iPECS

UCS

(Unified Communications Solution)

Server

Installation & Administration Guide

LG-ERICSSON

Revision History

Issue 1.0	Feb/07/2007	Initial release
Issue 2.0	Jul/08/2008	Update for new GUI and features
Issue 2.5	Aug/09/2009	Update for new release and added MS Vista-related content
Issue 2.6	Jan/10/2010	Update for Web Link/Multi Web Link and User Feature Restriction
Issue 2.6	Mar/31/2010	Update for Distributed Server Operation and Configuration
Issue 2.6	Jul/06/2010	Update for LG-Ericsson Launching

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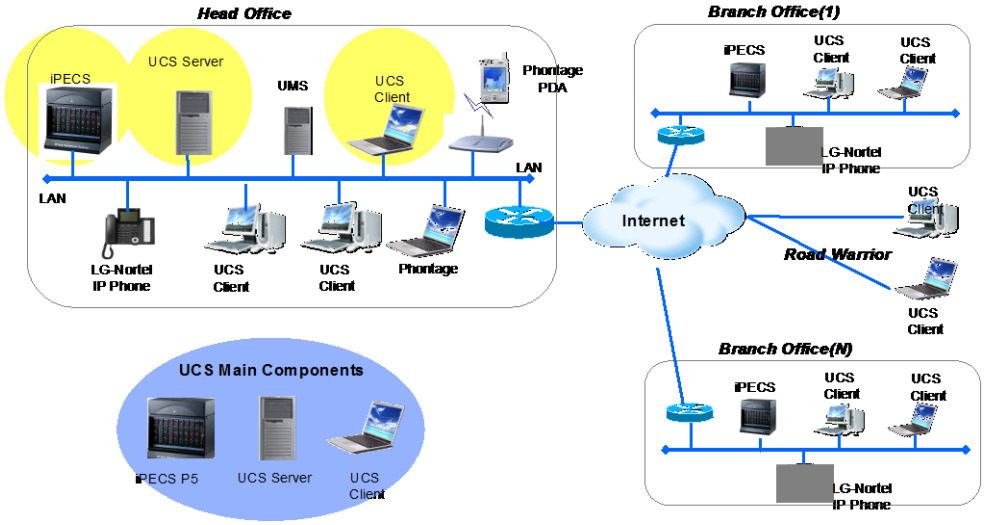
1. Introduction

iPECS *Unified Communications Solution* (*UCS*) is a powerful suite of communication applications and tools designed to seamlessly link multiple devices and applications. The system architecture illustrated below displays the three components of ***iPECS*** *UCS*, the *UCS Server*, the *UCS Clients* and the ***iPECS*** system, all connected over an IP network. Working with the ***iPECS*** system, ***iPECS*** *UCS* simplifies human interaction and increases productivity allowing employees to access information and business tools using any device, regardless of location. ***iPECS*** *UCS Server* integrates communications applications including Instant Messaging and Presence indicator as well as real-time voice, video and file sharing with tools including Call Recording, Individual Customized Call Routing, Shared and Private contact directories and Schedule Management.

UCS Server operates using Microsoft Windows operating systems, see section 2.1. *UCS Server* also requires WinPCap to assist in packet capture and postgreSQL as the database manager. ***iPECS*** *UCS Sever* is comprised of several servers including the:

- Gateway Server — for Registration, Proxy and TCP Relay services
- Database Server — for database management services
- Application Server — for IM Chat, Schedule, Directory, History, ICR and diagnostic services

On the desktop, the ***iPECS*** *UCS Client* employs a user console allowing access to the various applications and tools via a single, easily understood GUI. *UCS Server* manages unified communication sessions for *UCS Clients*, linking to the ***iPECS*** system for phone status information and call handling. *UCS Clients* can be in any network domain with encrypted communication between *UCS Clients* and *UCS Server* for security.



UCS **System Diagram**

2. Installation and Setup

Installation and set-up of the ***iPECS*** *UCS Server* is a multi-step process:

- Insure compatibility, Section 2.1
- Install the ***iPECS*** system lock key, and set up system for *UCS*, Section 2.2
- Verify IIS install, Section 2.3.1
- Verify .NET install, Section 2.3.2
- Install *UCS Server*, Section 2.3.3
- Install *UCS Web Admin* server, Section 2.3.4
- Basic *UCS* set-up, Section 2.3.5.

Installation of the ***iPECS*** lock key and set-up is discussed in Section 2.2 and will require assistance of the ***iPECS*** system administrator.

Typical installation of the ***iPECS*** *UCS Server*, postgreSQL DBMS and ***iPECS*** *UCS Admin Server* requires at least 1 Giga byte of free hard drive space, and takes about 20 minutes to perform. Installation may require that you have Administrative rights for the server platform where ***iPECS*** *UCS* is to be installed. Prior to installation, the server and operating system should be verified for compatibility with the ***iPECS*** *UCS* application. Assure that the PC and OS (Operating System) comply with the minimum requirements of Section 2.1. Also, assure the ***iPECS*** system employs version 5 or higher.

2.1 Server Requirements

The minimum requirements for the ***iPECS*** *UCS Server* PC is described below.

- CPU: Pentium Core2 Duo 3.0GHz
- Memory: 2 Giga Bytes RAM
- Hard Disk: Minimum 1 Giga Byte free space
- NIC : 100 Base-T or faster

iPECS *UCS Server* can run using the Microsoft Operating Systems below:

- Microsoft Windows 2008/2003 Server
- Microsoft Windows Vista Business/Enterprise/Ultimate Edition
- Microsoft Windows XP Professional

General Limitations:

- All ***iPECS*** devices register to the ***iPECS*** system using a MAC address and IP address.
- If postgreSQL is installed in the server PC, it must be uninstalled before installing the *UCS server* application package. Use the Add/Remove Programs in Control Panel to uninstall

postgreSQL.

- User Access Control (UAC) in Vista must be temporarily disabled to install the *UCS Server* and *UCS Web Admin*.
- Windows XP is limited to 10 simultaneous network connections. For additional concurrent web connections you need to use server class editions of Windows.

2.2 iPECS System Set-up License and Lock key

2.2.1 License & Lock-key Installation

iPECS** UCS* employs a concurrent-use or floating license, which is managed by each serviced ***iPECS system. This license establishes the number of simultaneous active (logged-in) users. The license is installed as a lock-key in the appropriate ***iPECS*** systems serving the *UCS Clients*. The installer of the ***iPECS*** systems must install the lock-key prior to installation of ***iPECS** UCS*. Detailed instructions for installation of the lock-key are available from your LG-Ericsson authorized distributor.

2.2.2 iPECS System Database Set-up

For proper operation and registration of the *UCS Server* with ***iPECS***, the ***iPECS*** system database must be properly configured as follows:

- MAC address of the *UCS Server* platform must be defined in the ***iPECS*** system Admin PGM code 235 or the Remote Phone and CO Gateway Registration table. The MAC address of the server can be determined using the "ipconfig" command at the C: prompt.
- ***iPECS*** must be configured with a *UCS* Station group in Admin Programming code 190
- *UCS* Station group must be assigned an Attribute Value of 1 in Admin Programming code 191.

For details, refer to the ***iPECS* Admin and Maintenance Manual** or the ***iPECS*** System Administrator.

2.3 UCS Installation and Setup

This section explains how to install the ***iPECS** UCS Server* and supporting applications. It is also necessary that the Windows component IIS (Internet Information Service) and Microsoft .NET Framework 2.0 be installed prior to beginning installation, see Sections 2.3.1 and 2.3.2.

2.3.1 Verify IIS Install

The Internet Information Services (IIS) Windows component is required for proper operation of the ***iPECS** UCS Web Admin Server*.

Windows 2008 Server

The following steps will ensure required IIS components are installed:

1. Run Start Menu -> All Programs -> Administrative Tools -> Server Manager.
2. Verify role 'Web Server (IIS)' is installed. If it's not, click Add Roles and add this role.
3. Expand 'Web Server (IIS)' role.
4. Click 'Add Role Services' and add the required role services.
   - Web Server – Application Development – .NET Extensibility
   - Web Server – Application Development – ASP .NET
   - Web Server – Application Development – ISAPI Extensions
   - Web Server – Application Development – ISAPI Filters
   - Web Server – Management Tools – IIS6 Management Compatibility – IIS Metabase Compatibility
   - Web Server – Management Tools – IIS6 Management Compatibility – IIS 6 WMI Compatibility
   - Web Server – Management Tools – IIS6 Management Compatibility – IIS 6 Scripting Tools
5. Click Next, and then click Install.
6. When installation is complete, close the wizard.

Vista

Please note that not all editions of Windows Vista have the Internet Information Services functionality.

To install IIS, perform these steps:

1. First go to the Control Panel and select Programs and Features.
2. From there, select Turn Windows features on or off"
3. Expand the Internet Information Services node, and then the Web Management Tools and then the IIS 6 Management Compatibility.
4. Turn on these options on IIS.
   - Internet Information Services – World Wide Web Services – Application Development Features – .NET Extensibility
   - Internet Information Services – World Wide Web Services – Application Development Features – ASP
   - Internet Information Services – World Wide Web Services – Application Development Features Web Server – Application Development – ISAPI Extensions
   - Internet Information Services – World Wide Web Services – Application Development Features Web Server – Application Development – ISAPI Filters
   - Internet Information Services – Web Management Tools – IIS6 Management

Compatibility – IIS Metabase Compatibility
- Internet Information Services – Web Management Tools – IIS6 Management Compatibility – IIS 6 WMI Compatibility
- Internet Information Services – Web Management Tools – IIS6 Management Compatibility – IIS 6 Scripting Tools

5. Click OK.

Windows 2003 Server

To help minimize the attack surface of the server, IIS 6.0 is not installed on Windows Server 2003 by default. To install IIS, perform the following steps:

1. Click Start>Control Panel and Add or Remove Programs.
2. Click the Add/Remove Windows Components button in Add or Remove Programs.
3. On the Windows Components window, click on the Application Server entry and click the Details button.
4. On the Application Server page, verify IIS is checked. If it is not, click on the IIS check box.
5. Click OK on the Application Server dialog box.
6. Click Next on the Windows Components dialog box, then IIS Server Installation in progress.
7. Click Finish on the Completing the Windows Components Wizard page.

Windows XP

The Internet Information Server (IIS) is not installed by default with a standard Windows XP Pro installation. To install IIS, perform the following steps:

1. From the Windows Control Panel, select Add/Del Program then click on Add/Delete Windows Component.
2. At the Windows Component Wizard screen (shown), verify IIS is checked. If it is not, click on the IIS check box.
3. Click Next to complete installation.

NOTE: This may require the original Windows CD when prompted to install IIS.

2.3.2 .NET Framework

Microsoft's .NET Framework 2.0 or above version must be installed on the server PC for proper operation. Verify that the .NET Framework 2.0 or above version is installed.

Windows Server 2008

The following steps will ensure required .NET Framework components are installed.

1. Run Start Menu -> All Programs -> Administrative Tools -> Server Manager.

2. In the Features section of the Server Manager home page, make sure '.NET Framework' is installed. If it is not installed, click Add Features and add this feature.
3. Click Next, and then click Install.
4. When installation is complete, close the wizard.

Vista

To install .NET Framework, perform these steps:

1. Access the Control Panel and select Programs and Features.
2. To access the Windows features screen, click on the option labeled 'Turn Windows features on or off.'
3. The Windows Vista Feature List window will open displaying all the Features available for your version of Vista.
4. At the Windows Features screen (shown), verify '.NET Framework' is checked. If it is not, click on the .NET Framework check box.
5. Click OK.

Windows 2003 Server & Windows XP

1. Verify that the .NET Framework is installed by checking in the Add/Remove Programs list in the Control Panel. If the .NET Framework is not listed, insert the iPECS UCS CD ROM into the PC CD-ROM drive.
2. In the iPECS UCS CD-ROM directory, open the Web Admin folder and select the dotnetfx2(x86).exe file. This will install the .NET Framework 2.0.

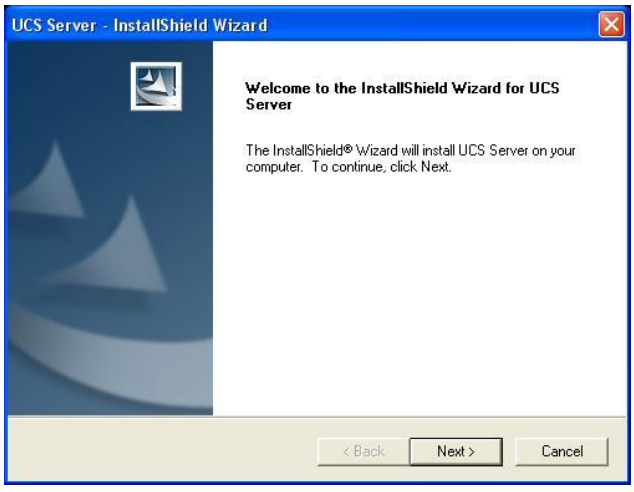
NOTE: Download and install the 64-bit support .Net Framework version 2.0 redistributable package when the server PC is 64-bit platform.

2.3.3 UCS Server

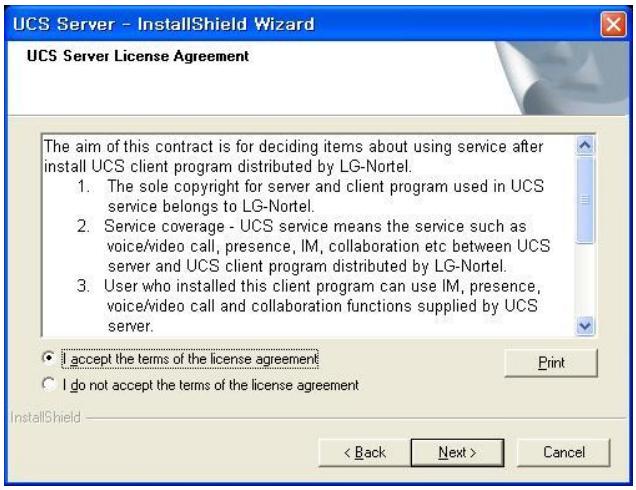
The ***iPECS*** *UCS* CD-ROM contains the installation programs for the *UCS Server* application, postgreSQL DBMS, WinPcap, and *UCS Web Admin Server*.

To install the *UCS Server* application:

1. Insert the ***iPECS*** *UCS* CD ROM into the PC CD-ROM drive; the *UCS Server* Install Wizard should appear. If not, browse the main directory of the CD for and run "Setup.exe" to start the Installer.
2. In the Install Wizard screen, click Next.

