Scheduling PC2AUDIX Data Retrieval

8

Overview

With the PC2AUDIX scheduling option, you can establish a schedule for regularly retrieving appropriate system and subscriber traffic data, error and alarm log data, performance statistics, and reported maintenance events (DEFINITY AUDIX system only). You also can schedule subscriber database verification. Additionally, if the optional Call Detail Recording (CDR) package is installed, you can schedule CDR data retrieval for the AUDIX system. (The Call Detail Recording package is not available with the DEFINITY AUDIX system.)

You can schedule up to 100 events to occur on an hourly, daily, bi-weekly, weekly, bi-monthly, or monthly basis. Additionally, for AUDIX networks, a single PC2AUDIX schedule can accommodate data verification and retrieval from all local and remote AUDIX systems in the network.

You initiate and control scheduling from the PC2AUDIX Root Menu using the Schedule Editor (5). This option displays a scheduling menu, which in turn provides options for entering, displaying, and editing events; providing retrieval instructions for specific events; and displaying the event log of past scheduled activities.

Once you have scheduled events, you must place the PC in scheduling mode (option 0 on the PC2AUDIX Root Menu) during the time that events are scheduled to occur. At the scheduled time, the PC calls the voice mail system to initiate the scheduled activity.

Scheduling Events

Perform the following steps to schedule events:

1. At the PC2AUDIX Root Menu, select 5) Schedule Editor to display the AUDIX Scheduling Menu.

   The following screen appears:

```
                    PC2AUDIX Schedule Editor Menu

         ┌──────────────────────────────────────────────┐
         │                                              │
         │   1) Display/Edit Schedule by day/time        │
         │                                              │
         │   2) Display/Edit Schedule by machine/day/time │
         │                                              │
         │   3) Display Event Log for Scheduler          │
         │                                              │
         └──────────────────────────────────────────────┘




         Selection? _
 STATUS:
         F7  PREV FORM              F9  ROOT FORM              F10  HELP
```

2. Choose one of the following:

   - Select 1) Display/Edit Schedule by day/time

   - Select 2) Display/Edit Schedule by machine/day/time

   These options display the same information, except the first option displays entries sorted by day and time while the second option displays entries sorted by system and then by day and time.

The following screen appears:

```
                        Display/Edit Schedule

 ┌──────────────────────────────────────────────────────────────────┐
 │   Machine      Day    Time    Interval    Activity     Type        │
 │   ▄                                                                │
 │                                                                    │
 │                                                                    │
 │                                                                    │
 │                                                                    │
 │                                                                    │
 │                                                                    │
 │   <Prerequisite:  populate SETUP PARAMETERS form for each AUDIX machine> │
 └──────────────────────────────────────────────────────────────────┘
STATUS:
F2 PREU F3 NEXT F4 ADD    F5 PREU   F6 NEXT  F7 PREU F8 EDIT F9 ROOT F10  HELP
   PG      PG     ENTRY      ENTRY     ENTRY     FORM    ENTRY    FORM
```

3. Press F4 (ADD ENTRY) to add a new entry to the PC2AUDIX schedule of events.

   The following screen appears:

```
                        Add Schedule Entry

 ┌──────────────────────────────────────────────────────────────────┐
 │    Machine: �                                               │
 │    Day: ▄▄▄                                                        │
 │    Time: ▄▄:▄▄                                                     │
 │    Interval: ▄▄:▄▄                                                 │
 │    Activity: ▄▄▄▄▄▄                                                │
 │    Type: ▄▄▄▄▄▄▄▄▄                                                 │
 │                                                                    │
 └──────────────────────────────────────────────────────────────────┘

STATUS:

  F7  PREU FORM        F8  CHANGE/RUN        F9  ROOT FORM        F10   HELP
```

4. Enter the following information on the Add Schedule Entry screen:

- Machine

  The name of the work directory you created for a particular voice mail system. The Machine name may be a maximum of 10 characters.

- Day

  The day for which to schedule the event. Valid entries are as follows:

  — A three-character abbreviation for the day of the week (sun, mon, tue, wed, thu, fri, sat, or all).

  — A one- or two-digit number (1 to 31) representing the day of the month to schedule the event.

  — hr.

    This option is only valid for activity types on the R1 AUDIX system (see Table 8-1, Valid Activity Types). When you enter hr in the Day field, PC2AUDIX retrieves performance statistics every day on an hourly basis from the beginning of the scheduled event until the designated stop collection hour.

