.

Action: None.

Message: Deleting greeting <greeting number>

Cause: The user chose to delete the specified greeting. The numbers mean 1 = personal verification, 2 = internal greeting, 3 = external greeting, 4 = temporary absence greeting.

Action: None.

Message: Failed to open personal verification: rc = <num>

Cause: PMA tried to open the user's personal verification for recording. The return code is an ACCESS number (see SEER manuals).

Action: Depends on the ACCESS error.

Message: Failed to open Greeting <greeting num>:rc = <num>

Cause: PMA tried to open one of the user's greetings for recording. The return code is an ACCESS number (see SEER manuals). The numbers mean 2 = internal greeting, 3 = external greeting, 4 = temporary absence greeting.

Action: Depends on the ACCESS error.

Message: Opening greeting <greeting num>:File handle = <num>

Cause: PMA just opened a greeting for recording. The file handle is a number used internally by Meridian Mail. The numbers mean 1 = personal verification, 2 = internal greeting, 3 = external greeting, 4 = temporary absence greeting.

Action: None.

Message: About to invoke Play Voice

Cause: PMA is about to tell Meridian Mail to start playing a recording over the telephone.

Action: None.

Message: Play voice: no voice to play

Cause: PMA just tried to play a recording, but the recording was empty: there was no voice to play.

Action: None.

Message: Play voice: already playing

Cause: PMA just tried to play a recording but it was already in the process of playing a recording.

Action: None.

Message: Playing...

Cause: PMA is playing a recording over the telephone.

Action: None.

Message: About to invoke Record voice

Cause: PMA is about to tell Meridian Mail to start recording voice over the telephone.

Action: None.

Message: Record voice failed. rc = <num>

Cause: PMA tried to record a greeting and failed. The return code is an ACCESS number (see SEERs manual).

Action: Depends on the ACCESS error.

Message: Recording...

Cause: PMA is recording a greeting over the telephone.

Action: None.

Message: Can't log on to mailbox <mailbox number> rc = <num>

Cause: PMA tried to log on to a mailbox and failed. The return code is an ACCESS number (see SEER manuals).

Action: This depends on the ACCESS error: the password could be incorrect or the mailbox could be incorrectly specified. In which case, simply try again with the correct mailbox / password combination. If the Meridian Mail system uses NMS, then the NMS location could be incorrectly configured for the web site. If the Meridian Mail system is multi-customer, then the customer number could be incorrectly configured for the web site. If the customer uses a VMUIF interface, the problem is that PMA does not support VMUIF mailboxes.

Message: Can't acquire channel to log on. Rc = <num>

Cause: PMA cannot acquire a voice channel from Meridian Mail. The return code is an ACCESS number (see SEER manuals).

Action: Meridian Mail may be experiencing heavy voice traffic—try again. Check that your voice ports are correctly configured.

Message: LogonInstance.Init Register returned <num>

Cause: PMA tried to register with the ICL and failed. The error is an ACCESS return code (see SEER manuals).

Action: Depends on the return code.

Message: LogonInstance.Init ChangeCustomerNo returned <num>

Cause: PMA tried to specify to Meridian Mail which customer this login wishes to use. The error is an ACCESS return code (see SEERs manual).

Action: Depends on the return code.

Message: Site <site name> changed customer number to <num>

Cause: The PMA administrator just changed the customer number for the specified web site. The web site will now serve mailboxes belonging to the specified customer number.

Action: None.

Message: Site <site name> changed NMS location to <num>

Cause: The PMA administrator just changed the NMS location for the specified web site. The web site will now serve mailboxes belonging to the specified NMS location.

Action: None.

Message: Site <site name> changed Link Handler name to <name>

Cause: The PMA administrator just changed the ICL link name for the specified web site. The web site will now connect to the ICL using the specified link name.

Action: None.

Message: Site <site name> changed Link Handler machine to <name>

Cause: The PMA administrator just changed the name or IP of the machine where the ICL link is running for the specified web site. The web site will now connect to the ICL at the specified machine.

Action: None.

Message: Site <site name> changed default language to <name>

Cause: The PMA administrator just changed the default language to the specified value. This will cause users to jump by default into a subdirectory in their web site with the same name as the language value entered here.

Action: None.

Message: Site <site name> changed maximum number of daily log files to <num>

Cause: The PMA administrator just changed the number of log files to be kept on the system. A new log file is created every day, and also if a single day's log file grows over the preset size limit. If the number of files in the logging directory is larger than the maximum specified number, the oldest files are deleted until the number of files is again under the maximum.

Action: None.

Message: Site <site name> changed maximum number of kilobytes for daily log files to <num>

Cause: The PMA administrator just changed the number of kbytes of a log file to be kept on the system. A new log file is created every day. A single log file can grow to be no larger than the number of kbytes specified here.

Action: None.

Message: Site <site name> changed mapping of Q to the keypad number<num>

Cause: The PMA administrator just changed the mapping so that Q, when entered in password fields, will be converted to the specified number.

Action: None.

Message: Site <site name> changed mapping of Z to the keypad number <num>

Cause: The PMA administrator just changed the mapping so that Z, when entered in password fields, will be converted to the specified number.

Action: None.

Message: Site <site name> changed logging directory <dir>

Cause: The PMA administrator just changed the directory where the log files will be written to the place specified.

Action: None.

Message: Site <site name> changed the URL that link to Text Messaging to <name>

Cause: The PMA administrator just changed the URL for Text Messaging. This URL is the link that PMA provides to be able to jump to Text Messaging administration.

Action: None.

Message: Unable to register with the link named <name> on machine <machine>. The link was not found.

Cause: The name that PMA was configured to use when contacting the ICL was not correct. There was a link handler found at the specified machine, but there was no link with the name specified.

Action: Check the ICL configuration, and ICL settings in PMA. The names must match, including capitalization and spaces. Once corrected, go to the PMA admin pages, then to the Communications Link page, and click “Submit and Reset Site.”

Message: Registered with the link named <name> on machine <machine> but the link is not synchronized with Meridian Mail

Cause: The ICL is not synchronized.

Action: Make sure the ICL is properly connected to Meridian Mail. Make sure the baud rate on the ICL is correct for the baud rate that the Meridian Mail link is expecting. Make sure Meridian Mail is online. Once corrected, go to the PMA admin pages, then to the Communications Link page, and click “Submit and Reset Site.”

Message: The session with session ID <num> to mailbox <mailbox> is terminated.

Cause: A PMA session has just terminated.

Action: None.

Message: Logon to <mailbox> succeeded with expired password. Session ID is <num>

Cause: A PMA session has just logged in with an expired password. The user will now be required to change his or her password.

Action: None.

Message: Login to mailbox <mailbox> rejected because the mailbox is locked out.

Cause: The specified mailbox is locked out because of too many failed login attempts. The user cannot log onto PMA.

Action: The Meridian Mail administrator must reset the user's password.

Message: Failed to retrieve CMA tag <letters>. Rc = <num>

Cause: There was a problem with the CMA protocol to Meridian Mail. The error code is an AutoAdmin error code.

Action: Depends on the error code.

Message: Failed to update tag <letters> with new value <value>. Rc = <num>

Cause: The CMA protocol to mail rejected the specified new value. The return code is an AutoAdmin error code.

Action: Depends on the error code.

Message: Updated tag <letters> to have new value <value>

Cause: The specified CMA tag has received a new value. The two-letter tag is an abbreviation for a mailbox property.

Action: None.

Message: Time-out warning for voice session. Voice session will time out due to inactivity soon.

Cause: The recording session has been connected to a phone without either playing or recording for a minute. In one more minute, the connection will be terminated.

Action: None.

Message: Voice session has timed out. Connection closed.

Cause: The recording session has been connected to a phone without either playing or recording for two minutes. PMA hung up the connection.

Action: None.

Message: Can't open PMA site key <registry key>. Error code <num>

Cause: The registry could not be opened for reading. The error code is a Windows return code.

Action: Reinstall the PMA software from the CD-ROM— this should ensure that the registry is properly initialized. Make sure the security permissions for the administration subdirectory are configured as described in the PMA setup documentation. Make sure that the IIS security settings for the virtual directory are configured as described in the PMA setup documentation.

Message: Can't open PMA key <registry key> for writing. Error code <num>

Cause: The registry could not be opened for writing. The error code is a Windows return code. If the code is 5, it means 'access denied'—the user trying to write to the registry does not have the permission to do so.

Action: Make sure the security permissions for the administration subdirectory are configured as described in the PMA setup documentation. Make sure the PMA feature administrator is logged in as a Windows NT administrator on the web server machine. Make sure that the IIS security settings for the virtual directory are configured as described in the PMA setup documentation.

Message: Return from GetRecord:rc = <num>

Cause: Getting a record using the CMA protocol failed. The return code is an AutoAdmin error code.

Action: See the AutoAdmin documentation.

Message: Return from WritetRecord: rc = <num>

Cause: Setting a record using the CMA protocol failed. The return code is an AutoAdmin error code.

Action: See the AutoAdmin documentation.

Message: The bad field was revert DN. Its value was <value>

Cause: Setting a record using the CMA protocol failed. The field that failed the validation was the value for the Revert DN.

Action: Enter a valid value for revert DN.

Message: The bad field was Language. Its value was '%s'

Cause: Setting a record using the CMA protocol failed. The field that failed the validation was the value for the Language.

Action: Enter a language that is installed on Meridian Mail. If the problem persists, contact your support organization.

Message: Failed to retrieve tag <letters>. RC = <value>

Cause: Internal problem with the CMA transaction object. The two letters are an abbreviation of a mailbox attribute.

Action: Contact your support organization.

Message: Failed to retrieve tag <letters> for updating. RC = <value>

Cause: Internal problem with the CMA transaction object. The two letters are an abbreviation of a mailbox attribute.

Action: Contact your support organization.

Message: At least one schedule is enabled. RNState is Active

Cause: While setting the Remote Notification schedule, at least one schedule is defined and enabled. Meridian Mail's RN state is now set to active.

Action: None.

Message: No schedules are enabled. RNState is Inactive.

Cause: While setting the Remote Notification schedule, no schedules are both defined and enabled. Meridian Mail's RN state is now set to inactive.

Action: None.

Message: The bad field was <letters>.

Cause: While setting the Remote Notification schedule, one of the values in the fields was invalid. The two-letter combination is an abbreviation for the bad attribute. The next line in the log file gives a better name for the field.

Action: None.

Message: The name of the bad field is <name>.

Cause: While setting the Remote Notification schedule, one of the values in the fields was invalid. The name is the invalid name of the field.

Action: None.

Message: Committing TAG, but no file is open. About to log in again.

Cause: The user is trying to commit the temporary absence greeting's expiry date, but the current open greeting is not the TAG. PMA is opening the greeting so that it can save the expiry date.

Action: None.

Message: Initializing System object with customer <num>

Cause: The PMA system is initializing and is using the specified customer number as the customer on Meridian Mail it will talk to. On single-customer systems, this log entry should still appear, and the customer number should be 1.

Action: None.

Message: Initializing System object with link name <name>.

Cause: The PMA system is initializing and is using the specified link name as the name of the ICL link to which it should connect.

Action: None.

Message: Initializing System object with link machine name <name>.

Cause: The PMA system is initializing and is using the specified link machine name as the ICL location to which it should connect.

Action: None.

Message: Since System has no link name, not trying to register with Mail.

Cause: The PMA system is trying to initialize, but the ICL settings have not been fully configured. PMA will not work properly until the ICL information is configured.

Action: Go to the feature admin web page of PMA. Go to the Communication Link page. Configure the ICL link machine and link name. Click "Submit and Reset Site."

Message: Received event from ICL: Code%

Cause: The ICL has just sent an event. The values for the code mean:= the ICL has just gone down (either the service has stopped or the computer has been shut down), 102 = the ICL has just gone out of synchronization with Meridian Mail, 103 = the ICL has just recovered synchronization with Meridian Mail.

Action: Correct the ICL problem and PMA should recover. If PMA does not recover by itself, go to the feature admin web page of PMA. Go to the Communication Link page. Click "Submit and Reset Site."

Message: Logging into mailbox <mailbox> on NMS site <num> - mapped mailbox to <mailbox>

Cause: This web site is configured to handle a specific NMS location. This log message shows what location the web site is serving, and shows the mailbox with its NMS prefix attached.

Action: None.

Windows NT Event Log

Type: Information

Message: Mailbox <mailbox> attempting to login

Cause: A user is trying to login to the specified mailbox using PMA.

Action: None.

Type: Information

Message: Mailbox <mailbox> successfully logged in.

Cause: The user successfully logged into PMA.

Action: None.

Type: Information

Message: Mailbox <mailbox> logged out.

Cause: The mailbox session logged out of PMA.

Action: None.

Type: Information

Message: Mailbox <mailbox> logged in with an expired password.

Cause: The user successfully logged into PMA with a password that has now expired. The user will be required to enter a new password.

Action: None.

Type: Information

Message: Mailbox <mailbox> changed its password.

Cause: The user changed the password for the mailbox.

Action: None.

Type: Information

Message: Mailbox <mailbox> initialized

Cause: The PMA session has successfully initialized.

Action: None.

Type: Information

Message: Mailbox <mailbox> initialized

Cause: The PMA session has successfully initialized.

Action: None.

Type: Information

Message: Logging for mailbox <mailbox> is started

Cause: PMA has begun logging all activities of the specified mailbox to the log file

Action: None.

Type: Information

Message: Logging for mailbox <mailbox> is stopped

Cause: PMA has ceased logging all activities of the specified mailbox to the log file

Action: None.

Type: Error

Message: Exception trapped while trying to login to mailbox <mailbox>

Cause: There was an internal memory problem while PMA was trying to login to the mailbox.

Action: Retry the operation. If the problem persists, contact your support organization.

Type: Error

Message: Exception trapped while trying to change password of mailbox <mailbox>

Cause: There was an internal memory problem while PMA was trying to change the password.

Action: Retry the operation. If the problem persists, contact your support organization.

Type: Error

Message: Exception trapped while trying to initialize mailbox object for mailbox <mailbox>

Cause: There was an internal memory problem while PMA was trying to initialize its view of the mailbox properties.

Action: Retry the operation. If the problem persists, contact your support organization.

Type: Error

Message: Exception trapped while trying to commit mailbox object for mailbox <mailbox>

Cause: There was an internal memory problem while PMA was trying to write mailbox properties to Meridian Mail.

Action: Retry the operation. If the problem persists, contact your support organization.

Type: Error

Message: Exception trapped while trying to clear internal PDL list for mailbox <mailbox>

Cause: There was an internal memory problem while PMA was trying to release its memory for a personal distribution list.

Action: Retry the operation. If the problem persists, contact your support organization.

Type: Error

Message: Exception trapped while trying to read PDL object for mailbox <mailbox>

Cause: There was an internal memory problem while PMA was trying to read a personal distribution list from Meridian Mail.

Action: Retry the operation. If the problem persists, contact your support organization.

Type: Error

Message: Exception trapped while trying to commit PDL object for mailbox <mailbox>

Cause: There was an internal memory problem while PMA was trying to write a personal distribution list to Meridian Mail.

Action: Retry the operation. If the problem persists, contact your support organization.

Type: Error

Message: Exception trapped while trying to initialize the recorder object for mailbox <mailbox>

Cause: There was an internal memory problem while PMA was trying to initialize its object for performing voice recordings.

Action: Retry the operation. If the problem persists, contact your support organization.

Type: Error

Message: Exception trapped while trying to commit the recorder object for mailbox <mailbox>

Cause: There was an internal memory problem while PMA was trying to write a voice recording to Meridian Mail.

Action: Retry the operation. If the problem persists, contact your support organization.

Type: Error

Message: Exception trapped while trying to initialize the RN schedule object for mailbox <mailbox>

Cause: There was an internal memory problem while PMA was trying to initialize its object for administering remote notification schedules.

Action: Retry the operation. If the problem persists, contact your support organization.

Type: Error

Message: Exception trapped while trying to commit the RN schedule object for mailbox <mailbox>

Cause: There was an internal memory problem while PMA was trying to write a RN schedule settings to Meridian Mail.

Action: Retry the operation. If the problem persists, contact your support organization.

Type: Error

Message: Exception trapped while trying to initialize the user finder object

Cause: There was an internal memory problem while PMA was trying to initialize its object for performing mailbox searches.

Action: Retry the operation. If the problem persists, contact your support organization.

