

# Alcatel-Lucent OmniPCX Enterprise Communication Server

## **Notification Server - User Manual**



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The CE mark indicates that this product conforms to the following Council Directives:

- 2004/108/EC (concerning electro-magnetic compatibility)
- 2006/95/EC (concerning electrical safety)
- 1999/5/EC (R&TTE)



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# *Notification Server - User Manual*

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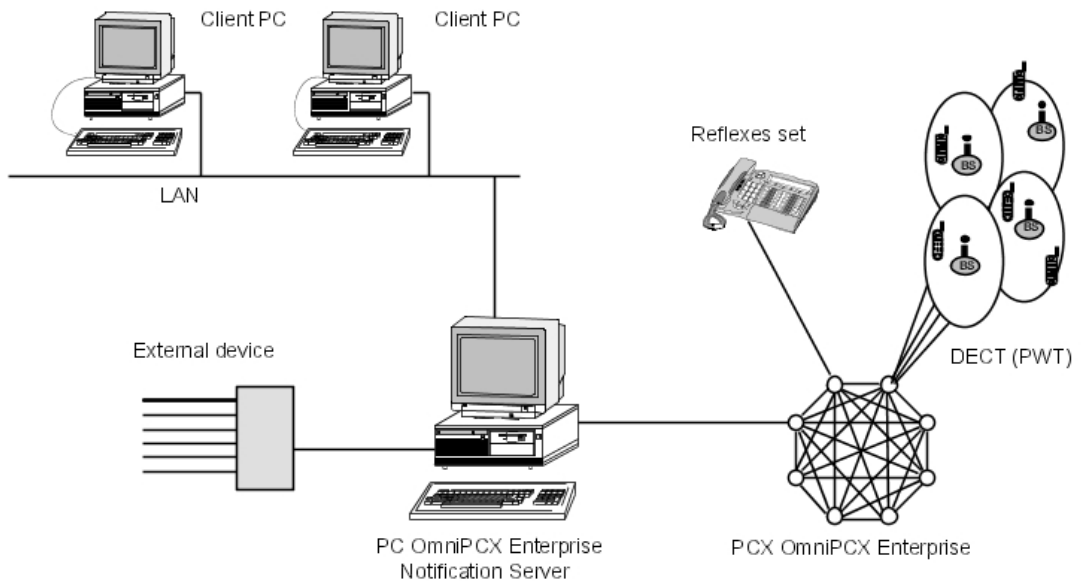
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## 1.1 Introduction

The Alcatel-Lucent OmniPCX Enterprise Communication Server Notification Server application enables calls which are accompanied by a text message (text messaging service) to be sent to Advanced Reflexes or DECT (PWT) sets when requested by devices external to the PCX.



The application is installed on a Windows® 2000 Workstation PC which manages the application and acts as the interface between the Alcatel-Lucent OmniPCX Enterprise CS PCX and the external devices making such requests.

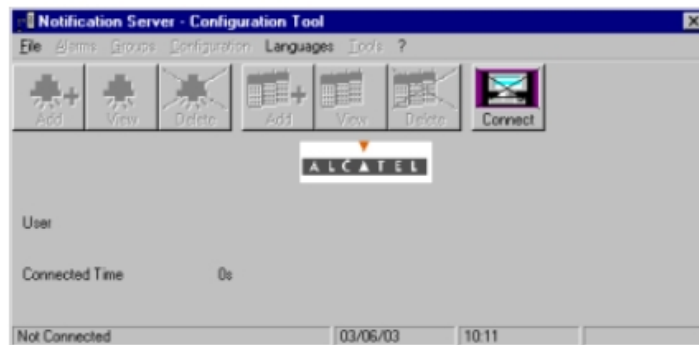
External devices may be alarm management systems, patient call systems, paging devices or any other system compatible with the application.

The server PC can operate in client-server mode with networked Windows® (2000 or NT) PCs that can then access certain management menus in the application. The client is the Notification Server Configuration Tool.


## 1.2 Open/Close session procedure

### 1.2.1 Start application

From the desktop, select **Start -> Programs -> Notification Server** to open the "Notification Server Configuration Tool" window.



### 1.2.2 Connection

To access the configuration menus you must be connected to the configuration application. In the menu bar, select **File -> Connect** or click the  icon.

In the "Identification" window, enter **admin** in the **User** field and **admin** in the **Password** field, then click **OK**.

The "**admin**" user and the "**admin**" password are configured by default when the system is initialized. They are reserved for the administrator. The password can be modified later on.

Other users, who will have further access to the configuration menus are created by the administrator.

### 1.2.3 Changing display language (optional)

This menu allows you to change the language used to display text in the configuration menus and windows. Changing this will not, however, modify the content of messages defined or transmitted by the Alcatel-Lucent OmniPCX Enterprise CS Notification Server.

Select **Languages** in the menu bar and click the desired language.

### 1.2.4 Changing the password (optional)

This window allows users to change their password (8 characters maximum), providing they are logged on under their account. The password can also be managed by the administrator.

In the menu bar, select **Configuration -> Modify Password** to open the "Updating Password" window.





Enter the current password in the **Old Password** field and then enter the new password twice in the **New** and **Confirmation** fields.

Click **OK** to confirm or **Cancel** to quit the window without validation.

### 1.2.5 Disconnection

In the menu bar, select **File -> Disconnect** or click the  icon.

Select **File -> Quit** to close the "Notification Server - Configuration Tool" window.

## 1.3 References to other chapters

The rest of this manual includes the following chapters:


- The chapter "Alarm management" describes how to specify the call characteristics sent to the PCX following an alarm request. See [Notification server - Administrator functions](#) ,
- The chapter "Hunt group management" describes how to specify the hunt groups called for an alarm request. See [Notification server - Administrator functions](#) ,
- The chapter "Administrator functions" (can only be accessed by the administrator), describes how to configure the "Notification Server" environment and parameters. See [Notification server - Administrator functions](#) ,
- The chapter "Logtables" describes how to configure and view the files monitoring Notification server activity. See [Notification server - Logtables](#) .



