



Avaya one-X™ Mobile Troubleshooting Guide

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About This Guide

This guide identifies a number of pitfalls that may be encountered in bringing the system up to operational status overall and for individual users, discusses the symptoms you may be seeing, offers explanations of what is likely to be going on behind the scenes, and suggests actions to fix whatever the problem is.

It is assumed that the system administrator has the necessary access (physical or remote) and expertise to administer the following servers and systems: Microsoft Windows, Red Hat Linux, Microsoft Active Directory / LDAP, Avaya CM, Avaya AES, and mobile phones as needed including assorted J2ME devices, Palm Treo devices, and RIM BlackBerry devices.

Intended Audience

This troubleshooting guide is intended for Edge/one-X Mobile system administrators responsible for system setup and maintenance.

Requirements for Successful Operations

1. Functional switch
2. Desk phone serviced by the switch
3. Modular Messaging using MS Exchange, Avaya Message Storage Server, or Domino
4. Licensed and configured AES
5. Configured Edge server(s)
6. Well defined users in LDAP and licensed on Edge server
7. Reliable wireless carrier signal for both voice and data networks
8. Mobile device approved for one-X Mobile application
9. Publicly Switched Telephone Network, PSTN

Handy Tools for Troubleshooting

- A mobile device approved for one-X Mobile
- A licensed test user imported into the Edge application with a physical phone
- A PC with internet access running Internet Explorer or Firefox
- A tool to browse LDAP: <http://www-unix.mcs.anl.gov/~gawor/ldap/download.html>
- A tool to split big files into small ones: <http://www.dekabyte.com/filesplitter/download.html>
- An FTP client for moving files around: <http://winscp.net/eng/download.php>
- A database management tool: <http://www.asql.biz/en/Download.aspx#DbMgr2K>

Try to Reproduce the Problem

Whenever an end user contacts you with an issue related to one-X Mobile operations, it can be highly instructive to try to recreate the issue either in conference with the user, or on your own using a test mobile device and/or managed test extension. Performing such a walk-through of the issue may reveal misunderstandings the end user may have about how the application works and narrow down just where the breakdown is happening, and will provide insight to you about precisely where to look for resolving actual technical problems with the system.

Problem Sources

The Edge/one-X Mobile application depends on a number of components working in concert to operate properly. A failure in any of these components has the potential of interrupting smooth operation of the product for the end user. There are five broad areas where problems may occur:

1. **Hardware malfunction**
2. **Software malfunction**
3. **System misconfiguration**
4. **PSTN service interruption**
5. **Wireless carrier service interruption**

1. Hardware malfunction

Should end users report any issues with their one-X Mobile operation, verify the following:

- The Edge server is running – internal and/or DMZ
- AES server is running
- CM is running
- All servers can ping one another
- Names resolve as expected in DNS

2. Software malfunction

Verify that these services are running on the Edge server

- ccHandler
- Apache Tomcat
- Notification Server
- MapiMgr if there is an Microsoft Exchange back end
- Verify that AE Services are running on the AES and that AES connection to the switch is Online and Talking and that licensing is current.

3. System misconfiguration

Every one-X Mobile user must be set up with all of the following items:

- Defined in Active Directory with a Modular Messaging mailbox created and enabled in the Message Store
- Imported into the application from Active Directory and licensed
- Assigned to a Class of Service
- A desk phone with a dialable DID
- Moreover, the web administration pages must be fully set up according to the **Avaya one-X™ Mobile Administration and Maintenance Guide**.

4. PSTN service interruption

Service interruptions to the public phone system are unlikely but occasionally happen. Verify that the PSTN in your area is working as expected by just making a couple of ordinary phone calls into and out of your facility.

Also, users will occasionally attempt to dial disallowed numbers outside their office network or access internal phone numbers that are inaccessible to them for one reason or another, such as in laboratory situations. Consider this as a source of trouble as well and verify calls can be made as expected.

5. Wireless carrier service interruption

Wireless carriers typically function on dual networks: a data side and a voice side, each of which are necessary in order for the one-X Mobile application to work properly. The towers showing local signal strength on a mobile device applies only to the voice side of the network. Signal

strength for the data side may be a whole different story. You can generally check to make sure the mobile device is getting a good data connection to the Handset server by performing an Update or Corporate Directory lookup. If an update takes a long time or behaves differently in one part of your site versus another location at your site, your carrier's data network may be at issue.