Type: Error

Message: Exception trapped while trying to search for a mailbox using the user finder object

Cause: There was an internal memory problem while PMA was trying to perform a search using the user finder.

Action: Retry the operation. If the problem persists, contact your support organization.

Type: Error

Message: Exception trapped while trying to search read System object

Cause: There was an internal memory problem while PMA was trying to read the system properties of Meridian Mail.

Action: Reboot the web server machine. If the problem persists, contact your support organization.

Type: Error

Message: Failed to register with link handler. Return code is <num>

Cause: PMA was not able to connect to the ICL. The return code is an ACCESS error code (see SEERs manual for descriptions of these).

Action: Depends on ACCESS error; possibly check PMA's ICL configuration, make sure the ICL is properly set up, make sure Meridian Mail is online.

Type: Error

Message: Failed to acquire. Return code is <num>

Cause: PMA was not able to acquire a voice channel to either log in to a mailbox, or to perform PDL or Recordings.

Action: Depends on ACCESS error; possibly check traffic level on Meridian Mail, and make sure the voice ports are correctly configured.

Type: Error
 Message: Failed to open PDL. Return code is <num>
 Cause: PMA was not able to open a personal distribution list. The error code is an ACCESS error.
 Action: Depends on ACCESS error.

Type: Error
 Message: Failed to close file. Return code is <num>
 Cause: PMA was not able to commit a personal distribution list. The error code is an ACCESS error.
 Action: Depends on ACCESS error.

Type: Error
 Message: Failed to make call. Return code is <num>
 Cause: PMA was not able to place a telephone call in order to record greetings. The error code is an ACCESS error.
 Action: Depends on ACCESS error.

Type: Error
 Message: Failed to open PDL. Return code is <num>
 Cause: PMA was not able to start recording voice for a greeting. The error code is an ACCESS error.
 Action: Depends on ACCESS error.

Type: Error
 Message: Failed to open PDL. Return code is <num>
 Cause: PMA was not able to play voice over a telephone. The error code is an ACCESS error.
 Action: Depends on ACCESS error.

Type: Error
 Message: Failed to open get greeting info. Return code is <num>
 Cause: PMA was not able to query Meridian Mail for the status of the mailbox's greetings. The error code is an ACCESS error.
 Action: Depends on ACCESS error.

Type: Error

Message: Failed to set TAG expiry. Return code is <num>

Cause: PMA was not able to commit the expiry date for the temporary absence greeting. The error code is an ACCESS error.

Action: Depends on ACCESS error.

Type: Error

Message: Failed to retrieve system record. Return code is <num>

Cause: PMA was not able to query Meridian Mail for its system information. The error code is an ACCESS error.

Action: Depends on ACCESS error.

Type: Error

Message: Failed to complete Find User request. Return code is <num>

Cause: PMA was not able to perform a search for a mailbox. The error code is an ACCESS error.

Action: Depends on ACCESS error.

Type: Error

Message: Not allowed to perform the operation <text> because the mailbox is not logged in.

Cause: Something has reset the PMA session to log the session out, or someone has logged out of the Meridian Mail session. This can indicate that someone is trying to break into the system by using the PMA components, or someone is using the component incorrectly. If someone creates and initializes a PMA component, makes changes, then logs the user out, and then tries to commit the changes, this event will occur.

Action: Check the programming of the operation. If this occurs during regular PMA use, contact your support organization.

Type: Error

Message: Tried to get IAccessServer interface from the passed-in component.

Cause: This can indicate that someone is trying to break into the system by using the PMA components, or someone is using the component incorrectly. If someone creates a PMA component and passes in an invalid parameter to the initialization, this can result.

Action: Check the programming of the operation. If this occurs during regular PMA use, contact your support organization.

Return codes from PMA components

These messages can appear on the web pages. The value of the return codes are not logged, but are returned from PMA components. PMA components return errors in the range:

0x80104000 - 0x80104FFF.

In decimal, this range is between:

-2146418688 and -2146414592

Value: 0x80104000

Message: You cannot log on to this mailbox because the password is incorrect.

Cause: Either the mailbox or password is not correct.

Action: Enter a valid mailbox / password combination. Make sure the customer number or NMS location is correctly configured.

Value: 0x80104001

Message: The mailbox password has expired.

Cause: The password is correct, but it has expired.

Action: You will be taken to the change password screen, where you must enter a new password.

Value: 0x80104004

Message: There have been too many failed logon attempts on this mailbox. The mailbox is now locked out. Contact your administrator.

Cause: Somebody has tried and failed to login to this mailbox three times in a row.

Action: Reset the password through Meridian Mail administration screens.

Value: 0x80104005

Message: The personal distribution list is full.

Cause: A user has tried to put more than 99 entries into a PDL.

Action: None.

Value: 0x80104006

Message: The Personal Distribution list contains at least one invalid member

Cause: Not all the entries in a PDL were successfully committed to Meridian Mail.

Action: Enumerate the PDLs in the PDL object and look at their statuses. The status tells how to correct the entry so that Meridian Mail will accept it.

Value: 0x80104007

Message: Mailbox number not found

Cause: The PDL entry consists of a mailbox number, and that number is not found on Meridian Mail.

Action: Correct the PDL entry.

Value: 0x80104008

Message: You can't place a call to this number. The number is invalid.

Cause: The number to call is not in a valid format.

Action: Reenter the number to call in a way the switch can accept. Check if prefixes are necessary for where you are dialing.

Value: 0x80104009

Message: You can't place a call to this number. You don't have the privilege to dial out to this number.

Cause: The restriction / permission lists forbid this mailbox from calling this number.

Action: Either change R / P list, or don't try to call this number.

Value: 0x8010400A

Message: Can't complete the call. Received a busy signal.

Cause: The call got a busy signal.

Action: Call back later.

Value: 0x8010400B

Message: Can't complete the call. There was no answer.

Cause: Nobody answered the ringing phone.

Action: None.

Value: 0x8010400C

Message: Can't complete the call. Got a reorder tone (fast busy signal)

Cause: The switch got a reorder tone while trying to complete the call.

Action: The number must be incorrect—Check where you are calling, or check the switch configuration.

Value: 0x8010400D

Message: Can't complete the call. The call failed.

Cause: The switch failed to complete the call and did not return any other information.

Action: Check switch configuration.

Value: 0x8010400E

Message: Can't complete the call. There was a call collision.

Cause: Somebody took the phone off-hook just as it was about to ring.

Action: Try to call again.

Value: 0x8010400F

Message: Can't complete the call. There is no voice channel available.

Cause: Meridian Mail could not allocate a voice port to make the call.

Action: Check if Meridian Mail has a heavy voice traffic load. Make sure Meridian Mail's voice ports are correctly configured.

Value: 0x80104010

Message: Already playing voice

Cause: Trying to play a recording and the channel is already playing.

Action: Try again after it stops playing.

Value: 0x80104011

Message: You do not yet have a connection to a telephone.

Cause: Can't perform that operation because you're not connected yet. Do MakeCall first.

Action: Do MakeCall, get a connection, then try again.

Value: 0x80104012

Message: Not ready

Cause: The voice port is not ready for that operation.

Action: Try again in a moment.

Value: 0x80104013

Message: There is no voice to play.

Cause: Can't play when the recording is blank.

Action: Record something and then try again.

Value: 0x80104014

Message: The password is already in the list of recently used passwords

Cause: A user is trying to change the mailbox password to a password that has been used previously.

Action: Try a different password.

Value: 0x80104015

Message: The supplied password is too short.

Cause: A user is trying to change the mailbox password to a password that is too short.

Action: Try a different password.

Value: 0x80104016

Message: The old password is not correct.

Cause: A user is trying to change the mailbox password and has supplied an invalid old password.

Action: Enter the correct old password.

Value: 0x80104017

Message: The Revert DN specified is not in a valid format.

Cause: A user is trying to change the mailbox revert DN, and has entered something invalid.

Action: Enter a valid Revert DN.

Value: 0x80104018

Message: The language index specified is not valid

Cause: A user is trying to change the mailbox language to a language index that is not installed on the system.

Action: Check what languages are on the system. Check that the index is correct.

Value: 0x80104019

Message: The specified mailbox is not currently logged in.

Cause: A user is trying to do something to a PMA component when the specified mailbox is not logged in.

Action: Make sure the mailbox is properly logged in and try again.

Value: 0x8010401A

Message: This is the end of the Personal Distribution List

Cause: No more entries in the list to enumerate.

Action: None.

Value: 0x8010401B

Message: This mailbox was not found in the Personal Distribution List.

Cause: A user is trying to add a mailbox to the PDL, but Meridian Mail could not find the specified mailbox.

Action: Enter a different mailbox. Possibly try adding the correct networking or AMIS prefix to the mailbox.

Value: 0x8010401C

Message: The voice channel is already in use.

Cause: Trying to place a call but the voice channel is already in use.

Action: Disconnect and retry.

Value: 0x8010401D

Message: The date is invalid. The date and time must be in the future.

Cause: A date (for example, the expiry date of a TAG or temporary RN schedule) is either invalid, in the past, or more than a year in the future, relative to the current date and time on Meridian Mail.

Action: Correct the date, try again.

Value: 0x8010401E

Message: No recording has been selected yet.

Cause: A user is trying to record or play a greeting when the Recorder object has not been told the current recording.

Action: Set the current recording.

Value: 0x8010401F

Message: Only the administrator has the right to record your personal verification.

Cause: This mailbox does not have permission to record the personal verification.

Action: This may be correct. You can change the permission from the Meridian Mail administration terminal.

Value: 0x80104020

Message: The Personal Distribution List is empty.

Cause: The Personal Distribution List is empty.

Action: None.

Value: 0x80104021

Message: The AccessServer component was not found. Please contact your administrator.

Cause: There was an internal error in the PMA components.

Action: Contact your support organization.

Value: 0x80104022

Message: There are no more users in the list of found users.

Cause: There are no more users in the list of found users.

Action: None.

Value: 0x80104023

Message: The returned list of users was corrupted. Please retry.

Cause: There was an error in the transmission of the list of found users.

Action: Retry. If the problem persists, contact your support organization.

Value: 0x80104025

Message: Internal error: unable to retrieve tag from transaction.

Cause: There was an internal error in the CMA transaction protocol.

Value: 0x80104026

Message: Internal error: data in tag is not in expected format.

Cause: There was an internal error in the CMA transaction protocol.

Action: Contact your support organization.

Value: 0x80104027

Message: Internal error: Unable to retrieve data from Meridian Mail.

Cause: There was a problem retrieving data using the CMA protocol.

Action: Check the log file for an error code and then see the AutoAdmin section for a description of that error code.

Value: 0x80104028

Message: Internal error: Unable to update data to Meridian Mail.

Cause: There was a problem writing data using the CMA protocol.

Action: Check the log file for an error code and then see the AutoAdmin section for a description of that error code.

Value: 0x80104029

Message: The new value conflicts with the values required by installed features.

Cause: The value that was just submitted can't be allowed because the required feature is not installed on Meridian Mail.

Action: Make sure the right features are installed for what you're trying to do.

Value: 0x8010402A

Message: The new value cannot be empty.

Cause: The new value cannot be empty.

Action: Put a nonempty value.

Value: 0x8010402B

Message: The new value cannot be zero.

Cause: The new value cannot be zero.

Action: Put a value other than zero.

Value: 0x8010402C

Message: The new value must contain only digits.

Cause: The new value must contain only digits.

Action: Remove the characters that are not digits.

Value: 0x8010402D

Message: The new value conflicts with another number already in use on the system.

Cause: The new value conflicts with another number already in use on the system.

Action: Choose a different value.

Value: 0x8010402E

Message: The field cannot be set as requested because the new value is invalid, given the setting of other correlated fields.

Cause: The field cannot be set as requested because the new value is invalid, given the setting of other correlated fields. For example, if all target DN's are blank, Meridian Mail assumes we are removing the time period. This means that setting other properties of the same time period is invalid.

Action: Choose a different value.

Value: 0x8010402F

Message: The mailbox does not have RN capability.

Cause: Trying to set RN properties when the mailbox does not have RN capability.

Action: Either turn on RN for the mailbox, or don't administer RN for the mailbox.

Value: 0x80104030

Message: Invalid time: the ending time must be later than the starting time.

Cause: The time for an RN schedule is invalid.

Action: Change the times.

Value: 0x80104031

Message: Invalid time: two time periods overlap.

Cause: RN periods may be contiguous, but may not overlap. Note that 3:00 p.m. - 4:00 p.m. overlaps with 4:00 p.m. - 5:00 p.m. You must use 3:00 p.m. - 4:00 p.m. and 4:01 p.m. - 5:00 p.m.

Action: Change the times so they do not overlap.

Value: 0x80104032

Message: Unable to modify the field. Without a target DN, the target is not valid.

Cause: If there is no target DN in a time period, then none of the other fields can be set.

Action: Either specify a target DN, or don't specify the other fields.

Value: 0x80104034

Message: If one part of a time period is empty, the other part must be empty as well.

Cause: If one part of a time period is empty, the other part must be empty as well.

Action: Make both empty or neither.

Value: 0x80104035

Message: The value is valid only for targets that use a pager service.

Cause: Tried to update a value that's only valid for periods using a pager service.

Action: Either make a period using a pager service, or don't set this field.

Value: 0x80104036

Message: The value is valid only for targets that use a numeric pager service.

Cause: Tried to update a value that's only valid for periods using a numeric pager service.

Action: Either make a period using a numeric pager service, or don't set this field.

Value: 0x80104037

Message: The value is valid only for targets that use a voice pager service.

Cause: Tried to update a value that's only valid for periods using a voice pager service.

Action: Either make a period using a voice pager service, or don't set this field.

Value: 0x80104038

Message: The web server has not been set up with information on how to connect to Meridian Mail. Please contact your administrator.

Cause: You have not yet told the web site the ICL settings.

Action: Go to the feature administration web site and click on Communication Link. Enter the machine where the ICL runs, and the name of the ICL link you will use. Click "Submit and Reset Site."

Value: 0x80104039

Message: Unable to open the resource for this mailbox because the administrator is currently using it.

Cause: An administrator, using the MMI, is currently administering this mailbox.

Action: Wait until the administrator closes the resource, then try again.

Value: 0x8010403A

Message: The voice connection will time out soon. If you wish to continue your voice session, press the Play or Record button.

Cause: After one minute of connection with no recording or playing, the connection will give this message.

Action: None.

Value: 0x8010403B

Message: Your voice session has timed out due to inactivity.

Cause: After two minutes of connection with no recording or playing, the connection will hang up.

Action: Reconnect.

Meridian Text Messaging troubleshooting

Meridian Text Messaging solutions

Use the following table to solve any problems encountered during the operation of Meridian Text Messaging.

Problem	Solution
Text message from a Meridian Mail Notification is not delivered.	<p>Check the Services applet under the Control Panel to verify that the Meridian Mail Notification (MMail Notification) service is running.</p> <p>Use ULMA to verify that Meridian Mail is sending the text notification event (ETN event) to the PC.</p> <p>Check the following:</p> <ul style="list-style-type: none"> ■ The user is properly configured on both the Meridian Mail and PC sides. ■ The User ID is the same on both sides. ■ The user’s schedule is defined. <p>Use the log file to verify the following:</p> <ul style="list-style-type: none"> ■ The configured Meridian Mail Links have successfully registered. An information log is generated if registration of each configured link is successful; otherwise, an error log is generated. <p>Note: Only one registration is allowed per Meridian Mail system. If more than one link, connecting to the same Meridian Mail system, is configured for Meridian Text Messaging, then one will register successfully and the second one will fail. The failure produces an Error log.</p>

Problem**Solution**

Text Message request from the Send a Message web page is not delivered.

- There are no configuration/schedule issues (for example, user ID does not exist, schedule is not defined, user is not accepting message type).
- An INFO type log is generated for each ETN event received by Meridian Mail. The log includes each event received and the link/IP address that the event was received on.

Note: INFO logs are generated if selected as a logging option.

Check for return errors from the web page.
Check the log file for possible issues (for example, the schedule is not defined).

Problem**Solution**

Unable to connect to any of the application's web pages.

Verify that the Web server is running using the Internet Service Manager.

(Select Windows NT 4.0 Option Pack, then MS Internet Information Server, and then Internet Service Manager.)

Verify that the virtual directory is configured properly.

Verify the web site under which Meridian Text Messaging is configured is running.