**2.1 Overview**

This menu is used to manage (**Add, View/Update** or **Delete**) the different parameters defining the call which will be transmitted to the PCX following an alarm request.

**2.2 Adding an alarm call**

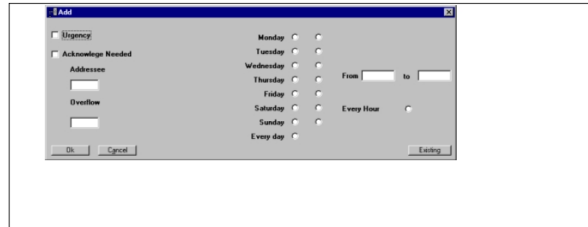
In the menu bar, select **Alarms -> Add** or else click directly on the  icon to open the

"Alarms Management: Add" window:

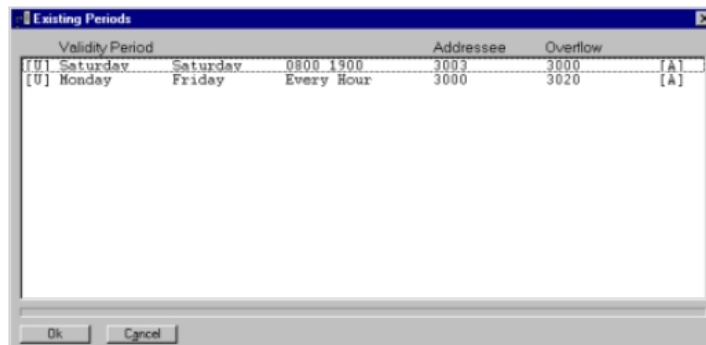
- **Id**: enter the identification of the alarm request: from 0 to 9999.  
The **Show** button is used to display the list of identifiers already programmed.
- **Alarm Name**: enter the name associated to the alarm (14 characters max.). It is displayed on the set when the call is in progress.
- **Display This Message**: is used to define, by clicking on this box, the message which is transmitted during the call:
  - : the message defined in the **Message** field is transmitted.
  - : the message received from the external device is transmitted. In this case, as for a message call, the name of the alarm is not transmitted and the first 14 characters of the message are displayed instead of the name when the call is in progress.
- **Message**: first click on **Display This Message**  then enter the text message which is

transmitted to the destination set (128 characters max.)

- Management of the parameters which depend on the validity period: click the **Period Add** button to open the window:



- **Urgency** of the call:
  - : normal call,
  - : urgent call.
- **Acknowledge Needed:** is used to define if an acknowledgement is required to the user:
  - : no acknowledgement;
  - : acknowledgement required.
- **Address:**  
Depending on type, the recipient is identified by:
  - a directory/node number pair for only one set,
  - a group number for a group of sets in the Notification Server sense,
- **Overflow:** enter the directory number of the set or the identification of the group used in case of an overflow (optional).
- **Validity Period:**
  - Click one or more days of the week which make up the period: start period left column  end period right column  or select **Every day**  for each day of the week.
  - Enter the time period which applies to the period: **From** the first hour **to** the last (2 digits for the hours and 2 digits for the minutes), or select **Every Hour**  for a period from 00h00 to 23h59.
  - The **Existing** button allows you to display all the time periods which have been defined.  
The [U] parameter at the start of the line indicates an urgent alarm.  
The [A] parameter at the end of the line indicates that the user is required to acknowledge the alarm.



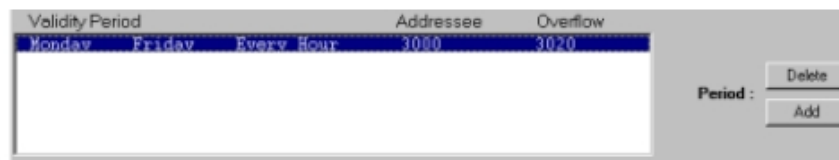
- By selecting a period in the "Existing Periods" window and clicking **OK**, the parameters are copied into the "Add period" window. They can be reused or modified before they are validated.
- Examples:  
Every Monday



From Tues to Thurs, 08h00 to 18h00.



- Click **OK** to validate or **Cancel** to close the window without registering the data.
- The periods defined will be displayed in the **Periods** table.




Several validity periods can be specified (click **Period: Add**) on the same request. The periods must not overlap but one period can be included in another.

Example:



- Monday and Tuesday from 08h00 to 12h00 and Monday and Tuesday from 12h01 to 18h59
  - Thursday from 08h00 to 20h00 and Thursday from 12h00 to 16h00.
- By selecting a period, it is possible to modify it before validating.

- Click **Add** to validate the alarm or **Close** to quit the window without validation.

## 2.3 Consulting or modifying the parameters of an alarm call

In the menu bar, select **Alarms -> View:Update** or else click directly on the  icon to open the "Alarms Management View/Update" window:





- The characteristics of the first alarm listed will be displayed.
- The **Show** button allows you to display the alarms which have already been defined.  
By selecting an alarm in the "Existing alarms" window and clicking **OK**, all the parameters of the alarm will be displayed.  
By using the   buttons it is possible to browse through the parameters for the alarms defined.
- Carry out the modifications desired.  
The **Period Delete** button allows you to delete the period selected.
- Click **Update** to validate the modifications or **Close** to quit the window without validation.

