**Product Bulletin**

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# Optivity Telephony Manager (OTM) Release 2.2

This is a combined General Release Bulletin and Product Bulletin that provides an overview of enhancements and advisements specific to Optivity Telephony Manager Release 2.2. This is the Generally Available (GA) release of the software.

Some of the information from the Beta Release Bulletins has been transferred to the OTM 2.2 NTP's. Information available after the publishing date for the NTP's is contained here in the Product Bulletin.

**PLEASE NOTE THAT THE PRODUCT BULLETIN FOR OTM 2.2 WILL BE CONTAINED IN THE README FILE ON THE OTM 2.2 SOFTWARE CD AND WILL NOT BE SENT AS A PAPER DOCUMENT WITH THE OTM PACKAGES.**

Like OTM 2.1, the GA version of OTM 2.2 will introduce the localized versions of French and German Desktop User interfaces and replaces OTM 2.1. It should be noted that OTM 2.2 introduces many new features described in this document and in the OTM 2.2 NTP's.

Please read all of the information in this document prior to loading the software.

For additional GA build information not available at the time of publishing of this document, an update/addendum of this Product Bulletin can be found on the Partner Information Centre (PIC) website if such an update is necessary. It will be posted in the Product Bulletin area.

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# 1 ADVISEMENTS

OTM 2.2 offers concurrence support for Communication Server 1000 Release 4.0 and IP Line Release 4.0 and adds a host of value-added product improvements to OTM.

Concurrence support

- Communication Server 1000 Release 4.0
  - IP Call Recording and IP Meridian Link Services (MLS)
  - IP Peer Capacity Enhancements
  - ESN LOC Expansion
  - Design For Serviceability Enhancements
  - QoS Management / Performance Monitoring
  - SNMP Enhancements
  - Option 11C as a Branch Office
  - IP Peer Overlap Signaling
  - Geographic Redundancy
  - NAT Traversal Enhancements
  - IP Scalability
  - PI Patch Integration
  - Network Wide Redundancy
- Communication Server 1000E (as Communication Server 1000M Multi Group)
- IP Line Release 4.0
  - Support upgrade from previous versions of IP Line
  - IP Line Personal Directory, Redial & Callers List (PD/RL/CL)
  - IP Key Expansion Module
- Session Initiation Protocol (SIP)
  - SIP Gateway and Services
  - SIP Proxy and Redirect Server
- IP Trunk 3.01.5x

OTM Enhancements

- General release Changes
- Survivable Remote Gateway (SRG) and Business Communication Manager (BCM) integrated alarm support
- Corporate Directory enhancements
- Support for Agent Greeting
- Web Alarm Browser Enhancement (Serviceability improvement)
- Telecom Billing Systems Enhancement
- ESN enhancement
- DECT enhancements
- Alarm Notification enhancements
- Media Gateway 1000B (formerly Branch Office) support improvement
- Support for Microsoft IIS Security (IIS Lockdown and URLscan)
- Corporate Branding Changes support

# 2 OTM 2.2 SYSTEM OVERVIEW

## 2.1 Ordering Information and Codes

Please see the Order Management and Configuration document of the Knowledge Transfer Kit (KTK) for complete ordering rules and all OTM 2.2 codes.

## 2.2 Installation

### 2.2.1 Microsoft Office

For co-residency support of Microsoft Office with OTM, Microsoft Office must be installed on the PC first before OTM is installed. Otherwise OTM will not work properly.

### 2.2.2 OtmOsMigrate utility

This utility is not supported on cross language OS upgrade and is only supported for same language upgrade (and only on supported OTM languages).

## 2.3 Platform changes

Support for Windows NT Server will be dropped for all languages.

## 2.4 Supported upgrade paths

OTM 2.2 supports a direct upgrade from OTM 1.20.26, 2.00.50, 2.01.37 and OTM 2.10.56 directly to OTM 2.2.

Direct upgrades are NOT supported for customers migrating from OTM releases prior to 1.20.26. A two-step upgrade is required, first to OTM 2.01 or 2.0 and then to 2.2.

Customers on pre -MAT 6.67 will need to purchase and install OTM as a new installation. Customers upgrading from MAT 6.67 install OTM 2.2 as a new installation through an upgrade code.

## 2.5 Hardware changes

There is no change in the hardware requirements from OTM 2.1 to 2.2. See **Section 2.15 Hardware Requirements** for details.

## 2.6 Supported Systems

Here is a list of machine types and switch software releases supported in OTM 2.2:

**Table 1 Machine Types and Switch Software Releases supported in OTM 2.2**

| Machine Types supported in OTM | X11 Switch Software Releases supported | X21 Switch Software Releases supported |
|---|---|---|
| 11C | 23, 24, 25 | 3 |
| 11C MINI | 24, 25 | 3 |
| 11C Compact | Compact release 1, 2 | |
| 51C 030 | 23 | |
| 51C 040 | 23, 24, 25 | |
| 51C 060 | 23, 24, 25 | 3 |
| 51C 060E | 23, 24, 25 | 3 |
| 61C 040 | 23, 24, 25 | |
| 61C 060 | 23, 24, 25 | 3 |
| 61C 060E | 23, 24, 25 | 3 |
| 61C PII | | 3 |
| 81, 81C 030 | 23 | |
| 81, 81C 040 | 23, 24, 25 | |
| 81, 81C 060 | 23, 24, 25 | 3 |
| 81, 81C 060E | 23, 24, 25 | 3 |
| 81C PII | 25 | 3 |
| Communication Server 1000S (formerly CSE 1000) | | 2, 3 |
| Communication Server 1000 | | 4 |
| Communication Server 1000M Multigroup (also used for Communication Server 1000E) | | 4 |
| Communication Server 1000M (formerly Succession 1000M) | | 3, 4 |

Here is a list of systems and components supported in OTM 2.2:

- Meridian ITG Trunk 1.0 (OTM Services/ ITG M1 IP Trk application)
- Meridian ITG Trunk 2.0 to 2.2 (OTM Services/ ITG ISDN IP Trunks application)
- Meridian IP Trunk 3.0/3.01 (OTM Services/ ITG ISDN IP Trunks application)
- Meridian ITG Line 1.0 (OTM Services/ ITG IP Telecommuter/Wireless IP Gateway application)
- Meridian ITG Line 2.0 to 2.2 (OTM Services/ ITG IP Phones application)
- Meridian IP Line 3.0, 3.1 and 4.0 (OTM Services/ IP Telephony)
- MDECT (DMC8 card, and DMC4 with updated loadware)

- ITG Wireless IP Gateway (OTM Services/ ITG IP Telecommuter/Wireless IP Gateway application)

**Note:** OTM concurrence follows the life cycle plans of the Meridian 1, Succession and Communication Server 1000 systems and components it inter-works with. Some CPU/X11 release/system configurations that have reached their "end of life" cycle, and thus are not supported by Nortel Networks, are also not supported by OTM.

### 2.6.1 Novell Netware Support

OTM 1.1 introduced support for Novell Netware release 5.x on the OTM platform, with the following Novell Netware client versions

- Novell Netware Client 4.8 (supports Windows 2000).

The OTM server is NOT supported on a Novell server. TCP/IP communication is supported (IPX/SPX is not).