Verify the web site can be accessed.

(For example, from the web browser enter the following url:

`http://<webserver.IP.address>`. The web site is running if the connection is made.)

If you are still unable to connect, you may need to restart the IIS. Create a batch file (.bat) that contains the following commands, or simply execute each command from the command line:

```
net stop w3svc
```

```
net stop iisadmin
```

```
net stop smtpsvc
```

```
net start smtpsvc
```

```
net start iisadmin
```

```
net start w3svc
```

Problem**Solution**

Message is not being delivered by (SMTP) e-mail.

Verify that IIS SMTP Service is installed and the Microsoft SMTP Service is running via the Services applet.

Verify that the SMTP Site is running using the Internet Service Manager. Select Windows NT 4.0 Option Pack, then MS Internet Information Server, and then Internet Service Manager.

Verify the configuration of the SMTP site:

From the Internet Service Manager, right-click on this site, and select Properties. Under the SMTP site tab, check off Enable Logging to capture and then view any logs generated by Microsoft SMTP Service. Also note the location of the generated files (select the Enable Logging Properties button). Under the Messages tab, enter an e-mail address into the “Send a copy of non-delivery report to field” to receive notification of any delivery failure. Also, under the Messages tab, verify the information in the Badmail directory field. Under Delivery tab, set Smart Host to the IP address of the PC running the SMTP Gateway, and check off “Attempt direct delivery before sending to Smart Host.”

Check the e-mail account for non-delivery reports. (The e-mail address entered in the “Send a copy of non-delivery report to” field.)

Check IIS SMTP Service’s Badmail directory.

Check the application’s log file.

Problem**Solution**

Check Microsoft's SMTP Service log file. You can manually test the Microsoft SMTP service using the following steps:

- 1 Using an ASCII text editor, create a text file containing:

```
x-sender: <sender_email_address>  
x-receiver: <receiver_email_address>  
From: <sender_email_address>  
To: <receiver_email_address>  
Subject: Test  
This is a test message
```

- 2 A blank line (CR + LF) must be included between the header and the message body, as well as at the end of the body of the message. Do not include the angle brackets when creating the file.
- 3 Save the message as message.txt in the folder c:\temp.
- 4 Using Windows Explorer, move the message from c:\temp to Microsoft's SMTP service \Mailroot\Pickup directory.
- 5 If the contents of the Pickup, Queue, and Badmail directories are empty, the Microsoft SMTP service has processed the message request and has forwarded it onto the SMTP gateway.

Problem	Solution
No modem connection using dial-up method.	<p>Verify that the Service Provider supports the TAP protocol.</p> <p>Verify that the device is using the correct COM port.</p> <p>Verify the device's configuration—Baud Rate, Parity, Byte Size, Stop Bits Initialization, Dial Prefix, Dial Suffix, Hangup Prefix, Hangup Suffix—are set correctly, based on the Service Provider's requirements.</p> <p>Check the modem log file (under the application's Modem directory).</p>
Unable to write to the database using the admin pages.	<p>Verify that Microsoft Data Access Components (MDAC) 2.1 has been installed. You can find the MDAC software and information on MDAC on the Microsoft downloads web site.</p>
Unable to start, stop, or query the status of the MMail Notification Service.	<p>The UserID/password, entered at the beginning of the browser session, does not allow the administration access to the Meridian Mail Notification Service.</p> <p>Only user accounts listed under the Administrators group (on the PC that has the application resident) have access to this service.</p> <p>A web browser session with a valid Administrator UserID/password will need to be established.</p>

Problem

Solution

View the application's log file(s) via a web browser.

Create a virtual directory similar to the virtual directory created for Meridian Text Messaging using the Internet Service Manager. (Select Windows NT 4.0 Option Pack, then MS Internet Information Server, and then Internet Service Manager.) Enter the physical path to the directory containing the application's log files.

Example:C:\Program Files\Nortel Networks\Meridian Mail\Text Messaging\logs

Click the Allow Directory Browsing check box.

Once configured, access the URL and download the desired log file(s).

Meridian Mail Text Messaging messages

Log File

Type: System

Message: SYS: <Service_name> service: <service_status>.

Cause: The state of the service has changed. The service status can be REGISTERED, UNREGISTERED, STARTED, STOPPED, START PENDING, or STOP PENDING.

Action: None.

Type: System

Message: SYS: Text Messaging <LOG or System> parameters have been modified.

Cause: The (Feature Configuration) System or Log Options settings have been modified.

Action: None.

Type: System

Message: SYS: Text Messaging Event Logger loaded.

Cause: The Event Logger component of the application has been successfully loaded.

Action: None.

Type: System

Message: SYS: Text Messaging Event Logger unloaded.

Cause: The Event Logger component of the application has been successfully unloaded.

Action: None.

NOTE: Most of the DEBUG type logs capture the application's execution flow and thus are not captured here.

Type: Debug

Message: DBG:15 second time-out exceeded - Terminate MainETN thread.

Cause: The thread's shutdown time limit has exceeded. As a result, the thread will be forcefully terminated.

Action: None.

Type: Debug

Message: DBG:15 second time-out exceeded - Terminate thread.

Cause: The request handler thread's shutdown time limit has exceeded. As a result, the thread will be forcefully terminated.

Action: None.

Type: Debug

Message: DBG:ETN Thread - Thread finished.

Cause: The thread shut down successfully.

Action: None.

Type: Debug

Message: DBG: ETNDereg okay <ICL PC name or IP address> <ICL link name>.

Cause: External text notification has been successfully deregistered for the ICL link indicated in the log message.

Action: None.

Type: Debug

Message: DBG: ETNDereg rc <ICL PC name or IP address> <ICL link name> <returncode>.

Cause: External text notification was not successfully deregistered for the ICL link indicated in the log message.

Action: None. To obtain more information on the ICL return codes, refer to the ICL error message descriptions.

Type: Debug

Message: DBG: RH Thread - Thread terminated.

Cause: The Request Handler thread shut down successfully.

Action: None.

Type: Information

Message: INFO: (<Request ID>) User <User ID> is not accepting message type <message_type>. Message not submitted for delivery.

Cause: A message of type message_type has been received, however, the user did not select to have a text notification message generated for that type.

Action: None.

Type: Information

Message: INFO: (<Request ID>) Time Period not defined for user <UserID>. Message not submitted for delivery.

Cause: A message has been received for the user, however, the user does not have a time period defined in his or her applicable notification schedule (Monday, Tuesday, ..., or Temporary). The message will not be delivered.

Action: None.

Type: Information

Message: INFO: (<Request ID>) Message submitted to <IIS SMTP Service or Dial-up> for user <User ID>.

Cause: The text message request has been submitted to the Microsoft SMTP Service's pickup directory (for e-mail delivery) or has been successfully delivered to the TAP service provider (for dial-up delivery).

Action: None.

Type: Information

Message: INFO: (ReqID) <Request ID>; (SysID) <System ID> notification for (UserID) <User ID> (time=<voice messagetimestamp>).

Cause: A text notification message request has been received for the user indicated in the log message.

Action: None.

Type: Information

Message: INFO: ETN deregistered from MMail for link <ICL PC name or IP address> <ICL link name>

Cause: External text notification has been successfully deregistered for the ICL link indicated in the log message.

Action: None.

Type: Information

Message: INFO:ETN event received on link <ICL PC name or IP address> <ICL linkname>

Cause: An external text notification event has been received from the ICL link indicated in the log message.

Action: None.

Type: Information

Message: INFO:ETN registered with MMail for link <ICL PC name or IP address> <ICL link name>

Cause: External text notification has been successfully registered for the ICL link indicated in the log message.

Action: None.

Type: Information

Message: INFO: Event receiver deregistered from link <ICL PC name or IP address> <ICL link name>

Cause: The event receiver has been successfully deregistered from the ICL link indicated in the log message.

Action: None.

Type: Information

Message: INFO: Event receiver registered with link <ICL PC name or IP address> <ICL link name>

Cause: The event receiver has been successfully registered for the ICL link indicated in the log message.

Action: None.

Type: Information

Message: INFO: Link <ICL PC name or IP address> <ICL link name> deregistered.

Cause: The ICL link indicated in the log message has been successfully deregistered.

Action: None.

Type: Information

Message: INFO: Link registered: <ICL PC name or IP address> <ICL link name>

Cause: The ICL link indicated in the log message has been successfully registered.

Action: None.

Type: Information

Message: INFO:LH client logging started. <ICL PC name or IP address> <ICL linkname>.

Cause: The Meridian Mail Notification service component successfully registered the ICL log file for the ICL link indicated in the log message.

Action: None.

Type: Information

Message: INFO:LH client logging stopped. <ICL PC name or IP address> <ICL linkname>.

Cause: The Meridian Mail Notification service component successfully deregistered the ICL log file for the ICL link indicated in the log message.

Action: None.

Type: Warning

Message: WARN: Failed to register the LH client log file. <ICL PC name or IP address> <ICL link name>.

Cause: The Meridian Mail Notification service component was unable to register the ICL log file for the ICL link indicated in the log message.

Action: None. The Meridian Mail Notification service component will retry this operation every ten seconds.

Type: Warning

Message: WARN: <e-mail or dial-up> service is unavailable to deliver message request (<Request ID>) to user <User ID>. Message not submitted for delivery.

Cause: The user's schedule time period indicated to use either the e-mail or dialup method, however, this contact method is not enabled at the system level (through the Feature Configuration page).

Action: If the method should be enabled at the system level, then enable the method through the Feature Configuration page. If the method was enabled at one point and then disabled, then some defined devices may still be referencing the previously supported method. In this case, update the device(s) through the Devices Administration page.

Type: Warning

Message: WARN: Request <Request ID> re-queued. New ID=<new Request ID>.

Cause: The request was directed to use the dial-up method to contact the service provider, but the service provider was either BUSY or there was NO ANSWER. The dial-up retry count was not exhausted and thus the request was returned to the queue. The new request ID is indicated in the log message.

Action: None.

Type: Warning

Message: WARN: Event <link_handler_event> received for link <ICL PC name or IP address> <ICL link name>.

Cause: A link event was received from the ICL at the PC and link name indicated in the log message. Possible events are Connection Lost, Link Up, and Link Down.

Action: None.

Type: Error

Message: ERR: (<Application subcomponent>) FindFirstFile failed, rc=<Windows return code>.

Cause: The application was unable to find a file.

Action: This is a Windows Error. Check your PC configuration for possible insufficient memory resources.

Type: Error

Message: ERR: (<Application subcomponent>) Semaphore <semaphore_name> timed out.

Cause: A time-out occurred while waiting for a semaphore.

Action: This is a Windows error. Check your PC configuration.

Type: Error

Message: ERR: (<Request ID>) Database file does not exist: <databasefilename>.

Cause: The application is using the database file indicated in the log message, however, the file does not exist.

Action: If the database file has been moved to a different location or if a backup copy exists, then copy the file to the application's directory; otherwise, you will need to repair/re-install the application.

Type: Error

Message: ERR: (<Request ID>) Error obtaining schedule information for user <User ID>, rc=<return code>.

Cause: The application encountered an error while obtaining scheduling information for the user indicated in the log message. The database could be corrupted.

Action: Contact your Nortel Networks customer support organization.

Type: Error

Message: ERR: (<Request ID>) No matching record for User's (<UserID>) dial up access ID: <user's dialup access privilege>. Message not submitted for delivery.

Cause: The application received a text message request for the user ID indicated in the log message, however, the user's dial-up access privilege is not defined in the application database and thus the request cannot be processed. The database could be corrupted.

Action: Contact your Nortel Networks customer support organization.

Type: Error

Message: ERR: (<Request ID>) No matching record for User's (<UserID>) Language ID <Language ID>. Message not submitted for delivery.

Cause: The application received a text message request for the user ID indicated in the log message, however, the device the user has specified in his or her notification schedule makes reference to a language that is not defined in the application database. Thus the request cannot be processed. The database could be corrupted.

Action: Contact your Nortel Networks customer support organization.

Type: Error

Message: ERR: (<Request ID>) Unable to create IIS SMTP Service file for user <User ID>. Message not submitted for delivery.

Cause: The application was unable to create the e-mail request file for the user indicated in the log message.

Action: This is a Windows error. Check your PC configuration for possible insufficient memory resources. Also, verify there is free disk space on the drive the application is installed on. If there is insufficient space, then you need to free up some space (at least 1 Mbyte).

Type: Error

Message: ERR: (<Request ID>) Unable to submit message to <IIS SMTP Service or Dial-up> for user <User ID>.

Cause: The application was unable to either submit the request to the SMTP Service pickup directory OR send the message to the TAP service provider.

Action: If message was SMTP-bound, this is a Windows error. Check your PC configuration for possible insufficient memory resources. Also, verify there is free disk space on the drive the (IIS) Microsoft SMTP Service is installed on. If there is insufficient space, you need to free up some space (at least 1 Mbyte). If the message was dial-up bound, check logs in the modem log file (under the application's Modem subdirectory).

Type: Error

Message: ERR: (<Request ID>) User <User ID> does not have <E-mail or Dialup> access for device <Device ID>. Message not submitted for delivery.

Cause: The application received a text message request for the user ID indicated in the log message, however, the device the user has specified in his or her notification schedule makes reference to a notification method (as indicated in the log message) that is not enabled. Thus the request cannot be processed.

Action: If the user requires this notification method enabled, then modify the user through the User Administration page.

Type: Error

Message: ERR: (<Request ID>) User <User ID> does not have dial up privilege to <Service Provider phone number>. User privilege is: <user's dialup access privilege>. Message not submitted for delivery.

Cause: The application received a text message request for the user ID indicated in the log message. The message is dial-up bound, however, the user does not have dial-up access privilege to the service provider number indicated in the log message. Thus the request cannot be processed.

Action: If the Dialing Plan needs to be updated, then modify it through the Dialing Plan page. If the user's dial-up access privilege should be modified, then modify the user through the User Administration page.

Type: Error

Message: ERR: (<Request ID>) User ID <User ID> is not defined. Message not submitted for delivery.

Cause: The application received a text message request for the user ID indicated in the log message, however, the user ID is not defined in the application database and thus the request cannot be processed.

Action: If the user ID should be added then add the user through the User Administration page.

Type: Error

Message: ERR: (<Request ID>) User's (<User ID>) Device ID <DeviceID> is not defined. Message not submitted for delivery.

Cause: The user's schedule references a device ID that is not defined in the database. The database could be corrupted.

Action: Contact your Nortel Networks customer support organization.

Type: Error

Message: ERR: ETNReg rc=<return code>.

Cause: The Meridian Mail Notification service component was unable to register for external text notification for the ICL link. The service tries to register every ten seconds.

Action: None. To obtain more information on the ICL return codes, refer to the ICL error message descriptions.

Note: Only one ICL per Meridian Mail system should be configured since only one ETN registration is allowed per system.

Type: Error

Message: ERR: Failed to ETNDereg with MMail for link <ICL PC name or IP address> <ICL link name>, rc=<return code>.

Cause: The MMail Notification service component was unable to deregister external text notification for the ICL link indicated in the log message.

Action: None. To obtain more information on the ICL return codes, refer to the ICL error message descriptions.

Type: Error

Message: ERR: Failed to ETNReg with MMail for link <ICL PC name or IP address> <ICL link name>, rc=<return code>.

Cause: The MMail Notification service component was unable to register for external text notification for the ICL link indicated in the log message. The service tries to register every ten seconds.

Action: None. To obtain more information on the ICL return codes, refer to the ICL error message descriptions.

Type: Error

Message: ERR: Return code (rc=<return code>) when registering event receiver for link <ICL PC name or IP address> <ICL link name>.

Cause: The MMail Notification service component was unable to register an event receiver for the ICL link indicated in the log message. The service tries to register every ten seconds.

Action: None. To obtain more information on the ICL return codes, refer to the ICL error message descriptions.

Type: Error

Message: ERR: Return code (rc=<return code>) when registering link <ICL PC name or IP address> <ICL link name>.

Cause: The MMail Notification service component was unable to register the ICL link indicated in the log message. The service tries to register every ten seconds.

Action: None. To obtain more information on the ICL return codes, refer to the ICL error message descriptions.

Type: Error

Message: ERR: Request Handler queue full. Unable to queue request <Request ID>.

Cause: The maximum number of requests allowed in the queue has been exhausted. The request ID indicated in the log message cannot be queued and thus cannot be processed.