Edge/one-X Mobile Troubleshooting

The next few pages describe symptoms, causes, and steps to take to fix several specific administrative and user issues that may occur with the Edge/one-X Mobile application. Issues typically fall into one of the following categories:

1. **General Functionality**
2. **Configuration Issues**
3. **Voicemail Issues**
4. **Mobile Device Functionality**
5. **Miscellaneous**

1. General Functionality Issues

1.1 Simulring fails to ring mobile
Redirect is set to ring the desk phone, mobile, and other phones but the mobile never rings.
Make sure that EC500 for the extension is configured properly on switch and that ARS settings allow for the dial string. If configuration is okay and application still does not work as expected then do the following...
Communication between AES and CM may need to be reset. Restart AE Services on AES server then restart ccHandler service on Edge server
Place a test call to the user's extension. On the one X Mobile internal server check the ccHandler logs at C:\Edge\logs\ccHandler . Open the log that corresponds to the time of the test call. Ensure that you see an entry similar to this string Ani: 4086789863 OCN: 89030 CallId:614 . Ani: the number that placed the call. OCN: the extension number which was receiving the call.
On the web admin CTI Profile page, verify that EC500 Enable and Disable, EC500 SAFE, and SAC Enable and Disable settings are correct. These values are defined by the switch administrator and may be unique for any individual site.
Place a test call to the user when you know they are not using their desk phone. In the ccHandler logs find the appropriate call, place your cursor next to the call, and search for the phrase 'Terminal in Use'. If you see this phrase associated with a call when the users phone was idle restart the ccHandler service.
1.2 Call back fails when first leg of call is To Mobile
Call back launched from either mobile or web fail to ring mobile when it is the first leg of call back See 1.1 above.
If the call back call is launched from the handset check the handset server logs for the appropriate time at C:\Edge\logs\HandsetServer . You should see an entry similar to that below. If the entry is not in the logs then the request to launch the call back call was never received at the server. Note: in a dual server deployment these logs will be on the external server.
2008-02-06 10:11:16 eskcop55nwub0dbssipafy45 (acct) = (tuser30) 2008-02-06 10:11:16 eskcop55nwub0dbssipafy45 (pw) = (*****) 2008-02-06 10:11:16 eskcop55nwub0dbssipafy45 (destn) = (9254514056) 2008-02-06 10:11:16 eskcop55nwub0dbssipafy45 (srctn) = (9254515745) 2008-02-06 10:11:16 eskcop55nwub0dbssipafy45 (delay) = (6) 2008-02-06 10:11:16 eskcop55nwub0dbssipafy45 (uid) = (1202364645328)

1.3 Mobile phone will only simulring if it is a Quick Entry or New Destination

Can place mobile TN in Quick Entry field or New Destination field and incoming calls will ring it but not if the mobile check box is selected

See 1.1 above.

1.4 Can only perform call back to mobile when it is entered as a Quick Entry or New Destination

Can place mobile TN in Quick Entry field or New Destination field and launch call back and talk through the mobile, but not if the mobile check box is selected

See 1.1 above.

1.5 No voice path on call back / Three-party call back fails

When you launch a call back and answer the first leg, you hear dead air and the call back does not complete all the way through to the destination

There is probably an issue with “cellular voicemail detection w/timer” option on the switch. This setting is probably set to high. If you answer the first leg of the call back too quickly, the call back may fail. Try lowering this value. Alternatively, wait until at least the second ring before answering the first leg of the call back.

1.6 Call back always fails.

The desk phone associated with the one-x Mobile account probably shares a bridged appearance (a.k.a. “shared line appearance”) with another phone. This configuration is not supported and will not work if the user is in a class of service which requires DTMF tone for the call back call.

Remove the bridged appearance with the other phone or move the user to a COS that does not require the DTMF tone for call back calls.

1.7 The second leg of three-party call backs always fail.

When you launch a three-party call back and answer the first leg, you hear a prompt indicating you should press a key to complete the call, you do so, and the call to the destination never completes.