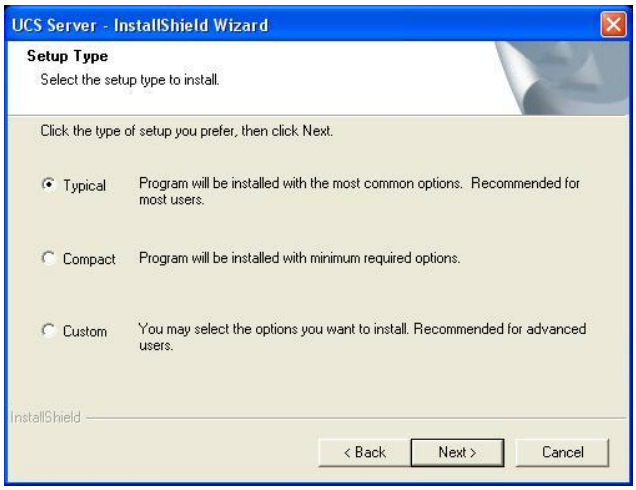


3. The Software License Agreement window appears. Read and accept the license terms and click Next.

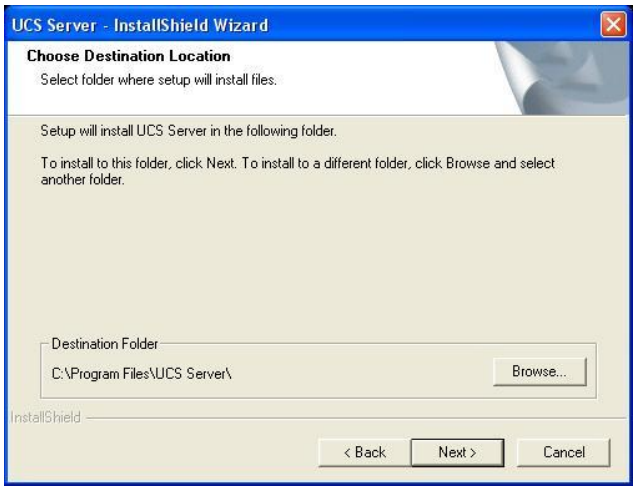


4. In the Customer Information window, enter a user and company name, and click Next.

5. Select a Setup Type; Typical is recommended.



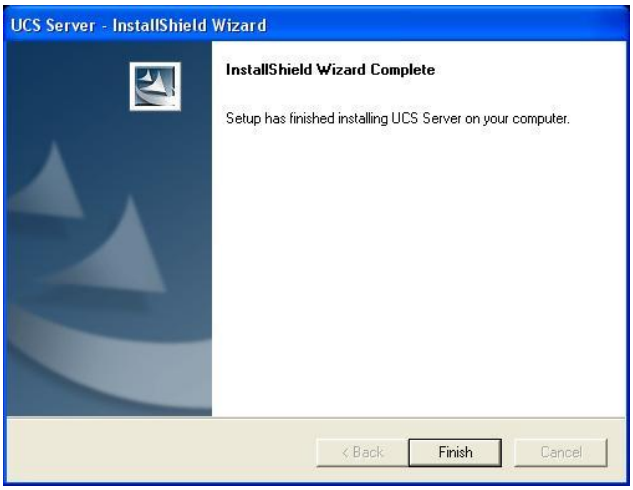
6. In the Destination Location window, you may either accept the default destination (C:\Program Files\UCS Server), which is recommended, or use Browse to locate a different directory or specify a directory.



NOTE: When specifying a directory, do not include spaces or special characters.

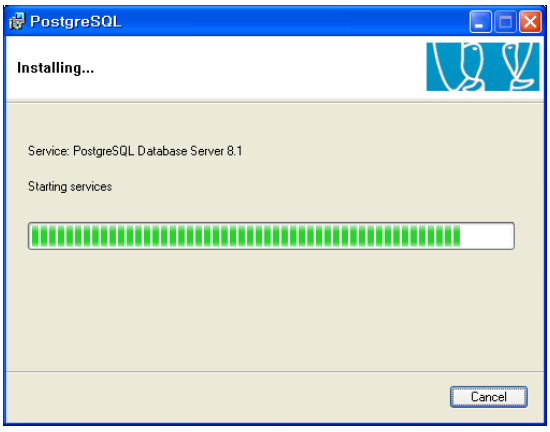
7. Click Next; all elements and documentation are installed.

8. Click Finish to close the InstallShield Wizard.



postgreSQL Installation

iPECS UCS employs an object-relational database management system (postgreSQL) from the University of California at Berkeley as the database manager. Typically, 200 MB of free hard-drive space is required. The database space requirements will grow as the various ***iPECS UCS*** databases are populated. Be sure to plan-ahead for the amount of data you will be storing.

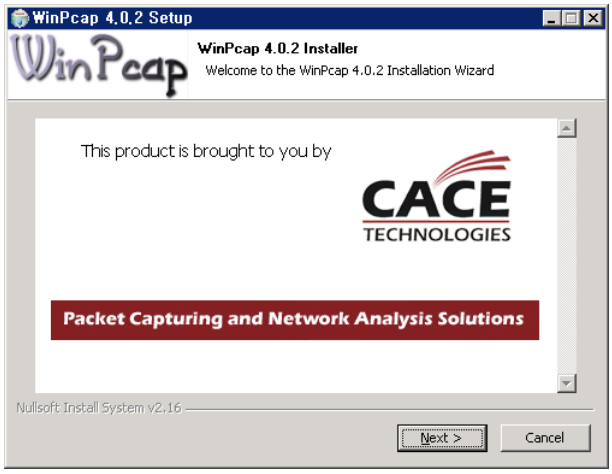


NOTE: Trying to install postgreSQL on a system lacking sufficient disk space is potentially dangerous! Before installing postgreSQL, we recommend that you check your file system and ensure at least 1 GB of free hard-drive disk space is available in the installation partition.

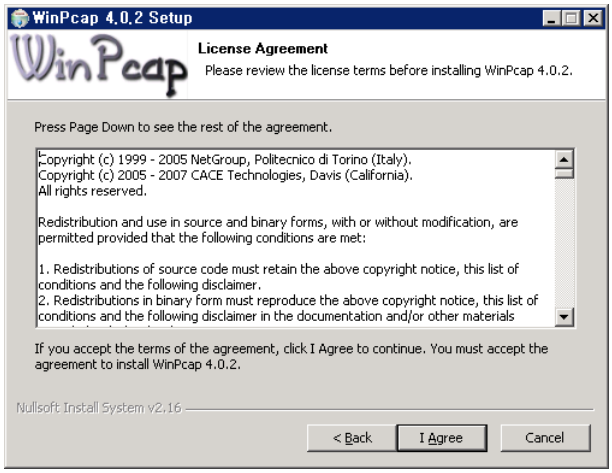
1. The *UCS Server* Installer creates postgreSQL databases and tables.

WinPcap Installation

WinPcap is a-standard tool for link-layer network access in the Windows environment. It allows applications to capture and transmit network packets bypassing the protocol stack and includes kernel-level packet filtering, a network statistics engine and support for remote packet capture. The WinPcap Installer is imbedded in the *UCS Server* Installer, and opens at the end of the postgreSQL installation.

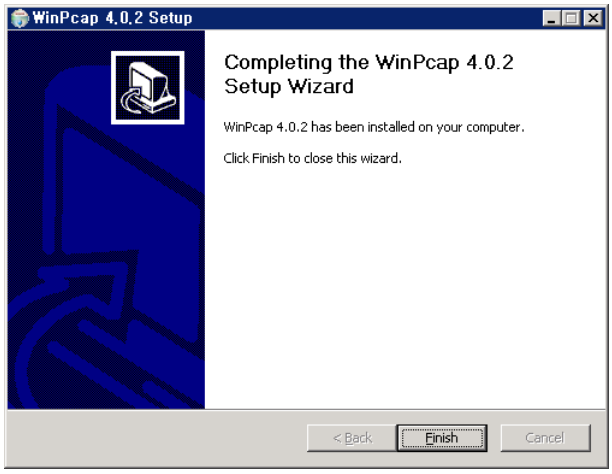


1. In the WinPcap Setup window, click Next to install WinPcap; the WinPcap Software License Agreement window will appear.



2. Click I Agree to continue the installation. The WinPcap installer will begin copying files onto your hard disk.

NOTE: If the WinPcap Installer indicates WinPcap is already installed; simply click OK to cancel the WinPcap installation.



3. After successful installation of WinPcap, click Finish to exit the wizard.

2.3.4 UCS Web Admin Installation

***iPECS** UCS* employs a Web based Administrative system. After installation of the *UCS Server*, refer to Section 2.3.3, the *UCS Web Admin Server* should be installed.

1. In the ***iPECS** UCS* CD-ROM directory, open the Web Admin folder.
2. Double click the Setup.exe file.

NOTE: If IIS and .Net Framework are not installed, you may see a warning dialog before the *UCS Web Admin* wizard is opened. We recommend both IIS and .NET be installed before proceeding, see Sections 2.3.1 and 2.3.2.

3. When the *UCS Web Admin* Install Wizard appears, click Next.

4. The Install Progress window displays the status of the installation process.

5. When all files have been downloaded, the Installation Completed window is shown; click Finish to close the window.

2.3.5 Setup the Web Server Local Path

This section covers setup of the OS to adjust the path in the Web Admin if it was changed from the default drive. If the *UCS Web Admin* program is not installed to the C drive of the *UCS Server* PC, the Web.config file must be modified.

To change the drive name in the upload path:

1. Open the Web.config file in a text editor,
2. Modify the upload and client local path matching the hard drive with UCS Web Admin.
3. Save the modified Web.config file.

3. Configuring iPECS UCS

After installation is complete, the ***iPECS*** *UCS Server* must be properly configured with information on the ***iPECS*** systems and *UCS Client* users. The following steps are required to configure the ***iPECS*** *UCS Server* to service various ***iPECS*** systems and *UCS Clients*.

1. Open your browser; enter http://localhost/ucs at your browser.
2. Enter your User ID and Password then click Login.
    - Once the ***iPECS*** *UCS Server* installation is successfully completed, an administrator account is provided.
    - The default User ID is **administrator** and the default Password is **ucsadmin**, both are case-sensitive.
    - A Java Runtime Environment (JRE) must be installed on the PC, otherwise login will fail. For security reasons, your password will be encrypted using JRE during login.

3. Register ***iPECS*** system information in ***iPECS*** *UCS Server*, see Section 6.2.7.
4. Register ***iPECS*** *UCS Server* information into ***iPECS***, see Section 2.2
5. Double-click the *UCS Server* shortcut to start, *UCS Server*. Verify *UCS Server* is interconnected with ***iPECS***.
6. An account is required for a user to login an ***iPECS*** *UCS Client*. Accounts for each UCS user must be opened in the Shared directory, see Section 6.2.5.

4. Launching iPECS UCS Server

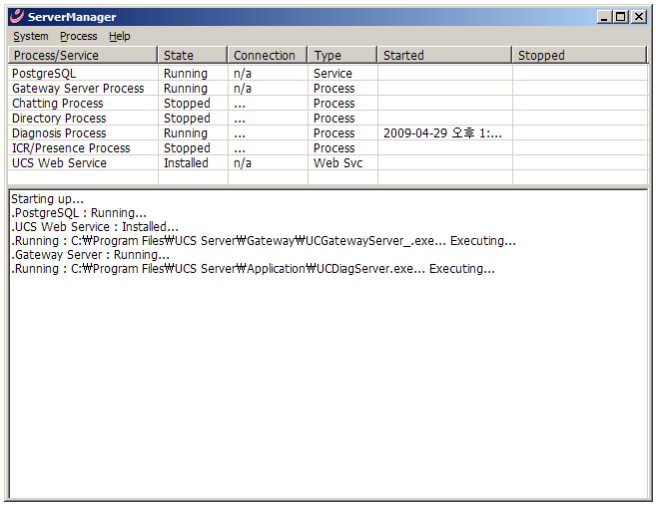
After installation is complete, the ***iPECS*** *UCS Server* can be launched. During installation, ***iPECS*** *UCS* creates two shortcut icons on the desktop (shown): one to launch ***iPECS*** *UCS Server Manager* and one to launch the *UCS OMS*. In place of the shortcut, the application can be launched from the *UCS* item in the Windows ***start*** menu or Program Files. Also, each time the OS is started the *UCS Server Manager* is executed.

NOTE: Before launching the ***iPECS*** *UCS Server* application, *UCS Server* must be properly installed and configured, see Sections 2 and 3.

4.1 Starting UCS Server

The ***iPECS*** *UCS Server* application is launched by opening the *UCS Server Manager*:

1. Double-click the *UCS Server Manager* shortcut, the ServerManager window will open, displaying the status of the server component processes.
   - The ***iPECS*** *UCS Server Manager* and its processes automatically start each time the OS is started.
   - Each process can be executed manually by selecting the process from the *UCS Server Manager* menu.



The *UCS Server Manager* shows the status of each process including postgreSQL (database), Gateway Server, Chatting, Directory, ICR/Presence, and Diagnosis. The connection column indicates if the process is connected to the database and gateway server. The manager also shows the process Type (Service, Process, etc.) and the time the process was started and/or stopped.

NOTE: Windows Firewall may block certain processes and display the Security Alert screen. The *UCS Server* processes must be unblocked. The firewall can be programmed to always unblock a program, refer to Section 7.1 or select Unblock in the Security Alert screen.

4.2 UCS Server Manager Main Menu

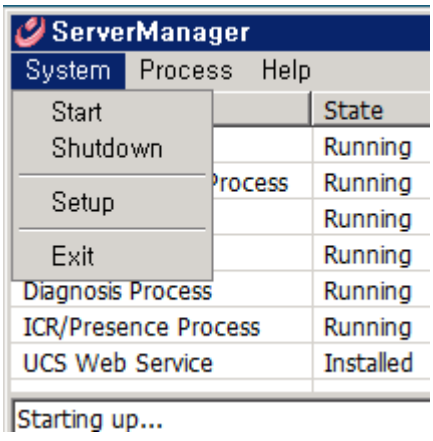
The ***iPECS*** *UCS Server Manager* Main menu includes:

Main Menu

- System - start and stop all *UCS Server* processes.
- Process - start and stop selected *UCS Server* processes.
- Help - provides information about ***iPECS*** *UCS Server Manager*.

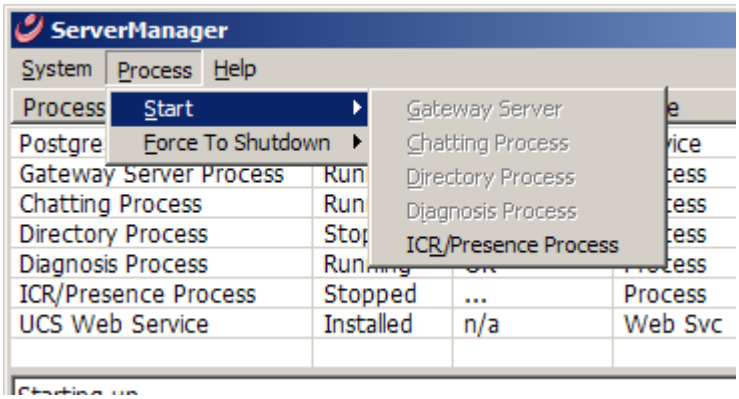
4.2.1 System Menu

The System menu includes Start, Shutdown, Setup and Exit selections. Start initiates all *UCS Server* processes. Shutdown stops all *UCS Server* processes. Setup configures all *UCS Server* roles and defines the IP Addresses of the Gateway and Database Server. Exit closes the *UCS Sever Manger* program and stops all *UCS Server* processes.



4.2.2 Process Menu

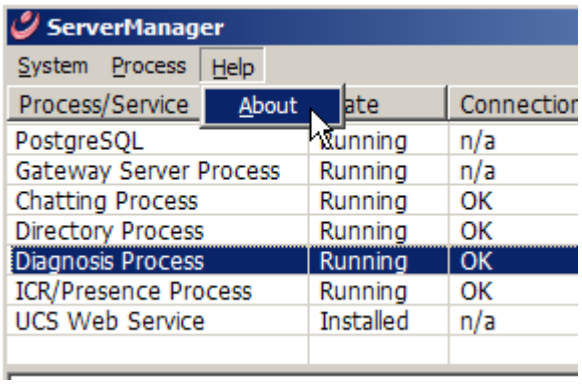
The Process menu includes selections to Start and Shutdown selected *UCS Server* processes.



- Start – starts the selected process (running processes cannot be selected).
- Shutdown – stops the selected process (stopped processes cannot be selected).

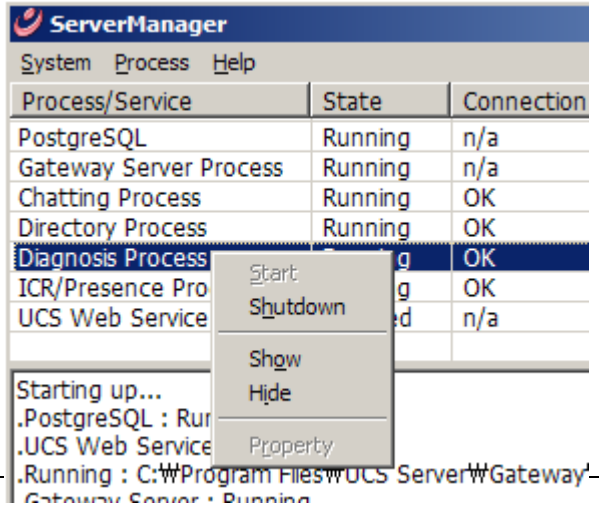
4.2.3 Help Menu

Within the Help menu About can be selected to display the version information of the ***iPECS*** *UCS Server Manager*.