## 2.4 Deleting an alarm call

In the menu bar, select **Alarms -> Delete** or else click directly on the  icon to open the

"Alarms Management: Delete" window:

- The characteristics of the first alarm listed will be displayed.
- The **Show** button allows you to list the alarms which have already been defined.  
By selecting an alarm from the "Existing alarms" window and clicking **OK**, an alarm can be displayed.  
By using the   buttons it is possible to browse through the parameters for the alarms defined.
- Click **Delete** to erase the alarm selected, and confirm by clicking **OK**.
- Exit the window by clicking **Close**.








### 3.1 Overview

This menu allows you to manage (**Add**, **View/Update**, or **Delete**) the hunt groups of the sets used for the Notification Server application.

### 3.2 Adding a hunt group

In the menu bar, select **Groups -> Add** or else click directly on the  icon to open

“Groups Management: Add” window:

- **Id:** enter the group identification: G0 to G9999 (1000 groups max). The 0 are significant: G1 G01.  
The **Show** button allows you to display the hunt groups which have already been defined.
- **Name:** This allows you to enter the name (up to 14 characters) of the hunt group. Only used for a better identification.
- **Phone Sets Lists:** Enter the list of the hunt group sets (minimum 1, maximum 20).  
Enter the first number (10 digits maximum), and press  to move onto the next line, etc.  
In the same way as the user enters the list of sets, he must correspond the node number of the recipient.
- **Group Type:** to define the hunt group, click on  **Sequential Group**,  **Cyclic Group** or  **Parallel Group**. The selected hunt group is indicated by .
- Click **Add** to validate the group without closing the window, **Save** to validate the group and close the window or **Close** to quit the window without validating.

**Important:**

***If a parallel group is composed of non-GAP DECT sets, the call parameters must be adjusted to***

be able to cover up to 20 sets.

As the 20 sets cannot be called at the same time, these parameters define the number of sets which are called at the same time and the time-out before the call to the next sub-group. These parameters must be adjusted according to the system configuration and the distribution of the sets over the bases.

These parameters are defined in the file `C:\ProgramFiles\Alcatel-Lucent\Notification Server\bin\parallel.reg`.

- **Edit the parallel.reg file:**

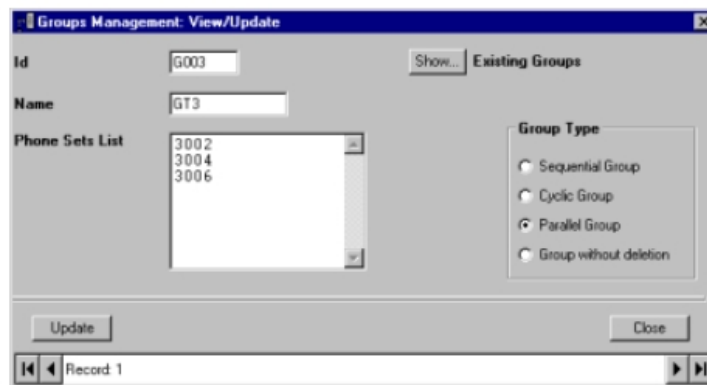
```
[HKEY_LOCAL_MACHINE\SOFTWARE\Alcatel-Lucent\Notification Server]
"PagingPar" = "500"
"PagingPostes" = "5"
"PagingRetry" = "3"
"NoAlerRetry" = "50"
```

- "PagingPar" = time-out before the call to the next sub-group (in milli-seconds).
  - "PagingPostes" = number of sets called at the same time (sub-group).
  - "PagingRetry" = number of retransmission attempts when a DECT set is out of coverage.
  - "NoAlertRetry" = number of retransmission attempts when text messaging resources are busy or if the set notification is already in progress.
- **Modify the value of the parameters.**
- **Save and close the file.**
- **Activate the new parameters by double clicking the file icon.**



### 3.3 Consulting or modifying a group's characteristics

In the menu bar, select **Groups -> View/Update** or else directly click the  icon to open

the "Group Management: View/Update" window:




- The characteristics of the first group listed will be displayed.
- The **Show** button allows you to display the hunt groups which have already been defined. By selecting a group in the "Existing groups" window and clicking **OK**, all parameters of the group will be displayed.

  buttons it is possible to browse through the parameters for the groups defined.



- Carry out the modifications desired.
- Click **Update** to validate the modifications or **Close** to quit the window without validation.

### 3.4 Deleting a hunt group

In the menu bar, select **Groups -> Delete** or else click directly on the  icon to open the

"Groups Management: Delete" window:

- The characteristics of the first group listed will be displayed.
- The **Show** button allows you to display the list of groups already defined.  
By selecting a group in the "Existing groups" window and clicking **OK**, the group will be displayed.

By using the   buttons it is possible to browse through the parameters for the groups defined.

- Click **Delete** to erase the group selected and confirm by clicking **OK**.
- Quit the window by clicking **Close**.

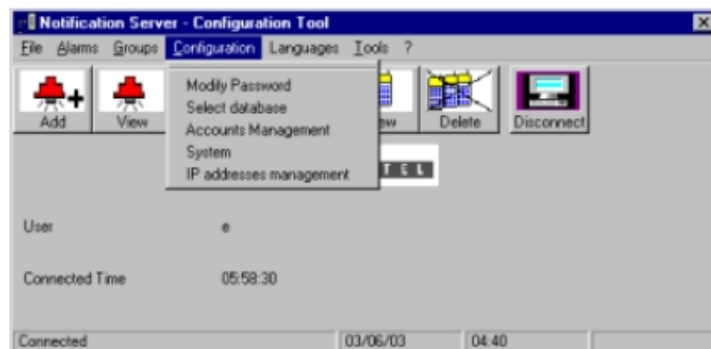


## 4.1 Overview

Select **Configuration** from the menu bar and click the corresponding menu:

*Note:*

*Only the "admin" user and users defined by the administrator can access:*



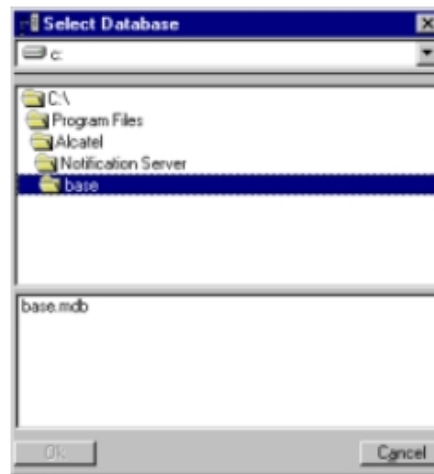
- **Select Database,**
- **Accounts Management,**
- **System,**
- **IP addresses Management,**

**Caution:**

***In some cases, after changing the configuration, the Notification Server must be shut down and rebooted for changes to be applied (see [Starting and stopping the application](#)).***

## 4.2 Selecting a database

This window allows the user to choose a network database for a client PC. This database will be common to both the server PC and the client PCs.







Select the database and click **OK** to confirm or **Cancel** to quit the window without making changes.

### 4.3 Accounts management

In this window it is possible to define which users will have access to the configuration menus from the **Connection** menu.



- To add a new user: click **Add**:
  - **Login**: user name (8 characters max.).
  - **Passwd**: password (8 characters max.).
  - **Powers**:
    - = access all menus, even administrator rights.
    - = no access to system menus reserved for the administrator.
  - **User Language**: select the language which will be used after login: CAE = English; FRO = French.
- Click **Update** to register a new user or **Close** to close the window without making changes.
- To modify a user's parameters:
  - Select a user by using the   keys.

- Modify the parameters.
- Click **Update** to apply the modifications.
- To delete a user:
  - Select a user by using the   keys.
  - Click **Delete** to erase the user.

Note:

The **Login** and **Powers** of the "admin" user cannot be modified or deleted.

## 4.4 System

This window allows certain system parameters to be defined.

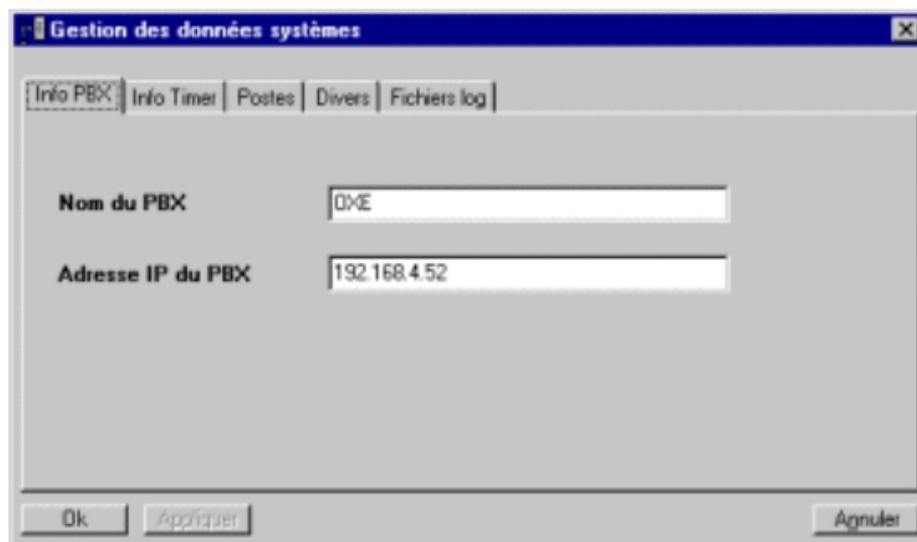
**Caution:**

**This menu must not be used from a client PC.**

Select the corresponding sub-menu:

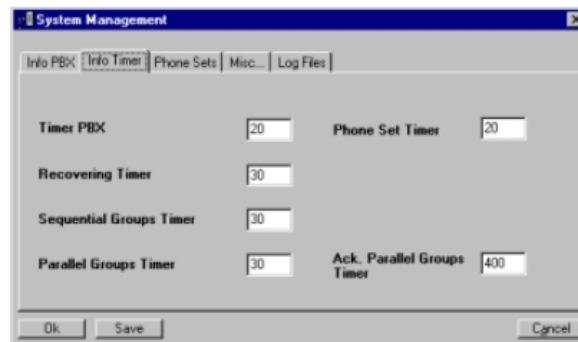
- Complete or modify the relevant fields.
- Click **Save** to confirm the modifications without closing the window, **Cancel** to cancel the modifications, or **OK** to confirm the modifications and close the window.

### 4.4.1 PCX Info



- **PCX Name:** used to enter Alcatel-Lucent OmniPCX Enterprise CS name.
- **IP address of the PCX:** used to enter Alcatel-Lucent OmniPCX Enterprise CS IP address.

### 4.4.2 Info Timer



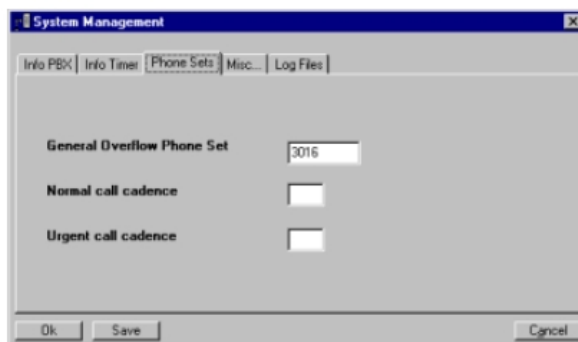
- **Timer PBX** (1 to 999 seconds): when a call is set up, defines the maximum time the Alcatel-Lucent OmniPCX Enterprise CS has to indicate that the call was received (20s by default).
- **Phone Set Timer** (1 to 999 seconds): defines the time at which, when there is no reply, the call originally intended for a particular set will be diverted to the overflow sets (20s by default).
- **Recovering Timer** (1 to 999 seconds): defines when a normal call to a DECT handset will be renewed
- **Sequential Groups Timer** (1 to 999 seconds): defines the time at which, when there is no reply, the call intended for a particular sequential or cyclic group will be transferred to the following telephone set in the group (30s by default).
- **Parallel Groups Timer** (1 to 999 seconds): defines the time at which, when there is no reply, the call intended for a parallel group will be transferred to the overflow sets (30s by default).
- **Ack. Parallel Groups Timer** (1 to 999 seconds): defines the time at which, if the user has not acknowledged the call, all members of the group must acknowledge the call individually (400s by default). This timer is only taken into account on expiration of the "Parallel Group Timer".