The switch is probably missing a software patch that is needed to enable DTMF functionality. Install the patch and restart services.

2. Configuration Issues

2.1 Cannot import a particular user. Other users import okay.

The user import method may be inconsistent with your dial plan.

Go to the TR87 dial plan configuration on the AES and check the telephone number of the users in LDAP. The users' telephone numbers as they appear in LDAP should follow the TR87 dial plan configuration pattern match as defined on the AES.

2.2 Cannot import any users

The AES unencrypted server port may be configured incorrectly.

On the Edge server, first, verify that login credentials entered into the CTI Profile are correct for both the jtapi and dmcc users.

Then, go to the COS Profile tab in the admin and click on the Advanced Settings link. Verify the 'Determine Extension From' field is correct. It should be set to **'10 digit phone number manually'** and the radio button next to **'Automatically using DMCC'** should be selected. Then, on the AES, verify that the DMCC Unencrypted Server Port, 4721, is set to ENABLED and then restart the DMCC Service. Also, verify that the LDAP user dn, password, and base dn are correct in your Provisioning Profile and give you access to the expected LDAP container. You can validate these settings using the ldap browser.

2.4 There are zero length voicemail messages when I use the TUI but the Web UI and the Client don't display them. There is a discrepancy in the number of voicemails reported by the TUI and the one-X Mobile clients.

There might be two issues:

A. If any of the Message Retention Settings on the MSS is 90 days or more, it may result in a discrepancy since the Visual Voicemail Server filters out messages older than 90 days. This may be site specific and often not changeable. Contact your Modular Messaging administrator for more details.

B. Minimum Message Length is set to 0 seconds on the MAS.

On the MAS, Open VMSC > Telephone User Interface > Message Timing. Change "Minimum Message Length in Seconds" setting to a value greater than 0 seconds.

2.5 Cannot import a particular user. Other users import okay.

The user import method may be inconsistent with your dial plan.

Go to the TR87 dial plan configuration on the AES and check the telephone number of the users in LDAP. The users' telephone numbers as they appear in LDAP should follow the TR87 dial plan configuration pattern match as defined on the AES.

2.5 A single incoming call creates two entries in the Call Log.

In certain configuration scenarios, one-X Mobile users may observe two call logs for an incoming call.

One call log entry is for the actual incoming call and the other is for voicemail and has a voicemail icon attached to it. It may be possible to resolve this issue by making a translation change to the switch. Note that the switch administrator should be involved in this change as it may have an adverse effect on voicemail delivery. This workaround may not be possible in all scenarios.

This type of problem is typically observed when a system has an off-PBX voicemail platform that hosts voicemail for the users. An example of this is when PBX's are connected using QSIG and the target voicemail platform must be reached via the QSIG trunk.

Before making the modification to the system, consult the switch administrator and the individual responsible for telephony design/architecture in the system.

In the hunt-group for the coverage path, display the hunt group by using the display hunt-group command.

If the value Send Reroute Request is set to 'Y', set it to 'N'. This should resolve the issue.

Check to see that the time on the one X Mobile server and the MSS are the same. If the times vary the message header for the voicemail will have a different time than that logged for the incoming call. Either manually change the time on the servers or set the servers to use a NTP server.

2.6 Forward via Email, Contact via Email, Respond via Email, and new voicemail notification is not working.

In order for new voicemail notification and email to function, the SMTP port on the Edge server must be open to communication. Usually port 25, this port may be blocked by third-party software. You can investigate this by opening the Windows event viewer for applications and locating any event with ID 257. These events can be connected to a number of things, but in this case the event will include language indicating a port is blocked by anti-virus software to prevent worms and viruses from sending mail across it.

On the one-X Mobile server, confirm that the correct SMTP server credentials are entered into the web administrator site. Then, open your anti-virus administration/configuration interface and disable any blocks that prevent usage of the port designated for SMTP communication. This procedure will vary depending on your specific anti-virus software.

If Respond/Forward via email does not work, try sending an email between users on the SMTP server using Outlook Web Access. If this does not work then check the Exchange configuration. Also verify that you are able to ping the SMTP server by name from the external server. Follow your site specific procedure to add local host entries if needed.