## 2.7 X11 Software Packages Required

The following packages are required for each of the applications listed:

| Application | X11 Package |
|---|---|
| Alarm Management | 164, 242, 243 and 296 |
| Maintenance Windows | 164, 242, 243 and 296 |
| Ethernet Connection for (Station Administration, Traffic Analysis and ESN ART) | 164, 242 & 296 |
| SMNP Alarms (Open Alarms) | 315 |
| Data Buffering and Access (DBA) | 351 |
| Corp Directory | 381 |
| Call Centre Transfer Connect | 393 |
| M3900 Full Icon Support | 397 |
| M3904 Hebrew Support | 395 |
| ARDL Feature Updates from X9125 | 396 |
| New telephone type "PCA" | 398 |
| DSN | 68 |
| Observe Agent Security | 394 |

The above X11 packages are part of the Base X11 package for Small Systems, with the exception of 351, which may not be available in the General services levels in all regions. Open Alarms, package 315 and DBA package 351 are not included in the base for large systems.

## 2.8 Documentation

For GA, the OTM customer documentation is included in softcopy (PDF) on a separate documentation CD-ROM. The OTM documentation suite contains:

- Optivity Telephony Manager: Installation and Configuration (553-3001-230)
- Optivity Telephony Manager: System Administration (553-3001-330)
- Optivity Telephony Manager: Telemanagement Applications (553-3001-331)

There will also be an OTM Desktop User Guide (P0609276) for OTM 2.2, intended for End Users. Only the Desktop User Guide will be translated into French and German. See **Section 2.16.5 Localization support** for details.

The list of features and enhancements implemented for CS 1000 release 4.0 including OTM 2.2 are also described in the What's New for Communication Server 1000 Release 4.0 NTP (553-3001-015).

In order to view the documentation on your PC, you need to have Acrobat Reader 3.01 or later installed. If you do not have this, you will need to download a free copy of Adobe® Acrobat™ Reader (at www.adobe.com ).

OTM 2.2 documentation is not automatically loaded onto the PC as part of the software installation process. Use the Setup program on the Documentation CD to copy the OTM 2.2 Documentation to the hard drive of your PC.

Note that the OTM 2.2 documentation has been reorganized to improve its readability and effectiveness. Please make sure that you use the Table of Contents and Indices to locate the new location of some of its contents.

## 2.9 Patch Utility Tool

This tool will be used as the primary vehicle for installing any PEPs (patches) that are required. This tool provides the following functionality:

- Track all detailed patch information such as patch version number, date of creation, date of installation, Administration user who installs the enhancement/bug fix and a description of the patch
- Maintain backup folders for each patch
- Uninstall patches
- When using the Patch Utility Tool it might be necessary to re-boot the PC after installing a patch. The tool notifies the user when it is required to reboot the PC.

## 2.10 Upgrading IPL node from software release 3.0/3.1 to 4.0

New upgrade procedure required for IPL 4.0:

**IMPORTANT**: For security reason, it is strongly recommended that the SNMP community string configured on the Call Server is not using the default value.

### 2.10.1 Upgrading IPL node from software release 3.x to 4.0

1) From OTM, transmit IPLine release 4.0 software to IPL node, using existing SNMP community string.
2) Reboot IPL node.
3) From OTM, add IPL 4.0 node using SNMP community string "otm321".
4) Modify node/card properties.
5) From OTM, transmit node/card properties using SNMP community string "otm321".

6) Reboot IPL node. IPL node will now synchronize with the Call Server.
7) For any future communication with the IPL node/card, the SNMP community string stored in overlay 117 on the Call Server must be used. The field name is "sysmgmt_wr_comm".
8) If the SNMP community strings are changed, then Update System Data must be performed to synchronize the community strings to the OTM IP Telephony database.

### 2.10.2 Adding a new IPL 4.0 node

1) Set Leader IP address. Refer to IP Line Description, Installation, and Operation NTP for details.
2) Reboot IPL node.
3) Add IPL node in OTM using SNMP community string of the new card, i.e., "otm321".
4) Modify node/card properties.
5) From OTM, transmit node/card properties using SNMP community string "otm321".
6) Reboot IPL node. IPL node will now synchronize with the Call Server.
7) For any future communication with the IPL node/card, the SNMP community string stored in overlay 117 on the Call Server must be used. The field name is "sysmgmt_wr_comm".
8) If the SNMP community strings are changed, then Update System Data must be performed to synchronize the community strings to the OTM IP Telephony database.

## 2.11 Client Login

In the event of client login problems the following workaround should be applied:

- On the server PC:
  - Go to Utilities -> Client, check the hostname and IP address of the client. Make sure the hostname and IP address of the client is correct, otherwise Edit the information.
  - Go to Start->Program->Administrative Tools->Component Services.
  - From Component Services->Computer->My computer->OTM Application.
  - Right click, select Export, choose the location of the exported file, type a name e.g. 'client', choose option "Application proxy". Click Finish. The file “client.msi” will be created in the chosen location.
  - Copy the file “client.msi” from the server to the client machine. If your chosen location is the shared OTM folder then you don't have to copy to the client machine.
- On the client PC:
  - Go to Control Panel -> Add/Remove Program , find the "OTM Application (Application Proxy) " and remove if it's there.
  - Go to Start -> Programs -> Administrative Tools -> Component Services
  - In the Component Services window, click on Computers -> My Computer -> COM+ Applications
  - Find the OTM Application and right click and Delete if it's there.

- Reboot the client PC.
- Open Command window and type "ipconfig /all" to verify the hostname and ip address is still the same as what is listed on the server. Otherwise the procedure from the Server will have to be repeated from the top.
- Double click on the file client.msi
  or
  Run the command line: "msiexec -i <*directory path*>\client.msi

If you do not see any error messages, then the COM+ package has been installed successfully and you should be able to login from the client.

## 2.12 PEPs OR Service Updates for OTM 2.2

At the time of writing, no separately installed PEPs or Service Updates are required for OTM 2.2. Any PEPs or Service Updates generated following the publication of this document will be provided on the Electronic Software Download site on the Partner Information Center at:

www.nortelnetworks.com

Please ensure that you visit this site prior to loading your software for any PEPs or Service Updates that may be pertinent to your installation.

Targeted release date of the first Service Update (SU1) for OTM 2.2 is end of 2004.

## 2.13 OTM Scheduler Access

The OTM Windows Scheduler can only be accessed and used by users that are both listed in the Windows NT Administrator User Account, and provided with password access to run OTM.

## 2.14 New TBS Scripts

The TBS scripts currently documented in the NTP provide all the basic functionality for billing. A couple of new TBS scripts, namely, M2KIMG-SL1OLD.COL and M2KIMG-SL1NEW.COL, have been placed on the CD to allow you to track X and B type records.

- X Records – to handle each leg of a transfer as a separate call record
- B Records – to capture calls that have a ring time with zero duration

Neither of these formats really affects billing / charge-backs, since transfers are not billable and neither are zero-duration calls. These records are used more for monitoring rather than billing. B and X type records are supported in the real-time and DBA collection scripts. To support them via the buffer, you would need to switch the buffer to image mode and collect these records using the M2KIMG-SL1OLD.COL (for old format CDR) or M2KIMG-SL1NEW.COL (for new format CDR) script. See **Appendix A** for details.