4.3 Server Manager Popup Menu

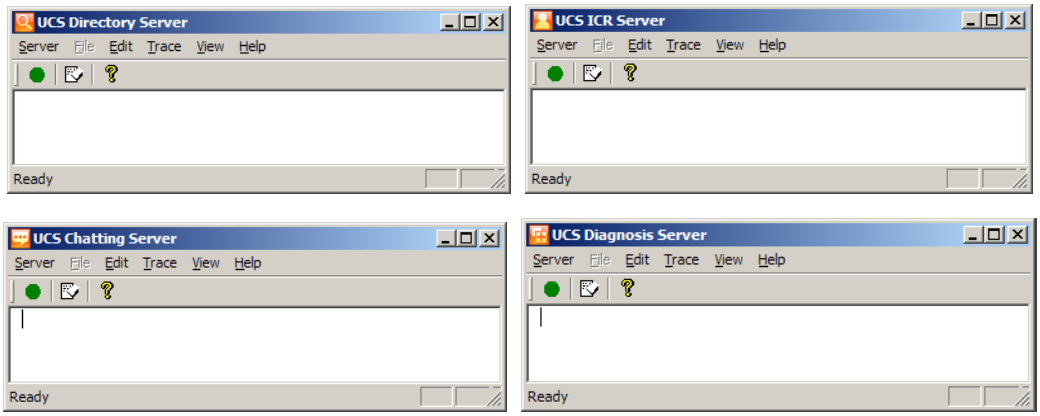
Right-clicking on a process displays the Manager popup Menu. The popup Menu includes selections for Start, Shutdown, Show and Hide.



- Start - initiates the selected process (running process cannot be selected).
- Shutdown - stops the selected process (stopped process cannot be selected).
- Show - displays the selected server window.
- Hide - hides the selected server window.

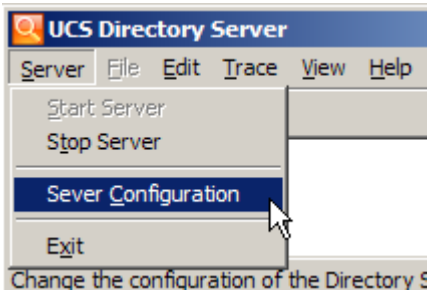
NOTE: The Property selection is for future use.

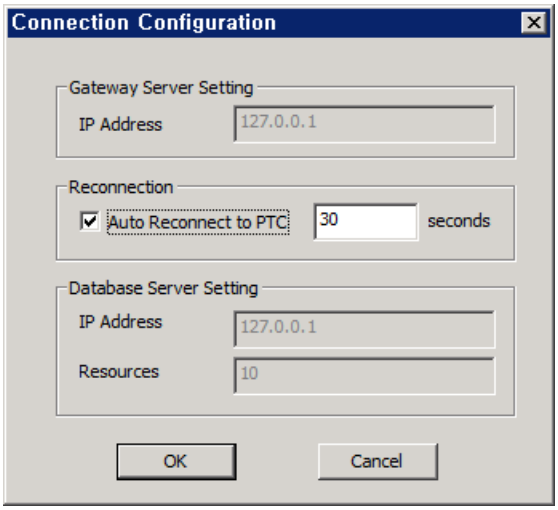
Selecting Show from the popup menu displays the window for the selected server including the Chatting, Directory, ICR and Diagnosis servers. The menu in each server menu allows the administrator to manage and troubleshoot the server, and delivers debug messages to the Administrator.



4.3.1 Server Configuration

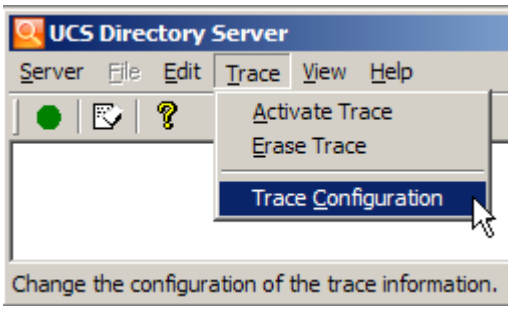
The Server menu includes the Server Configuration, which displays the Connection Configuration screen. Items that can be defined include the IP Addresses of the Gateway and Database Server.





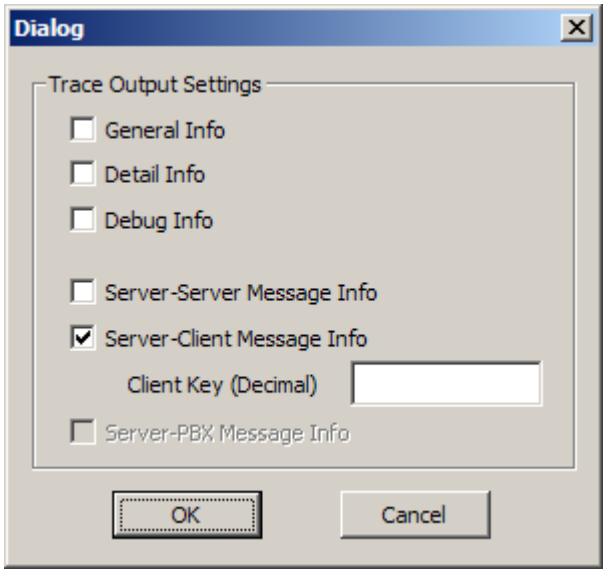
4.3.2 Trace Configuration

The Trace Menu includes selections to activate and erase the trace and Trace Configuration. Messages displayed are defined in the Trace Configuration window.



To configure the Trace options:

1. Select Trace from the server window menu.
2. Select Trace Configuration.
3. Check or change the desired items in the Trace Configuration Dialog window.
4. Click OK to accept changes.



5. UCS OMS

5.1 Introduction

UCS Operation Monitor Solution (OMS) automatically monitors the *UCS Server*, *UCS Clients*, and connections to ***iPECS*** systems in the *UCS Server* domain. In addition, the *UCS OMS* generates reports and maintains logs of status and fault messages as defined in the *UCS Web Admin*. Employing the monitoring and automatic reporting function, issues are often identified before users experience difficulty.

5.2 UCS OMS Access

When ***iPECS*** *UCS Server* is installed, two desk-top icons are created, the *UCS Server* Manager and *UCS Server OMS* icons.

To start *UCS OMS*:

1. Double-click the *UCS OMS* icon located on the desktop.
2. Enter your User ID and Password to display the *UCS OMS* window.
   - The default User ID and Password are **administrator** and **ucsadmin** and are case sensitive.

NOTE: If the Database Sever is run on a different IP host, it may be necessary to change the *OMS* General Settings.

To change the OMS General Settings:

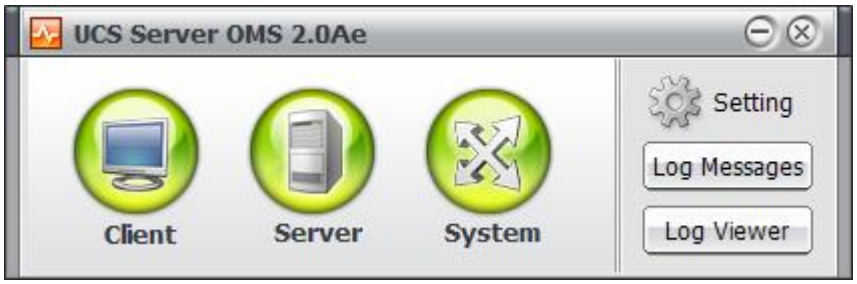
1. Double-click the *UCS OMS* icon located on the desk-top.
2. Select the Setting icon in the lower right corner of the login screen and follow the instructions in Section 5.3.1.1.

NOTE: Once login is complete, these settings can only be viewed and not changed.

5.3 UCS OMS Operation

The *UCS OMS* window has two (2) major elements, the log controls and Setting tool on the right and the Status view controls to the left.

- The log controls access the Setting menu and Status and Fault logs.
- The Status view controls display the status of Clients, Servers and ***iPECS*** systems served by the *UCS*.

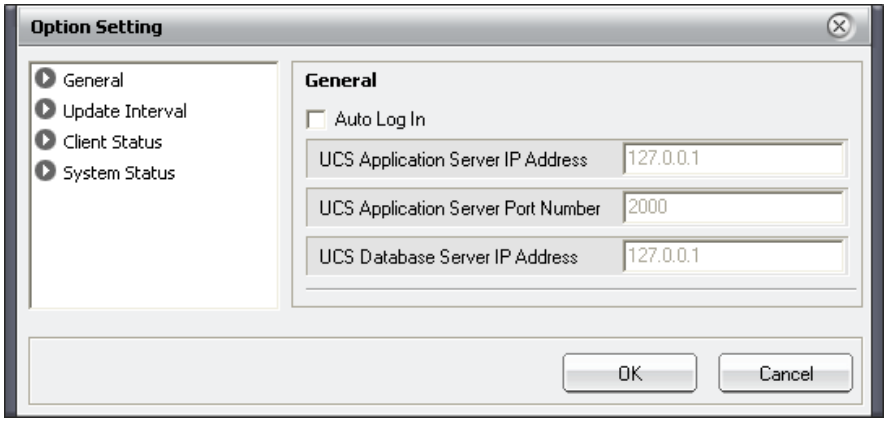


5.3.1 UCS OMS Settings

In the Option Setting screen under General characteristics, the time interval for updating status information and screen views in the Client and System Status screens can be defined. Settings in the *UCS OMS* application can be changed only when the Administrator is logged out with the *UCS OMS* window Setting tool.

To view the Option Setting screen:

1. Click the Setting Tool.



5.3.1.1 General

After initial login, the General item in the Option Setting window allows the Administrator to enable/disable Auto Log In and display the IP address and port for the *UCS Application Server* and the *UCS Database Server* IP addresses.

To automatically login to *UCS OMS* when the *UCS OMS* application is launched:

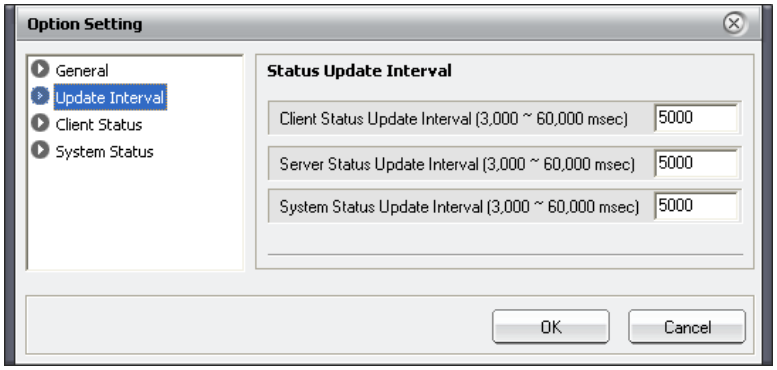
1. Check Auto Log In.

5.3.1.2 Update Interval

Update Intervals determine the duration between status updates for Clients, Servers, or ***iPECS*** systems. The interval is separately defined for each.

To modify the interval, perform the following steps:

1. Select the desired interval box.
2. Enter the desired interval in milliseconds. The interval can be set for 3 to 60 seconds (in msec).
3. Select OK to store any changes.

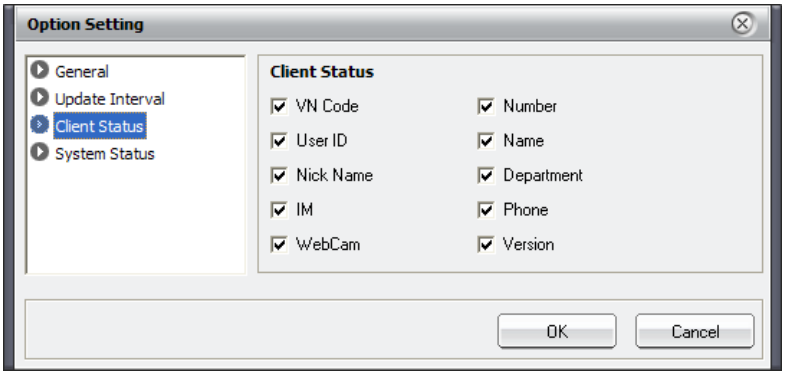


5.3.1.3 Client Status Column View

The Client Status window, refer to Section 5.3.4, displays a number of items for each registered client in a columnar format. Columns in the Client Status window can be hidden.

To remove a column from the Client Status window:

1. Select Client Status.
2. Uncheck the box next to the item(s) to be removed.
3. Click the OK button.

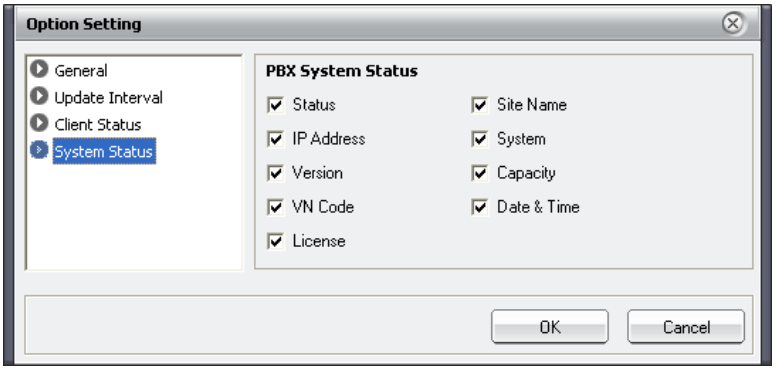


5.3.1.4 System Status Screen View

For each serviced ***iPECS*** system, the System Status window, refer to Section 5.3.6, displays a number of items in column format. If desired, columns can be hidden using this screen.

To remove a column from the System Status window:

1. Select System Status.
2. Uncheck the box next to the item to be removed.
3. Click the OK button.

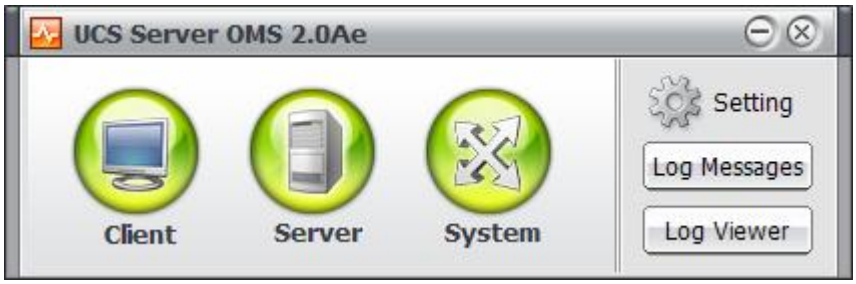


5.3.2 Log Messages

Whenever an event or fault assigned for reporting occurs, a corresponding message is logged in the message logs. Based on the log message handling options set in *UCS Web Admin*, the message will be displayed in the Log Messages window. Refer to Section 6.2.1.4 for details.