For new voicemail notification not working, for an MM/Exchange backend, check if the EdgeMapiMgr service is running. This service should not run as Local System Account, but rather as a domain account which has permissions to send notifications.

2.7 Why do I get an "unable to get tsapi" error?

In a dual server configuration, the internal server IP must be entered into the web administration page.

Verify that the internal IP has been entered on web admin > Server Setup > Split Server Configuration page and that the Edge server can ping the AES by name. If it cannot ping by name, check your DNS or add a name-to-IP mapping in the Edge server's \etc\hosts file. Also verify that the Restrict Client Access is set to NO on the MSS. If you are using an s8710 Communication Manager, use the CLAN IP for the Communication Manager hostname.

2.8 User gets MM Pin error trying to log in to account after entering correct PIN
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During initial setup and if the MM PIN has been changed, the user will be asked to enter their MM PIN during the login process.

Check the user Details link on the licensed users tab. Verify that the mailbox ID is correct. If it is not check the voicemail profile for this user and verify that the Voicemail Mailbox ID Source is set to the correct value.

3. Voicemail Issues

3.1 Voicemails fail to appear in the end user's call log and home page.

You use the TUI to verify that a voicemail has been left on the user's MM account but it does not appear in the Call Log or in the New Voicemail pages on the one-X Mobile app.

The LDAP and IMAP user access may be configured incorrectly.

Go to the MSS > Trusted Servers > Edit the trusted server. Set LDAP Access Allowed parameter to YES and set IMAP4 Super User Access Allowed to YES

3.2 New voicemails fail to appear in the call log and home page

IMAP communication to the notification server may have been interrupted. This can happen when a new SSL security certificate is installed.

Check the VisualVoiceMail logs at **C:\Edge\logs\MessageManager\VisualVoicemailServer**. Search for an the string '**PKIX path building failed**'. This indicates that the security certificate installed is not authenticating. Restart the Apache Tomcat Service. Also, validate that the MSS is running and that the credentials set up for the trusted server relationship have not been altered.

3.3 Everything seems to be configured correctly but voicemails still fail to appear in the call log and home page

It is possible that your anti-virus software is blocking a port that needs to be open for voicemail communication.

Verify that your anti-virus software is configure so that port 25 is open. See Item 2.6 above.

3.4 Voicemails will not play via the web application.

Launching a VM playback in IE generates a Windows security error pop-up

Windows Media Player Versions 10 and above require a security certificate to be installed on client PCs when the Secure Sockets Later is enabled on the Edge web server
Either change your file association to play .wav files with a different media player such as Quicktime OR right click the voicemail icon, save it to your desktop and use Windows Media Player to play it from there. More information on this issue is available from Microsoft at <http://support.microsoft.com/kb/885136>

3.5 Voicemails will not play on the mobile device.

Voicemails appear in the application but will not play when selected.

Network probably experienced an outage and upon recovering, the application failed to connect to the UIMA server on the MSS. This situation will cause voicemail headers to download but fail to download the associated audio files. Reboot the MSS. Voicemails will begin to download fully and play as expected.

3.6 Visual Voicemail suddenly stopped working

Voicemail messages are available when accessed through the telephone user interface (TUI) but fail to appear on the mobile devices

Either an MSS certificate has been corrupted, or a glitch within the Apache Tomcat service has prevented it's detection.

Re-import the MSS SSL certificate to the java trust store on the Edge server and then restart Apache Tomcat.

3.7 Voicemails are delayed in their appearance in the call log

The IMAP idle notification is experiencing a delay. This happens when the MSS fails to receive notice of new voicemails.

1. Shutdown any web clients running against the MSS
2. Check the Visual Voicemail logs for PKIX errors
3. If errors are found, verify the Apache tomcat jvm path is correct.
4. Stop and start Apache Tomcat
5. If VMs fail to appear after 15 minutes, re-import the security certificate, stop and start apache, wait 15 minutes.
6. Compare MSS VM dispatch times with notification server VM receipt times. If these times are out of sync, reboot the MSS.