Action: If the problem persists, contact your Nortel Networks customer support organization.

Type: Error

Message: ERR: There are no requests to remove.

Cause: The application was instructed to remove and process the next request, however, there are no more requests in the queue.

Action: If the problem persists, contact your Nortel Networks customer support organization.

Type: Error

Message: ERR: Time-out exceeded. Request Handler thread terminated.

Cause: The thread's shutdown time limit has exceeded. As a result, the thread has been forcefully terminated.

Action: None.

Type: Error

Message: ERR: Unable to create request file <request_file_name>.

Cause: The application was unable to create a request file for the new request.

Action: Verify there is free disk space on the drive the application is installed on. If there is insufficient space, you need to free up some space (at least 1 Mbyte). If there is, restart the application by rebooting the PC. If the problem persists, contact your Nortel Networks customer support organization.

Type: Error

Message: ERR: Unable to create semaphore <semaphore_name>, rc=<Windows return code>.

Cause: The application was unable to create a semaphore.

Action: This is a Windows error. Check your PC configuration for possible insufficient memory resources.

Type: Error

Message: ERR: Unable to create thread <thread_name>, rc=<Windows return code>.

Cause: The application was unable to create a thread.

Action: This is a Windows error. Check your PC configuration for possible insufficient memory resources.

Type: Error

Message: ERR: Unable to delete file <request filename>.

Cause: The application was unable to delete the processed request file.

Action: Will need to manually delete the file, otherwise, the request will be processed again and again until it gets deleted.

Type: Error

Message: ERR: Unable to deregister event receiver from link <ICL PC name or IP address> <ICL link name>, rc=<ICL return code>.

Cause: The MMail Notification service component was unable to deregister the event receiver from the ICL link indicated in the log message.

Action: None. To obtain more information on the ICL return codes, refer to the ICL error message descriptions.

Type: Error

Message: ERR: Unable to deregister link <ICL PC name or IP address> <ICL link name>, rc=<ICL return code>.

Cause: The MMail Notification service component was unable to deregister the ICL link indicated in the log message.

Action: None. To obtain more information on the ICL return codes, refer to the ICL Error message descriptions.

Type: Error

Message: ERR: Unable to initialize the application.

Cause: The application was unable to initialize properly.

Action: Possibly a Windows error - insufficient memory resources. Check PC configuration. If the configuration is correct, restart the application by rebooting the PC. If the problem persists, contact your Nortel Networks customer support organization.

Type: Error

Message: ERR: Unable to register event receiver with link <ICL PC name or IP address> <ICL link name>, rc=<ICL return code>.

Cause: The MMail Notification service component was unable to register an event receiver for the ICL link indicated in the log message. The service will retry to register every 10 seconds.

Action: None. To obtain more information on the ICL return codes, refer to the ICL error message descriptions.

Type: Error

Message: ERR: Unable to register link <ICL PC name or IP address> <ICL link name>, rc=<ICL return code>.

Cause: The MMail Notification service component was unable to register the ICL link indicated in the log message. The service will retry to register every 10 seconds.

Action: None. To obtain more information on the ICL return codes, refer to the ICL error message descriptions.

Type: Error

Message: ERR: Unable to send message request. (SysID) <System ID>, UserID=<User ID>, MsgTime=<voice message timestamp>, rc=<return code>.

Cause: The MMail Notification service component was unable to add the request to the application's request queue. Possible PC installation/configuration corruption.

Action: Contact your Nortel Networks customer support organization.

Type: Error

Message: ERR: Unsupported event log severity type: <type>.

Cause: The application has received a request to log an event, however, the event type is not supported.

Action: If the problem persists, contact your Nortel Networks customer support organization.

Type: Error

Message: ERR: Failed to obtain logfile object <ICL PC name or IP address> <ICLink name>.

Cause: The MMail Notification service component was unable to register an ICL log file.

Action: Possibly a Windows error - insufficient memory resources. Check PC configuration. The MMail Notification service component will retry this operation every 10 seconds.

Modem Log File

NOTE: Most of the DEBUG type logs capture the application's execution flow and thus are not captured here.

Type: Information

Message: INFO: Baud Rate:<baud rate>, Byte Size:<byte size>, Parity:<parity>, Stop Bits:<stop bits>

Cause: A dial-up request is being processed and will be using the COM port control settings indicated in the log message. The values are based on the device's profile.

Action: None.

Type: Information

Message: INFO: COM Port: <COM_Port>

Cause: A dial-up request is being processed and is using the COM port indicated in the log message.

Action: None.

Type: Information

Message: INFO: DIAL:<number for modem to dial>

Cause: The number for the modem to dial, indicated in the log message, is being written to the COM port.

Action: None.

Type: Information

Message: INFO: INIT: <modem initialization string>

Cause: The modem initialization string, indicated in the log message, is being written to the COM port.

Action: None.

Type: Information

Message: INFO: PIN: <personal identification number>

Cause: The (device's) personal identification number, indicated in the log message, is being written to the COM port.

Action: None.

Type: Information

Message: INFO: READ: <string read from the COM port>

Cause: A COM port read was performed.

Action: None.

Type: Information

Message: INFO: WRITE: <string written to COM port> (<number of bytes written to COM port>)

Cause: A COM port write was performed.

Action: None.

Type: Error

Message: ERR: (COMPort_open) CreateFile failed, rc=<Windows return code>

Cause: The application was unable to open the COM port for the dial-up session. A previous INFO log indicates which COM port is being used.

Action: A Windows error - insufficient memory resources. Check PC configuration. Verify the COM port exists.

Type: Error

Message: ERR: (COMPort_open) GetCommState failed, rc=<Windows return code>

Cause: The application was unable to get the COM port control settings. A previous INFO log indicates which COM port is being used.

Action: Contact your Nortel Networks customer support organization.

Type: Error

Message: ERR: (COMPort_open) SetCommState failed, rc=<Windows return code>

Cause: The application was unable to set the COM port control settings to the modem settings configured for the device to use in the dialup session. A previous INFO log indicates which COM port is being used.

Action: Check the device's profile, through the Devices Administration page, for the following: (1) the byte size (data bits) must be 5 to 8 bits, or (2) the use of 5 data bits with 2 stop bits is an invalid combination, as are 6, 7, or 8 data bits with 1.5 stop bits.

Type: Error

Message: ERR: (COMPort_open) SetCommTimeouts failed, rc=<Windows return code>

Cause: The application was unable to set the time-out parameters for all read and write operations on a specified communications device. A previous INFO log indicates which COM port is being used.

Action: Contact your Nortel Networks customer support organization.

Type: Error

Message: ERR: (COMPort_read) ReadFile failed, rc=<Windows return code>

Cause: The application was unable to read data from the COM port. A previous INFO log indicates which COM port is being used.

Action: Contact your Nortel Networks customer support organization.

Type: Error

Message: ERR: (COMPort_write) WriteFile failed, rc=<Windows return code>

Cause: The application was unable to write data to the COM port. A previous INFO log indicates which COM port is being used.

Action: Contact your Nortel Networks customer support organization.

Type: Error

Message: ERR: ConnectionCheck - Max Connect retries exhausted

Cause: The application did not receive a CONNECT from the receiving site within the time-out limit.

Action: Check the service provider number. Check that the service provider is online.

Type: Error

Message: ERR: ConnectionCheck failed - reason: <reason for connection failure>

Cause: The application was unable to connect to the service provider, the reason is indicated in the log message. If the reason is because there was a BUSY or NO ANSWER at the service provider, then the dialup request will be placed back on the queue provided the retry count has not been exhausted.

Action: None.

Type: Error

Message: ERR: Failure in ConnectionCheck - Read COM Port failed

Cause: The application was unable to read data from the COM port. A previous ERROR log ((COMPort_read) ReadFile failed) indicates the Windows return code.

Action: Contact your Nortel Networks customer support organization.

Type: Error

Message: ERR: Unable to Dial SP - Connection error

Cause: The application was unable to connect to the service provider.

Action: See previous ConnectionCheck error log.

Type: Error

Message: ERR: Unable to Dial SP - Init error

Cause: The application was unable to write the modem initialization string data to the COM port. A previous ERROR log ((COMPort_write) WriteFile failed) indicates the Window return code.

Action: Contact your Nortel Networks customer support organization.

Type: Error

Message: ERR: Unable to Dial SP - SP Number error

Cause: The application was unable to write the service provider number to the COM port. A previous ERROR log ((COMPort_write) WriteFile failed) indicates the Windows return code.

Action: Contact your Nortel Networks customer support organization.

Type: Error

Message: ERR: Unable to LogoffTAPSP - Max Logoff retries exhausted

Cause: The application did not receive the disconnect sequence from the receiving site within the time-out limit.

Action: Check that the service provider supports the TAP protocol (version 1.8 or higher). The modem will be dropping the carrier and hanging up immediately afterwards.

Type: Error

Message: ERR: Unable to LogoffTAPSP - Read SP Disconnect failed

Cause: The application was unable to read data from the COM port. A previous ERROR log ((COMPort_read) ReadFile failed) indicates the Windows return code.

Action: Contact your Nortel Networks customer support organization.

Type: Error

Message: ERR: Unable to LogoffTAPSP - SP found unacceptable data

Cause: The Service Provider will send this sequence if it found any data to be unacceptable because of content (for example, an invalid PIN or a message field inappropriate for the type of page). The paging terminal disconnect sequence will follow.

Action: None.

Type: Error

Message: ERR: Unable to LogoffTAPSP - Write logoff sequence failed

Cause: The application was unable to write data to the COM port. A previous ERROR log ((COMPort_write) WriteFile failed) indicates the Windows return code.

Action: Contact your Nortel Networks customer support organization.

Type: Error

Message: ERR: Unable to LogonTAPSP - Forced disconnect received

Cause: The application received a command from the receiving site to disconnect the session.

Action: Check that the service provider supports the TAP protocol (version 1.8 or higher) and allows for external connections. Previous ERROR log ((COMPort_write) WriteFile failed) may indicate reason for disconnect.

Type: Error

Message: ERR: Unable to LogonTAPSP - Max ID retries exhausted

Cause: The application did not receive an ID= from the receiving site within the time-out limit.

Action: Check that the service provider supports the TAP protocol (version 1.8 or higher).

Type: Error

Message: ERR: Unable to LogonTAPSP - Max LOGON retries exhausted

Cause: The application did not receive a response to the logon request from the receiving site within the time-out limit.

Action: Check that the service provider supports the TAP protocol (version 1.8 or higher).

Type: Error

Message: ERR: Unable to LogonTAPSP - Max Msg Go Ahead retries exhausted

Cause: The application did not receive a go ahead to send the message from the receiving site within the time-out limit.

Action: Check that the service provider supports the TAP protocol (version 1.8 or higher).

Type: Error

Message: ERR: Unable to LogonTAPSP - Read ID= failed

Cause: The application was unable to read data from the COM port. A previous ERROR log ((COMPort_read) ReadFile failed) indicates the Windows return code.

Action: Contact your Nortel Networks customer support organization.

Type: Error

Message: ERR: Unable to LogonTAPSP - Read Logon OK failed

Cause: The application was unable to read data from the COM port. A previous ERROR log ((COMPort_read) ReadFile failed) indicates the Windows return code.

Action: Contact your Nortel Networks customer support organization.

Type: Error

Message: ERR: Unable to LogonTAPSP - Read OK to send msg failed

Cause: The application was unable to read data from the COM port. A previous ERROR log ((COMPort_read) ReadFile failed) indicates the Windows return code.

Action: Contact your Nortel Networks customer support organization.

Type: Error

Message: ERR: Unable to LogonTAPSP - Write CR failed

Cause: The application was unable to write data to the COM port. A previous ERROR log ((COMPort_write) WriteFile failed) indicates the Windows return code.

Action: Contact your Nortel Networks customer support organization.

Type: Error

Message: ERR: Unable to LogonTAPSP - Write 2nd LOGIN failed

Cause: The application was unable to write data to the COM port. A previous ERROR log ((COMPort_write) WriteFile failed) indicates the Windows return code.

Action: Contact your Nortel Networks customer support organization.

Type: Error

Message: ERR: Unable to LogonTAPSP - Write LOGIN failed

Cause: The application was unable to write data to the COM port. A previous ERROR log ((COMPort_write) WriteFile failed) indicates the Windows return code.

Action: Contact your Nortel Networks customer support organization.

Type: Error

Message: ERR: Unable to SendTAPMessage - Forced disconnect received

Cause: The application received a command from the receiving site to disconnect the session.

Action: Check that the service provider supports the TAP protocol (version 1.8 or higher) and allows for external connections. Previous ERROR log ((COMPort_write) WriteFile failed) may indicate reason for disconnect.

Type: Error

Message: ERR: Unable to SendTAPMessage - Max Send Next Block retries exhausted

Cause: The application did not receive the go ahead to send the next block of data from the receiving site within the time-out limit.

Action: Check that the service provider supports the TAP protocol (version 1.8 or higher).

Type: Error

Message: ERR: Unable to SendTAPMessage - Read block OK failed

Cause: The application was unable to read data from the COM port. A previous ERROR log ((COMPort_read) ReadFile failed) indicates the Windows return code.

Action: Contact your Nortel Networks customer support organization.

Type: Error

Message: ERR: Unable to SendTAPMessage - Trans. abandoned

Cause: The application received a command from the receiving site to abandon the current transaction and go onto the next (typically whenever an attempt is made to page an invalid PIN).

Action: Check that the device's Personal Identification Number is correct. Check that the service provider recognizes/supports the Personal Identification Number.

Type: Error

Message: ERR: Unable to SendTAPMessage - Write block again failed

Cause: The application was unable to write data to the COM port. A previous ERROR log ((COMPort_write) WriteFile failed) indicates the Windows return code.

Action: Contact your Nortel Networks customer support organization.

Type: Error

Message: ERR: Unable to SendTAPMessage - Write message failed

Cause: The application was unable to write data to the COM port. A previous ERROR log ((COMPort_write) WriteFile failed) indicates the Windows return code.

Action: Contact your Nortel Networks customer support organization.

Type: Error

Message: ERR: Unable to SendTAPMsg - Dial SP failed

Cause: The application encountered an error during the session. One or more ERROR logs may have generated before this log.

Action: See previous error log(s).

Type: Error

Message: ERR: Unable to SendTAPMsg - LogoffTAPSP failed

Cause: The application encountered an error during the session. One or more ERROR logs may have generated before this log.

Action: See previous error log(s).

Type: Error

Message: ERR: Unable to SendTAPMsg - LogonSMSC failed

Cause: The application encountered an error during the session. One or more ERROR logs may have generated before this log.

Action: See previous error log(s).

Type: Error

Message: ERR: Unable to SendTAPMsg - Open COM failed

Cause: The application encountered an error during the session. One or more ERROR logs may have generated before this log.

Action: See previous error log(s).

Type: Error

Message: ERR: Unable to SendTAPMsg - SendTAPMessage failed

Cause: The application encountered an error during the session. One or more ERROR logs may have generated before this log.

Action: See previous error log(s).

Windows NT Event Viewer

Type: Information

Message: <Service name> service: <service status>

Cause: The status of the service is indicated.

Action: None.

Type: Information

Message: Failed to log event <Logging thread>, rc=<return code>

Cause: The application was unable to log an event to the application's log file.

Action: None.

Type: Error

Message: CtrlDispatcher failed, rc=<Windows return code>

Cause: The application was unable to start the MMail Notification Service control dispatcher.

Action: A Windows error - insufficient memory resources. Check PC configuration.

Type: Error

Message: Invalid data type for key value <Registry Key>.

Cause: The application read a key value for the registry key indicated in the log message, however, the data type for the key value is invalid.

Action: A Repair (available through the Setup program) of the application is required.

Type: Error

Message: Not enough server memory to create instance of <object>

Cause: The application was unable to create an instance of the object indicated in the log message.

Action: A Windows error - insufficient memory resources. Check PC configuration.

Type: Error

Message: Register with the Service Control Handler failed, rc=<Windows return code>

Cause: The application was unable to register a function to handle either the MMail Notification or Meridian Text Messaging service control requests.

Action: A Windows error - insufficient memory resources. Check PC configuration.

Type: Error

Message: Unable to create COM instance of <COM object>, rc=<Windows return code>.

Cause: The application was unable to create an instance of the COM object indicated in the log message.

Action: A Windows error - insufficient memory resources. Check PC configuration.