## 2.15 Hardware Requirements

The PC configuration below is the recommended configuration for new PC installations. Where different, the minimum CPU and RAM configuration is also specified as some OTM applications will run with less than the recommended, but performance may degrade.

**Table 2 Hardware Requirements for OTM 2.2**

| Requirement | Server Configuration | Single (stand alone) Configuration | Client Configuration |
|---|---|---|---|
| Recommended CPU | Intel Pentium III Processor 600 MHz | Intel Pentium III Processor 600 MHz | Intel Pentium III Processor 600 MHz |
| Minimum CPU | Intel Pentium III Processor 400 MHz | Intel Pentium III Processor 400 MHz | Intel Pentium III Processor 400 MHz |
| Recommended RAM | 512 MB | 512 MB | 512 MB |
| Minimum RAM | 256 MB | 256 MB | 256 MB |
| Hard Drive Space | 2 GB (1 GB plus customer data storage) | 2 GB (1 GB plus customer data storage) | 500 MB |
| SVGA Color Monitor and interface card | 800 X 600 or higher Resolution | 800 X 600 or higher Resolution | 800 X 600 or higher Resolution |
| 3 1/2-inch 1.44 MB floppy disk drive | Required | Required | Required |
| CD-ROM drive | Required | Required | Required |
| Ethernet Network Interface Card[1] | 1 or 2 | 1 | 1 |
| Hayes compatible modem is optional for connection to remote sites, required for polling configurations. Please note: "WinModems" are incompatible and therefore are not supported. | 56K BPS recommended | 56K BPS recommended | 56K BPS recommended |
| PC COM port with 16550 UART[2] | Required | Required | Required |
| Parallel printer port (configured) or USB port (required for dongle) | Required | Required | Required |
| Two button Windows compatible mouse or positioning | Required | Required | Required |

### 2.15.1 Dongle Support

OTM 2.1 introduced support for a USB dongle for Windows 2000 Server, Windows 2000 Professional and Windows XP Professional, in addition to continued support for the on board parallel port dongle as in previous releases.

Dongle requirements are unchanged from previous releases of OTM, with the following additions:

[1] Ethernet Network Interface Card is required to support connection with the Meridian 1 via Ethernet. A second Ethernet Network Interface Card is optional depending on configuration.

[2] For external modems or direct connection the PC must have an available serial port (i.e., one not being used by a mouse or other serial device). The number of on-board PC COM ports required depends on the number of external modem or direct connections required.

- Exactly one dongle is to be connected to an OTM server. A dongle connected to a USB port at the same time as one connected to a parallel port is not supported. Likewise 2 USB dongles connected at the same time is not supported.
- USB dongles are not supported by connecting through a USB hub. USB dongles are to be connected to USB ports located on the motherboard or on USB PCI cards.
- PCI parallel ports support the OTM parallel security device for OTM 1.2, OTM 2.0 and OTM 2.01 releases only, and on a Windows 2000 Server and Windows 2000 Professional operating system only.

With OTM 2.1 and later, only onboard (direct from the PC motherboard) ports, either parallel or USB will be supported.

# 2.16 OS and Brower Requirements

### 2.16.1 OS support

English OTM Configurations are supported on the following operating systems:

- Windows 2000 Server + Windows XP Professional client
- Windows 2000 Server + Windows 2000 Professional client
- Windows 2000 Server Standalone
- Windows 2000 Professional standalone
- Windows XP Professional standalone

OTM 2.2 cannot be installed on Windows 95, Windows 98, Windows ME, Windows NT, Windows 2000 Advanced Server or Datacenter Server, or Windows 2003.

### 2.16.2 Windows XP SP2 Configuration and Restrictions

With Microsoft Windows XP Service Pack 2 (SP2), enhanced security settings are introduced. This includes enabling ICF (Internet Connection Firewall) by default and limiting default privileges in Internet Explorer. Follow the steps outlined in the Optivity Telephony Manager Installation and Configuration NTP to configure Windows XP SP2 to work with OTM.

**Administrator password reset**
If Windows XP Service Pack 2 is installed after OTM has been installed, then this may cause an authentication failure when logging in to OTM using the Administrator account.

This problem can be resolved by resetting the Administrator password.

### 2.16.3 OS Installation Support

**Copying of the OS is not supported**
Norton Ghost is intended as a disaster recovery and backup tool on a **single** PC. If a ghost image is applied to the same PC, you would not run into any hardware incompatibility

issue. But if you apply it to a different PC, the second PC needs to have the exact hardware configuration as the one that the ghost image was obtained from. Otherwise, the device drivers used in the ghost image might not be compatible with the hardware on the second PC and problems might pop up later if not immediately. For this reason, systems with a cloned OS are not supported. The OS must be installed using Windows OS CD following the instructions outlined in our NTP before OTM is installed.

### 2.16.4 Regional OS support

For Windows 2000 Professional and Windows XP Professional clients, regional OS is supported for the following languages:

- Spanish
- French
- German
- Brazilian Portuguese
- Japanese
- Simplified Chinese

Regional OS server support is limited to Japanese and Simplified Chinese OS (Windows 2000 Server only).

### 2.16.5 Localization support

In addition to English, OTM is localized into French and German for the Desktop User interface. Localized OTM is supported on English OS servers with regional language setting (locale) set to that of the translated language, and on the regional OS of the client.

As with OTM 2.1, only those elements of OTM 2.2 that touch a desktop user are translated into French and German. The following items are included in this list:

- Web Online Help that is accessible through the Desktop Interface
- Web Desktop Services (everything from the login URL, http://<IPaddress of OTM server>/ onwards through all the links off the Main Desktop Page)
  - Main Page
  - My Profile
  - Telephone Pages (General, Troubleshooting, Keys, Features, Details, Change Confirmation pages)
  - Web TBS Reports (all including filters and web reports, but NOT including the administrator setup of this desktop functionality)
- Station Administration Output for Designation Strips
- OTM 2.2 equivalent of OTM 2.0 User Guide Appendix A "Using Optivity Telephony Manager Web Desktop Services" – separated out as a separate manual which is translated in it's entirety. The name of the new document is **Desktop User Guide OTM 2.2 ENGLISH P0609276, Desktop User Guide OTM 2.2 FRENCH P0609277, Desktop User Guide OTM 2.2 GERMAN P0609278.** This is the only documentation for OTM that is translated into French and German and the only

documentation available in hard copy. All OTM 2.2 NTP's are found on the OTM 2.2 Documentation CD, including the 3 Desktop User Guides mentioned here.

- Telecom Billing System (TBS) output of the Report generation functionality
- Consolidated Call Cost Reports (CCCR) output of the Report generation functionality
- General Cost Allocation System (GCAS) output of the Report generation functionality
- Consolidated Report System (CRS) output of the Report generation functionality

Translation is done in such a way that any of the above areas (i.e. Telephone pages), when accessed by the administrator, do NOT display in French or German. It is our intention to have the Administrator not encountering a translated page while navigating through their English only pages.

The following table describes the client/server and standalone OS combinations for English, French and German OTM. Note that English is the only language supported on the server except for Japanese Win2000 Server and Simplified Chinese Win2000 Server.