3.8 Sometimes received voicemails display incorrect length.

This is caused by limitations inherent in the system's Modular Messaging/Exchange backend. The voicemail length on Exchange is an estimate based on the attachment size. Since the attachment is base 64 encoded, the estimated voicemail length is inherently inaccurate. If the voicemail has a lot of background noise or a lot of silence, the estimated length could be off significantly.

This is normal system behavior.

3.9 Very long new voicemails, say, over 10 minutes in length, intermittently bounce between New and Saved status. Attempts at playing long voicemails cause them to bounce more frequently.

All voicemails are marked as Saved when they are downloading to the application. If a particular voicemail happens to be New, it is switched over to New once the download has finished. Saved ones remain marked as Saved. If an IMAP sync command executes during a download, a voicemail that has not yet finished downloading may first appear as Saved and then after the sync event is has passed flip over and appear as New. If a voicemail is in the New category and the sync occurs, the user may temporarily see it as Saved while it is downloading. Longer voicemails are more prone to displaying this behavior as their length increases the likelihood that the download will be interrupted by a sync event.

This is normal behavior for very long voicemails.

3.10 Sometimes the phone numbers in the one-X Mobile web application are highlighted in yellow.

Some third-party softphone applications will highlight anything that resembles a phone number in web browser pages that also happen to be open on the desktop. This enables the user to click the highlighted item so that the softphone can dial the number. Although calls made in this way bypass the one-X Mobile Call Back feature, they are still recorded in the Call Log, provided that the softphone and one-X Mobile applications are referencing the same desk phone.

The highlighting will clear once the softphone is turned off and the one-X Mobile page is refreshed.

3.11 Why does the AES the Switch Connection Summary indicate "TCP Down" even though I can ping the CM from the AES?

The switch may have a defective blade.

On the AES, go to Administration > Switch Connections and enter a different CLAN IP on the switch as indicated by the switch administrator

3.12 Why does the Voicemail Profile get an "authentication error" when I try to save it in the web admin page? The information entered into the page is known to be correct

The "Special Type" of the trusted server defined on the MSS is incorrect.

Go to the MSS > Trusted Servers > Edit the trusted server. Make sure "Special Type" is set to NONE. Also, make sure that you enter the LDAP details into the web admin as it appears on the MSS. This is often mistaken for the corporate LDAP (AD/Sun LDAP) details.

3.13 Calls keep ending up in my cell phone voicemail rather than being pulled back to office internal voicemail.

Different wireless networks will roll an incoming call to voicemail in anywhere from 25 and 30 seconds of ringing. The one-X Mobile application depends on the EC500 feature on the Avaya CM switch to ring the mobile phone when the end user has selected To Mobile in the Send Calls To web page. EC500 is configurable to ring the mobile device during a ring-the-mobile event a certain number of times. 6 rings defined on the switch translates roughly to 30 seconds of ringing on the mobile device. If the wireless network sends an incoming call to voicemail in, say 25 seconds, and it hasn't been answered, the call will land in the mobile voicemail.

Also, for any individual network, it's speed may vary day-to-day just enough to work one way one minute (to mobile voicemail) and the other way the next minute (to office voicemail).

For a one-X Mobile installation in which different users are using different wireless carriers, you can remedy this on an individual case-by-case basis. On the EC500 settings, reduce the number of rings before coverage from say 6 to 5 to guarantee voicemails all go to the office.

3.14 Voicemails have stopped appearing in the web user interface and on mobile devices.

There may be either a problem with your SSL certificate or Apache Tomcat may have experienced a glitch.

First, try restarting Apache Tomcat. If that does not restore functionality, see item 3.4 above.

4. Mobile Device Functionality

4.1 When I first login to the application after a fresh install of the one-X Mobile client on a Palm Treo 650/655/700P/755, the device crashes. What is the reason for this?

The URL or IP on the initial login page might be invalid or incorrect. This causes the Palm OS to crash intermittently and it reboots. The reboot is launched from the Palm network library, not the one-X Mobile application.

This is the default behavior when the Palm cannot create a connection. In some cases, it will fail to reboot but still display a "Logging in. Please wait" message and then eventually open the one-X Mobile application. In such instances, the user will find that one-X Mobile operations (call back, change send calls destination, etc.) fail to work. If this happens, reboot the device manually and launch the application again.