To view the message log:

1. Click on the Log Messages control in the *UCS OMS* window.

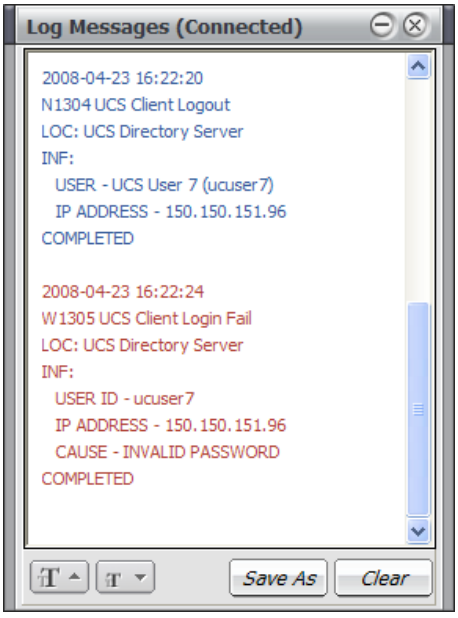


To delete the messages in the Log Messages window:

1. Click Clear in the Log Messages window.

To save the messages to a text file:

1. Click Save As in the Log Messages window and follow the normal steps to save a file.

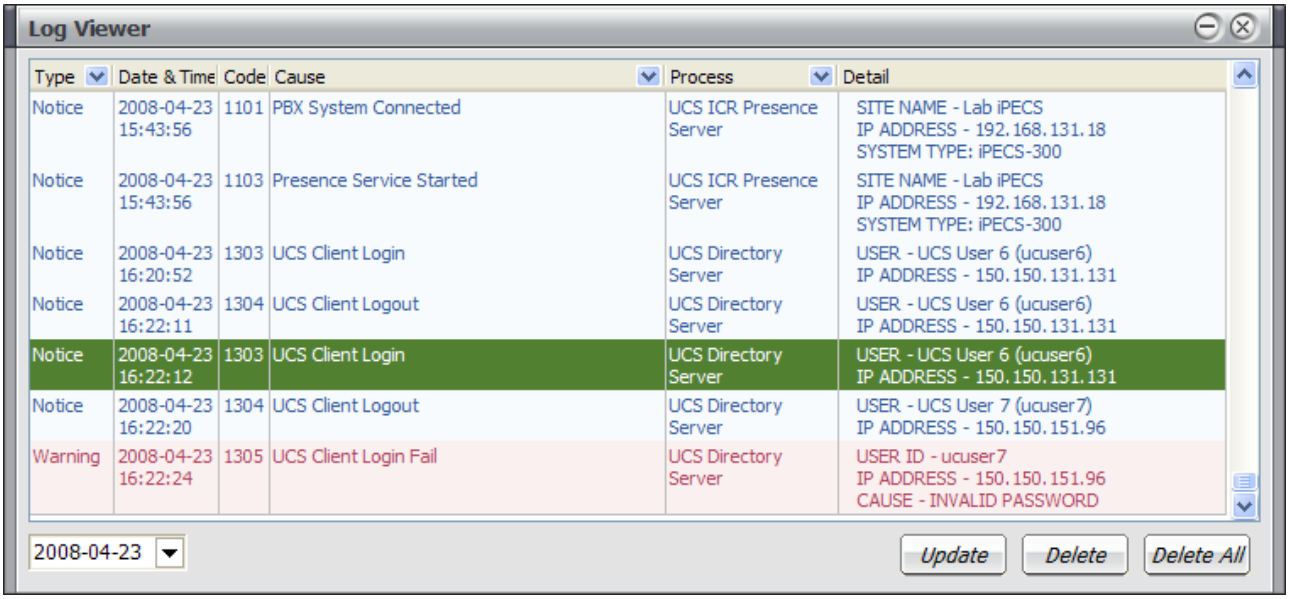


5.3.3 Log Message History

When an event or fault assigned to be saved occurs, a corresponding message is stored in the Log Message History Table. Based on the log message handling options set in the *UCS Web Admin*, the message will be saved in the table. Refer to Section 6.2.1.4 for details on handling options.

To view message history:

1. Click on the Log Viewer control in the *UCS OMS* window.



To filter message history:

1. In the Log Viewer window, select the desired column header for filtering.
2. Click on the combo Box (down-arrow in column header).
3. Select filtering item

   OR
4. Select Custom and input the appropriate conditions for filtering.

To delete a message:

1. In the Log Viewer window, click on the desired message.
2. Click Delete.

To delete all messages:

1. Click Delete All.

5.3.4 UCS Client Status

The *UCS OMS* monitors and displays the status of the *UCS Client* phone and status for IM.

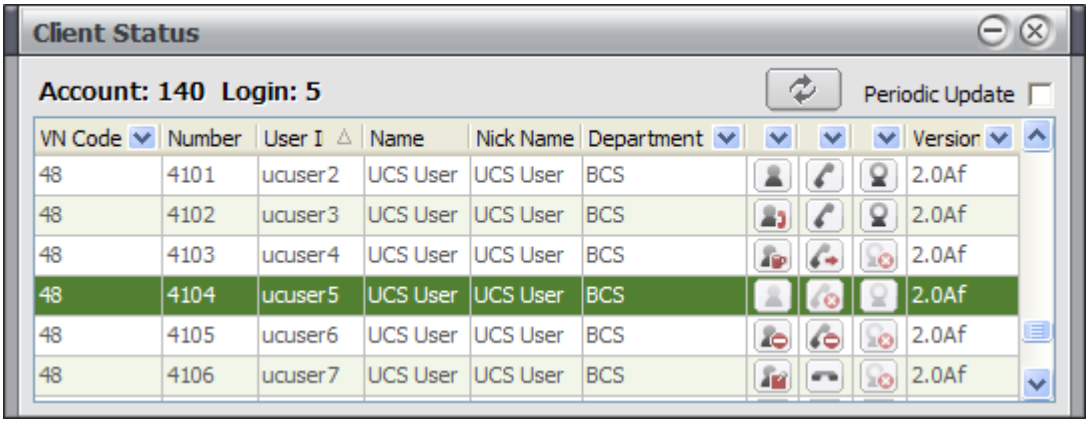
To view the status of *UCS Clients*:

1. Click the Client status control to display the Client Status screen.

To filter the status window contents:

1. In the Client Status screen, select the desired column header for filtering.
2. Click on the combo box (down-arrow in column header).

3. Select filtering item,
   OR
4. Select Custom and input the appropriate conditions for filtering.



The Client Status window shows all *UCS Client* information and status. The refresh button ( ) will update the status in real-time. The status information can be updated at regular intervals (default 5 seconds), by checking Periodic Update in the upper right corner of the screen. For each *UCS Client*, the Client Status window shows:

- VN Code - voice networking code of host ***iPECS*** system.
- Number - telephone number for the *UCS Client*.
- User ID - ID associated with the *UCS Client*.
- Name - the name associated with the *UCS Client*.
- Nickname - the nickname associated with the *UCS Client*.
- Department - the department associated with the *UCS Client*.
- IM Status - IM status/Presence icon for the associated *UCS Client*.
- Phone Status - phone status icon for the associated *UCS Client*.
- Webcam Status - Webcam status icon for the associated *UCS Client*.
- Version - client version for the associated *UCS Client*.

The IM or Presence status icons are:

- - Offline
- - Online
- - Busy
- - On the Phone
- - Away
- - Be Right Back
- - Out to Lunch

The Phone status icons are:

- - Idle
- - Busy, Ext Call Busy, Trunk Call Busy
- - Unavailable
- - DND
- - Call Forward

The Web Cam status icons are:

- - Uninstalled
- - Idle
- - Busy
- - Unavailable

5.3.5 UCS Server Status

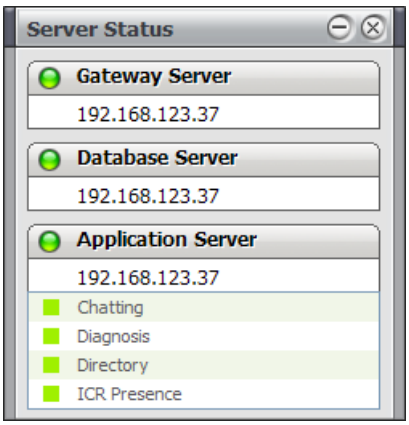
The *UCS OMS* monitors and displays the status of the various *UCS Server* components including the Gateway, Database and Application severs and processes. The status is indicated by a colored button or box next to the server or process designation, a green indicator for normal operation and red indicating a server or process fault. The status information is updated at periodic intervals (default 5 seconds) based on settings in the *UCS OMS* Option Settings screen.

To view the status of the *UCS Server* components:

1. Click the Server status control to display the Server Status screen.

For each server component, the *UCS OMS* displays the status of each process under control of the server. The Server Status window displays:

- Server Name - unique default name of the *UCS Server*.
- Status - the name of the server or process, current status for each *UCS Server* component and process (green indicates normal operation, red indicates a connection fault).
- IP Address - IP address associated with each *UCS* component server.



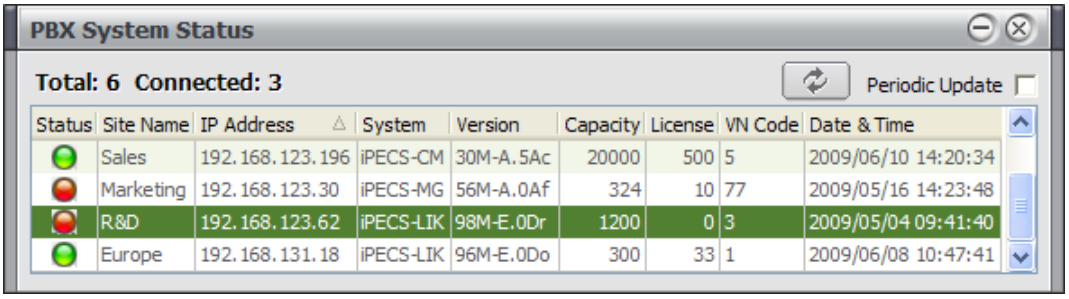
5.3.6 iPECS System Status

The *UCS OMS* monitors and displays the connection status for each ***iPECS*** system linked to the *UCS Server*.

To view the status of ***iPECS*** systems:

1. Click the System status control to display the System Status screen.

The System Status screen displays a list of linked systems and status for each. The refresh button ( ), will update the status in real-time. The status is indicated by the colored button at the beginning of each row; green indicates normal operation and red indicates a fault. The status information can be updated at regular intervals (default 5 seconds), by checking Periodic Update in the upper right corner of the screen. Information displayed includes:



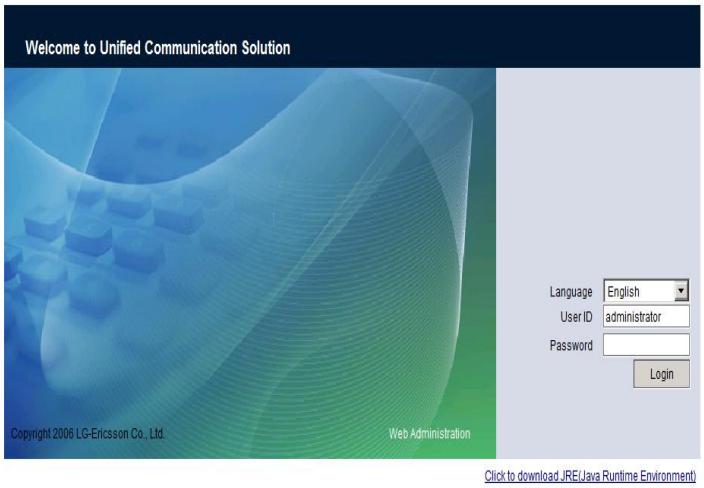
Status	Site Name	IP Address	System	Version	Capacity	License	VN Code	Date & Time
	Sales	192.168.123.196	iPECS-CM	30M-A.5Ac	20000	500	5	2009/06/10 14:20:34
	Marketing	192.168.123.30	iPECS-MG	56M-A.0Af	324	10	77	2009/05/16 14:23:48
	R&D	192.168.123.62	iPECS-LIK	98M-E.0Dr	1200	0	3	2009/05/04 09:41:40
	Europe	192.168.131.18	iPECS-LIK	96M-E.0Do	300	33	1	2009/06/08 10:47:41

- Status - system status (green indicates normal operation, red indicates a connection fault).
- Site Name - name associated with the ***iPECS*** system site.
- IP Address - IP address of the system.
- System - system type.
- Version - version of the system.
- Capacity - the maximum number of ***iPECS*** system users.
- License - the number of simultaneous *UCS Client* users licensed at each ***iPECS*** system.
- VN Code - voice networking code for each system.
- Date & Time - date and time status was received from the ***iPECS*** system.

6. UCS Web Admin

6.1 UCS Web Admin Access

***iPECS** UCS Server* is managed through the *UCS Web Admin Server*. The Admin server is accessed using a Web browser. To access the *UCS Web Admin* application:



1. Open your Web browser.
2. Point the browser to the *http://location of the UCS Web Server (IP address or partition)/ucs*; the Login screen will appear.

NOTE: *http://localhost/ucs* should work if the *UCS Web Admin Server* is locally installed.

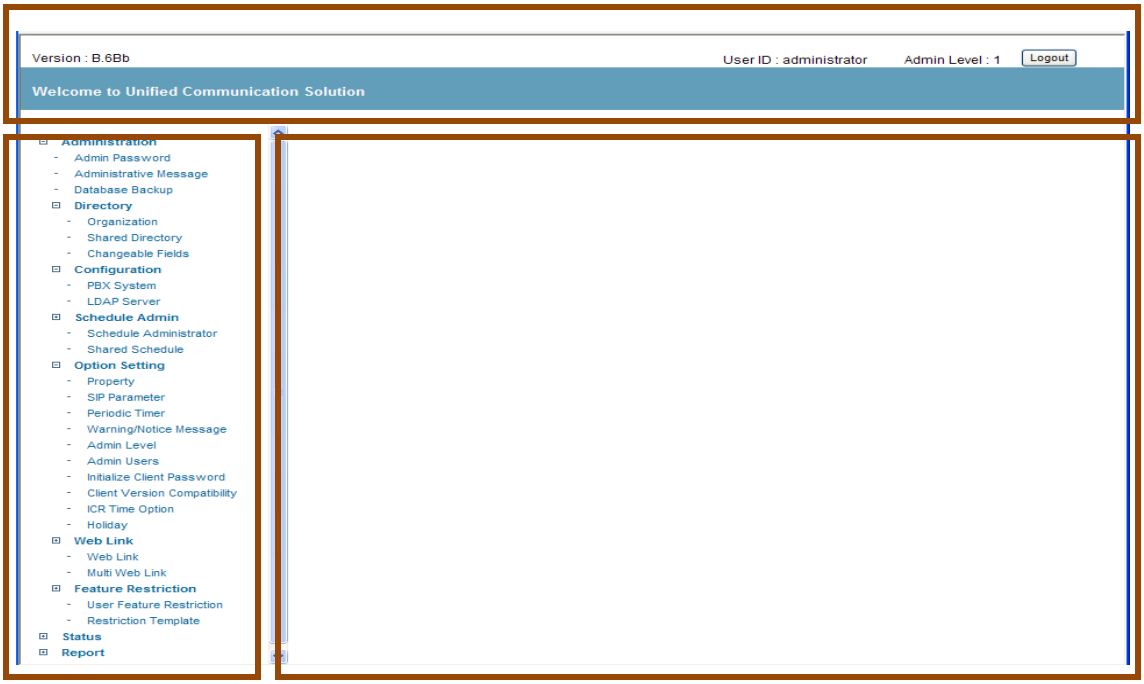
3. From the drop-down menu, select the desired Language (English or Local).
4. Enter your User ID, default is **administrator**.
5. Enter your Password, default is **ucsadmin**; for non-admin users, the User ID is employed as the default password.
6. Click Login to display the *UCS Web Admin* window.

NOTE: the Java Runtime Environment (JRE) must be installed before login. If JRE is not installed the web browser will recommend to install JRE. If JRE is installed properly and the UCS WebAdmin login page is opened, the user can see the JRE tray icon. If JRE has not been installed, user can install it manually by clicking the link on the UCS WebAdmin login page.

NOTE: UCS WebAdmin is optimized to run on Microsoft Internet Explorer.

6.2 UCS Web Admin Operation

The *UCS Web Admin* window is comprised of three parts:



- Upper tool bar - identifies the user's Admin level, and the Logout control.
- Left-side Navigation pane - shows and allows access to the available Admin screens.
- Right-side Admin screen - displays data for the selected screen.