*Remark:*

*When managing timers, remember that the length of time for routing a call to a DECT handset is longer than that for routing a call to a Reflexes telephone set.*

#### 4.4.3 Phone Sets

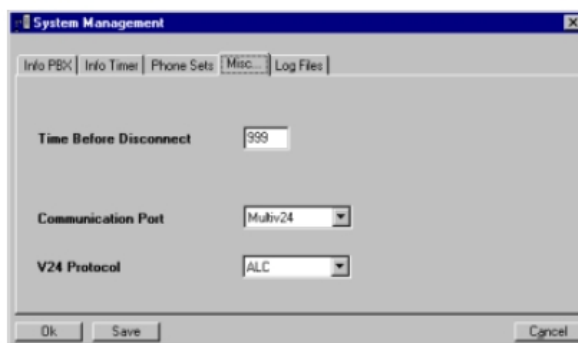




**General Overflow Set** (10 characters max.): directory number of the set or group identifier used as a default overflow for all calls of the type **urgent alarm call** to one set (not a group) if no overflow is defined in the call parameters.

It is possible to choose a specific ringer cadence for alarms that are either of urgent or normal type. These values are between 1 and 6, the field does not have to be completed.

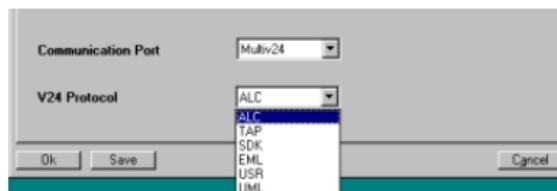
#### 4.4.4 Misc.



- **Time Before Disconnection:** default time (in seconds) at which the user will automatically be disconnected from the configuration application (after a period of inactivity).
- **Communication Port:** PC serial port definition used for the link with the external device(s).
  - NoCom: no serial link.
  - COM1 to COM4: serial port used.
  - Multiv24: this mode allows the use of up to 8 ports (with the Multi port card). The ports used should be recorded in the text file **\\Alcatel-Lucent\\Notification Server\\base\\dev\_com**. This file can be edited using Wordpad or Notepad. COM1 to COM9 (4 characters) are available but only 8 may be used. Do not insert a line space between the entries or at the end of the list.



- **V24 Protocol:** protocol definition used for the V24 link with the external device(s).



#### Single protocol:

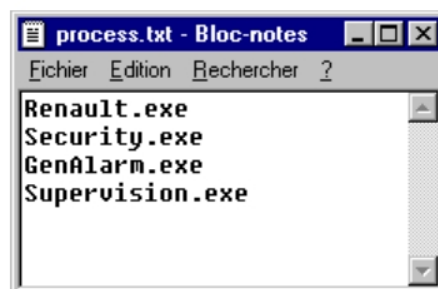
- ALC = Standard protocol
- TAP = Specific protocol.
- SDK = Alcatel-Lucent OmniPCX Enterprise CS emulation with TAP.
- EML = Alcatel-Lucent OmniPCX Enterprise CS emulation.

#### Multi-protocol mode:

- USR = multi-protocol mode.
- UML = multi-protocol mode with Alcatel-Lucent OmniPCX Enterprise CS emulation.

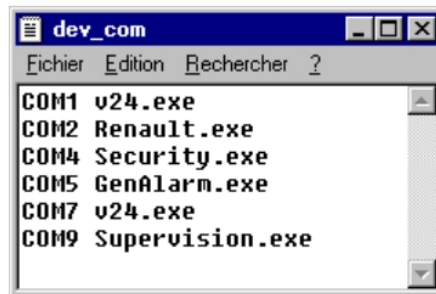
In Multi-protocol mode, the different protocols used must be declared in the **Alcatel-Lucent\Notification Server\base\process.txt** text file (the file may be edited using Wordpad or Notepad).

- One protocol per line with the .exe extension compulsory.
- The **v24.exe** protocol identifies the Alcatel-Lucent OmniPCX Enterprise CS Notification Protocol and does not need to be declared as it is always active.

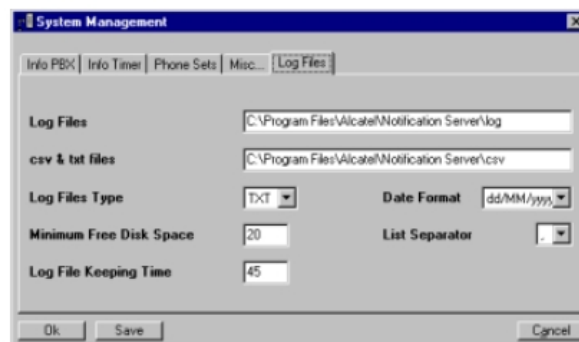


The protocols are associated with the different ports used in the `\Alcatel-Lucent\Notification Server\base\dev_com` text file.

- One protocol per line associated with each port.