**Table 3 Regional OS and Language support matrix**

| 2.2 OTM Languages supported for English and Regional OS | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Client language locale should be set to the language in which OTM is to be run | | | | | | | | |
| **Server OS + Locale** | **Client Regional OS** | | | | | | | |
| | **English** | | **Japanese** | **Simplified Chinese** | **Portuguese** | **Spanish** | **French** | **German** |
| | **WinXP Pro** | **Win2K Pro** | **Win2K/XP Pro** | **Win2K/XP Pro** | **Win2K/XP Pro** | **Win2K/XP Pro** | **Win2K/XP Pro** | **Win2K/XP Pro** |
| **English Win2000 Server (English Locale)** | English OTM | English OTM | | | English OTM | English OTM | English OTM | English OTM |
| **English Win2000 Server (French Locale)** | | | | | | | French OTM | |
| **English Win2000 Server (German Locale)** | | | | | | | | German OTM |
| **Japanese Win2000 Server** | | | English OTM | | | | | |
| **Simplified Chinese Win2000 Server** | | | | English OTM | | | | |
| **Standalone machine (i.e. no client)** | English OTM | English OTM | English OTM | English OTM | English OTM | English OTM | English or French OTM | English or German OTM |

### 2.16.6 OS service pack requirements

Service pack support is required for the following Operating Systems:

| Operating System | Service Pack Required |
|---|---|
| Windows 2000 Server | Service Pack 4 |
| Windows 2000 Professional | Service Pack 4 |
| Windows XP Professional | Service Pack 2 |

### 2.16.7 Web server support

To access OTM web applications, IIS is required to be running on the OTM server. The versions of IIS supported on the OS platforms are:

- Windows 2000: IIS 5.0
- Windows XP Professional: IIS 5.1

### 2.16.8 Web browser support

The following web browsers and OS platform combinations are supported to access OTM web applications:

- Internet Explorer 6.0 with SP 1 running on Windows 2000 Professional or XP Professional
- IE 6.0 as a web client from Windows 2000 Server (in server or standalone mode)

Netscape Communicator 4.79 is no longer a supported web browser in OTM 2.2. However, it is still required on the OTM server/standalone to retrieve the certificate needed for configurations requiring LDAP SSL connection.

*NOTE: It is not recommended to run more than one web client from Windows 2000 Professional or Windows XP Professional standalone platforms.*

## 2.17 Third Party Software Requirements

Following is the current list of 3rd party software or firmware, which we include as part of the OTM application, along with their version(s).

1. MDAC + Jet Engine 4.0 SP7

   MDAC will no longer be installed by OTM as it is already included in all the supported platforms.

   - MDAC 2.5 + Jet Engine 4.0 SP7 is included with Windows 2000 SP4.
   - MDAC 2.7 + Jet Engine 4.0 SP7 is included with Windows XP SP1.

2. Crystal Reports 6.0

   OTM 2.2 uses the same version as OTM 2.1.

3. JRE 1.4

   OTM 2.2 uses the same version as OTM 2.1.

4. MsXML 4.0 SP2

   OTM 2.2 uses version 4.0 with Service Pack 2 which is supported on Windows 2000 and XP. It is the latest version available. (OTM 2.1 uses version 4.0 with Service Pack 1)

5. Sentinel Driver 5.41 used for the dongle support.

This version is supported on Windows 2000 and XP.

6. Pervasive Engines version 8.5

   This version is supported on Windows 2000 and has been tested against Windows XP.

7. Netscape Directory SDK version 5.0 for OTM LDAP services and SDK version 5.0 for SSL connection.

8. Windows Installer 2.0

   This is used before we install OTM on a freshly formatted PC. This is the latest version and it is installed for 2000. It is not installed for Windows XP since it is included with the OS.

9. ARL (for SNMP) Version 15.3

   The ARL (Asynchronous Request Library) provides an API for building SNMP manager applications or for integrating SNMP manager capabilities into an existing application. Basically, it is the SNMP stack for OTM (for all applications).

## 2.18 Co-residency Support

Please refer to the Optivity Telephony Manager Installation and Configuration NTP for details on the current list of Co-residency support for OTM available.

New support in OTM 2.2 are:

- Norton AntiVirus Corporate Edition 8.0 on Windows XP Pro, 2000 Pro and 2000 Server.
- McAffee VirusScan 8.0 on Windows XP Pro and 2000 Pro
- McAfee Antivirus Enterprise 8.0i on Windows 2000 Server SA.
- Timbuktu Pro for Windows Version 7.0 Build 933 or higher on Windows 2000 Server and Windows XP Pro SP2 .

CallPilot web services are not supported on OTM server in OTM 2.2.

## 2.19 Updated LDAP Servers Support

OTM 2.2 supports the following LDAP Servers:

- Netscape Directory 4.1
- Sun ONE Directory 5.0 and 5.2
- Exchange Server 5.5 and Exchange Server for Windows 2000 and 2003
- Novell NDS 6.0 and eDirectory 8.7
- Active Directory for Windows 2000 and 2003

## 2.20 Deployment Considerations

This section outlines new deployment considerations for the release which are general in nature rather than tied to a feature.

### 2.20.1 Packaging and keycodes

This release does not make any changes to the packages within OTM. OTM packages include general, enhanced, and premium, plus the unbundled Billing packages and Access Server. OTM 2.2 requires new keycodes. Keycodes supported on previous releases of OTM will not work with this release.

### 2.20.2 Product documentation

Online help, training and NTPs would be updated to include differences between this release and the previous release.

### 2.20.3 Engineering considerations

The engineering spreadsheet used for OTM 2.1 will be updated for OTM 2.2. Expectations are that performance will be the same or similar to that of OTM 2.1.

### 2.20.4 Field introduction considerations

There are no field introduction consideration.

### 2.20.5 Migration strategy

General migration strategy when not changing OS or hardware platform is unchanged from OTM 2.1. Detailed instructions for migrating from Windows NT Server running OTM 2.0x/2.1 to Window 2000 Server on OTM 2.2 can be found in the Optivity Telephony Manager Installation and Configuration NTP.

# 3 OTM 2.2 RESOLVED ISSUES

This is the list of resolved issues having a priority 1 or 2.