Each *UCS Web Admin* screen includes a display of pertinent data and may include a menu bar with controls for modifying and saving data.

To display a *UCS Admin* screen:

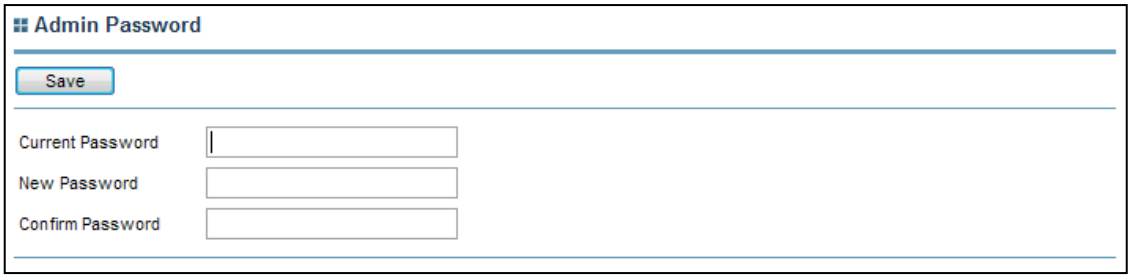
1. Select the desired Admin screen in the left navigation pane.

The following sections give detailed descriptions of the various Admin screens and any applicable instructions for entering data.

6.2.1 Admin Password

In the Admin Password screen the user's Admin login password can be modified. The password for a *UCS Client* can be changed only by the specific *UCS Client;* other users and the Administrator cannot change the password for another user.

NOTE: the Administrator can return client passwords and User IDs to default.

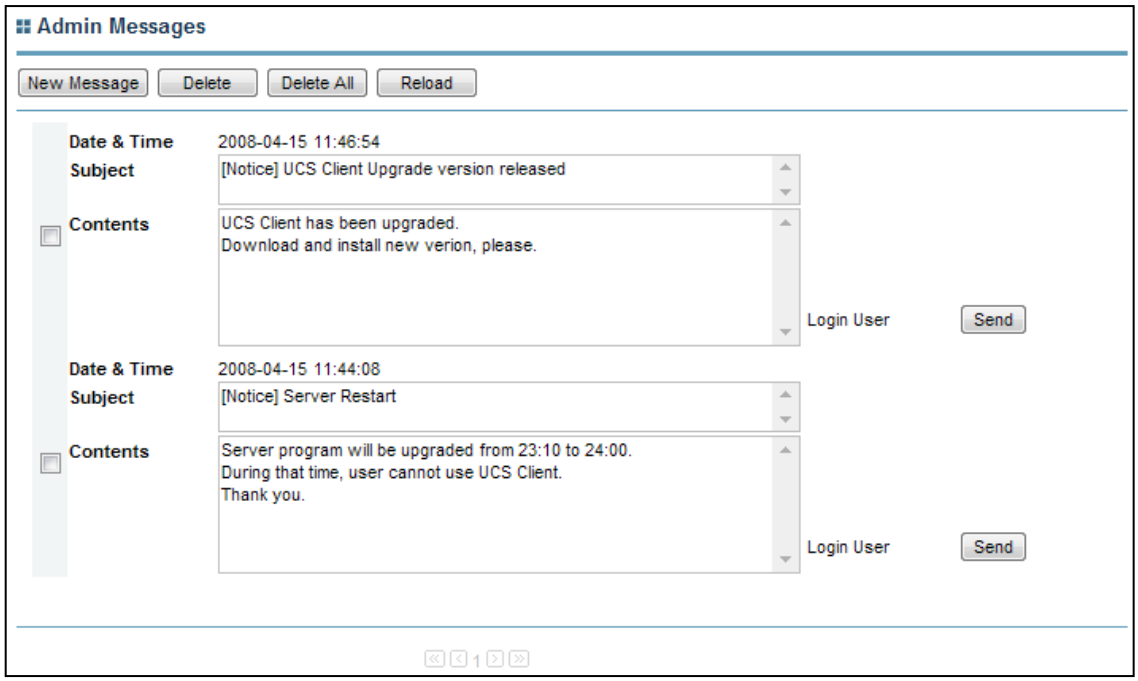


To update the Password for the *UCS Client*, perform the following steps:

1. From the Admin Screen, click on the Admin Password link; the Admin Password screen will display.
2. Enter the Current Password, the New Password, and confirm the password in the Confirm Password box.
3. Click Save to accept the change.

6.2.2 Admin Message

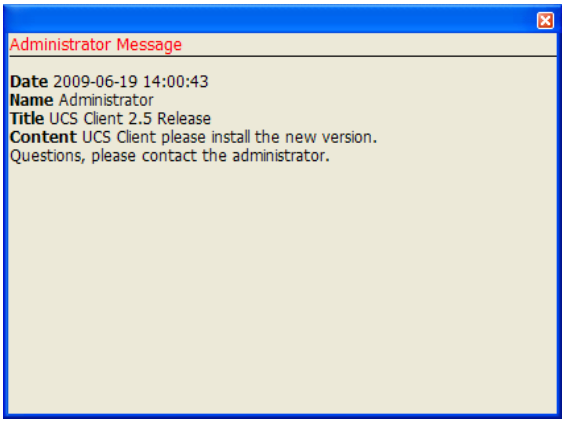
In the Admin Message screen the Administrator can send messages in real-time to on-line *UCS Clients*. The message will also be sent to *UCS Clients* as they login. Each message can be up to 255 characters with a subject of 100 characters.



Control buttons

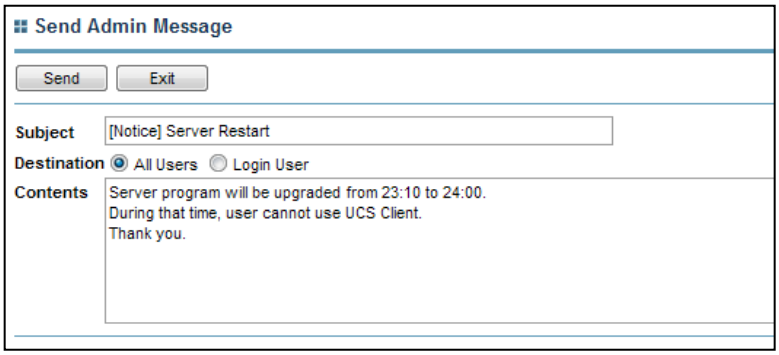
- New Message - entry for a new admin message.
- Delete - deletes selected messages.
- Delete All - deletes all messages.
- Reload - refreshes the current *UCS Admin* screen.
- Send - re-sends selected message.

The message window shown displays on the user's PC.



To send a message:

1. Click New Message.
2. Enter the Subject, Destination and Contents.
3. Click Send to send the message.

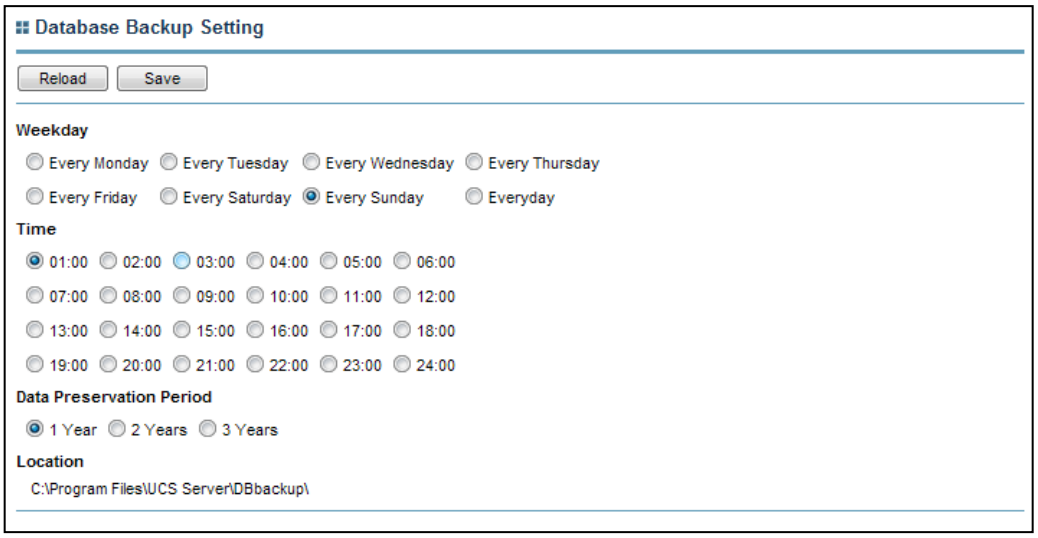


Control buttons

- Send - sends new message.
- Exit - closes the Send Admin Message window.

6.2.3 Database Backup Setting

In the Database Backup Setting screen, Administrators may change settings of *UCS Server* database backup function. The backup file can be used to restore the *UCS Server* database to the version in the backup file.



Control buttons

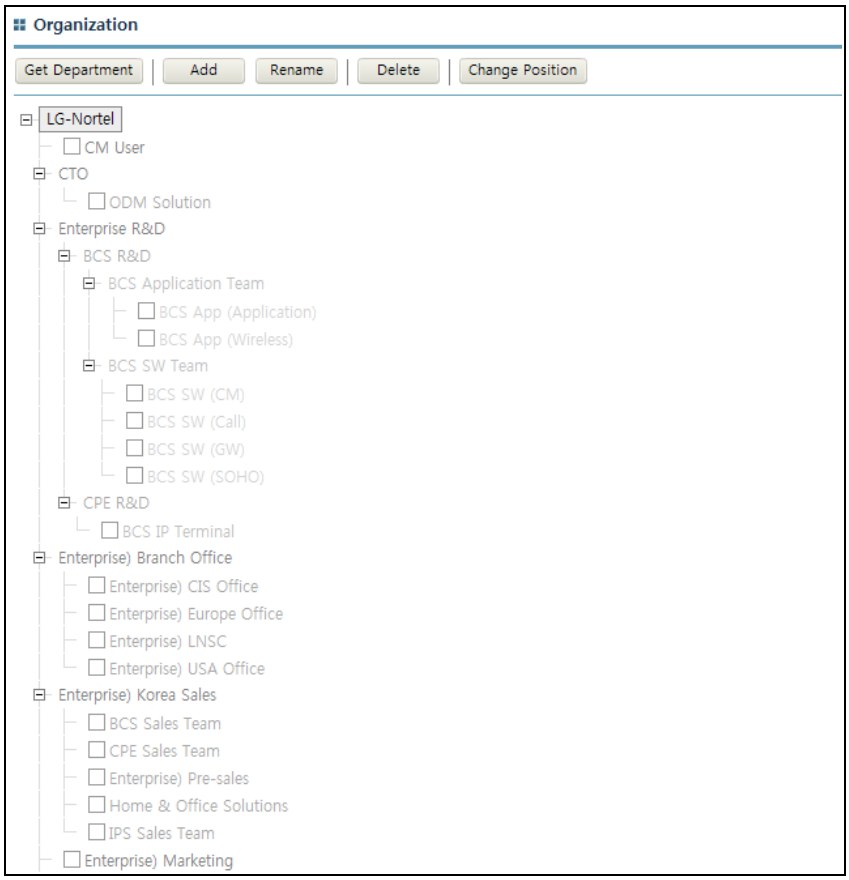
- Reload - refreshes the current *UCS Admin* screen.
- Save - saves the current *UCS Admin* screen.

Properties

- Weekday - sets the day of week to run the backup function.
- Time - sets the time of day to run the backup function.
- Data Preservation Period - selects the period to store backup data (expired data will be deleted after the period).
- Location - shows local path for backup data (location and file name in the *UCS Server* where the backup data is stored).

6.2.4 Organization

In the Organization screen, Administrators can make up organization charts of the company. Administrator can create a new department, delete or rename it. Also specific departments can be moved to another department. To import department names of shared users click on the Get Department button. The organization chart can be seen using the UCS Client organization tab.

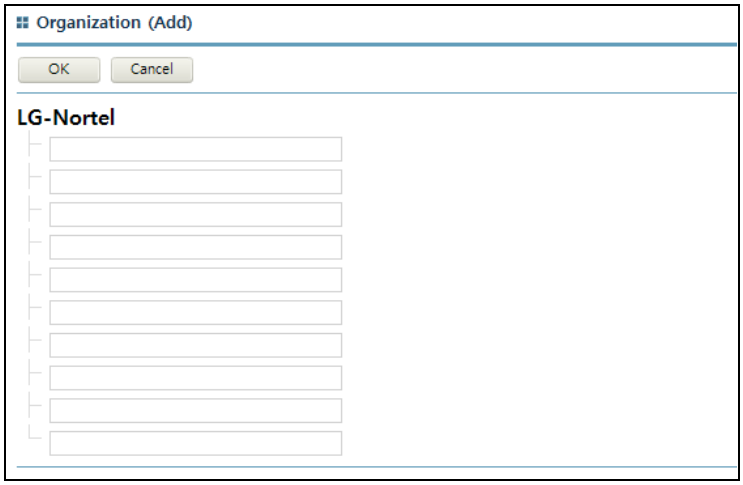


Control buttons

- Get Department - import department information of shared users
- Add - add new departments
- Rename - rename a department
- Delete - delete departments
- Change Position - modify the position of selected departments

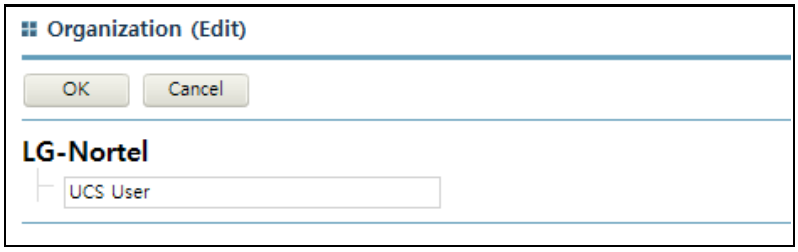
To add departments:

1. Select the parent department where new child departments will be added.
2. Click on the Add button.
3. Input the name of the new departments
4. Click OK button.



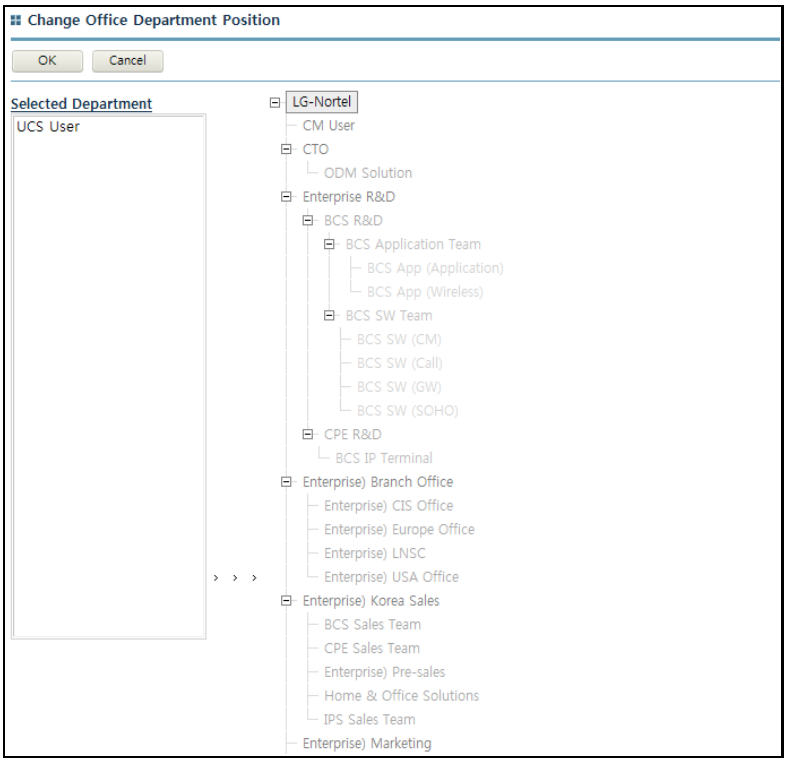
To rename departments:

1. Select the department that will be renamed.
2. Click on the Rename button.
3. Input the new name of the department
4. Click OK button.