## 4.5 Log Files



- **Log Files:** directory where the "general log" files are stored.
- **csv & txt files:** directory where the "log" and "stat" csv and txt files are stored.
- **Log Files Type:** not used.
- **Date Format:** definition of the date format which will be used in the "log" or "stat" files.
- **List Separator:** definition of the list separator used in the "log" or "stat" files to ensure compatibility with Excel.
  - ";": Excel (French version).
  - ",:": Excel (English version).
- **Minimum Free Disk Space:** in MegaBytes.  
When the free disk space remaining is less than the value defined, the older "log" files are deleted to compensate for this.
- **Log File Keeping Time:** duration (in days) that "log" files are kept if there is sufficient space on the disk.

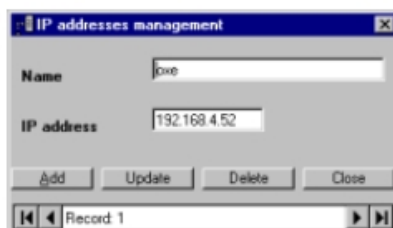
## 4.6 IP addresses management





Use this window to manage the IP addresses of the only external devices which communicate with the Alcatel-Lucent OmniPCX Enterprise CS Notification Server.

The IP address of the PC server is defined by default (localhost). The address can be modified but cannot be deleted.

The checking process starts as soon as two addresses are present in the table, including server PC address. If an unidentified address is detected a message is stored in the "general log" file.

To cancel the IP address check process, delete all addresses except server PC address.



- To add a new address: click **Add**:
  - **Name**: name of the external device.
  - **IP address**: IP address of the external device.Click **Update** to register a new address or **Close** to close the window without making changes.
- To modify address parameters:
  - Select an address by using the   keys.
  - Modify the parameters.
  - Click **Update** to apply the modifications.
- To delete an address:
  - Select an address by using the   keys.
  - Click **Delete** to delete the address.

## 4.7 Starting and stopping the application

1. From the desktop, select **My Computer** -> **Control Panel** -> **Services**.
  - In the "Services" window, select **Notification Server**, then click **Stop**.
  - When the application has shut down, click **Start** to restart it.

## 5.1 Generality

Traffic Observation allows to generate the following files:

- "General Log" files.
- "Log" files.
- "Stat" files.

### 5.1.1 "General log" files

All activity within the Notification Server application is recorded daily in a "general log" file. These files are stored in the directory defined in the "Configuration->System->Log Files" window (by default in C:\Program Files\Alcatel-Lucent\Notification Server\log), and its name is of the type **log.DD\_MM\_YYYY**, with:

- **DD** = day (0 to 31).
- **MM** = month (1 to 12).
- **YYYY** = year (0 to 9999).

*Example:*

*C:\Program Files\Alcatel-Lucent\Notification Server\log\log. 21\_02\_1998.*

These files are automatically deleted each day after they have been stored for 45 days (or depending on the "Log File Keeping File" parameter), or sooner if there is insufficient space on the PC's hard disk ("Minimum Free Disk Space" setting).

These files are ASCII files and can be edited or printed (Ex: WordPad).

### 5.1.2 "log" and "stat" files

From the "general log" file, a "log" file and a "stat" file can be generated for each day:

- The "stat" files presents a certain number of statistics about the daily activity of the application.
- The "log" files presents an overflowing trace of the calls treated by the application.

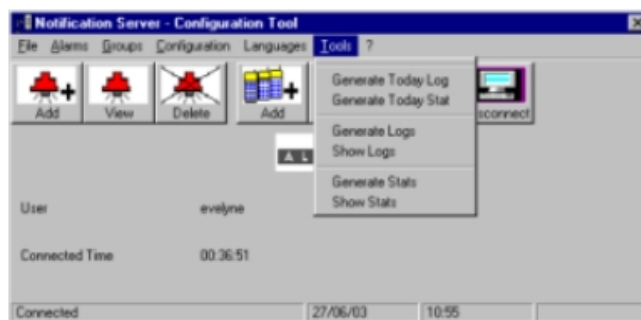
These files are generated in .txt and .csv. and sizes.

*Note:*

*These files can be generated from the PC server.*

## 5.2 Creating files

These files are created from the menu "**Tools**":

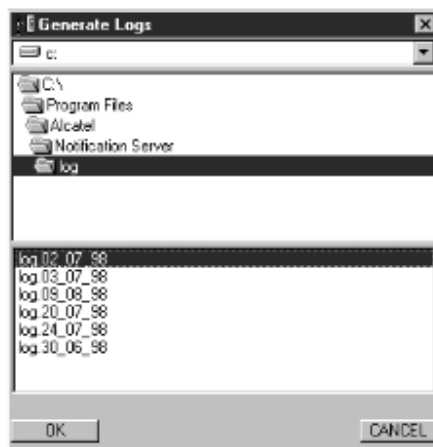


### 1. Generation of files during the day

- Click on **Generate Today Log**, valid **Ok**: immediate generation of "log" files from "general log" file of the day.
- Click on **Generate Today Stat**, valid **Ok**: immediate generation of "stat" files from the "general log" file of the day.

### 2. Generation of files from the previous days

- Click on **Generate logs**:



Select a "general log" file depending on the wished date, e.g.: log.15\_06\_98 and click on **Ok** to generate the "log" files corresponding  
To visualize the created "log.xx\_xx\_.txt" file, click on **Show Logs**



Select a "log" file, e.g.: log.15\_06\_98.txt and click on **Ok** to display the content (see file description in the maintenance chapter).

- Click on **Generate stats** :

the procedure is the same to generate the "stat" files and visualize **Show Stats** the content of "stat\_log.xx\_xx\_xx.txt" files (see previously).

## 5.3 “stat” and “log” viewing files

### 5.3.1 "stat" file

These files are of the type: **stat12\_03\_98.csv** or **stat12\_03\_98.txt** .