Type: Error

Message: Unable to create service <Service name>, rc=<Windows return code>.

Cause: The application was unable to create the Service indicated in the log message.

Action: A Windows error - insufficient memory resources. Check PC configuration. Check that the service does not already exist.

Type: Error

Message: Unable to delete service <Service name>, rc=<Windows return code>.

Cause: The application was unable to delete the Service indicated in the log message.

Action: None.

Type: Error

Message: Unable to open SCM, rc=<Windows return code>.

Cause: The application was unable to obtain a handle to the Service Control Manager.

Action: A Windows error - insufficient memory resources. Check PC configuration.

Type: Error

Message: Unable to open service <Service name>, rc=<Windows return code>.

Cause: The application was unable to open the Service indicated in the log message.

Action: A Windows error - insufficient memory resources. Check PC configuration. Check that the service exists. If the service does not exist, a Repair (available through the Setup program) of the application is required.

Type: Error

Message: Unable to open registry key <Registry Key>, rc=<Windows return code>.

Cause: The application was unable to open the registry indicated in the log message.

Action: Possibly a Windows error - insufficient memory resources. Check PC configuration. Check Registry. If key does not exist, a Repair (available through the Setup program) of the application is required.

Type: Error

Message: Unable to read key value <Registry Key>, rc=<Windows return code>.

Cause: The application was unable to read the key value for the registry key indicated in the log message.

Action: Possibly a Windows error - insufficient memory resources. Check PC configuration. Check Registry. If the Registry key indicated in the log message does not contain a value, a Repair (available through the Setup program) of the application is required.

Type: Error

Message: Unable to set key value <Registry Key>, rc=<Windows return code>.

Cause: The application was unable to set the key value for the registry key indicated in the log message.

Action: Possibly a Windows error - insufficient memory resources. Check PC configuration. Check Registry. If key does not exist, a Repair (available through the Setup program) of the application is required.

Meridian Mail AutoAdmin PC Errors

Introduction

The Meridian Mail AutoAdmin software provides users with the ability to add, replace, update, and delete mailboxes from a PC. In order to assist users and Nortel Networks support personnel in identifying the cause of a problem, the following classes of error codes are presented:

Classes	Description
messages	Presented by the Meridian Mail AutoAdmin GUI when an event/request is initiated, completed, or when a problem occurs.
201	Presented by the AutoAdmin Application Programming Interface (API) layer, which validates and sends input requests to PC-MR for packaging.
202	Presented by the PC-MR (PC Message Router), which packages and routes input requests to PC-TC for sending to Meridian Mail.
203	Presented by the PC Datafile, which helps validate input request.
204	Presented by the PC-TC (PC Toolkit Communications), which helps send messages to Meridian Mail.

AutoAdmin Utilities Error Messages

Presented by the Meridian Mail AutoAdmin GUI when an event/request is initiated, completed, or when a problem occurs.

Reports

Error: More data items than tag items.

Cause: Invalid tag specification. Less tags specified than columns in user data file.

Impact: Non action will be performed by Meridian Mail.

Error: More tag items than data.

Cause: Invalid tag specification. More tags specified than columns in user data file.

Impact: Non action will be performed by Meridian Mail.

Error: End of file.

Cause: Unexpected read beyond end of user data file.

Impact: None.

Error: Could not open file.

Cause: Invalid file name or file not found.

Impact: None.

Error: Request failed due to memory allocation problems.

Cause: Memory allocation problems.

Impact: Requests cannot be submitted.

Error: Could not perform request.

Cause: Internal error.

Impact: Request will be ignored.

Error: Request denied due to unknown error.

Cause: Internal error.

Impact: Request will be ignored.

Error: Unreadable site ID.

Cause: An error has occurred in the Registry.

Impact: Session will not be established.

Error: Invalid options specification, cannot open data file.

Cause: User entered invalid data on the options sheet (example: the skip to line value exceeds the last valid line in the data file).

Impact: None.

Error: Error occurred while setting up for DR audit.

Cause: Could not allocate resources.

Impact: None.

Error: Error occurred while requesting DR audit.

Cause: Meridian Mail failed to perform the DR audit.

Impact: None.

Error: Error occurred while polling DR audit.

Cause: Meridian Mail failed to perform the DR audit.

Impact: None.

Error: Unknown command.

Cause: Could interpret user command request.

Impact: None.

Error: Request failed.

Cause: User request failed as a result on an unknown error.

Impact: Request will not be serviced.

Error: Failed to initiate session.

Cause: The session could not be initiated as a result of a link connection error, mismatch baud rates, invalid site ID, or invalid password.

Impact: Utility will not perform bulk requests.

Error: Invalid state.

Cause: Utility is operating in an invalid mode.

Impact: Utility is unstable and unexpected conditions may result.

- Error: Request denied. Required data could not be retrieved.
Cause: Utility could not retrieve required user input.
Impact: Utility will not perform bulk requests.
- Error: Invalid tag specification.
Cause: Utility could not read user tag selection.
Impact: The request being passed will fail.
- Error: Invalid data specification.
Cause: Utility could not read user data selection.
Impact: The request being passed will fail.
- Error: Invalid tag and/or data specification.
Cause: Utility could not read tag on data specifications.
Impact: The request being passed will fail.
- Error: Could not read site ID.
Cause: Utility could not read registry entries.
Impact: User cannot select site to administer. Utility will not run.
- Error: Invalid tag specification.
Cause: The user has incorrectly specified tags.
Impact: The user must correct the tag specification. The utility will not run bulk requests.
- Error: Internal error.
Cause: Unknown error encountered.
Impact: Utility may be unstable and unexpected results may occur.
- Error: Session terminated with an error.
Cause: Failed to end the session with Meridian Mail.
Impact: None.

Error: Data file failure.
Cause: Could not load internal structures.
Impact: No tag selection will be available. Utility will not run.

Message: DR audit successfully completed.
Cause: Audit is finished.
Impact: None.

Message: Polling for DR audit status is...
Cause: Utility has polled Meridian Mail for the completion of the DR audit.
Impact: None.

Message: Running auto DR audit, please wait.
Cause: DR audit has been started by utility.
Impact: Processing requests is deferred until audit is complete.

Message: Request succeeded.
Cause: Meridian Mail has successfully performed the request.
Impact: Ignore.

Message: Session established.
Cause: Meridian Mail has accepted the session request.
Impact: Ignore.

Message: Session Terminated.
Cause: Meridian Mail has terminated the session.
Impact: Ignore.

Message: Session requested.
Cause: User has requested a session with Meridian Mail.
Impact: Ignore.

Message: Abort processing.
Cause: User request failed, either as a result of an internal error or exceeded threshold.
Impact: Session will be terminated.

Message: Execution paused.

Cause: User clicked the Pause button.

Impact: None.

Message: Execution resumed.

Cause: User click the Resumed button.

Impact: None.

Class 201 AutoAdmin API

These reports are presented by the AutoAdmin Application Programming Interface (API) layer which validates and sends input requests to PC-MR for packaging.

Reports

- 20100** Could Not Allocate Memory Action 1
Cause: No memory available to perform operations.
Impact: Restart application. If the problem persists, restart system.
- 20101** Invalid Transaction State Action 2
Cause: Logic error.
Impact: Resubmit transaction or request.
- 20102** Init Failure Action 3
Cause: AutoAdmin initialization failure.
Impact: Application will not start.
- 20103** Invalid Session ID Action 4
Cause: Invalid Session ID.
Impact: Establish a new session.
- 20104** Invalid Transaction ID Action 5
Cause: Call for another transaction ID (MM_newData), or invalid user request from API.
Impact: Internal API error, application will not start.
- 20105** Wait Failed Action 5
Cause: Wait failed.
Impact: Internal API error, application will not start.
- 20106** Could Not Set Event Action 5
Cause: Could not set event.
Impact: Internal API error, application will not start.

- 20107** Could Not Reset Event Action 5
 Cause: Could not reset event.
 Impact: Internal API error, application will not start.
- 20108** Null Memory Deallocation. Action 5
 Cause: Null memory deallocation.
 Impact: Internal API error, application will not start.
- 20111** Empty Data Structure No Action
 Cause: User tried to read from an empty transaction.
 Impact: No transaction data defined by user.
- 20112** Read To End Of Data No Action
 Cause: User called a read API after it returned “more=false”.
 Impact: None.
- 20113** Null Element Reference No Action
 Cause: User called an API that has referenced invalid memory.
 Impact: Transaction data cannot be retrieved.
- 20115** Duplicate Tag Specified No Action
 Cause: User tried to define a second occurrence of a tag in the same transaction.
 Impact: Tag will not be added.
- 20116** No Matching Tag Found No Action
 Cause: User tried to read a non-existent tag from a transaction.
 Impact: None.
- 20117** Transaction Not Removed No Action
 Cause: Could not free memory associated with a transaction.
 Impact: Memory associated with the transaction will not be freed.
- 20119** Transaction Timed Out Action 6
 Cause: Meridian Mail took too long to reply to request.
 Impact: Operation may not have performed.

- 20120** Delete Transaction Failed Action 7
Cause: User attempted to delete a transaction while it was being serviced.
Impact: None
- 20121** Transaction Read Failed Action 7
Cause: User attempted to read a transaction while it was being serviced.
Impact: None
- 20122** Failed To Clear Memory No Action
Cause: Failed to clear MAPER memory, resources could not be released.
Impact: Loss of system memory.
- 20124** Invalid Session ID Action 8
Cause: User specified an unknown session ID.
Impact: User action will not be performed.
- 20125** Exceeded Maximum Sessions Action 9
Cause: Exceeded maximum number of active sessions.
Impact: New sessions will not be established.
- 20126** Session Not Active Actions 5, 8
Cause: Session ID does not refer to an active session.
Impact: User must specify the correct session ID. If it has been lost, restart the system.
- 20127** Invalid Parameter Length No Action
Cause: User has entered too small of a buffer size for a parameter in an API.
Impact: API call will fail.
- 20128** Invalid Input Parameter No Action
Cause: Pointers to user specified buffers are invalid.
Impact: API call will fail.

Actions

- Action 1 Restart application. If the problem persists, restart system.
- Action 2 Resubmit transaction or request.
- Action 3 Make sure required files exist.
- Action 4 Either call MM_InitSession or exit and restart system.
- Action 5 End session and re-establish. If the problem persists, call your Nortel Networks support organization.
- Action 6 Rebuild and submit transaction.
- Action 7 Do not free transaction while it is being serviced.
- Action 8 Use correct ID.
- Action 9 Restart application to free up additional sessions.

Class 202 PC-MR

Presented by the PC-MR (PC Message Router) which packages and routes input requests to PC-TC for sending to Meridian Mail.

Reports

20200 No Transaction Server Action 1

Cause: Could not allocate system resources.

Impact: Application will stop functioning.

20201 No Transaction Action 1

Cause: Internally lost track of transaction request.

Impact: User request will be ignored.

20202 Transaction Server Busy Action 2

Cause: A transaction is already being processed.

Impact: Transaction will not be processed until the current transaction is completed.

20203 Parsing Error Action 3

Cause: Cannot parse the Meridian Mail acknowledgment.

Impact: Request could not be verified as being completed.

20205 Packet Buffer Full Action 4

Cause: Packet buffer is full or unexpected packet size.

Impact: Transaction cannot be serviced.

Actions

Action 1 Restart application.

Action 2 Wait until previous request is completed.

Action 3 Resubmit request or ignore.

Action 4 Move to next transaction.

Class 203 PC Datafile and API

Presented by the PC Datafile which help validate input request.

Reports

20301 Major Error Action 1

Cause Invalid record type specified.

Impact The Meridian Mail AutoAdmin utility will not function correctly.

20302 Major Error Action 2

Cause No field with the specified tag in the specified record.

Impact The Meridian Mail AutoAdmin utility will not function correctly.

20303 Critical Error Action 3

Cause Invalid version.

Impact The Meridian Mail AutoAdmin utility will not run. There is a problem with the AutoAdmin datafile.

20304 Major Error Action 1

Cause Specified action is not supported by the specified record.

Impact The Meridian Mail AutoAdmin utility will not function correctly.

20305	Major Error	Action 1
Cause	Invalid value for the specified field.	
Impact	The Meridian Mail AutoAdmin utility will not function correctly.	
20306	Major Error	Action 4
Cause	Invalid length for the specified field.	
Impact	The Meridian Mail AutoAdmin utility will not function correctly.	
20307	Critical Error	Action 5
Cause	Datafile corrupted.	
Impact	The Meridian Mail AutoAdmin utility will not run. There is a problem with the AutoAdmin datafile.	
20308	Critical Error	Action 6
Cause	Datafile not found.	
Impact	The Meridian Mail AutoAdmin utility will not run. There is a problem with the AutoAdmin datafile.	
20309	Critical Error	Action 5
Cause	Datafile not loaded.	
Impact	The Meridian Mail AutoAdmin utility will not run. There is a problem with the AutoAdmin datafile.	
20310	Major Error	Action 2
Cause	Invalid field type.	
Impact	The Meridian Mail AutoAdmin utility will not function correctly.	

Actions

- Action 1 Delete the transaction and create a new one.
- Action 2 Check all the tags to ensure that they are valid. Change the invalid tags and try again.
- Action 3 Check the version of the PC software for compatibility with the version of the Meridian Mail software.
- Action 4 Check the values to ensure that they are valid. Change the invalid values and try again.
- Action 5 Replace the CMADF.TEXT file in the PC with a new one.
- Action 6 Check for the existence of the MCADF.TEXT file in the PC. Place a copy of the file in the PC software directory if it is missing.

Class 204 PC-TC

These reports are presented by the PC-TC (PC Toolkit Communications), which helps send messages to Meridian Mail.

Reports

20400	Critical Error	Case 1 Action 1
		Case 2 Action 2
		Case 3 Action 3
Cause	<ol style="list-style-type: none"> 1. There is not enough memory to load the PCTC.DLL. 2. Cannot read registry information on port and/or modem settings. 3. PCTC.DLL is corrupt. 	
Impact	No request can be processed.	
20401	Critical Error	Action 1
Cause	There is not enough memory to allocate for the PCTC.DLL.	
Impact	DLL cannot be loaded and no request will be sent to Meridian Mail.	
20402	Major Error	Action 4
Cause	Request has an invalid transaction id.	
Impact	Request will not be processed.	
20403	Major Error	Action 4
Cause	An invalid command is issued for the request.	
Impact	Request will not be processed.	
20404	Major Error	Action 4
Cause	Request contains an invalid site id.	
Impact	Request will not be processed.	
20405	Major Error	Action 4
Cause	Request does not contain any data.	
Impact	Request will not be processed.	

20406	Major Error	Action 4
Cause	Length of request is either 0 or greater than 1024 bytes.	
Impact	Request will not be processed.	
20407	Major Error	Action 4
Cause	Request contains an invalid event id.	
Impact	Request will not be processed.	
20408	Major Error	Action 4
Cause	The reply contains a different transaction id from the original request.	
Impact	Cannot return result of the request.	
20409	Major Error	Action 4
Cause	There is no request in progress.	
Impact	No request result is returned.	
20410	Major Error	Action 4
Cause	A session is not yet established for the request.	
Impact	Request will not be processed.	
20411	Major Error	Action 2
Cause	Cannot read registry information.	
Impact	A session cannot be established and all subsequent requests will not be processed.	
20412	Major Error	Action 4
Cause	Session is being initiated.	
Impact	Request will not be processed while the session is being initiated.	
20413	Major Error	Action 4
Cause	Cannot initiate a session.	
Impact	A session cannot be established and all subsequent requests will not be processed.	
20414	Major Error	Action 4
Cause	A session is already active. Cannot initiate more than one session.	
Impact	The initiate session request will fail.	

20415	Critical Error	Action 5
Cause	Cannot establish a connection between PC and Meridian Mail.	
Impact	A session cannot be established and all subsequent requests will not be processed.	
20416	Minor Error	Action 6
Cause	Session is being terminated.	
Impact	Request will not be processed while the session is being terminated.	
20417	Minor Error	Action 6
Cause	End session request encounters an error.	
Impact	Session will not be terminated successfully although the COM port on the PC will still be closed. All subsequent requests will not be processed.	
20418	Minor Error	Action 6
Cause	Cannot drop the connection between PC and Meridian Mail. Meridian Mail is not responding to the drop link command.	
Impact	End session request will fail although the COM port on the PC will still be closed. All subsequent requests will not be processed.	
20419	Major Error	Action 4
Cause	MSLink is down.	
Impact	Request will not be processed.	
20420	Major Error	Action 4
Cause	A request is currently in progress.	
Impact	Only one request can be processed at any one time.	
20423	Major Error	Action 7
Cause	Time-out in sending request to Meridian Mail.	
Impact	Request will not be processed.	
20424	Major Error	Action 7
Cause	Time-out in receiving reply from Meridian Mail.	
Impact	Request might have been processed successfully in Meridian Mail but no result is returned.	