4.2 When I use the one-X Mobile WAP interface on my Nokia 6110 mobile phone, the links on the Send Calls page are all listed straight across the screen making it awkward to read and navigate.

The single-line link presentation in this page is a display limitation for this particular device.

The device is manufactured this way and cannot be changed.

4.3 When I try to login to the one-X Mobile application on my BlackBerry, I just get a "server unreachable" error.

Your server credentials and/or your Access Point Name (APN) on your mobile device may be incorrect.

Verify that the URL or IP for your presentation server is correct. Then, verify that the APN is correct for your mobile device. Refer to the document *Avaya one-X Mobile User's Guide for RIM BlackBerry* for detailed instructions on how to do this.

4.4 How do I enter a percent sign as part of my password on my Palm Treo?

Refer to the Treo User Guide for detailed instructions for your specific device. Generally, however, a percent sign can be entered on the Palm Treo in the one-X Mobile application by following the procedure below.

1. In the password field, press the zero key.
2. Then press the Alt key.
3. A drop down will open with 3 or 4 selectable items. The items in the list may be asterisked out.
4. The second item down in the list should be the % symbol. Cursor down to select it.

4.5 Palm Treos sometimes experience a temporary "screen freeze" when a three-party call back is launched from the web application and the client application is running on the mobile device

This is a known issue affecting the Palm Treo 650, 700P, and 755P (and perhaps other models). After answering the first leg of the call back, the one-X client application will exit and display a message that the one-X application data is being saved. After a while the screen may freeze until the call completes and reaches the destination.

The screen will un-freeze when the call is hung up.

5. Miscellaneous

5.1 A particular phone in my redirect list will not ring.

Some phones, may not be accessible from certain locations.

Dial the phone directly to make sure it is dialable via both the PSTN and internally.
Verify that the number you entered for the phone in the redirect list is correct.

5.2 The AES can ping the switch but communications between them is otherwise down.

The AES login information on the switch may be missing or incorrect.

The name of the AES server that is entered into the AE Services Administration page as a CTI link on the switch must match the hostname in the /etc/hosts file on the AES server itself. It is case sensitive.

5.3 After installation of a patch build, verify that all services have restarted successfully.

Some Edge services have been seen to fail to restart after a system upgrade.

On the internal server, open the web administration site and restart the following services:
Apache Tomcat, Edge ccHandler, Edge NotificationServer.

5.4 Users are not able to receive voicemails in their new voicemail inboxes as expected.

The MapiMgr service is probably not running on the Edge server.

If your installation includes a Microsoft Exchange back-end, you must start the MapiMgr service manually from within the Edge web administrator. This is by design.

5.5 No phones will simulring at all

CTI ports may not have been created yet on the switch. If they have, they may not have been imported into the one-X Mobile application on the Edge server.

Verify CTI ports have been created on the switch and are displayed in the web admin page.
Verify your switch Class of Service and Class of Restriction are set per your requirements
Verify that all expected extensions are being properly managed by the one-X Mobile application on the Edge server. Review when the last time ccHandler service was restarted in the web admin and review the corresponding ccHandler log. Look for items in the log that say "Observing Extension: XXXXX" If all the expected extensions are not recorded here, restart the ccHandler service.

5.6 How do I review tsapi logs for detailed debugging?

Tsapi logs grow in size very quickly and can become cumbersome to edit with standard text editing tools like Notebook or vi. Once created, you may need to break these files up into smaller pieces before trying to either view them or transport them between servers.

1. After the application is installed and configured, go to the installation directory on the application server. Example c:\Edge\
2. Open file TSAPI.PRO
3. Paste the following lines into the file
debugLevel=7
altTraceFile=c:\\Edge\\Logs\\ccHandler\\TSAPI\\TSAPI.log
4. Go to c:\Edge\logs\ccHandler
5. Create a new folder named TSAPI
6. Restart ccHandler and Apache Tomcat services
7. Tsapi logging is now enabled.

5.7 It is good practice to periodically test the basic functionality of the one-X Mobile as part of routine maintenance.

If Windows automatic updates with reboot is enabled on your Edge server, it can sometimes cause essential Edge services to fail to start automatically.