| CR Id | Title |
|---|---|
| Q00716112 | Unable to synchronize attributes between OTM and Novell NDS |
| Q00725069-01 | Web Maintenance-Unable to perform loop back test |
| Q00742365-02 | OTM dongle missing error prevents Login to Web Navigator. |
| Q00743504 | Scheduled task on German/French End User page is not executed on time. |
| Q00745767 | Maintenance Windows PE Units Displays Status with TBUG613 |
| Q00746169 | Display wrong number of Intrazone Call Made in Intrazone Etherset Data report |
| Q00746432 | Retrieving PCA set in OTM does not fill in the HOTP key information |
| Q00746847 | Unable to rebuild an OTM system properly and retain all user-defined data |
| Q00757077 | Test Loop Back in Web Maintenance Page is incomplete |
| Q00758289 | OTM does not NULL Key 27 or Key 28 |
| Q00758289-01 | 21056p03 causes SCH1370 when running x11 25.30 |
| Q00758994 | OTM Scheduled Jobs Hang in Task Window |
| Q00764449 | OTM 2.10.47 BETA Scheduler stoppage |
| Q00764552 | Failed to launch Signaling Server from OTM Navigator window on Spanish OS |
| Q00768490 | Upgrade will fail when all licenses used |
| Q00769827 | Cannot restore Branch Office system |
| Q00789147 | SCH1206 when we tried to RPL the set |
| Q00793988 | Ring Time Analyst report incorrect |
| Q00800351 | Can not perform LDAP synch with Windows Server 2003 Active Directory |
| Q00802624 | Error occurs in Call tracking--GPF cause Call tracking to fail |
| Q00803198 | OTM COM+ application is not being uninstalled. |
| Q00807965 | GPF occurs when we try to generate Report in Station Admin |
| Q00813988 | Unable to Merge previous release of Traffic Db to OTM 2.10.56 |
| Q00815126 | Fail to print or print preview Reports for TBS, GCAS, CRS, CCCR. |
| Q00816572 | The runtime error displayed when login to Command Line Interface from Client PC |
| Q00816784 | Cannot launch Corporate Directory application after uninstalled OTM client |
| Q00820326 | Wrap-Overflow does not work for Station Administration Reports |
| Q00821980 | PUA feature does not work as intended when Machine type is Succession in OTM |
| Q00822479 | LDAP - 2003, XP SP2 - "Enabled" mark isn't displayed when checked |
| Q00828910 | Synchronization of IPL4.0 node is not correct after change of SNMP parameters. |
| Q00832217 | Maintenance mode auto sync dialog not popped for cpnd changes |
| Q00834749 | Cannot login after user cancels the uninstallation process |
| Q00834768 | KEM does not work on Forms Interface |
| Q00836589-03 | Changing SNMP Community String Names does not prevent access using default names |
| Q00836777 | Scheduler hangs when traffic parsing |
| Q00839332 | Modem is not disconnected when the parse begins |
| Q00843522 | Wrong site accessed when using VT220 from OTM |
| Q00845408 | SNMP Enhancements not configurable in Succession systems. |
| Q00845632 | Cannot change CLS from TDD to ADD. |
| Q00852211 | The set status is changed after clicking on "Cancel" button of Form Interface |
| Q00852988 | Lost prime DN of I2004 set when user changed KEM value from "2" to "1" |
| Q00853275 | Traffic collection using SEB with switch having hospitality feature fails. |
| Q00856250 | Cannot retrieve User and Equipment Performance Data on DECT application |

| | |
|---|---|
| Q00857139 | Cannot use Call Tracking to connect to PBX |
| Q00857365 | Scheduled Jobs to PBX fail after upgrade to 2.10.56 |
| Q00859153 | GPF occurs on checking the Link to Directory for a CPND record. |
| Q00859650-01 | SNMP community strings should be unique |
| Q00860392 | Failed to change file name of uploaded corp. directory from .tmp to .csv. |
| Q00863100 | Corporate Directory auto-closes when adding customized report |
| Q00871136 | Reconcile TN fails with an IP Phone |
| Q00877010 | OTM auto-closes while adding Profile name for Serial & Ethernet of Generic |
| Q00885560 | Two or three records are not added from primary to Secondary |
| Q00887218 | Geographical Redundancy feature missing for systems with release 3 & issue 50 |
| Q00887222 | NHTN and NUID fields missing in Web Station |
| Q00887818 | In Report Generation under Select Data Field many fields are missing. |
| Q00888234 | GRPRIM & GRSEC packages missing in System Properties page-System Data tab |
| Q00891878 | Data not propagated properly across to the secondary database |
| Q00895715 | OTM Alarm notification stops processing alarms |
| Q00896748 | Package 390 is disabled even when it is enabled in the switch |
| Q00897764 | Forwarded alarms for Undetermined severity are not shown as Info |
| Q00898345 | Wrong number TN Licenses count displayed after updating secondary system. |
| Q00898983 | NHTN & NUID Features does not appear for all applicable Machine & System types |
| Q00899699 | Records not propagated properly to Secondary databases for some ESN objects |
| Q00907363 | ESN hang up partial when canceling 'Update DB' for the Primary ESN DB |
| Q00911329 | Failed to update packages in System properties window after update system data. |
| Q00911589 | Converged desktop Multimedia Service supported on all set types |
| Q00913053 | OTM 2.1 - scheduled job hangs after modem busy signal |
| Q00914185 | Restricted packages activated on OTM after Update System Data |
| Q00917980 | LDAP Compare and Update fails to update Employee Editor using Active Directory |
| Q00922507 | Get prefix automatically does not work for Corporate Directory feature |
| Q00924767 | OTM - Wrong file format generated for DECT Performance Manager |
| Q00927236 | DV: Move IIS check message before displaying message for no return. |
| Q00928516 | DV: User can not retrieve ESN data for Customer 1. |
| Q00929006 | MDR2000e locks up when it sees Q type records and when collection is ethernet |
| Q00933265 | OTM 2.20 with large database performance is very bad on Win XP with SP 1 or SP2. |
| Q00937449 | ITG ISDN IP Trunk application crashes when retrieving card properties |
| Q00939419 | ESN auto-closes when adding a new RLI record with 1 digit only. |
| Q00939424 | Duplicate 'Administrator' login name causes loosing admin right |
| Q00939426 | Administrators Group can be changed attribute unexpectedly |
| Q00939984 | Prime is not changed when moving asset back to originator |
| Q00944975 | Maintenance Windows I/O Ports disables the wrong TMDI card |
| Q00945982 | Update System data Log window crashes for Communication Server 1000S. |
| Q00946387 | OTM 2.20 does not allow user to edit or add sets with loop value higher than 156 |
| Q00946642 | Delete Primary DB while Secondary DB active causes unexpected error on Se.DB |
| Q00947120 | Problem with retrieving collection data from SEB enterprise agent buffer box. |
| Q00950287 | LDAP sync fails when manager attribute has an apostrophe in the value |
| Q00960312 | Web alarms don't work after using migration utility OtmOsUpgrade |
| Q00960573 | OTM Application is not starting when invoked.(cannot launch OTM) |

| | |
|---|---|
| Q00962103 | Update system Data does not complete SNMP Management Password- Sync Sys missing |
| Q00964221 | Unable to Upload IP firmware to Active leader |
| Q00966092 | OTM Update System Data "Compare Only" Transmits SNMP Parameters |
| Q00968268 | Secure password in Sys/Prop/Cust/Prop/Feat/Customer related p/w doesn't save |
| Q00974156 | M1.dat file opened in notepad reveals PDT level password. |
| Q00974172 | Abort termination of OTM and then clicking on Window hangs the application |
| Q00975785 | TN Licenses counted all IP sets on Secondary Geographic Redundancy |
| Q00975971 | OTM does not retrieve FTR Hot D Key on set 500 |
| Q00977092 | Update system data doesn't update the proper machine type for Succession Rls 4 |
| Q00977241 | Sysoptimizer crashes unexpectedly with Runtime error |
| Q00981075 | Warm Start during EDD and continuous INIs when a new node is added using OTM |

# 4 OTM 2.2 KNOWN ISSUES

This is the list of priority 1, 2 and 3 items together with their impacts and workarounds.