To change the position of department:

1. Select departments to move.
2. Click Change Position button.
3. Select parent department
4. Click OK button.



To delete a department:

1. Select the department(s) to delete.
2. Click on the Delete button.

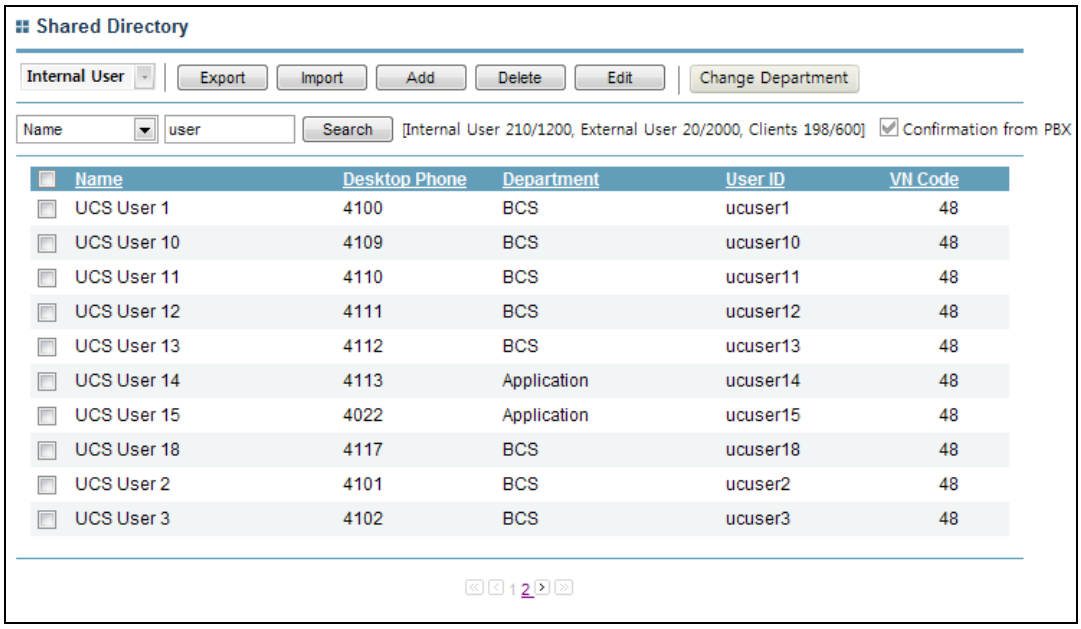
6.2.5 Shared Directory

The Shared Directory screen displays contact information for the various user accounts within the *UCS Server* as well as other contacts defined by the Administrator. In this screen, user account records and contacts are added, deleted or modified. The directory can be searched, sorted and can be imported and exported from an external Comma Separated Value (.csv) format file.

The Shared Directory has two types of users: internal and external users. Internal users are normal UCS users that have an extension number and may have a UCS client User ID. External users do not have a User ID and extension number.

There are three areas of the Shared Directory screen:

- Top of the screen - contains the menu with controls.
- Center of the screen - shows headers and directory records; selecting an underlined header will sort the records by that column.
- Lower part of the screen - includes page count and navigation arrows to access additional directory pages.

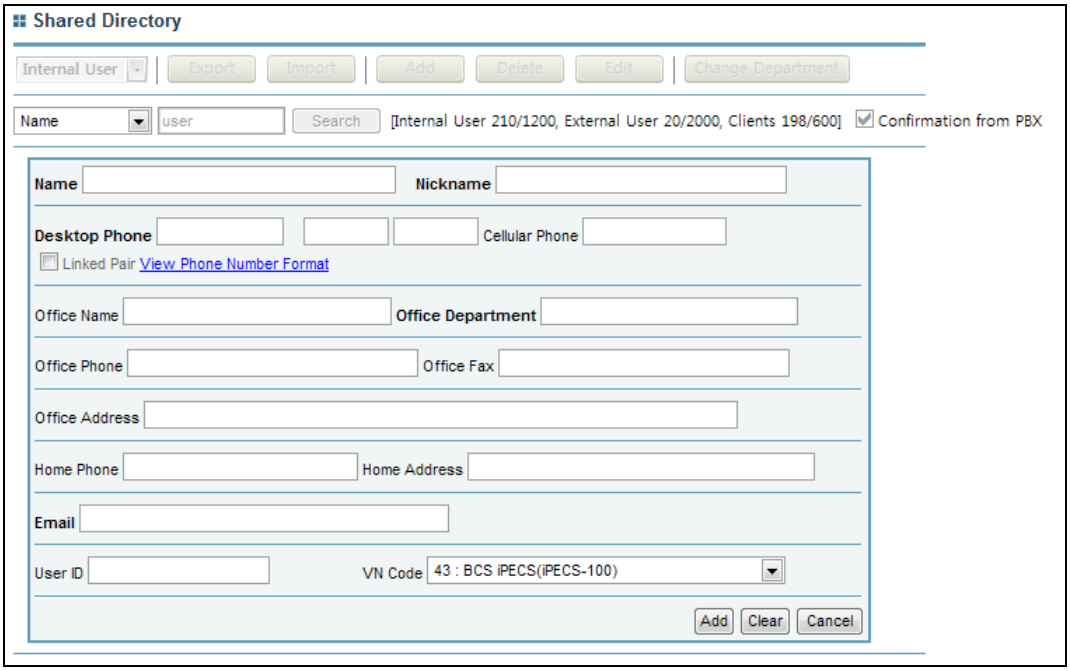


Control buttons

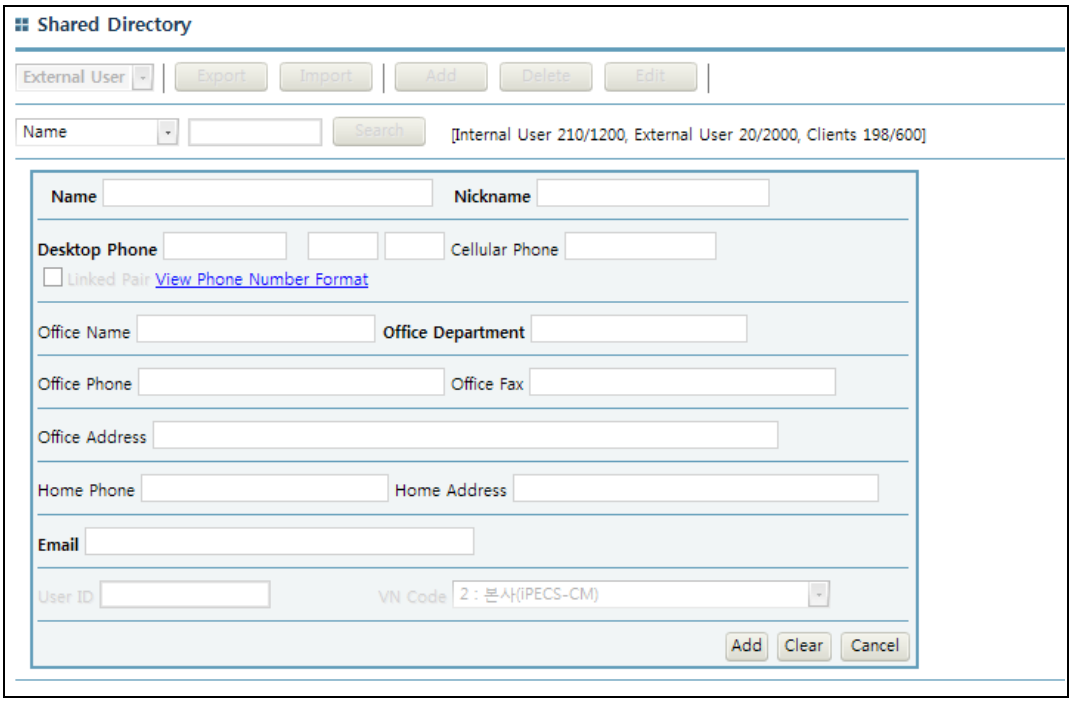
- Export - exports Shared directory records to a .csv format file
- Import - imports Shared directory records from a .csv format file.
- Add - adds a new record to the directory.
- Delete - deletes selected records from the directory.
- Edit - edits an existing directory record.
- Search - searches the directory based on selected column (pull down list) and input in the search box.
- Change Department - change the department name of all selected users

To add or edit a selected record:

1. Click Add or Edit to display the Contact Entry screen.
2. Enter the appropriate data for the record (items in bold ink are required fields).
3. Select Add to store the record.



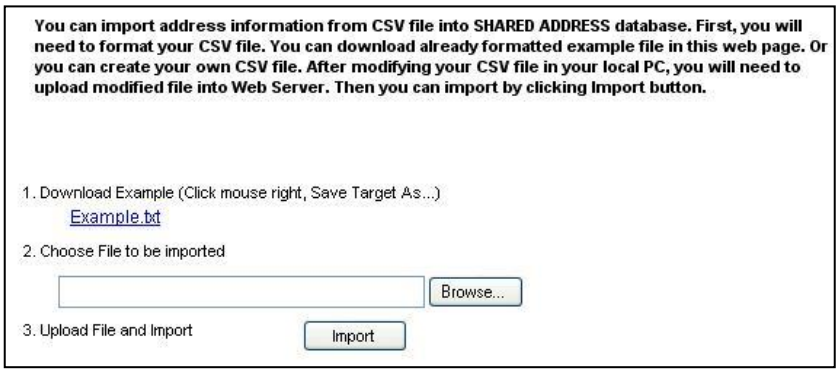
Internal User



External User

NOTE: The Desktop Phone number should be formatted as *+country code* (*area code*) *number* (ex., +82 (041) 123-1234)

To import a .csv formatted file for the directory:



1. Click Import to display the Import window.
2. Use Browse to locate a file or enter the file name.
3. Click Import; the file will be imported as the new directory.
4. To view the result of import, open the file from *Open File Dialog Box* after finishing the import.

An example Phonebook file in the .csv format is available from the Import window. To view the sample file shown below:

1. Click on the Example.txt link from the window.

```
Name,NickName,N/W Code,DesktopPhone,CellularPhone,OfficeName,OfficeDepartment,OfficePhone,HomePhone,Email,UserID, <-- DO NOT REMOVE THIS LINE
Tom Hanks,tom,2,+1 (02) 123-1234,011-111-1111,LG-Ericsson,R&D,+1 (02) 123-2345,+1 (02) 123-3456,tom@lgn.com,tom, <-- Example) <-- DO NOT REMOVE THIS
```

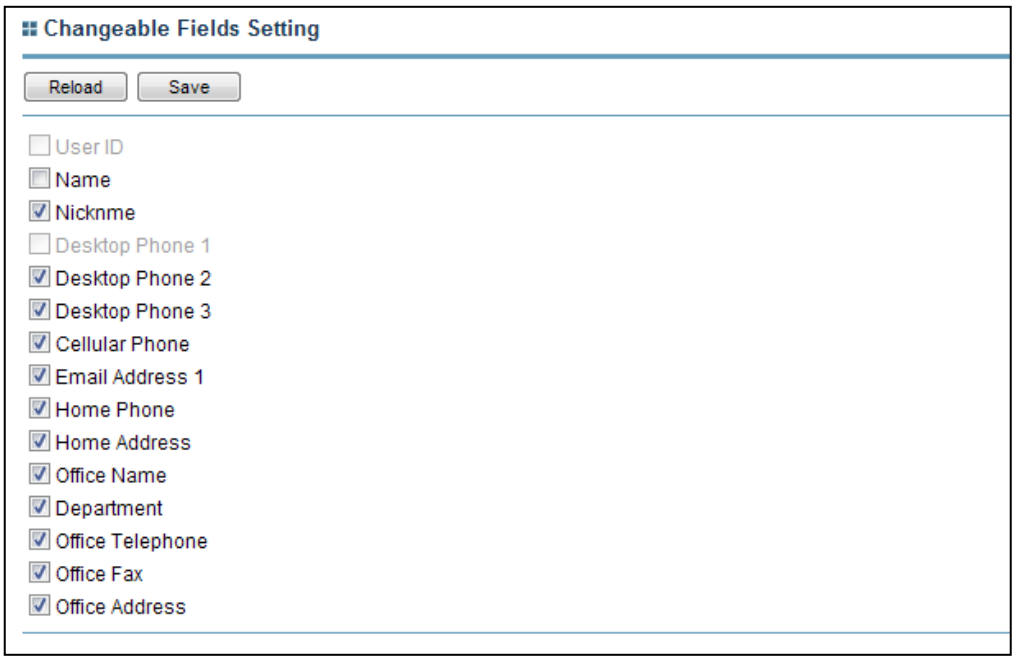
To export a shared directory to a .csv formatted file:

1. Click on the Export button.
2. Click Save to save the exported file to local computer.

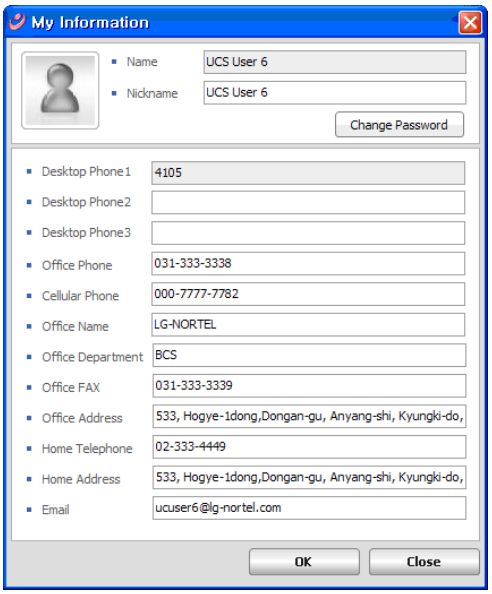
NOTE: In some cases the extension of the exported file could be .xls not .csv according to your Windows environment. In this case user must convert the file extension from .xls to .csv manually.

6.2.6 Changeable Fields Setting

In the Changeable Fields Setting screen the Administrator defines the fields that individual users are permitted to change in their My Information window.



Checked items in the Changeable Fields screen are available to the individual *UCS Client* in the My Information window. Other fields are shown but cannot be changed by the user.



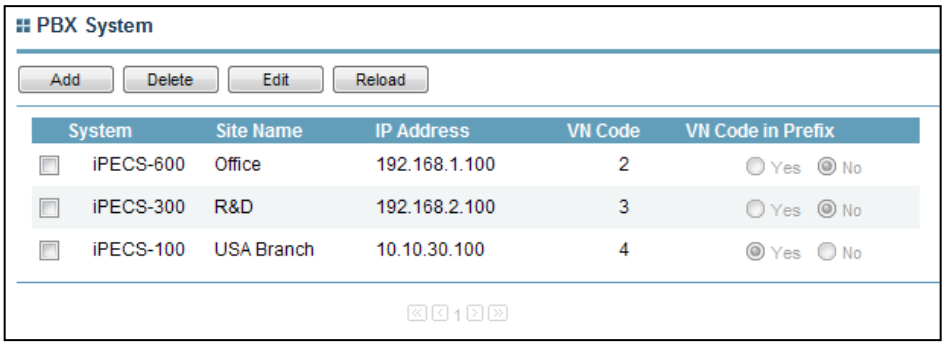
Control buttons

- Reload - to refresh the current *UCS Admin* screen.
- Save - to save the current *UCS Admin* screen.

NOTE: Settings apply to all *UCS Clients*; User ID and Desktop Phone 1 must be unique values for each *UCS Client*.