Test the following functions to insure the one-X application is working correctly after Windows updates are applied: Call Back, Simulring with Mobile, Voicemail download and playback, Corporate Directory Search, and be sure the Call Log, Home Page and Saved Voicemail pages update correctly.

5.8 How do I enable/disable G3Trace logging on the AES for detailed CTI problem diagnosis?

You only need do this if instructed to do so by Tech Support. G3Trace logging will have a small performance impact on your system.

On the AES, edit the /opt/mvap/conf/tracemask file. If this file does not exist, create it. Place the following line into the file and save it: TSAPI=0xc3f
You will begin to see files created in /opt/mvap/logs/TSAPI

The G3Trace file data is stored in files of the form, g3trace-*
-trace.out where ' * ' indicates a number and the switch you will be investigating. The file numbered ' -1 ' might be the newer or older file. You can determine which is which by listing the system date/time stamp (ls -lt). G3Trace files become full at 50Mb and then are renamed to ' .old ' Collect both the new and .old files for Tech Support.

To disable G3Trace logging, comment out the line you added to the /opt/mvap/conf/tracemask file (using ' # ') and save the change.

5.9 What are the limitations of the on-board MSDE database that ships with one-X Mobile?

MSDE limits the size of the database to 2GB. Administrators should check the size of the database periodically to determine when the database will outgrow the capacity. Administrators can modify the number of days which call history and database logs are retained. MSDE limits the RAM support to 2GB. MSDE also throttles some transactions when more than 8 operations are running at the same time. Most one-X Mobile transactions are exempt from these types of operations as the only counted transactions include login requests, batches of Transact-SQL statements, distributed transactions and logoff transactions.

Avaya one-X™ Mobile Technical Support for more information.

5.10 I need to separate my Edge server administrator's login from my web administrator's login.

You can create a new user as part of a security group domain users with access to the web admin pages via the Microsoft Internet Information Server (IIS) on the Edge server. Doing so will not affect one-X Mobile functionality.

Refer to MS IIS documentation for detailed instructions on how to create a new user.

5.11 I need to block access to the one-X Mobile website from the Internet and limit its availability to my corporate intranet.

You can either configure MS IIS to limit web availability to internal users only or configure your firewall to accept connections only from internal locations (depending on your firewall's capabilities).

Refer to your firewall or MS IIS documentation for detailed configuration instructions.

You have checked everything but the problem persists . . .

If you are not successful at resolving your issue and need to contact Technical Support, collecting the following information will help in getting a speedier resolution:

1. Briefly describe the problem.
2. If it is possible to reproduce the problem, document the steps to do so.
3. Note the Edge server build number from the web administration site.
4. Note the date and time the incident(s) occurred.
5. Note the phone numbers of the phones involved.
6. If the problem seems to be related to a particular mobile device, note its make, model, mobile carrier, and one-X Mobile build information.
7. Collect logs that correspond to the time the incident(s) occurred as outlined in the *Logs to Collect for Tech Support* table on the next page.

Contact Us

Avaya one-X™ Mobile Technical Support: <http://www.support.avaya.com> or 1-800-242-2121

Logs to Collect for Tech Support

Installation Type		Problem Description	Log Name												
Cisco	Avaya		ccHandler	DirMgr	edge	Handset Server	jroute	jtapimon	JTAPI	MAPI	msgChecker	Visual Voicemail Server	Notification Server	provMgr	TSAPI
X	X	New voicemails do not show up										X	X		
	X	No SMS notifications for voicemails (MSS)											X		
	X	No SMS notifications for voicemails (Exchange)							X	X	X	X			
X		No SMS notifications for voicemails							X	X	X	X			
	X	CTI ports not created			X										
X		CTI ports not created												X	
X		Corporate directory related		X											
	X	Corporate directory related			X										
	X	Importing users problems			X										
X		Importing users problems												X	
	X	Nightly job validation			X										
	X	Provisioning problems			X										
X		Provisioning problems												X	
	X	All call handling problems (inbound, outbound, callback)	X												X
X		All call handling problems (inbound, outbound, callback)						X	X	X					

Notes