20426	Major Error	Action 4
Cause	Cannot send this request to Meridian Mail.	
Impact	Request will not be processed.	
20429	Major Error	Action 4
Cause	A message with an invalid toolkit id is received from Meridian Mail.	
Impact	Request will not be processed.	
20432	Major Error	Action 4
Cause	A wrong reply message is received for the current request.	
Impact	Request might have been processed successfully in Meridian Mail but no result is returned.	
20440	System Info	No Action
Cause	Link info: Dialing modem.	
Impact	N/A.	
20441	System Info	No Action
Cause	Link info: Modem is connected.	
Impact	N/A.	
20442	System Info	No Action
Cause	Link info: Initiating link.	
Impact	N/A.	
20445	System Info	No Action
Cause	Link info: Shutting down MSLink.	
Impact	N/A.	
20446	Minor Error	Action 6
Cause	Link error: Time-out in shutting down MSLink.	
Impact	End session request will fail although the COM port on the PC will still be closed. All subsequent requests will not be processed.	
20457	Major Error	Action 8
Cause	Link error: Retry limit exceeded on sending signal to Meridian Mail.	
Impact	Request will not be processed.	

20458	Major Error	Action 7
Cause	Link error: Cannot send a character out on the COM port because the link is down.	
Impact	Request will not be processed.	
20459	Major Error	Action 9
Cause	Link error: Incompatible TC version in Meridian Mail.	
Impact	Request will not be processed.	
20460	Major Error	Action 8
Cause	Link error: Lost synchronization with Meridian Mail.	
Impact	Request will not be processed.	
20461	Minor Error	Action 6
Cause	Link error: Meridian Mail does not respond to the terminate link request.	
Impact	End session request will fail although the COM port on the PC will still be closed. All subsequent requests will not be processed.	
20462	Major Error	Action 8
Cause	Link error: Internal system error.	
Impact	Request will not be processed.	
20463	System Info	No action
Cause	Link info: PC is in sync with Meridian Mail.	
Impact	N/A	
20464	System Info	No action
Cause	Link info: COM port error has cleared.	
Impact	N/A	
20465	Major Error	Action 8
Cause	Link error: Unknown signal.	
Impact	Request will not be processed.	
20467	Minor Error	Action 7
Cause	Link error: Cannot connect with Meridian Mail.	
Impact	Request will not be processed.	

20470	Major Error	Action 8
Cause	Link error: Received signal error on MSLink.	
Impact	Request will not be processed.	
20471	Major Error	Action 7
Cause	Link error: Connection is lost. Meridian Mail might have been rebooted or the cable is disconnected.	
Impact	Request will not be processed. All subsequent requests will not be processed.	
20480	Major Error	Action 10
Cause	COM I/O error: General I/O error. Usually caused by other application locking the specified I/O port.	
Impact	Session cannot be established. All subsequent requests will not be processed.	
20481	Major Error	Action 2
Cause	COM I/O error: PC does not have the specified device, i.e. COM port.	
Impact	Session cannot be established. All subsequent requests will not be processed.	
20482	Major Error	Action 10
Cause	COM I/O error: Device specified is currently in use by another PC application.	
Impact	Session cannot be established. All subsequent requests will not be processed.	
20483	Major Error	Action 2
Cause	COM I/O error: Cannot initialize COM port for communication.	
Impact	Session cannot be established. All subsequent requests will not be processed.	
20484	Major Error	Action 11
Cause	COM I/O error: Cannot write a character to the COM port because the port buffer is full.	
Impact	Session cannot be established. All subsequent requests will not be processed.	
20485	Major Error	Action 12
Cause	Modem error: Cannot initialize the modem. Possibly invalid modem initialization string.	
Impact	Session cannot be established. All subsequent requests will not be processed.	
20486	Major Error	Action 13
Cause	Modem error: Time-out connecting to the remote modem.	
Impact	Session cannot be established. All subsequent requests will not be processed.	

20487	Major Error	Action 13
Cause	Modem error: Unknown modem response. Cannot send any data to the modem.	
Impact	Session cannot be established. All subsequent requests will not be processed.	
20488	Major Error	Action 13
Cause	Modem error: Failed to connect with remote modem.	
Impact	Session cannot be established. All subsequent requests will not be processed.	
20489	Minor Error	Action 13
Cause	Modem error: Failed to disconnect with remote modem.	
Impact	End session request will fail although the COM port on the PC will still be closed. All subsequent requests will not be processed.	

Actions

- Action 1 Terminate the AutoAdmin application. Close any Windows applications that are currently running. Restart AutoAdmin.
- Action 2 Terminate the AutoAdmin application. Start AutoAdmin Configurator and make sure that all settings are correct. If not, modify the settings and close off the Configurator. Restart AutoAdmin.
- If the problem persists, the application may be corrupted. Reinstall AutoAdmin and retry.
- Action 3 Terminate the AutoAdmin application. Reinstall AutoAdmin from installation disk.
- Action 4 Reselect all commands and then resend requests. If the problem persists, terminate and restart the AutoAdmin application.
- If the problem persists, the application may be corrupted. Reinstall AutoAdmin and retry.
- Action 5 Check to see if the cable is securely connected between the PC COM port and the Meridian Mail data port. A null modem might be required on a direct serial connection. Reselect all commands and then resend requests. If the problem persists, terminate and restart the AutoAdmin application.
- If the problem persists, reboot PC and restart the AutoAdmin application.
- If the problem persists, the application may be corrupted. Reinstall AutoAdmin and retry.
- Action 6 Even though the end session request fails, the link is already disabled. No further action is required to complete the current process. However, you should still check to see if the cable is securely connected between the PC COM port and the Meridian Mail dataport.

- Action 7 Check to see if the cable is securely connected between the PC COM port and the Meridian Mail dataport. A null modem might be required on a direct serial connection. Reselect all commands and then resend requests.
- If the problem persists, terminate and restart the AutoAdmin application.
- If the problem persists, reboot PC and restart the AutoAdmin application.
- If the problem persists, the Meridian Mail may be heavily loaded or running a DR audit, VS audit or MWI audit. Wait till a quieter time and re-run the requests.
- If the problem persists and it is a modem connection, the remote connection maybe too noisy. Try the requests on another phone line.
- If the problem persists and it is a serial connection, the cable may be bad. Try using another cable.
- Action 8 Another PC application is using up too much CPU time, causing PCTC to time-out and the request to fail. Try to avoid running other PC applications while the AutoAdmin is in progress. Reselect all commands and then resend requests.
- If the problem persists, terminate and restart the AutoAdmin application. Then repeat step 2.
- Action 9 Meridian Mail is running an unsupported version of TC. Make sure that Meridian Mail is running MM12 software with the AutoAdmin feature installed. Once the Meridian Mail problem is fixed, restart AutoAdmin.
- Action 10 Terminate the AutoAdmin application. Close any Windows applications that are currently using the specified I/O port. Restart AutoAdmin.
- If the problem persists, the I/O port might not have been closed properly by other applications. Reboot PC and restart the AutoAdmin application.
- Action 11 Terminate and restart the AutoAdmin application.
- If the problem persists, the I/O port might not have been closed properly by other applications. Reboot PC and restart the AutoAdmin application.
- Action 12 Terminate the AutoAdmin application. Start AutoAdmin Configurator and make sure that all modem settings are correct. If not, modify the settings and close off the Configurator. Also check the cable connection between PC and the modem. Restart AutoAdmin.
- If the problem persists, reboot the PC and try again.
- If the problem persists, the application may be corrupted. Reinstall AutoAdmin and retry.

Action 13 Terminate the AutoAdmin application. Check to see if the problem is one of the following:

- the line was busy
- the remote modem failed to go off-hook
- the remote modem disconnected
- the modem was not connected to the phone line
- there was a modem error

Start AutoAdmin Configurator and make sure that all modem settings are correct. If not, modify the settings and close off the Configurator. Also, check to see if the local and remote modems were programmed properly. For example, the local modem (that is, the modem that is connected to the Meridian Mail) should have been programmed to go into answer mode. Also check the cable connection between PC and the modem. Correct the problem and restart AutoAdmin.

Integrated Communication Link troubleshooting

Introduction

You can store event and error logs in either a Windows NT event log in the Application log, or in the [drive]:\Eventlog directory in Windows 95 or Windows 98.

Location

To locate the Windows NT event viewer on your PC, use the following path:

Start > Programs > Administrative Tools > Event Viewer

To locate the event log file in Windows 95 or 98, browse your working hard drive until you find the Eventlog directory folder. The event log files are in the folder.

Event logs

Event logs are usually made up of a sequence of actions that indicate what has happened to the application. They do not indicate an error. Usually, no corrective actions are required with event logs.

Error messages

Error messages indicate that something is wrong with the application and corrective action is required.

ICL Client return codes

The following is a list of all errors generated by the following components:

- ICL Client (GLH Client)
- ICL Client buffer manager
- ICL Client network interface
- ICL Client connection parameters
- ICL Client receive thread
- ICL Buffers and all its base classes
- ICL Protocol (GLH Protocol)
- CMA Protocol

Error: 1002

Cause: ICL Client could not allocate memory to process a request/response.

Action: Retry operation. If the problem persists, restart computer. If the problem persists contact your Nortel Networks customer support representative.

Error: 1201

Cause: There was an error while waiting for request response. The response buffer is no longer in its expected state.

Action: Retry operation. If the problem persists, restart application. If the problem persists, restart computer. If the problem still persists, contact your Nortel Networks customer support representative.

Error: 1202

Cause: An attempt was made to register an already registered application with the ICL. Action: ignore. If there is a registration problem, then restart application.

Error: 1203

Cause: The application has not registered with the ICL before making requests or the application has lost a previous registration.

Action: Register with ICL before making requests.

Error: 1204

Cause: The application failed to register with an ICL.

Action: Retry operation. Verify registration parameters.

- Error: 1205
Cause: Failed to deregister with an ICL.
Action: Can retry or ignore.
- Error: 1206
Cause: Invalid data was received as part of a deregistration response. The deregistration will fail.
Action: Can retry or ignore.
- Error: 1208
Cause: The maximum response time associated with the request was too small.
Action: Retry operation with increased time-out.
- Error: 1209
Cause: A resource that was expected not to exist still does.
Action: Restart application. If the problem persists, restart computer. If the problem persists, contact your Nortel Networks customer support representative.
- Error: 1210
Cause: Failed to create thread because other resources were not available.
Action: Restart application. If the problem persists, restart computer. If the problem persists, contact your Nortel Networks customer support representative.
- Error: 1211
Cause: Failed to create thread because network resources were not available.
Action: Restart application. If the problem persists, restart computer. If the problem persists, contact your Nortel Networks customer support representative.
- Error: 1252
Cause: Not all data reception threads were started.
Action: Ignore if no performance impact is realized. Otherwise, contact your Nortel Networks customer support representative.
- Error: 1253
Cause: Failed to create data reception thread.
Action: Restart application. If the problem persists, restart computer. If the problem still persists, contact your Nortel Networks customer support representative.

Error: 1255

Cause: Invalid parameters specified in data send request.

Action: Retry operation, restart application. If the problem persists, restart computer. If the problem still persists, contact your Nortel Networks customer support representative.

ICL Client Receive thread error codes

Error: 1401

Cause: Failed to allocate system resources to start a new thread.

Action: Restart application. If the problem persists, restart computer. If the problem still persists, contact your Nortel Networks customer support representative.

Error: 1402

Cause: Failed to set priority of a newly created thread.

Action: Ignore if no performance degradation is experienced; otherwise, restart application. If the problem persists, restart computer. If the problem still persists, contact your Nortel Networks customer support representative.

Error: 1404

Cause: A created thread did not initialize correctly.

Action: Restart application. If the problem persists, restart computer. If the problem still persists, contact your Nortel Networks customer support representative.

Error: 1409

Cause: A thread has been started without being initialized.

Action: Restart application; if the problem persists restart computer; if the problem still persists contact support.

Error: 1410

Cause: An action performed by the application caused a general exception.

Action: Retry operation. Restart application. If the problem persists, restart computer. If the problem still persists, contact your Nortel Networks customer support representative.

Error: 1411

Cause: Failed to free memory. Memory will be lost.

Action: Ignore if no performance impact is realized; otherwise, restart application/computer to recover lost memory.

Error: 1413

Cause: Failed to read data from network interface.

Action: Verify network connectivity and retry operation.

ICL Client network Interface

Error: 1501

Cause: Failed to negotiate registration with an ICL due to protocol mismatch.

Action: Retry operation, verify versions of all related (Meridian Mail, ICL, ICL Client application) software are compatible.

Info: 1502

Cause: Invalid network address used to connect to ICL.

Action: Verify IP address and link name of ICL and retry operation.

Error: 1503

Cause: Failed to create network interface object.

Action: Restart application. If the problem persists, verify network connectivity and protocol. If the problem persists, restart computer. If the problem still persists, contact your Nortel Networks customer support representative.

Error: 1504

Cause: Failed to bind network connection.

Action: Retry, verify ICL server is running. Verify software versions are compatible (ICL and ICL Client). Restart application. If the problem persists, restart computer. If the problem still persists, contact your Nortel Networks customer support representative.

Error: 1505

Cause: Failed to connect to ICL network interface.

Action: Retry, verify ICL server is running. Verify software versions are compatible (ICL and ICL Client). Restart application. If the problem persists, restart computer. If the problem still persists, contact your Nortel Networks customer support representative.

Error: 1506

Cause: Failed to send data passed network interface.

Action: Retry, verify ICL server is running. Restart application. If the problem persists, restart computer. If the problem still persists, contact your Nortel Networks customer support representative.

Error: 1507

Cause: Failed to read data from network interface.

Action: Retry, verify ICL server is running. Restart application. If the problem persists, restart computer. If the problem still persists, contact your Nortel Networks customer support representative.

Info: 1509

Cause: ICL has refused connection because it is currently serving the maximum Number of ICL clients that it can.

Action: Retry later once load on ICL server has gone done.

Error: 1512

Cause: The network interface has encountered an error.

Action: Restart application. If the problem persists, restart computer. If the problem still persists, contact your Nortel Networks customer support representative.

Error: 1513

Cause: Application encountered unsolicited data and attempted to purge network buffers, however a network error occurred.

Action: Ignore. Application may require some time to re-sync. If application failed to perform properly restart it. If the problem still persists, contact your Nortel Networks customer support representative.

Error: 1514

Cause: Partial request data was submitted to network buffers.

Action: Retry operation. If the problem persists, restart the application and retry. If the problem still persists, contact your Nortel Networks customer support representative.

Error: 1515

Cause: Could not start network sockets service on machine.

Action: Verify sockets service is available on PC. Retry.

Error: 1516

Cause: An attempt was made to connect to an ICL after an ICL connection already exists.

Action: Restart application and retry operation.

Error: 1517

Cause: Attempt to use network interface before establishing a connect.

Action: Connect to a ICL client. If the problem persists, restart application.

Info: 1519

Cause: A ping was performed on the network interface to check if data was available for reading. No data was available.

Action: None.

Errors from ICL Client Buffer Manager

Error: 1604

Cause: Attempt was made to remove a buffer from the buffer manager, however, the buffer was not there. This can be caused by the arrival of response data after a request has timed-out.

Action: If the problem is persistent and not due to request time-outs, then contact your Nortel Networks customer support representative. Also try restarting application.

Error: 1605

Cause: The buffer manager was presented with a buffer that it does not recognize. Or the buffer Manager is out of sync.

Action: Retry operation; if the problem persists restart application to re-sync buffer manager; if the problem still persists contact support.

Info: 1606

Cause: An attempt was made to send a request across the link while another request is outstanding.

Action: Do not send a request until the previous request has completed or timed-out.

Error: 1607

Cause: Attempt was made to check out a buffer from the buffer manager while it was already checked out.