    Alternatively, if you enter a day or number in the Day field for performance statistics, PC2AUDIX collects data just once each time the event is scheduled. (In this case, the designated stop collection hour defines the interval if statistics cannot be collected at the scheduled time, and any value in the Interval field is ignored.)

- Time

  The time of day the transmission is scheduled to begin, specified as hh:mm, where hh is the hour (00 to 23) and mm is the minute (00 to 59).

- Interval

  The amount of time after the scheduled starting time in which the transmission must begin, specified as hh:mm, where hh is the hour (00 to 23) and mm is the minute (00 to 59).

  If the transmission has not begun within this interval, the event is skipped. For example, if an event is scheduled to begin at 02:00 and the interval is 05:00, the event is skipped if it has not started by 07:00. If an interval of 00:00 is specified, only the standard number of retries (three) to establish a connection are made.

■ Activity

The activity that is to be performed at the scheduled time. Valid activities are as follows:

— verify

Schedule subscriber database verification.

— traffic

Schedule retrieval of voice mail traffic data.

— logs

Schedule retrieval of voice mail error, alarm, and/or events logs. You may retrieve the events log only for the DEFINITY AUDIX system.

— perform

Schedule retrieval of voice mail performance statistics.

— cdr

Schedule retrieval of CDR records for the R1 AUDIX system.

■ Type

Further defines the activity to be performed at the scheduled time. No type is specified for the cdr activity. The following table shows the valid activity types:

Table 8-1.   Valid Activity Types

Activity	Type	Description
verify	local	Verify PC2AUDIX local subscriber database against the voice mail database.
	remote	Verify PC2AUDIX remote subscriber database against the voice mail database.
traffic	subscriber-d	Retrieve daily subscriber traffic data.
	subscriber-m	Retrieve monthly subscriber traffic data.
	system-d	Retrieve daily system traffic data.
	system-h	Retrieve hourly system traffic data.
	system-m	Retrieve monthly system traffic data.

Table 8-**1.** **Valid Activity Types** — *Continued*

Activity	Type	Description
logs	active_alarm	Retrieve maintenance active alarm log. Output file is getaalar.out
	error	Retrieve maintenance error log. Output file is geterror.out
	res_alarm	Retrieve maintenance resolved alarm log. Output file is getralar.out
	events	Retrieve DEFINITY AUDIX maintenance events log. Output file is getevent.out
perform	fp/vsp	Retrieve feature processor and voice session processor performance statistics (R1 AUDIX system only). Output file is perfout.[100-999]
	dbp	Retrieve database processor performance statistics (R1 AUDIX system only). Output file is perfout.[100-999].
	all	Retrieve fp/vsp and dbp performance statistics on R1 AUDIX system. Required for DEFINITY AUDIX system. Output file is perfout.[100-999].
cdr		Refer to Call Detail Recording Package (585-305-506) for information about scheduling CDR data collection (R1 AUDIX system only).

5. When you have entered all Add Schedule Entry information this event, press [F8] (CHANGE/RUN) to schedule the event.

   PC2AUDIX verifies that the fields entered are acceptable. If any entered data is invalid, PC2AUDIX displays an error message.

6. If you scheduled a traffic activity in the previous steps, you must next specify the start and stop collection dates and times for the scheduled activity.

   The appropriate data collection screen appears automatically for each scheduled traffic activity. The displayed data specification screen is similar to the Hourly System Traffic Data Collection screen.

```
              Hourly System Traffic and Performance Data Collection


      ┌─────────────────────────────────────────────────────────────────┐
      │  Data to be Retrieved from AUDIX:                                 │
      │    Start Collection:  05/05/95    (MM/DD/YY)   hour 15            │
      │    Stop Collection:   05/11/95    (MM/DD/YY)   hour 14            │
      │                                                                   │
      └─────────────────────────────────────────────────────────────────┘




 STATUS:

   F7   PREV FORM        F8   CHANGE/RUN        F9   ROOT FORM        F10   HELP
```

7. Depending on which data collection screen appears, you are prompted for the following information:

   - Hourly System Traffic Data Collection screen — Prompts for start collection month/day/year/hour and stop collection month/day/year/hour up to 192 hours total. Also used for DEFINITY AUDIX system performance data.

   - Daily System Traffic Data Collection screen — Prompts for start collection month/day/year and stop collection month/day/year up to 31 days total.

   - Monthly System Traffic Data Collection screen — Prompts for start collection month/year and stop collection month/year up to 13 months total.