*Example:*

**stat12\_03\_98.txt** file open in WordPad.

Notification Server Statistics - 12/03/1998  
 Number of acknowledged calls before timeout  
 (all types)

Completed calls	Mean Duration (seconds)	Other Calls	Mean Duration (seconds)
00640	00024	00369	00040

Alarms acknowledgment mean duration  
 (A type - in seconds)

Subset Calls	Parallel Group Calls	Sequential Group Calls	Cyclic Group Calls	Urgent Alarms	Standard Alarms
00025	00020	00033	00042	00027	00036

Number of unconfigured calls

00065
-------

Out\_of\_coverage subsets

Subset	Number of timer out_of_coverage
3020	0153
3021	0081

Out\_of\_service subsets

Subset	Number of timer out_of_service
3003	0027

Non-existent subsets

Subset	Number of calls to non existent
3333	0063

Unanswered subsets calls

Subset	Number of unanswered calls
3000	0207
3003	0054
3010	0009

Unanswered parallel group calls

Subset	Number of unanswered calls
3003	0045
3010	0072

Unanswered sequential group calls

Subset	Number of unanswered calls
3000	0135
3003	0144
3010	0090

### 5.3.2 "log" file

These files are of the type : **log12\_03\_98.csv**

*Example:*

**log12\_03\_98.txt** file open in WordPad.



date	time	alarm idf or called number	label	typ	call	A L T	end time	dura- tion (sec)	Ano	tim out	deb	st
12/03/1998	08:48	1000>74542	fire	A	seq		08:48	7				
12/03/1998	08:48	1000>74542	fire	A	seq		08:49	42		Y		
12/03/1998	08:53	1000>74542	fire	A	seq		08:54	60		Y	ps	
12/03/1998	08:55	1000>74542	fire	A	seq			55		Y		KO
12/03/1998	08:57	1000>74542	fire	A	cycl		08:57	23		Y		
12/03/1998	08:59	1000>74542	fire	A	cycl			55		Y		KO
12/03/1998	09:00	1000>74542	fire	A	cycl		09:01	64		Y	ps	
12/03/1998	09:02	1000>74542	fire	A	par		09:02	8				
12/03/1998	09:04	1000>74542	fire	A	par		09:05	39		Y		
12/03/1998	09:05	1000>74542	fire	A	par		09:06	24		Y	ps	
12/03/1998	09:53	1000>74542	1000_fire	A	cycl			102		Y	grp	
12/03/1998	09:55	G02=73307	1000_fire	D	par		09:55	9				
12/03/1998	09:55	1000>74542	1000_fire	A	cycl			148		Y	grp	
12/03/1998	09:57	G02=73307	1000_fire	D	par		09:58	55		Y		
12/03/1998	09:58	3003	water pump	C	ps			21		Y		KO
12/03/1998	10:01	2222>73566	2222_Alert	A	ps		10:01	7				
12/03/1998	10:01	2222>73566	2222_Alert	A	ps			114		Y	grp	KO
12/03/1998	10:02	G01=73307	2222_Alert	D	cycl			94		Y		
12/03/1998	10:04	2222>73566	2222_Alert	A	ps			56		Y	grp	
12/03/1998	10:04	G01=73307	2222_Alert	D	cycl		10:05	36		Y		
12/03/1998	10:05	2222>73566	2222_Alert	A	ps			24		Y	grp	

date	time	alarm idf or called number	label	typ	call	A L T	end time	dura- tion (sec)	Ano	tim out	deb	st
12/03/1998	10:05	G01=73307	2222_Alert	D	cycl		10:05	4				
12/03/1998	10:10	1000>74542	1000_fire	A	par			66		Y	grp	
12/03/1998	10:10	G01=73307	1000_fire	D	cycl		10:11	35		Y		
12/03/1998	10:11	1000>74542	1000_fire	A	par			126		Y	grp	KO
12/03/1998	10:12	G01=73307	1000_fire	D	cycl			95		Y		
12/03/1998	10:17	1000>74542	1000_fire	A	ps	N		1	U			KO
12/03/1998	10:18	1000>74542	1000_fire	A	ps		10:18	4	U		ps	
12/03/1998	10:19	1000>74542	1000_fire	A	seq			64	U	Y		KO
12/03/1998	10:21	1000>74542	1000_fire	A	seq		10:22	66	U	Y	ps	
12/03/1998	10:25	G01	water pump	C	seq		10:25	2				
12/03/1998	10:41	1000>74542	1000_fire	A	ps	N		97	C	Y		KO
12/03/1998	10:55	2222>73566	2222_Alert	A	ps		10:57	102	C	Y	ps	
12/03/1998	10:58	1000>74542	1000_fire	A	ps	N		0	S			KO
12/03/1998	22:00	1600	*config error*			N		0				KO

Number of calls : : 28

**Parameters :**

- **date time** : date and time of the external request.
- **alarm idf or called number** : number of the alarm or the number called.
  - number of the alarm > last set called.
  - hunt group identifier = last set called (group overflow).
- **label** : name displayed at the time of the call.
- **type** : type of call
  - A = alarm call.
  - C = message call.
  - D = overflow call.
- **call** : call destination
  - ps = set.
  - seq = sequential group.
  - cycl = cyclical group.
  - par = parallel group
- **ALT** : N = message not delivered.  
" = message delivered.
- **end time** : time when the request processing ended.
- **duration (sec)**: duration of the request processing ended.
- **Ano** : anomalies
  - C = out-of-coverage.
  - S = out-of-service.
  - U = Undefined set.
  - " = no anomaly.
- **time out** : temporization
  - Y = time out occurred.
  - " = no time-out.
- **deb** : type of overflow
  - ps = overflow on set.
  - grp = overflow on group
- **st** : KO = call undelivered or not acknowledged before the time out occurs.