| CR ID | P | Title | Impact and Workaround |
|---|---|---|---|
| Q00985507 | 1 | OTM does not clear Pollcat III Buffer Box memory after collection | Impact: Buffer box space is used up which may cause lost data if box is near full; high risk of duplicate data in the customer's call database which may cause incorrect reports; may also cause the collection times to increase because there are always more records than what may be new since last collection.<br><br>Workaround: After a collection customer is required to connect to the buffer box and manually clear records by using the ^B 25 command. |
| Q00889639 | 2 | Scheduled Corporate Directory upload fails | Impact: Problem specific to single site.<br><br>Workaround: Use automatic upload instead of scheduled upload |
| Q00895704 | 2 | OTM scheduler stops intermittently | |
| Q00965039 | 2 | CUR records are remaining in the database after synchronize | Workaround: Do not work on more than 1 station database at any one time |
| Q00982054 | 2 | Web Dect application not refreshing after changes are made | Workaround: Close the Subscription window and open it again |
| Q00984419 | 2 | Station Transmit unsuccessful for Distinctive Ringing is Dn is Not MARP | Workaround: Use overlay pass through and make the change in the PBX. Bottom of Form |
| Q00744369 | 3 | Missing help files for some subgroups in German/ French Custom Help | Impact: Cannot use custom help for the missing help subgroup for German and French. |
| Q00822504 | 3 | OTM-DECT serial connection not working on OTM 2.1 | Workaround: Configure serial connection prior to installing OTM. |
| Q00842645 | 3 | Cannot launch Language Selection Help page | Impact: Online help not available for Language Selection feature.<br>Workaround: Refer to NTP. |
| Q00980461 | 3 | OTM Sample Data not Upgraded | Workaround: Manually run Conversion Utility Rebuild on Sample Site/Systems. |

## 4.1 Workarounds and Limitations

### 4.1.1 Q00742365-02

**Title: Dongle missing error**

This problem is beyond the scope of OTM

Suggested workarounds for this problem (to be used in the following order):
1) Restart OTMWatchDog service. If issue is not resolved, proceed to the next step
2) Restart IIS Service. If issue is not resolved, proceed to the next step.
3) Restart the PC. If issue is not resolved, proceed to the next step.
4) Re-install IIS

### 4.1.2 Q00868082

**Title: GPF occurs while closing Terminal Emulation Windows**

When opening two VT220 sessions from two different system windows (system A and then system B) which are connecting to two switches, a GPF can be avoided by closing Terminal Emulation Windows in the same order in which they were opened, in other words, close the window for system A first, and the window for system B second.

### 4.1.3 Q00840681

**Title: Data display in unreadable format on reports**

When generating reports, an intermediate file in .csv format is created. This file is used to display into Excel. Excel uses the OS properties to determine the list separator. Since the list separator is not defined as a comma, the file is displayed into 1 column in Excel.

To see the value for list separator: Under Control Panel, Regional Settings, in the Numbers tab, check List Separator. You must ensure your list separator is set to a comma " **,** " and not a semi colon " **;** " in order for the .csv file to display correctly in Excel.

### 4.1.4 Q00767167

**Title: Designation Strip Print job misaligns on second page**

Workaround for this problem:
1) After installation/upgrade of OTM, uninstall the "Generic/Text only" printer
2) Reboot the PC
3) Re-install the "Generic/Text only" printer
4) Reboot the PC

### 4.1.5 Q00491670

**Title: Enhancement request for making changes to ACD sets**

If user transmits an acquired ACD set having OUT/RPL/SWP sync status, the transmission will result in failure with SCH1509 error

*"Cannot MOV/OUT an acquired TN. First de-acquire the TN and then proceed with MOV / OUT request".*

To correct or to avoid this error situation, user should de-acquire the set before transmitting it.

### 4.1.6 Alarms Notification Not Restarted Automatically After OTM Reboots

Most OTM applications can work on both OTM Web and Windows clients after a server reboot. This is because the OTM components are started as services. One notable exception is Alarm Notification, which will not start up automatically after a reboot. Alarm Notification is not a service and has to be started manually after reboot.

### 4.1.7 No spaces for Roles/Projects names in Directory Editor

When creating Roles/Projects in the Directory Editors, do not use spaces in the name (i.e. Test Role). Future retrievals of this data from the BPX will result in the name being added to the Employee Database instead of back into the Role/Project database.

Example

1. Create a set
2. Create a Role/Project and name it something that has a space, for instance, Test Role. Assign this Role/Project to the set you created in step 1.
3. Save the set
4. Note that the name appears in Station Admin as First Name with no Last Name. Ensure the entry is set to "Link to Directory".
5. Go to CPND and transmit the NEW record with the name Test Role (note this is First Name only and Last name is blank)
6. Go to LD 95 via CLI to confirm the data was transmitted
7. Note that the DISPLAY_FMT is First, Last

Scenario 1

If at this point you perform a Retrieve All in Station Admin, when viewing the set in question, everything looks fine, but Link to Directory is broken, and the name in CPND now has a First Name (Test)and a Last name (Role)

Scenario 2

If the record is removed from the current OTM system or a new system is being used, and the data is retrieved from the switch, note that the entry intended to be a Role/Project is now an Employee having both a first name and a last name.

Customers experiencing these scenarios will notice that Roles/Projects created have been replaced as Employees or single names retrieved from the switch are added to the Roles/Project.

**IMPORTANT** - Spaces are not allowed - the underscore character should be used instead of a space in names used for Role/Project creation. When you retrieve Test_Role, it will appear in the Roles/Projects database as intended.

# 5 CONCURRENCE SUPPORT FOR COMMUNICATION SERVER 1000 RELEASE 4.0

## 5.1 Overview

This section contains a high level description of the concurrence support for Communication Server 1000 Release 4.0 software. Details of any OTM changes due to this support can be found in the OTM 2.2 Documentation.

## 5.2 IP Call Recording and IP Meridian Link Services (MLS)

- Support for the new IPIE prompt in the System Configuration record
- Updated online help for overlays 17 and 22.

## 5.3 IP Peer Capacity Enhancements

- Support for the new SSRC prompt in the System Configuration record. The existing ISLM prompt for D-Channel on IP is hidden. OTM 2.2 parses the record and ignores the new prompt during Update System Data.
- Updated online help for the new overlay SCH messages and overlays 17 and 22.

## 5.4 ESN LOC Expansion

- Support for the new package LOCX (400) to increase maximum number of location codes (MXLC) to 16000. There are also new fields to show used and available LOCs.
- Provides ability to sort LOCs left-wise digit by digit

## 5.5 Design For Serviceability Enhancements

- OTM 2.2 provides a new IP Telephony transfer mechanism to support the pbxLink feature on the PBX.
    - CONFIG.INI and BOOTP.TAB files are now transmitted to the Call Server and stored as NODExxxx.CFG and NODExxxx.BTP
    - OTM 2.2 sends SNMP requests to ITG cards to retrieve files from the Call Server
    - Status of ITG cards are updated only on successful transfer of files to the ITG cards
- OTM 2.2 transmits the new NODE.PCH file to the Call Server.
    - NODE.PCH contains list of all node files residing on Call Server
    - OTM updates file when node is added or deleted
- Updated online help for all new and changed alarms

## 5.6 QoS Management / Performance Monitoring

- OTM 2.2 disables QoS threshold parameters for IP Line release 4.0 in the IP Telephony

application screen because they are stored and configured on the Call Server in overlay 117 in release 4.0.