   - Daily Subscriber Traffic Data Collection screen — Prompts for collection month/day/year.

   - Monthly Subscriber Traffic Data Collection screen — Prompts for collection month/year.

   - AUDIX system Performance Data Collection screen — Prompts for stop collection hour. If you specified hr in the Day field on the Add Schedule Entry screen for this event, statistics are not gathered past the hour specified here. If you specified a day or number on that screen instead of hr, retry attempts do not continue past the hour specified here.

8. After entering the appropriate data collection specification data, press F8 (CHANGE/RUN) to schedule the event.

9. After scheduling the event, press F7 to return to the Display/Edit Schedule screen to schedule another even. (or press F9 to return to the PC2AUDIX Root Menu).

10. When you have scheduled all events, select 0) Run Scheduled Event) on the PC2AUDIX Root Menu. The Schedule Mode screen appears.

```
                    Running Scheduled Events


   ┌──────────────────────────────────────────────────────┐
   │                                                        │
   │  Waiting for scheduled activity to occur.              │
   │                                                        │
   │     Current date/time is: 05/05/95 14:17:27_           │
   │                                                        │
   │     No activities have been scheduled                  │
   │                                                        │
   │                                                        │
   └──────────────────────────────────────────────────────┘




   Hit any key to return to PC2AUDIX root menu ...
```

The current time and next scheduled event appear on the Schedule Mode screen. You must display this screen at the time of the next scheduled event or the event is skipped.

You can exit from the Schedule Mode screen to the PC2AUDIX Root Menu at any time when a scheduled event is not in progress. However, you must re-invoke scheduling mode by again selecting option **0** (Run Scheduled Events) on the PC2AUDIX Root Menu before the time of the next scheduled event or the event is skipped. There is one exception to this; if you re-invoke scheduling mode after the next scheduled event, the next scheduled event still runs if the interval is set long enough to cover the amount of time that the event is late.

Scheduling Call Detail Recording (CDR) Data Retrieval

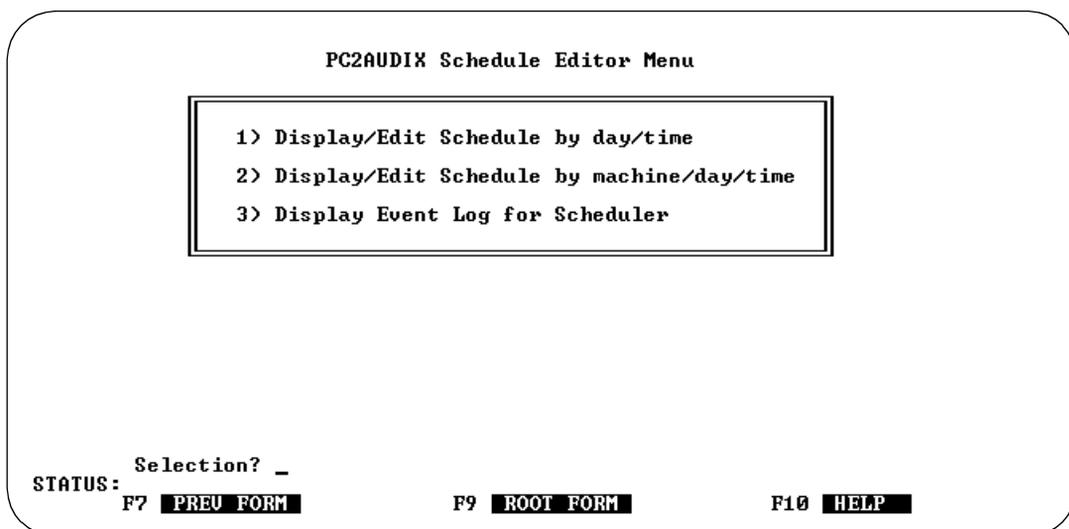Retrieving Call Detail Recording (CDR) data is similar to the previous scheduling tasks, but you must first establish CDR collection parameters through the PC2AUDIX Setup Parameters screens. Refer to AUDIX Call Detail Recording Package, 585-305-506, for information about scheduling the retrieval of CDR data using the PC2AUDIX interface. CDR data retrieval is not available with the DEFINITY AUDIX system.