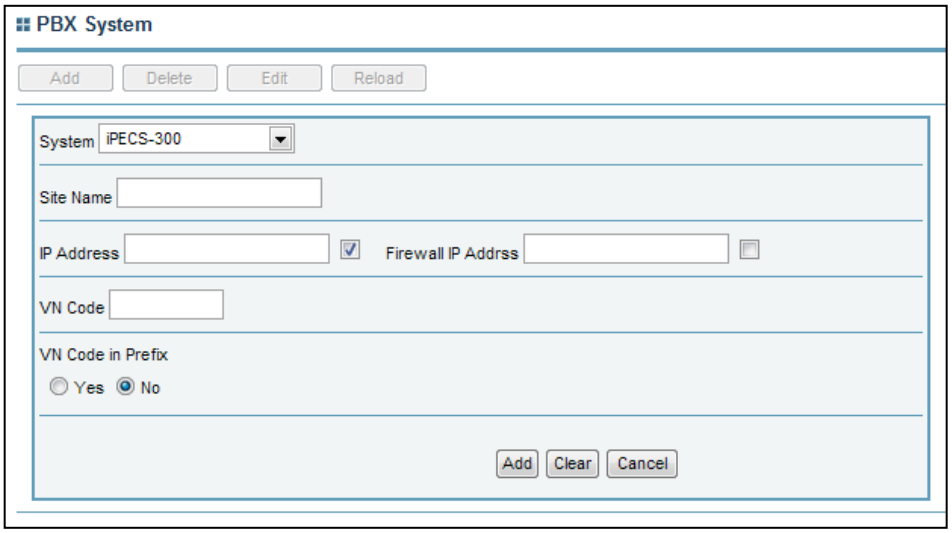
6.2.7 UCS Serviced iPECS Systems

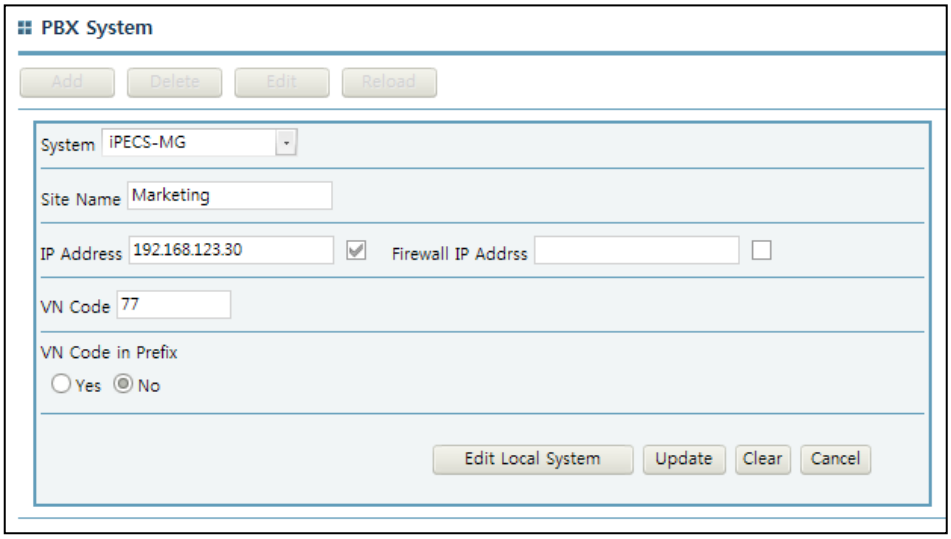
The PBX System Admin screen defines the ***iPECS*** systems that are linked to and serviced by the ***iPECS*** *UCS Server*. When multiple ***iPECS*** systems are configured in a distributed network, each system is assigned a Voice Networking (VN) Code digit(s) that is dialed as a prefix to the extension number identifying the specific networked system. In this case, the VN Code must be entered in the PBX System Admin screen so that the *UCS Server* can include the digit when calling a networked system extension.



Control buttons

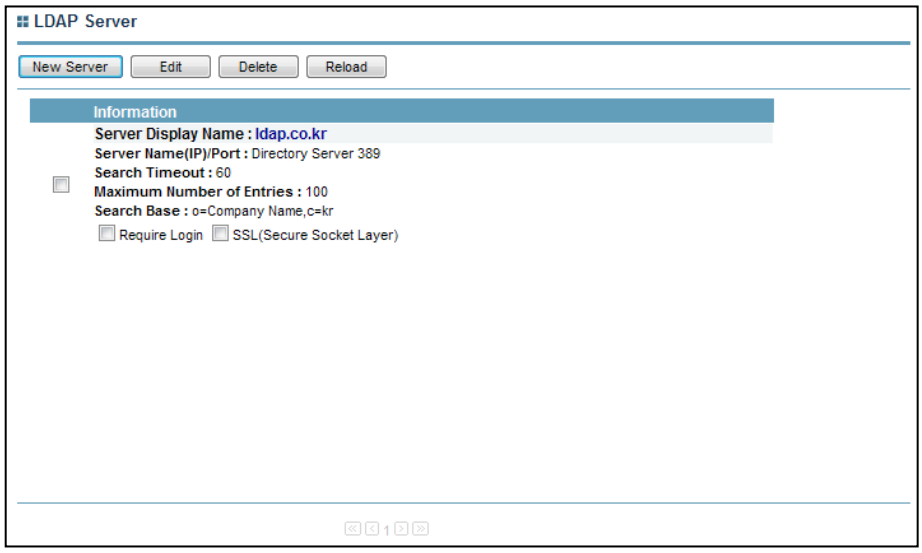
- Add - adds a new system link to the UCS application.
- Delete - deletes a system link to the UCS application.
- Edit - edits an existing iPECS system link definition.
- Reload - refreshes the current UCS Admin screen.





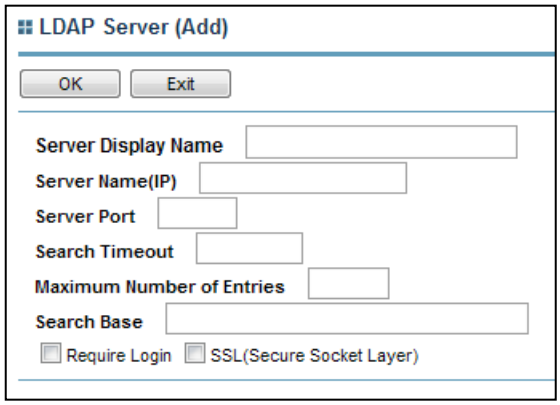
6.2.8 LDAP Server

In the LDAP Server screen the Administrator sets LDAP server information. *UCS Clients*. may then query contact information in the LDAP server. There is no limitation of contact records in the LDAP server.



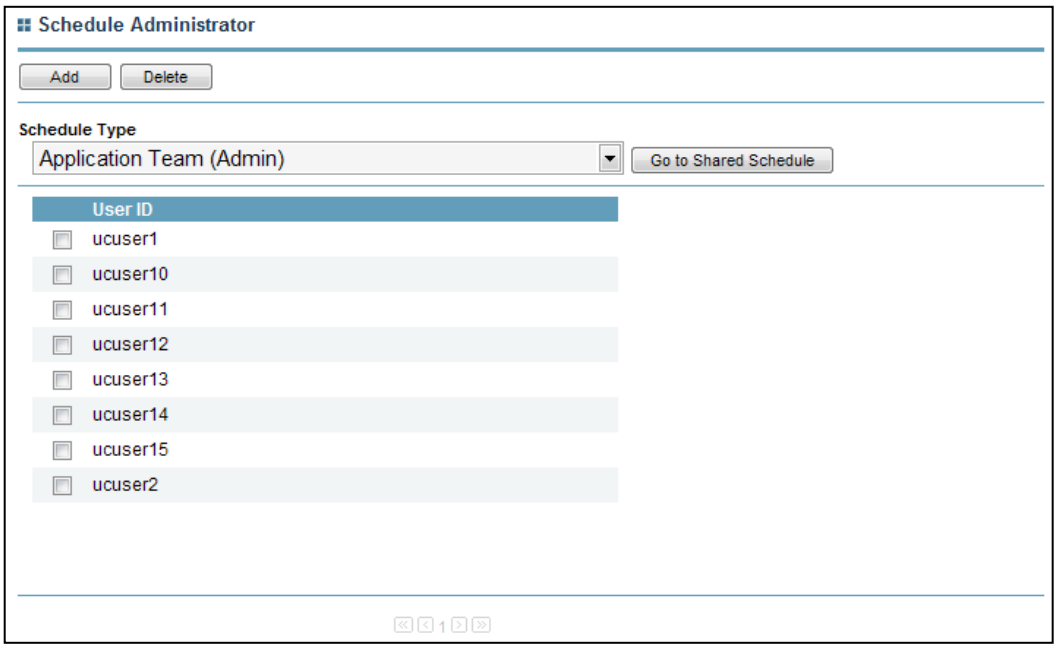
Control buttons

- New Server - adds a new LDAP server.
- Edit - edits an existing LDAP server.
- Delete - deletes a selected LDAP server.
- Reload - refreshes the current UCS Admin screen.



6.2.9 Schedule Administrators

UCS Server maintains a Private schedule for each user, as well as Shared schedules, which can be viewed only by permitted users. Permitted users are defined for each specific Shared schedule.



Control buttons

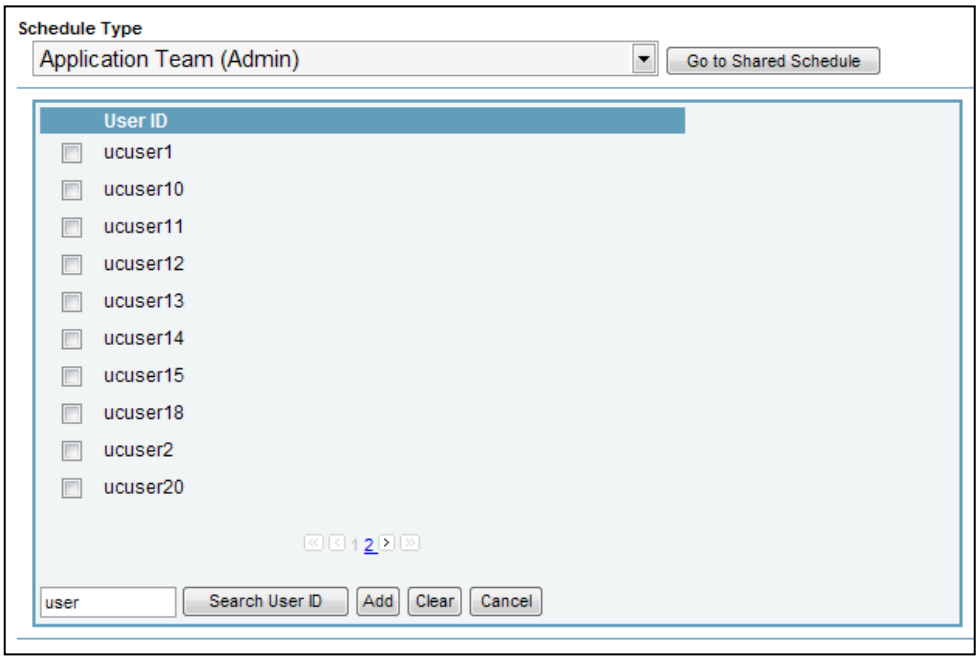
- Add - allows a user access to the selected Schedule.
- Delete - deletes selected users from accessing the selected Schedule.

To allow a user access to a given Schedule:

1. Select Schedule Type from the drop down menu.
2. Click on the Add button.
3. Select the appropriate User ID.
4. Click Add.

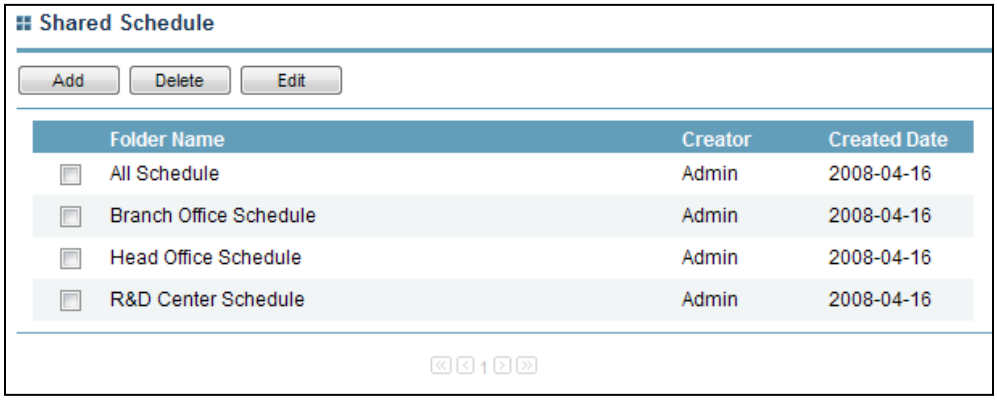
To delete a user from a given Schedule:

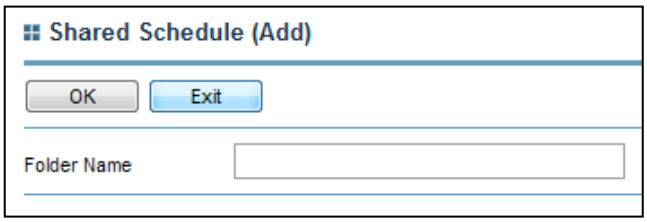
1. Select Schedule Type from the drop down menu.
2. Click the checkbox next to the user(s) to be deleted from the Schedule.
3. Click Delete, users checked are deleted.

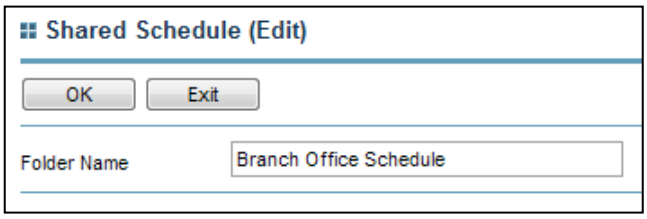


6.2.10 Shared Schedule

In the Shared Schedule screen the Administrator manages shared folder names.



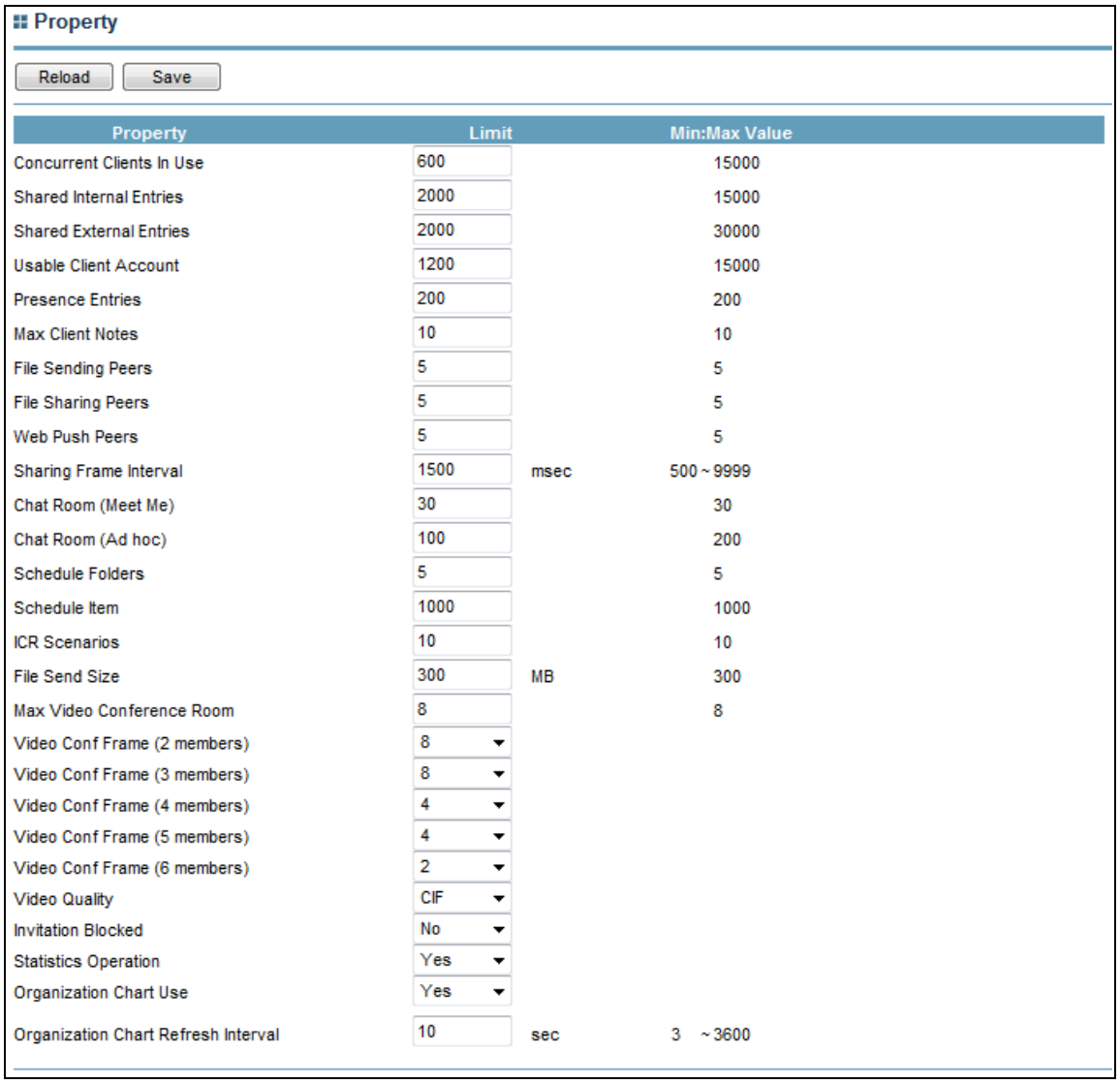




NOTE: The maximum number of entries in all shared folders is defined in the Properties screen.