- Added four new QoS traffic reports:
  - Intrazone Etherset Data Report (available with Release 3.0 and 4.0)
  - Interzone Etherset Data Report (available with Release 3.0 and 4.0)
  - Intrazone QoS Data Report (available with Release 4.0)
  - Interzone QoS Data Report (available with Release 4.0)
- OTM 2.2 accepts new QoS and ITG alarms.
- Updated online help for overlay 2 and IP Telephony.

## 5.7 SNMP Enhancements

OTM 2.2 supports the following:

- 500 Event Preference Table entries.
- Provisioning of SNMP parameters (SysName, SysLocation, SysContact) and SNMP Community name strings.
- Propagation of SNMP parameters to all nodes within system
- New "Hostname" configuration

## 5.8 Option 11C as a Branch Office

- OTM 2.2 updated documentation has recommended procedure for converting an Option 11C system to a Media Gateway 1000B (formerly Branch Office) system in OTM.

## 5.9 IP Peer Overlap Signaling

- OTM 2.2 supports changes to overlays 22 in Common Services
- Support of new OM data added to the Signaling Server

## 5.10 Geographic Redundancy

- It is recommended that geographically redundant systems be configured in OTM 2.2 as two separate systems, primary and secondary, with each having a new package type, GRPRIM (for primary system) and GRSEC (for secondary system). The backup and restore application in OTM can be used to copy the system data (ESN, Station, etc.) from the primary system to the secondary.
- To prevent double counting of TNs, all TNs in Geographic Redundancy Secondary systems will not be counted towards the total OTM TN license. The system type is detected during the Update System Data operation and will determine whether the TNs of that system will be counted. (Also see **Media Gateway 1000B Support Improvements** below.)
- The existing Consolidated Call Cost Reports (CCCR) in OTM can be used to provide consolidated billing reports from the primary and secondary systems.

## 5.11 NAT Traversal Enhancements

- Configuration of NAT parameters has moved from “node” to “system” level.
- NAT parameters are now configured in Overlay 117, which is not supported by OTM 2.2
- Overlay 117 can be accessed using EM or System Terminal from OTM 2.2.
- NAT parameters in OTM IP Telephony application will be disabled for Release 4.0 and up

## 5.12 IP Scalability

- OTM 2.2 supports up to 15,000 IP users

## 5.13 PI Patch Integration

- OTM 2.2 supports new BFS_CFW field in Customer Properties page

# 6 CONCURRENCE SUPPORT FOR COMMUNICATION SERVER 1000E

The Nortel Networks Communication Server 1000E will meet the needs of customers that require a pure IP PBX architecture with the scalability and robustness to support a large number of users on a single Call Server. It should consist of redundant Rack-Mounted Commercial Servers that have enough capacity for up to 15,000 IP phones.

The overall product will appear as a main Communication Server 1000M Multi Group system, with one or more Communication Server 1000 systems acting as gateway systems. In addition, there may be other systems, such as the MCS 5100 Media Server and CallPilot, which are not represented by OTM.

Within OTM, the Communication Server 1000M Multi Group system and the Communication Server 1000 gateway systems will appear as distinct entities. The OTM navigator supports a hierarchy of Sites and Systems. It is recommended that the systems be grouped together under a single site. If the customer network has other systems that logically belong to the same site, then the systems can be named appropriately (alphabetically) to be placed together for navigation. Each of the gateway systems will be provisioned and administered separately and there will be duplicate datafill required on these systems. There is an enhancement in OTM 2.2 that helps alleviate on-going maintenance of the ESN databases (See **Section 10.7 ESN Enhancement** below.)

# 7 CONCURRENCE SUPPORT FOR IP LINE RELEASE 4.0

## 7.1 Support for upgrades from previous versions of IP Line

- OTM 2.2 supports upgrades from IP Line 2.x, 3.0 and 3.1 to IP Line 4.0.

## 7.2 IP Line Personal Directory, Redial & Callers List (PD/RL/CL)

- OTM 2.2 has a new prompt DFLT_SCPW in Customer Data Block to control automatic assignment of default Station Control Password for IP sets.

## 7.3 IP Key Expansion Module

- OTM 2.2 Station Administration and Web Station set pages have been updated to include a new KEM prompt
- OTM 2.2 provides a link in the Telephone Key Features page to the keys configuration page
- Allows update to keys 32 to 55 on the Key Configuration page

# 8 CONCURRENCE SUPPORT FOR SUCCESSION INITIATION PROTOCOL

## 8.1 SIP Gateway and Services

OTM 2.2 supports the following:

- New Converged Multimedia (CDM) class of service
- New Converged Service DN (CSDN)
- New and changed fields in OM report

NOTE: new field in CDR record is ignored by OTM billing

## 8.2 SIP Proxy and Redirect Server

- New default gatekeeper management URL. Example: http://SignalingServerIPAddress/nrs

# 9 CONCURRENCE SUPPORT FOR IP TRUNK 3.01.5X

Existing OTM software already supports IPT release 3.01. No change made in OTM 2.2 and support for IPT release 3.01 continues.

# 10 NEW OTM 2.2 FEATURES AND IMPROVEMENTS

## 10.1 General Release Changes

- The executable "MAT.exe" has been renamed to "OTM.exe"
- Dongle read utility "OTMUtil.exe" is available on the installation CD under the "CDINFO" folder.

## 10.2 SRG and BCM Integrated Alarm Support

This feature includes:

- Support for new device type "SRG" and "BCM" in Alarm Notification and Web Alarm Browser
- Web online help to all SRG and BCM 3.6 alarms.
- Sample scripts for SRG and BCM which are installed with OTM and can be modified to suit your needs.

For navigator representation of SRG, it is recommended to use a Generic system to store the SRG Management URL to provide a launch point from OTM. Visual association (in navigator) between SRG and its Main Office system can be achieved by creating the systems under the same site and using the same naming convention.

## 10.3 Corporate Directory Enhancements

- Choice of key element to generate directory
  - MARP Prime DN or All Prime (Key 0) DN
  - ACD sets included or ACD sets excluded
  - Specific ACD key number or First MARP DN key found
- Automatic removal
  - Duplicates – same Last name, First name, DN, Site-System and Customer #
  - Blanks – empty first and last names
- Option to exclude entries
  - Each entry can consist of one search string for each field, the result of the search will be a logical "AND" of all the fields.
  - If the "Site/System" field is left blank, the search entry applies to all systems.
  - If the "Customer" field is left blank the search entry applies to all customers within the specified system.
  - Entries to be excluded from the report are moved from the main report file to the log file, retaining all the fields as is.
- Option to include entries
  - If the "Customer" and "Site/System" fields are left blank or not filled in correctly, then prefixes will not be applied during the upload process:
    - The entry will be uploaded to all the target systems

        - Hence PrimeDN field should contain the full dialable number from all systems
- Generate report based on CPND names
    - DN is retrieved first based on options selected by the user.
    - Search CPND database for the First Name and Last Name using DN as the search key.
        - If the DN is not found, then DN will not be in report.
        - If the DN is found but both Last Name and First Name are empty, then DN will not be in report.
    - Only Roman language CPND names supported.
    - Search delay will be a factor of the size of the Station database multiplied by the size of the CPND database.
- OTM 2.2 supports Sun ONE Directory Server 5.2

## 10.4 Support for Agent Greeting

- New class of service FXSP to Station dialog and forms interface, and Web Station supports the Agent Greeting feature.