Displaying and Editing Scheduled Events

Perform the following steps to display and edit scheduled events:

1. At the PC2AUDIX Root Menu, select 5) Schedule Editor to display the Scheduling Menu.

   The following screen appears:

```
                  PC2AUDIX Schedule Editor Menu


         ┌────────────────────────────────────────────────┐
         │  1) Display/Edit Schedule by day/time          │
         │                                                │
         │  2) Display/Edit Schedule by machine/day/time  │
         │                                                │
         │  3) Display Event Log for Scheduler            │
         └────────────────────────────────────────────────┘




         Selection? _
STATUS:
      F7  PREV FORM            F9  ROOT FORM         F10  HELP
```

2. Choose one of the following:

   - Select 1) Display/Edit Schedule by day/time

   - Select 2) Display/Edit Schedule by machine/day/time

   These options display the same information, except the first option displays entries sorted by day and time while the second option displays entries sorted by system and then by day and time.

The following screen displays all scheduled events:

```
                    Display/Edit Schedule

  Machine        Day    Time    Interval   Activity    Type
  _




  (Prerequisite:  populate SETUP PARAMETERS form for each AUDIX machine)

STATUS:
F2 PREV F3 NEXT F4 ADD   F5 PREV   F6 NEXT  F7 PREV F8 EDIT F9 ROOT F10  HELP
   PG     PG    ENTRY      ENTRY      ENTRY    FORM     ENTRY   FORM
```

3. Press F2 (PREV PG), F3 (NXT PG), F5 (PREV ENTRY), and F6 (NEXT ENTRY) as required to scroll through the scheduled events and highlight the entry you want to edit.

4. Press F8 (EDIT ENTRY) to edit the highlighted entry.

The following screen appears with data from the highlighted scheduled event already filled in:

```
                    Edit Schedule Entry


     Machine:   drmfb13
     Day:   thu
     Time:  15: 30
     Interval:  32: 00
     Activity:  traffic
     Type:  system-h


STATUS:

      F6 DELETE   F7 PREV FORM F8 CHANGE/RUN F9 ROOT FORM F10 HELP
         ENTRY
```

5. Choose from the following:

- To delete the displayed scheduled event, press F6 (DELETE).

- To edit the displayed scheduled event, change data in the fields as appropriate; and press F8 (CHANGE/RUN).

  If the scheduled event is for a traffic, verify, logs, or perform activity, the event's Data Collection screen appears next. Change data in the fields of this screen if appropriate, and press F8 (CHANGE/RUN) again.

- To edit just the event's Data Collection screen, press F8 (CHANGE/RUN) at the Edit Schedule Entry screen without making any changes to that screen. The event's Data Collection screen appears next. Change data in the fields of this screen as appropriate, and press F8 (CHANGE/RUN) again.

When you have completed all event editing, you must re-invoke scheduling mode by again selecting 0) Exit ADAP to Scheduled Events on the PC2AUDIX Root Menu before the time of the next scheduled event or the event is skipped. There is one exception to this; if you re-invoke scheduling mode after the next scheduled event, the next scheduled event still runs if the interval is set long enough to cover the amount of time that the event is late.

For each voice mail system whose name has been placed in the Machine field on the Schedule Entry screen, you must properly complete the information on the Setup Parameters screen in the working directory for that system. This enables PC2AUDIX to know how to communicate with the system when the scheduler determines it is time to perform the requested task.

Displaying the Scheduled Event Log

The PC2AUDIX interface maintains an event log that records the status of PC2AUDIX events as they occur. This log contains information about each scheduled event, including the following:

- If the event did occur as scheduled and the number of records created (for CDR retrievals only).

- If the event did not occur as scheduled, the reason for failure.

- If the event was interrupted, the reason for the interruption, the number of records created (for CDR retrievals only).

The last page of the event log appears with the most recently retrieved event as the last entry on the page.

Perform the following steps to display the scheduled event log:

1. At the PC2AUDIX Root Menu, select 5) Schedule Editor to display the Scheduling Menu.

2. At the AUDIX Scheduling Menu, select 3) Display Event Log for Scheduler.

   A screen similar to the following appears:

```
                           ADAP Event Log
┌──────────────────────────────────────────────────────────┐
│                                                            │
│                    Start      Start    Stop      Stop      │
│   Activity  AUDIX  Date       Time     Date      Time      │
│                                                            │
│                                                            │
│                                                            │
│                                                            │
│                                                            │
│                                                            │
│                                                            │
└──────────────────────────────────────────────────────────┘
STATUS:
F6 PREU PG        F7 PREU FORM      F8 NEXT PG      F9 ROOT FORM     F10 HELP
```

3. The event log is a chronological listing of scheduled activity; the most recent event appears at the bottom of the list.