Action: Retry operation. If the problem persists, restart computer. If the problem still persists, contact your Nortel Networks customer support representative.

Error: 1608

Cause: Attempted an action on a buffer that is not valid given the buffers state.

Action: Retry operation. If the problem persists, restart application. If the problem still persists, contact your Nortel Networks customer support representative.

Info: 1609

Cause: Response data to a request has arrived after the request has timed-out. Data will not be placed in the response buffer.

Action: Retry operation.

ICL Client Connection parameters

Info: 1101

Cause: Could not convert Link names into IP Address during application connect to ICL.

Action: Verify link name is in local hosts file or is registered with the DNS server. Specify the full IP address of the ICL machine in the connect call.

Info: 1102

Cause: Attempt to connect to ICL without valid registration type.

Action: Connect with valid registration type. If the problem persists, contact your Nortel Networks customer support representative.

Info: 1103

Cause: IP address given during connect to ICL request is not valid.

Action: Retry with correct IP address. Generic Memory related error codes All Used by Memory Segment class.

Error: 1701

Cause: Could not allocate memory.

Action: Retry operation. If the problem persists, restart computer. If the problem still persists, contact your Nortel Networks customer support representative.

Error: 1702

Cause: A memory allocation was required. However the parameter were not valid.

Action: Retry operation. If the problem persists, restart computer. If the problem still persists, contact your Nortel Networks customer support representative.

Error: 1704

Cause: An Exception occurred while copying data.

Action: Retry operation. If the problem persists, restart application. If the problem still persists, contact your Nortel Networks customer support representative.

Error: 1705

Cause: A Memory segment has been created in such a manner as to restrict further growth. However the application requested that I grow.

Action: Retry operation. If the problem persists, restart application. If the problem still persists, contact your Nortel Networks customer support representative.

Error: 1710

Cause: Copy from a memory segment failed because more segments were expected but not found.

Action: Retry operation. If the problem persists, restart application. If the problem still persists, contact your Nortel Networks customer support representative.

Error: 1711

Cause: Attempt to access a memory segment with an invalid offset.

Action: Retry operation. If the problem persists, restart application. If the problem still persists, contact your Nortel Networks customer support representative.

Error: 1712

Cause: A memory segment has entered an invalid state.

Action: Retry operation. If the problem persists, restart application. If the problem still persists, contact your Nortel Networks customer support representative.

Error: 1713

Cause: Attempt to copy data from a memory segment into an invalid memory location.

Action: Retry operation. If the problem persists, restart application. If the problem still persists, contact your Nortel Networks customer support representative.

Errors from ICL Client buffer class

Error: 1901

Cause: A call to allocate memory failed. This can be caused by corruption in the memory manager. Or no free memory avail. on computer.

Action: Restart application. If the problem persists, restart computer. If the problem still persists contact your Nortel Networks customer support representative.

Error: 1902

Cause: An attempt was made to add data to a buffer, however the buffer lacked resources to complete the operation.

Action: Retry operation. If the problem persists, contact your Nortel Networks customer support representative.

ICL Protocol buffers derived from buffer class

Info: 1805

Cause: The request timed out

Action: Verify connectivity to MMail and retry request.

Error: 1806

Cause: Failed to wait for response due to lack of system resources.

Action: Retry operation. If the problem persists, restart application. If the problem still persists, contact your Nortel Networks customer support representative.

Error: 1807

Cause: Failed to get client Id due to erroneous state.

Action: Retry operation. If the problem persists, restart application. If the problem still persists, contact your Nortel Networks customer support representative.

Error: 1808

Cause: Failed to get client Id due to erroneous state.

Action: Retry operation. If the problem persists, restart application. If the problem still persists, contact your Nortel Networks customer support representative.

Error: 1809

Cause: Buffer failed to initialize.

Action: Retry operation. If the problem persists, restart application. If the problem still persists, contact your Nortel Networks customer support representative.

Error: 1810

Cause: Framing error occurred when attempting to send a buffer across the link.

Action: Retry operation with different buffer configuration, de-fragment buffer before framing it. If the problem persists, restart application. If the problem still persists, contact your Nortel Networks customer support representative.

CMA Protocol object errors messages

The following errors are derived from the ICL Protocol object, which is derived from Buffer class.

Error: 1950

Cause: Attempt to read data past buffer boundaries.

Action: Retry operation. If the problem persists, contact your Nortel Networks customer support representative.

Error: 1953

Cause: Attempt was made to copy data from a buffer into an application specified memory address causing a runtime exception. The destination pointer could null or invalid.

Action: Retry operation. If the problem persists, contact your Nortel Networks customer support representative.

ICL PROCESS

Error: 40400

Cause: Attempt to create a semaphore failed.

Action: This is a Windows error. Check your PC configuration for possible insufficient memory resources.

Error: 40401

Cause: Transport registration table is full.

Action: Reduce number of PC links to less than 256.

Error: 40402

Cause: Wait on semaphore failed.

Action: This is a Windows error. Check your PC configuration for possible insufficient memory resources.

Error: 40403

Cause: Timed out waiting for semaphore.

Action: PC may be overloaded:check for non-essential or CPU-hogging tasks on server PC.

Error: 40404

Cause: Application Registration array is full.

Action: Too many Meridian Mail 12 links requested: ICL only supports 10.

Error: 40405

Cause: Application array is full.

Action: Too many clients are requesting service. ICL only supports 256 at once.

Warning: 40406

Cause: Application Listener thread ended due to attempt to read from an AppID which has shut down.

Action: Could possibly occur due to network errors on the LAN.

Warning: 40407

Cause: Application Listener thread ended due to socket send error on an AppID.

Action: A Windows socket error. Could possibly occur due to network errors on the LAN.

Info: 40408

Cause: Application Listener thread ended due to time-out on an AppID.

Action: None or possibly client should register with no time-out or send keep-alive messages.

Info: 40409

Cause: Application Listener found wrong Application ID found in registration message.

Action: Check client for corruption or mis-configuration. Possible hack attempt.

Warning: 40410

Cause: The AppID sent from client did not match.

Action: Check client for corruption or misconfiguration. Possible hack attempt.

Error: 40411

Cause: Socket creation attempt generated error.

Action: A Windows socket error. Check PC configuration.

Error: 40412

Cause: Socket function bind() generated error.

Action: A Windows socket error. Check PC configuration.

Error: 40413

Cause: Socket function listen() generated error.

Action: A Windows socket error. Check PC configuration.

Warning: 40414

Cause: Attempted to disconnect a free Application index.

Action: Possible ICL overload condition: check for excessive client registrations.

Error: 40415

Cause: Index into Application array is out of range.

Action: An ICL dynamic error: report to ICL S/W designer.

Error: 40416

Cause: Socket function select() generated error.

Action: A Windows socket error. Check PC configuration.

Warning: 40417

Cause: Socket function select() found no sockets.

Action: A Windows socket error. Check PC configuration.

Warning: 40418

Cause: Socket function accept() generated error.

Action: A Windows socket error. Check PC configuration.

Warning: 40419

Cause: Attempt to create an application registrar semaphore failed.

Action: This is a Windows error. Check your PC configuration for possible insufficient memory resources.

Warning: 40420

Cause: Thread ended due to attempt to receive from non-existent application ID.

Action: Possible ICL overload condition. Check for excessive client registrations.

Warning: 40421

Cause: Thread ended due to attempt to receive from application an ID which is not ready.

Action: ICL confusion, possibly from client registration overload or bouncing links.

Warning: 40422

Cause: Stated message length on APPID is out of range.

Action: Corrupted message from a client. Possible hack attempt.

Warning: 40423

Cause: Application ID message header does not match AppID.

Action: Corrupted message from a client. Possible hack attempt.

Warning: 40424

Cause: Application ID invalid message destination.

Action: Corrupted message from a client. Possible hack attempt.

Info: 40425

Cause: Impending application time-out warning for APPID.

Action: None. Application may have disconnected badly.

Error: 40426

Cause: Logical link table is full.

Action: Reduce the number of logical links. ICL only supports 1024.

Error: 40427

Cause: Could not open the GLH registry key.

Action: Check PC configuration. Permissions error or registry not configured properly or corrupted.

Info: 40428

Cause: GLH subkey was found in the registry.

Action: None. Normal condition: recording the links found in the registry.

Error: 40429

Cause: Could not create new ICL subkey.

Action: Check PC configuration. Permissions error or registry not configured properly or corrupted.

Error: 40430

Cause: Attempt to write Registry value for GLH subkey failed.

Action: Check PC configuration. Permissions error or registry not configured properly or corrupted.

Warning: 40431

Cause: Attempted to add already existing logical link name.

Action: Check for user error: cannot have duplicate names.

Warning: 40432

Cause: Registry link number is invalid.

Action: Check for user error: specified link number is not valid.

Info: 40433

Cause: Physical link # already exists.

Action: Check for user error: cannot have duplicate physical links.

Error: 40434

Cause: Attempt to create an Meridian Mail 12 application registration port failed.

Action: A Windows socket error. Check PC configuration.

Error: 40435

Cause: New transport process creation failed.

Action: A Windows or PC configuration error or missing transport executable or wrong permissions.

Warning: 40436

Cause: The link could not be started because the transport process did not connect.

Action: Check PC configuration. Transport executable may be corrupted or missing.

Warning: 40437

Cause: Attempted to delete a non-existent logical link name.

Action: Check for user error. Link name is unknown.

Warning: 40438

Cause: Attempted to delete a logical link with no associated physical link.

Action: ICL confusion: possible bouncing or dead physical links between Meridian Mail and server PC.

Error: 40439

Cause: Could not delete ICL subkey.

Action: Check PC configuration. Permissions error or registry not configured properly or corrupted.

Error: 40440

Cause: Attempt to delete an Meridian Mail 12 application registration port failed.

Action: A Windows socket error. Check PC configuration.

Error: 40441

Cause: Index into Transport array is out of range.

Action: ICL dynamic error: Report to ICL S/W designer.

Error: 40442

Cause: Attempted to disconnect a free Transport index.

Action: ICL confusion: possible ICL overload or bouncing Meridian Mail links.

Warning: 40443

Cause: Thread ended due to attempt to receive from non-existent transport ID.

Action: Check for bouncing Meridian Mail links.

Warning: 40444

Cause: Transport process restarted due to recv socket error.

Action: None. A windows socket error. Transport was restarted automatically.

Warning: 40445

Cause: Transport specified an invalid message destination.

Action: Message corruption in a message from Meridian Mail or Meridian Mail traffic overload.

Warning: 40446

Cause: Stated message length from Transport is out of range.

Action: Corrupted message from Meridian Mail. Check MM stability.

Warning: 40447

Cause: Attempt to send to transport which is not ready.

Action: Check for bouncing Meridian Mail links.

Warning: 40448

Cause: Attempted to start an undefined transport.

Action: ICL confusion. Report to ICL S/W designer.

Warning: 40449

Cause: Attempted to start an link which was already started.

Action: ICL confusion: possible overload condition or bouncing Meridian Mail links.

Warning: 40450

Cause: Attempted to stop an undefined transport.

Action: Possibly unstable Meridian Mail links.

Warning: 40451

Cause: Attempted to suspend a link which was already stopped.

Action: Possibly unstable Meridian Mail links.

Info: 40452

Cause: No ICL_MM13Client registration port number was found in 'services' file.

Action: None. The default port number is used in lieu.

Info: 40453

Cause: No ICL_Transporter registration port number was found in 'services' file.

Action: None. The default port number is used in lieu.

Error: 40454

Cause: ICL Process exited because an attempt to create the transport registration port failed.

Action: A Windows socket error. Check PC configuration.

Warning: 40455

Cause: Attempt to read Registry for GLH subkey failed.

Action: Check PC configuration. Permissions error or registry not configured properly or corrupted.

Warning: 40456

Cause: Registry link number is invalid.

Action: Check PC configuration. Permissions error or registry not configured properly or corrupted.

Error: 40457

Cause: ICL Process exited because an attempt to create the Meridian Mail 13 application registration port failed.

Action: A Windows socket error. Check PC configuration.

Error: 40458

Cause: ICL Process exited because an attempt to create a transport process failed.

Action: A Windows or PC configuration error or missing transport executable or wrong permissions.

Error: 40459

Cause: ICL Process exited because the GLH registry key could not be opened.

Action: Check PC configuration. Permissions error or registry not configured properly or corrupted.

Warning: 40460

Cause: Unknown packet type.

Action: Corrupted message from Meridian Mail. Check for unstable Meridian Mail links.

Error: 40461

Cause: Thread exited because OKICL2Continue went FALSE.

Action: Catastrophic error condition: check for other error codes. Check to make sure ICL service was not stopped by user.

Warning: 40462

Cause: Attempt to register on an unknown logical link name.

Action: Corrupted client registration message. Possible hack attempt or misconfigured client.

Info: 40463

Cause: Application ID deregistered.

Action: None. Normal condition.

Info: 40464

Cause: No active timer for AppListener.

Action: None. application has requested no time-out option.

Info: 40465

Cause: Received a message from AppListener for a transport which is not ready.

Action: Check for MMail link malfunction.

Info: 40466

Cause: Unknown packet.

Action: Corrupted client message. Possible hack attempt or misconfigured client.

Error: 40467

Cause: Exiting ICL Process because could not open hEventICLm_Heartbeat.

Action: Check PC configuration. Possible wrong file permissions.

Error: 40468

Cause: Exiting ICL Process because could not open hEventICLp_Heartbeat.

Action: Check PC configuration. Possible wrong file permissions.

Error: 40469

Cause: Exiting ICL Process because could not start up Winsock.

Action: Windows socket error. Verify that Winsock 1.1 or greater is installed.

Error: 40470

Cause: Exiting ICL Process because ICL requires Winsock version.

Action: Windows socket error. Verify that Winsock 1.1 or greater is installed.

Error: 40471

Cause: Exiting ICLProcess due to wait failed while waiting for a ping from ICLMonitor.

Action: Check PC configuration. Verify user did not stop ICL service.

Error: 40472

Cause: Exiting ICLProcess due to wait time-out while waiting for a ping from ICLMonitor.

Action: Check PC configuration. Verify user did not stop ICL service.

Error: 40473

Cause: Exiting ICL Process because of ICL Monitor process SetEvent()error.

Action: Windows socket error. Check PC configuration.

Warning: 40474

Cause: Cannot use reserved name 'SysOps' as a logical link name.

Action: User error: This name is reserved than therefore unusable as an ICL link name.

Info: 40475

Cause: Application ID successfully registered.

Action: None. Normal condition.

Error: 40476

Cause: Exiting ICL Process because of a Transporter process SetEvent() error.

Action: Windows socket error. Check PC configuration.

ICL Monitor

Error: 40350

Cause: Unable to report service status to Service Control Manager.

Action: This is a Windows error. Check your PC configuration for possible insufficient memory resources.

Error: 40351

Cause: Unable to create local event.

Action: This is a Windows error. Check your PC configuration for possible insufficient memory resources.

Error: 40352

Cause: Unable to create named event.

Action: This is a Windows error. Check your PC configuration for possible insufficient memory resources.

Error: 40353

Cause: Unable to start the ICLProcess.

Action: This is a Windows error. Check your PC configuration for possible insufficient memory resources.

Info: 40354

Cause: The ICL Monitor service is started.

Action: None. Normal condition whenever the ICL service is started.

Info: 40355

Cause: The ICL Monitor service is stopped.

Action: None. Normal condition whenever the ICL service is stopped.

Warning: 40356

Cause: ICL Process Heartbeat event - wait failed.

Action: This is a Windows error. Check your PC configuration for possible insufficient memory resources.

Warning: 40357

Cause: ICL Monitor killed and restarted ICL Process because its heartbeat was not detected

Action: None. The Monitor should have recreated the ICL Process.

SNMP Support for SEERs troubleshooting

SNMP Support for SEERs solutions

Use the following table to solve any problems encountered during the operation of SNMP Support for SEERs.

Problem	Solution
Cannot send SEERs.	Look for SEERs to see if the TC is down. Make sure that the cable is connected properly. Make sure that the PC is configured properly.
Cannot see SNMP traps on SNMP Manager.	Make sure that SNMP service is configured properly and running. Make sure that trap destinations are correct. Consult error logs for information.

SNMP Support for Network OMs troubleshooting

SNMP Support for Network OMs solutions

Use the following table to solve any problems encountered during the operation of SNMP Support for Network OMs.