## 10.5 Web Alarm Browser Enhancement (Serviceability Improvement)

- OTM 2.2 provides additional decoded SNMP information similar to what is currently available from windows Alarm Notification application.

## 10.6 Telecom Billing Systems Enhancement

### 10.6.1 Teltronic's SEBea Buffer Box Support

- OTM 2.2 supports the Teltronic's Site Event Buffer Enterprise Agent (SEBea) buffer box in billing

### 10.6.2 TBS Reports Improvements

- New reports – Extension Detail with Account Codes report and Account Code Detail with Employees report
- Updated reports – Extension Detail report and Authorization Code Detail report

## 10.7 ESN Enhancement

This feature was originally designed to support Communication Server 1000E but its use can be extended to other situations that require a mirrored ESN database with synchronized updates:

- Introduction of ESN Primary - Secondary databases
    - Primary to Secondary databases is a one-to-many relationship

  - All changes performed in Primary will be automatically propagated to all associated Secondary
  - Daisy-chaining of Primary to Secondary to Secondary not allowed
  - ESN numbering plan and software service level must be the same in Primary and Secondary systems, i.e. Primary and Secondary ESN databases should be identical
  - Transmission of changes to PBX must be scheduled for both Primary and Secondary systems
- Limitation – propagation of changes from Primary to Secondary is not supported for the following features:
  - Global Change
  - Sync Status Change
  - Transmission to PBX
  - Retrieval from PBX
  - System deletion

## 10.8 DECT Enhancements

- OTM 2.2 supports Philips Performance Manager tool.
- OTM 2.2 is not dependent on annual VeriSign certification. OTM 2.2 has a security certificate that can lower on-going maintenance cost.
- OTM 2.2 provides a PARK number to facilitate the subscription to DECT handsets
  - Now have both ARI and PARK column in subscriptions window – PARK value calculated from ARI value using formula provided by Philips

## 10.9 Alarm Notification Enhancements

OTM 2.2 supports the following;

- Forwarding of Cleared alarms
- Forwarding of Indeterminate alarms as Info alarms
- SMS notification using existing Email notification
- BCM/SRG alarms web online help

## 10.10 Media Gateway 1000B Support Improvement

### 10.10.1 Exclusion of Media Gateway 1000B TN's from overall TN licensing count

- To prevent double counting of TNs, all TNs in Media Gateways 1000B will not be counted towards the OTM TN license
- The system type is detected during Update System Data operation and will determine whether the TNs of that system will be counted

## 10.11 Support for Microsoft IIS Security (IIS Lockdown and URLscan)

OTM provides support for the IIS Lockdown and URLscan tools that provide added security to the Internet Information Services. Please refer to the Optivity Telephony Manager Installation and Configuration NTP for details on how to setup these tools.

## 10.12 Corporate Branding Changes

| **Old name** | **New name** |
|---|---|
| Meridian 1 | Meridian 1 |
| CSE 1000 | Communication Server 1000S |
| Succession 1000 | Communication Server 1000S |
| Succession 1000M | Communication Server 1000M |
| Succession 1000M Half Group | Communication Server 1000M Half Group |
| Succession 1000M Single Group | Communication Server 1000M Single Group |
| Succession 1000M Multi Group | Communication Server 1000M Multi Group |
| Succession 1000M Small | Communication Server 1000M Small |
| Branch Office | Media Gateway 1000B (It is also called Branch Media Gateway in OTM documentation) |

# Appendix A. Addendum to OTM NTP

The following information is to be added to the **Optivity Telephony Manager: Telemanagement Applications** NTP for the new TBS scripts.

**Page 225: New scripts to be added to Appendix A: Scripts**

[Add the following two scripts to the section "Telecom Billing System (TBS) scripts" -- "CDR data collection from MDR-2000" (page 225) after the MDR2000.COL item.]

| | |
|---|---|
| M2KIMG_SL1NEW.COL | Data collection script, which collections New format CDR from MDR-2000 to produce normalized CDR (erases contents of buffer). Use this script to collect B and X type records. The buffer must be set to collect in "image" mode. Refer to the document provided with the MDR-2000 ISD for more information on setting the buffer to "image" mode. Note that storing records in "image" mode will reduce the number of records that can be stored in the buffer unit. Therefore, if your buffer unit is nearing its maximum capacity, you should increase the polling frequency. |
| M2KIMG_SL1OLD.COL | Data collection script, which collections Old format CDR from MDR-2000 to produce normalized CDR (erases contents of buffer). The buffer must be set to collect in "image" mode. Refer to the document provided with the MDR-2000 ISD for more information on setting the buffer to "image" mode. Note that storing records in "image" mode will reduce the number of records that can be stored in the buffer unit. Therefore, if your buffer unit is nearing its maximum capacity, you should increase the polling frequency. |

**Page 64/65: New paragraph in section "Processing X (transferred) records"**

[Add the following paragraph to the end of the section "Processing X (transferred) records" on page 64/65. This appears after the paragraph "Save this file and run the TBS to process these records. You are prompted with a warning message stating that X records are being processed."]

For real-time CDR collection of X type records, select the script SL1NEW.COL. To collect these records from an MDR-2000 ISD, select the script M2KIMG_SL1NEW.COL. Refer to "Appendix A: Scripts" for more information on these scripts.

**Page 65: New section "Processing B (Abandoned call) records"**

[Add the following new section after the section "Processing X (transferred) records" on page 64/65.]

*Processing B (Abandoned call) records*

With International Release 18 Group H and North American Release 20, B records (Abandoned call) are output when the Time to Answer feature is active and New format CDR is selected for CDR TTY output (FCDR = NEW in LD 17). B records are only output to CDR – Teletype devices.

B records are output when:

- an unanswered incoming trunk disconnects and ABAN = YES in LD 16
- internal CDR is equipped and an unanswered internal station disconnects from another internal station which has ABDA class of service

Prior to Release 23, the CDR B record provided information only for abandoned calls on ringing. With the Release 23 feature CDR on Busy Tone, a B record is produced when the originator of an incoming or internal call disconnects after receiving a busy tone. The CDR on Busy Tone B record information is displayed on the third line of the CDR B record for customers with the New CDR format (FCDR) configured.

For real-time CDR collection of B type records, select the script SL1NEW.COL. To collect these records from an MDR-2000 ISD, select the script M2KIMG_SL1NEW.COL. Refer to "Appendix A: Scripts" for more information on these scripts.

**Update any references to X records to also include a reference to B records**

[On page 77, Step 3, update paragraph 2 to read as follows. The new text is in underline.]

In certain cases, you may want to report on transferred call records (also known as X records) and on Abandoned calls (also known as B records). With the X record option, call records representing calls that have been transferred are broken down into individual call records based on the call transfer. Refer to the sections entitled "Processing X (transferred) records" (page 64) and "Processing B (Abandoned call) records" (page 65) for more information on reporting on X and B records. Note that X records cannot be processed if you are collecting data from the MDR-2000 ISD.

# Last page of document