**Example 1 :**

date	time	alarm idf or called number	label	typ	call	A L T	end time	dura- tion (sec)	Ano	tim out	deb	st
12/03/1998	08:48	1000>74542	fire	A	seq	-	08:48	7	-	-	-	-

Reception of alarm 1000, call of a sequential group, delivered call, call taken after 7seconds.

**Example 2 :**

date	time	alarm idf or called number	label	typ	call	A L T	end time	dura- tion (sec)	Ano	tim out	deb	st
12/03/1998	08:53	1000>74542	fire	A	seq		08:54	60		Y	ps	

Reception of the alarm1000, call of a sequential group, delivered call, end of "sequential group overflow timer", call overflow to a set, call taken after 60 seconds.

#### Example 3 :

date	time	alarm idf or called number	label	typ	call	A L T	end time	dura- tion (sec)	Ano	tim out	deb	st
12/03/1998	09:53	1000>74542	1000_fire	A	cycl			102		Y	grp	
12/03/1998	09:55	G02=73307	1000_fire	D	par		09:55	9				

Reception of the alarm 1000, call of a cyclical group, delivered call, end of the "cyclical group overflow" timer, call overflow to a parallel group, call taken after 111 seconds.

#### Example 4 :

date	time	alarm idf or called number	label	typ	call	A L T	end time	dura- tion (sec)	Ano	tim out	deb	st
12/03/1998	09:58	3003	water pump	C	ps			21		Y		KO

Reception of a request of message type, call of the 3003 set, delivered call, end of the "set overflow" timer, no overflow, call not taken, memorised in the set.

#### Example 5 :

date	time	alarm idf or called number	label	typ	call	A L T	end time	dura- tion (sec)	Ano	tim out	deb	st
12/03/1998	10:19	1000>74542	1000_fire	A	seq			64	U	Y		KO

Reception of alarm 1000, call of a sequential group, call delivered, end of the "sequential group overflow", call not taken, undefined last call and no programmed overflow.

#### Example 6 :

date	time	alarm idf or called number	label	typ	call	A L T	end time	dura- tion (sec)	Ano	tim out	deb	st
12/03/1998	10:25	G01	water pump	C	seq		10:25	2				

Reception of a request of message type, call of a sequential group G01, delivered call, call taken after 2 seconds.

### 5.3.3 Statistics label meaning

Message	Definition
Number of acknowledged calls before timeout	Details all calls sent by the application (messages and alarms).

Message	Definition
Completed calls	Acknowledged messages, OK status in log file.
Mean duration	Time elapsed (in seconds) between the onset of call and its acknowledgement by receiver (if call is acknowledged).
Other calls	Any other type of calls generating an error.
Mean duration	Time elapsed (in seconds) between the onset of call and its acknowledgement by receiver (if call is acknowledged).

Message	Definition
<b>Alarms acknowledgement mean duration</b>	Time elapsed (in seconds) between the onset of call and its acknowledgement by receiver (if call is acknowledged). Time encompassing all types of calls.
Subset calls	The final receiver is a terminal.
Parallel group calls	The final receiver is a parallel group.
Sequential group calls	The final receiver is a sequential group.
Cyclic group calls	The final receiver is a cyclic group.
Urgent alarms	Average time elapsed for urgent calls.
Standard alarms	Average time elapsed for non urgent calls.

Message	Définition
<b>Number of unconfigured calls</b>	Details alarms set but not noted in the database (wrong alarm number, non existent alarm...).

Message	Definition
<b>Out of coverage subset</b>	Unreachable sets (out of coverage).
Subset	Unreacheable set numbers.
Number of times out of coverage	Number of times when set(s) are seen as unreachable.

Message	Definition
<b>Out of service subset</b>	Out of service sets.
Subset	Out of service set numbers.
Number of times out of service	Number of times when set(s) are seen as out of service.

Message	Definition
<b>Non existent subset</b>	Sets defined as alarm sets, but not equipped to receive alarms.

Message	Definition
Subset	Set number.
Number of calls to non existent	Number of calls (alarm+message) to these sets.

Message	Definition
<b>Unanswered subset calls</b>	Sets that did not acknowledge a message.
Subset	Set number.
Number of unanswered calls	Number of calls (alarm+message) to these sets.

Message	Definition
<b>Unanswered parallel group calls</b>	Parallel groups that did not acknowledge a message.
Subset	Set (group) number.
Number of unanswered calls	Number of calls (alarm+message) to these sets.

Message	Definition
<b>Unanswered sequential group calls</b>	Sequential groups that did not acknowledge a message.
Subset	Set (group) number.
Number of unanswered calls	Number of calls (alarm+message) to these sets.

## 5.4 Incident messages

The "general log" files store the incident messages. These messages have the following format :

**dd/mm/yyyy hh:mm:ss t=s:####=text** with :

- **dd** : day (0 to 31)
- **mm** : month (1 to 12)
- **yyyy** : year (0 to 99)
- **hh** : hour (0 to 23)
- **mm** : minutes (0 to 59)
- **ss** : seconds (0 to 59)
- **t** : type of incident
  - P : performance management,
  - incident number from 0 to 999.
  - S : software error,
  - incident number from 1000 to 1999.

- M : database update, incident number from 2000 to 2999.
- C : configuration error, general activity of the application. incident number from 3000 to 3999.
- **s** : the severity of the incident.
  - 0 : critical. The application can't continue and resets itself automatically (all the application or part of it.)
  - 1 : major. External mechanism does not function, the request which has been sent is maybe lost. There is no automatic reset.
  - 2 : minor. Minor external disruption
  - 3 : no external disruption
  - 4 : unspecified. Used for the performance and general management messages.
- ##### : incident number.
- **text** : ASCII text describing the incident.

*Example:*

*26/02/1998 16:26:55 C=4:3011 serial device in input : COM1.*