Problem	Solution
Cannot see Network traffic data on SNMP Manager.	Make sure that OM Collect is activated. <ul style="list-style-type: none"> ■ Network traffic data is only updated according to the collection commit interval. Make sure that SNMP service is configured properly and running. Consult error logs for information.
Network traffic data is reset to zero.	Data is cumulative. Reset only if SNMP service is restarted.

Log File

Note: All other messages in the log file not listed here are for debugging/diagnostic purposes. The administrator should ignore those messages.

Error: Cannot delete SysID <SystemID>

Cause: There is a problem in deleting the specified system from the host table. Probably, the specified system has already been deleted.

Action: None.

- Error:** Cannot find SysID <SystemID>
- Cause:** There is a problem in finding the specified system from the host table. Probably, the specified system has already been deleted.
- Action:** None.
- Error:** Fail to allocate memory.
- Cause:** Out of memory.
- Action:** If this error persists, try restarting the SNMP service or reduce the number of PC applications running at the same time.
- Error:** Fail to copy data to buffer.
- Cause:** May be due to lack of memory.
- Action:** None.
- Error:** Fail to create access client rc=<Win32ErrorCode>
- Cause:** May be due to lack of memory.
- Action:** If this error persists, try restarting the SNMP service or reduce the number of PC applications running at the same time.
- Error:** Fail to create events rc=<Win32ErrorCode>
- Cause:** May be due to lack of memory OR system resource.
- Action:** If this error persists, try restarting the SNMP service or reduce the number of PC applications running at the same time.
- Error:** Fail to create thread rc=<Win32ErrorCode>
- Cause:** May be due to lack of memory OR system resource.
- Action:** If this error persists, try restarting the SNMP service or reduce the number of PC applications running at the same time.
- Error:** Fail to create watchdog thread rc=<Win32ErrorCode>
- Cause:** May be due to lack of memory OR system resource.
- Action:** If this error persists, try restarting the SNMP service or reduce the number of PC applications running at the same time.

- Error: Fail to initialize the watchdog thread rc=<Win32ErrorCode>
Cause: May be due to lack of memory OR system resource.
Action: If this error persists, try restarting the SNMP service or reduce the number of PC applications running at the same time.
- Error: Fail to open <RegistryKey> rc=<Win32ErrorCode>
Cause: SNMP registry entries may be corrupted or the user does not have enough privilege to access the system registry.
Action: Reinstall/repair the software if the registry is corrupted.
- Error: Fail to parse NW Site data rc=<ParseErrorCode>
Cause: Corrupted data packet from Mail.
Action: None.
- Error: Fail to parse OM data rc=<ParseErrorCode>
Cause: Corrupted data packet from Mail.
Action: None.
- Error: Fail to prepare NW Site data req rc=<ParseErrorCode>
Cause: May be due to lack of memory.
Action: None.
- Error: Fail to prepare OM data req rc=<ParseErrorCode>
Cause: May be due to lack of memory.
Action: None.
- Error: Fail to receive NW Site data rc=<SEERCode>
Cause: Mail may have problems in retrieving network DB data.
Action: None.
- Error: Fail to receive OM data rc=<SEERCode>
Cause: Mail may have problems in retrieving OM data.
Action: None.
- Error: Fail to send NW Site data req rc=<ICLCode>
Cause: ACCESS/ICL client has problems in sending the data to Mail.
Action: None.

Error: Fail to send OM data req rc=<ICLCode>

Cause: Problems in ICL client.

Action: None.

Error: Fail to start DB

Cause: May be due to lack of memory.

Action: None.

Error: Fail to start the main thread

Cause: May be due to lack of memory or creating ICL Client.

Action: None.

Error: Fail to write host file header. rc=<Win32ErrorCode>

Cause: May be due to lack of system resource or the file is being used now.

Action: None.

Error: Fail to write host info record. rc=<Win32ErrorCode>

Cause: May be due to lack of system resource or the file is being used now.

Action: None.

Error: Failed to activate Nw Traf OM Monitoring (rc=<ReqStatusCode>)

Cause: Probably the feature is not enabled or configured properly on Mail.

Action: Check the SNMP configuration on Mail.

Error: Failed to activate SEER notification (rc=<ReqStatusCode>)

Cause: Probably the feature is not enabled or configured properly on Mail.

Action: Check the SNMP configuration on Mail.

Error: Failed to deregister from Event Receiver rc=<ICLCode>

Cause: Problems in ICL client.

Action: None.

Error: Failed to deregister from Link Handler rc=<ICLCode>

Cause: Problems in ICL client.

Action: None.

- Error: Failed to deregister from Mail rc=<ICLCode>
 Cause: Problems in ICL client.
 Action: None.
- Error: Failed to initialize a client (SysID=<SystemID>)
 Cause: May be due to lack of system resource or configuration error.
 Action: Try to restart the faulty connection via the configuration utility.
- Error: Failed to initialize deregistration msg rc=<ParseErrorCode>
 Cause: May be due to lack of memory
 Action: None.
- Error: Failed to ping Mail (LH rc=<ICLCode>)
 Cause: Problems in the ICL client.
 Action: None.
- Error: Failed to ping Mail (M rc=<ParseErrorCode>)
 Cause: Corrupted data packet from Mail.
 Action: None.
- Error: Failed to prepare to ping Mail rc=<ParseErrorCode>
 Cause: May be due to lack of memory.
 Action: None.
- Error: Failed to prepare to register with Mail rc=<ParseErrorCode>
 Cause: May be due to lack of memory.
 Action: None.
- Error: Failed to register event handler rc=<ICLCode>
 Cause: Problems in the ICL client.
 Action: None.
- Error: Failed to register with Mail (LH rc=<ICLCode>)
 Cause: Problems in ICL client.
 Action: None.

- Error: Failed to register with Mail (M rc=<ParseErrorCode>)
Cause: Corrupted data packet from Mail.
Action: None.
- Error: Failed to register with Mail (rc=<SEERCode>)
Cause: Wrong configuration/password.
Action: Check the configuration on both the Mail and PC side.
- Error: Failed to register with the link handler rc=<ICLCode>
Cause: Problems in the ICL client.
Action: None.
- Error: Failed to reload client info (SysID=<SystemID>)
Cause: Problems in reloading the specified system record from the host table file.
Action: None.
- Error: Failed to retrieve client info (SysID=<SystemID>)
Cause: Problems in accessing the specified system record from the host table file.
Action: None.
- Error: Failed to set <RegistryKey> rc=<Win32ErrorCode>
Cause: SNMP registry entries may be corrupted or the user does not have enough privilege to access the system registry.
Action: Reinstall/repair the software if the registry is corrupted.
- Error: Failed to wait for events in the monitor thread rc=<Win32ErrorCode>
Cause: May be due to lack of system resource.
Action: None.
- Error: Invalid or corrupted host table file (bad file header) rc=<Win32ErrorCode>
Cause: Corrupted host.dat file.
Action: Remove it and enter the host information again or restore a backup copy.
- Error: None of the SNMP features is installed.
Cause: Corrupted registry or incomplete installation of SNMP software.
Action: Reinstall/repair the software.

Error: Too many attempts => restart link

Cause: TBD

Action: None.

Component:sn_client

Error: Too many retries => stop registering with LH

Cause: ICL is not up or wrong configuration.

Action: The agent will stop any more attempts to connect to the ICL. To retry again, restart the connection via the configuration utility.

Error: Too many retries => stop registering with Mail

Cause: The SNMP server on the Mail system is not up or the SNMP feature is not installed on the Mail.

Action: None.

Info: Client initialized but there is nothing to do

Cause: The specified system is configured to monitor neither SEERs nor OM data.

Action: None.

Info: LH client logging started.

Cause: The error logging level is set to Debug (the default value).

Action: None.

Info: LH client will not be logged.

Cause: The error logging level is not set to Debug (the default value).

Action: None.

Info: Link is terminated

Cause: Link to the ICL server is terminated.

Action: None.

Component:sn_client

Info: Nw Traf OM Monitoring is activated

Cause: Mail side has granted the agent the right to monitor the OM data.

Action: None.

Info: Registered with the link handler

Cause: Successfully registered with ICL.

Action: None.

Info: Restarting client (SysID=<SystemID>)

Cause: The user has requested to restart the system via the configuration utility.

Action: None.

Info: SEER notification is activated

Cause: Mail side has granted the agent the right to monitor SEERs.

Action: None.

Info: SNMP OM Report is installed

Cause: The SNMP Reports feature is installed on the PC.

Action: None.

Info: SNMP SEER Notification is installed

Cause: The SNMP Notification feature is installed on the PC.

Action: None.

Info: The connection is down

Cause: May be the connection from the agent to the ICL server is down or the connection from the ICL server to Mail is out of sync.

Action: None.

Info: The connection is up and running.

Cause: The connection to Mail via ICL server is up.

Action: None.

Info: The link to Mail is in sync now.

Cause: ICL server notifies the agent that its link to Mail is in sync again.

Action: None.

Warning: A SEER event in the queue is bumped.

Cause: The SEER event queue is full.

Action: Reduce the PC's loading by not running too many PC applications at the same time or by not setting up too many systems in the host table.

Warning: A SEER event is discarded because the queue is full.

Cause: The SEER event queue is full.

Action: Reduce the PC's loading by not running too many PC applications at the same time or by not setting up too many systems in the host table.

Warning: Data discontinuity occurred => Reset Data

Cause: Mail side does not have the OM data for the requested time period. This causes a time gap.

Action: None.

Warning: Discard NW site data request, too many retries.

Cause: The system is too busy or problems in ICL client.

Action: None.

Warning: Discard traffic data request, too many retries.

Cause: The system is too busy or problems in ICL client.

Action: None.

Warning: Fail to create ICL client log file

Cause: May be due to lack system resource or sharing violation.

Action: None.

Warning: Fail to open ICL client log file. rc=<Win32ErrorCode>

Cause: May be due to lack system resource or sharing violation.

Action: None.

Warning: Fail to open the host table rc=<Win32ErrorCode>

Cause: May be due to lack system resource or sharing violation.

Action: None.

Warning: Incoming DataChange event is discarded as the queue is full

Cause: The event queue is full.

Action: Reduce the PC's loading by not running too many PC applications at the same time or by not setting up too many systems in the host table.

Warning: Incoming DataChange event is discarded because it is invalid

Cause: Corrupted data from Mail.

Action: None.

Warning: Incoming SEER is discarded because it is invalid

Cause: Corrupted data from Mail.

Action: None.

Warning: OM feature is not installed but requested

Cause: The SNMP Reports feature is not installed but the OM data monitoring is requested.

Action: None.

Warning: One link status change event in the queue is bumped

Cause: The event queue is full.

Action: Reduce the PC's loading by not running too many PC applications at the same time or by not setting up too many systems in the host table.

Warning: One link status change event is discarded because the queue is full

Cause: The event queue is full.

Action: Reduce the PC's loading by not running too many PC applications at the same time or by not setting up too many systems in the host table.

Action: None.

Warning: Receiving DataChange event while the connection is not active

Cause: The connection/link to Mail is down intermittently.

Action: None.

Warning: Receiving SEER while the connection is not active

Cause: The connection/link to Mail is down intermittently.

Action: None.

Warning: Registered with Mail (rc=<SEERCode>)

Cause: Registered successfully with Mail, however, not all requested services are granted.

Action: None.

Warning: SEER feature is not installed but requested

Cause: The SNMP Notification feature is not installed, but the SEER notification is requested.

Action: None.

Warning: The connection to the link handler is lost.

Cause: Problems in ICL.

Action: None.

Warning: The link to Mail is not in sync anymore.

Cause: ICL server notifies the agent that its link to Mail is out of sync.

Action: None.

Warning: Unsupported OM commit type (<OMCommType>)

Cause: Corrupted data from Mail or Mail is not running MM13.

Action: None.

Warning: Unsupported data type(<OMDataType>)

Cause: Corrupted data from Mail or Mail is not running MM13.

Action: None.

Legend:

- <SystemID>** The system ID assigned to a Meridian Mail system.
- <RegistryKey>** A system registry path.
- <Win32ErrorCode>** A Win32 error code. Please consult the relevant documentation from Microsoft.
- <ParseErrorCode>** Error in parsing data from Meridian Mail.
- 0 - No error
 - 1 - Invalid data length
 - 2 - Invalid data format
 - 3 - Memory allocation problem
- <ReqStatusCode>** Indicate the status of a feature request made to Mail
- 0 - feature not requested
 - 1 - feature not installed
 - 2 - feature not enabled
 - 3 - access to the feature is not granted
- <OMCommType>** Indicate the committed OM data type
- 0 - traffic
 - 1 - VM Peg
 - 2 - billing
- Only supported value for MM13 is 0 (traffic).
- <OMDataType>** Indicate the specific data within a committed OM data type only valid value is 132 which indicates Network Traffic data.

- <SEERCode>** A SEER number. Please consult the MM13 SEERs manual.
- <ICLCode>** A ICL client error code. Please consult the troubleshooting section of the PC application guide.

Windows NT Event Log

Info: 0x8016000 iERR_SNMP_INITIALIZED

Cause: The extension agent is initialized successfully.

Action: None.

Error: 0x8016001 iERR_SNMP_READ_REGDB

Cause: Meridian Mail SNMP software is not properly installed or configured. OR There is a corruption in the SNMP registry. OR OS problem in opening/reading the Registry.

Action: None.

Error: 0x8016002 iERR_SNMP_READ_HOST

Cause: Meridian Mail SNMP software is not properly installed or configured. OR There is a corruption in the SNMP registry. OR OS problem in opening/reading the host table.

Action: None.

Error: 0x8016003 iERR_SNMP_INVALID_NUM_HOSTS

Cause: The host table has too many hosts defined (> 256). OR The host table file is corrupted.

Action: None.

Warning: 0x8016004 iERR_SNMP_OPEN_ERROR_LOG

Cause: OS problem in opening/reading the file. OR Meridian Mail SNMP software is not properly installed or configured.

Action: None.

Warning: 0x8016005 iERR_SNMP_OPEN_SEER_LOG

Cause: OS problem in opening/reading the file. OR Meridian Mail SNMP software is not properly installed or configured.

Action: None.

Warning: 0x8016006 iERR_SNMP_NO_MEMORY

Cause: Fail to allocate memory.

Action: None.

Error: 0x8016007 iERR_SNMP_FAIL_TO_INIT_ALL

Cause: Failed to initialize all connections to Mail.

Action: None.

Warning: 0x8016008 iERR_SNMP_FAIL_TO_INIT_SOME

Cause: Failed to initialize at least one connection to Mail.

Action: None.

Warning: 0x8016009 iERR_SNMP_NO_FEATURE

Cause: Both Meridian Mail SNMP Notification and SNMP Reports features are not installed.

Action: None.

Warning: 0x8016010 iERR_SNMP_INVALID_REG_VAL

Cause: Meridian Mail SNMP software is not properly installed or configured. OR There is a corruption in the SNMP registry

Action: None.

Error: 0x8016011 iERR_SNMP_WRITE_REGDB

Cause: Meridian Mail SNMP software is not properly installed or configured. OR There is a corruption in the SNMP registry. OR OS problem in opening/writing the Registry.

Action: None.

Appendix A

Installation aids

In this appendix

System reference chart

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System reference chart

Overview

The following chart lists information that you may need during the installation. Depending on what applications you install, not all the fields may be applicable.

After installation, keep this information in a safe place for future reference.

Chart

ICL Information	
ICL server name or IP address	
Link name	
COM port	
BAUD rate	
Link name	
COM port	
BAUD rate	
Link name	
COM port	
BAUD rate	
Link name	
COM port	
BAUD rate	

Personal Mailbox Administration	
PMA server name or IP address	
PMA Administration URL	http://
PMA User URL	http://
PMA Password Reset URL	http://
ICL server name or IP address	
ICL link name	

Meridian Text Messaging	
Meridian Text Messaging server name or IP address	
Meridian Text Messaging Administration URL	http://
Meridian Text Messaging User URL	http://
Meridian Text Messaging Send a Message URL	http://
MDAC version	
ICL server name or IP address	
ICL link name	
SMTP Pickup Directory	
E-mail account for Text Notification (From: address)	

SNMP Setup	
ICL server name or IP address	
ICL link name	
Meridian Mail PC applications password	
IP address for SNMP Manager (for SNMP Notification only)	

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Meridian Mail

PC Applications Guide

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