6.2.11 Properties

iPECS *UCS* has several Properties which can be configured to provide optimum performance in various environments such as the number of users, items in individual databases, etc.



Control buttons

- Reload - refreshes the current *UCS Admin* screen.
- Save - saves the current *UCS Admin* screen.

Properties

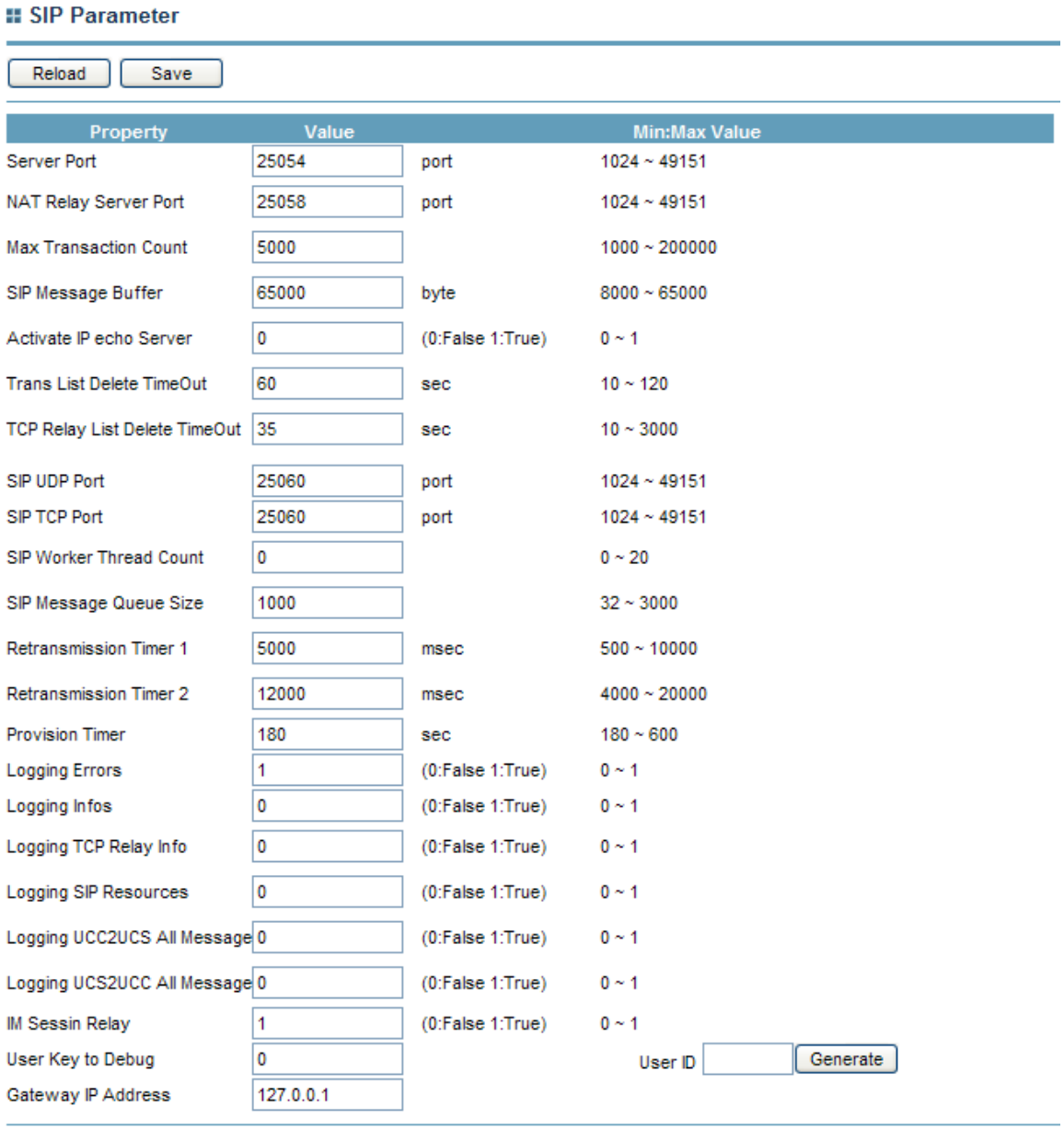
- Concurrent Clients In Use - maximum number of simultaneously active (logged-in) Clients permitted.
- Shared Directory Entries - maximum number of records in all Shared directory.

- Usable Client Account - maximum number of Client accounts allowed.
- Presence Entries - maximum number of Clients for User Presence Entries.
- Recent History Item - maximum number of Recent History records for statistics (reserved for future use).
- Max Client Notes - maximum number of Notes that can be stored per user.
- File Sending Peers - maximum number of Clients that can receive a file using File Send.
- File Sharing Peers - maximum number of Clients in a single File Sharing session.
- Web Push Peers - maximum number of Clients in a co-browsing session.
- Sharing Frame Interval - time interval for sending shared files from the Master to other users in a Sharing session.
- Chat Room (MeetMe) - maximum number of IM MeetMe Chat Rooms.
- Chat Room (Adhoc) - maximum number of ad hoc IM Chat sessions.
- Schedule Folders - maximum number of Schedule Folders per user.
- Schedule Item - maximum number of records in a Schedule.
- ICR Scenario Item - maximum number of ICR Scenarios.
- File Send Size - maximum size of a file that can be sent.
- Max Video Conference Room - maximum number of Video Conferences.
- Video Conf Frame - maximum Video frame rate based on number of users in a Video Conference.
- Invitation Blocked - blocked or not if invited user is offline when invited by another user.
- Statistics Operation - yes or no option for Statistics function.
- Organization Chart Use - yes or no option for Organization Chart.
- Organization Chart Refresh Interval - time interval for update organization chart in a UCS Client.

NOTE: Concurrent Clients in Use must be equal to or less than the Useable Client Accounts. Also, the Shared Directory Entries must be equal to or greater than the Useable Client Accounts and Presence Entries must be equal to or less than the Useable Client Accounts. If these rules are not followed, attempts to store the Properties returns an error message and the Properties are not saved.

6.2.12 SIP Parameter

Various parameters associated with Session Initiation Protocol (SIP) handling for both the *UCS Server* and *UCS Client* can be adjusted by the Administrator in the SIP Parameter screen. We recommend that all values in this screen be kept as default.



Control buttons

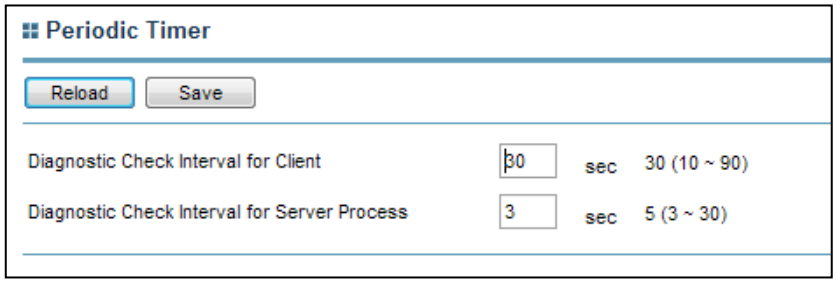
- Reload - refreshes the current *UCS Admin* screen.
- Save - saves the current *UCS Admin* screen.

Properties

- Server Port - Gateway Server TCP port used for communication with Application Servers.
- NAT Relay Server Port - Gateway Server TCP port UCS Clients use to send TCP streams (IM, File Send and Sharing); the port is used in the NAT environment.
- Max, Transaction Count - maximum number of Gateway Server transactions active at a given time.
- SIP Message Buffer - maximum size for SIP messages received by the Gateway Server.
- Active IP echo Server - defines if the Gateway Server employs multi-cast to notify UCS Clients of the Gateway Server IP Address.
- Trans. List Delete Timeout - Gateway timer to delete a transaction from the transaction list in case no final response message is received for a SIP request.
- TCP Relay List DeleteTimeout - Gateway timer to delete a TCP connection from the TCP relay list in case no final response message is received with a SIP request.
- SIP UDP Port - SIP UDP port on which the UCS Gateway expects to receive SIP messages.
- SIP TCP Port - SIP TCP port on which the UCS Gateway expects to receive SIP messages.
- SIP Worker Thread Count - number of processing threads to be initiated.
- SIP Message Queue Size - maximum length of the processing queue.
- Retransmission Timer 1 - *UCS Client* Invite transaction retransmits request at an interval that starts at T1 seconds.
- Retransmission Timer 2 - general requests are retransmitted at an interval which starts at T1 and doubles until it reaches T2.
- Provision Timer - transaction will stop re-transmission of the Invite request and will wait for a final response for the Provision Timer expires.
- Logging Errors - debug Flag to enable/disable saving error messages to the Gateway Log text file.
- Logging Infos - debug Flag to enable/disable saving information messages to the Gateway Log text file.
- Logging TCP Relay Info - debug Flag to enable/disable saving TCP Relay information messages to the Gateway Log text file.
- Logging SIP Resources - debug Flag to enable/disable saving SIP resource messages to the Gateway Log text file.
- Logging UCC2UC - debug Flag to enable/disable saving *UCS Client* messages sent by the Client to the Gateway Log text file.
- Logging UCS2UCC - debug Flag to enable/disable saving information from *UCS Sever* messages to the Gateway Log text file.
- IM Session Relay – Whether or not all of IM sessions are connected through Gateway server
- User Key to Debug - key value of user for debugging.
- Gateway IP Address - IP Address of PC Gateway program is installed.

6.2.13 Timer Settings

In the Periodic Timers screen, various timer settings can be adjusted.



Control buttons

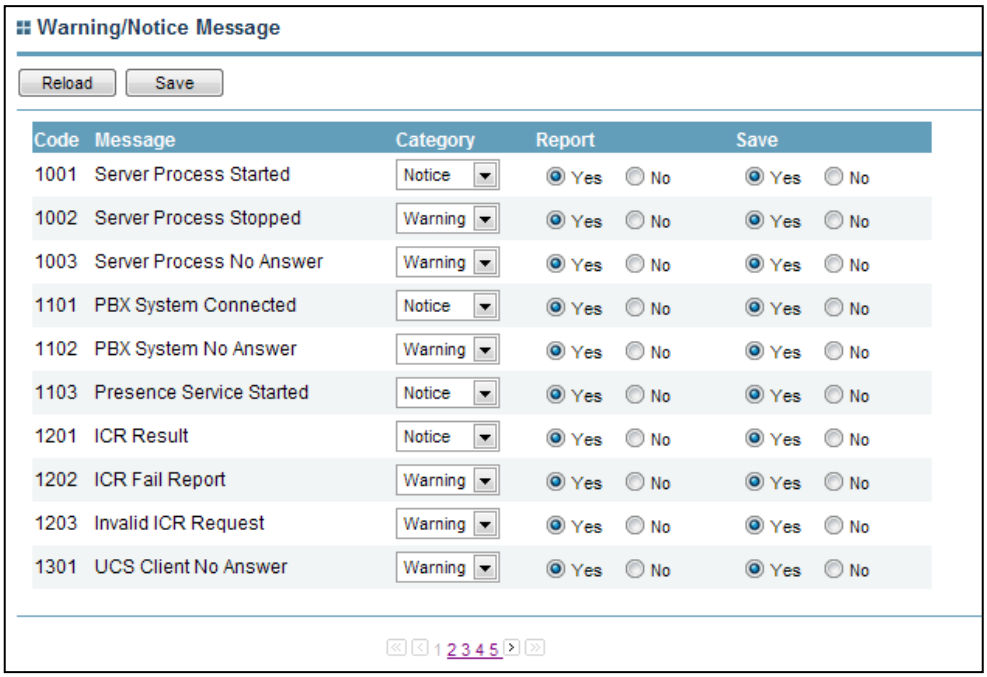
- Reload - refreshes the current *UCS Admin* screen.
- Save - saves the current *UCS Admin* screen.

Property items

- Diagnostic Check Interval for Client - interval for checking *UCS Client* diagnosis.
- Diagnostic Check Interval for Server Process - interval for checking *UCS Server* process diagnosis.

6.2.14 Message Log

***iPECS** UCS OMS* logs notice and warning messages. The Administrator can define the Category for each message and assign each message to be reported and saved to the history log. If not saved, a reported message will be deleted from the log after it has been reported.

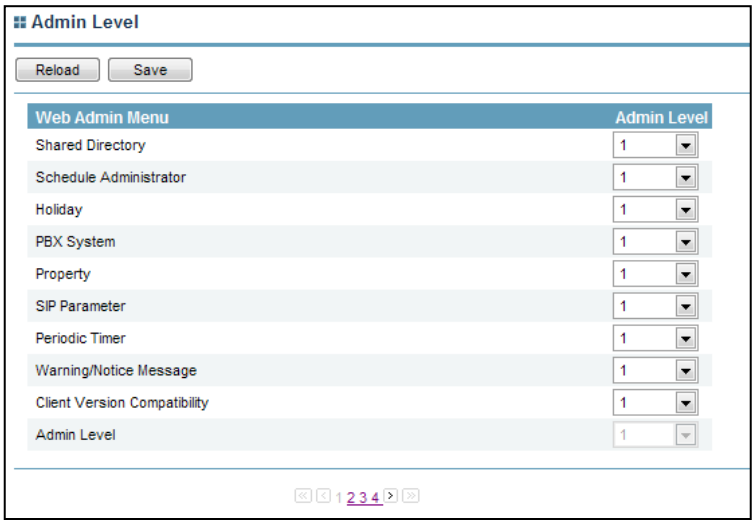


Control buttons

- Reload - refreshes the current *UCS Admin* screen.
- Save - saves the current *UCS Admin* screen.

6.2.15 Admin Level

The Admin Level screen is employed to define the lowest Admin Level allowed access to each ***iPECS UCS Web Admin*** screen. Users with a higher-numbered Admin Level are not allowed access to the screen and will receive following message indicating access is denied, "Your Admin Level is not acceptable." The Download Client Program menu can be assigned for access by Admin Levels 1 to 10; all other screens can be assigned for access by Admin Levels 1 to 5.

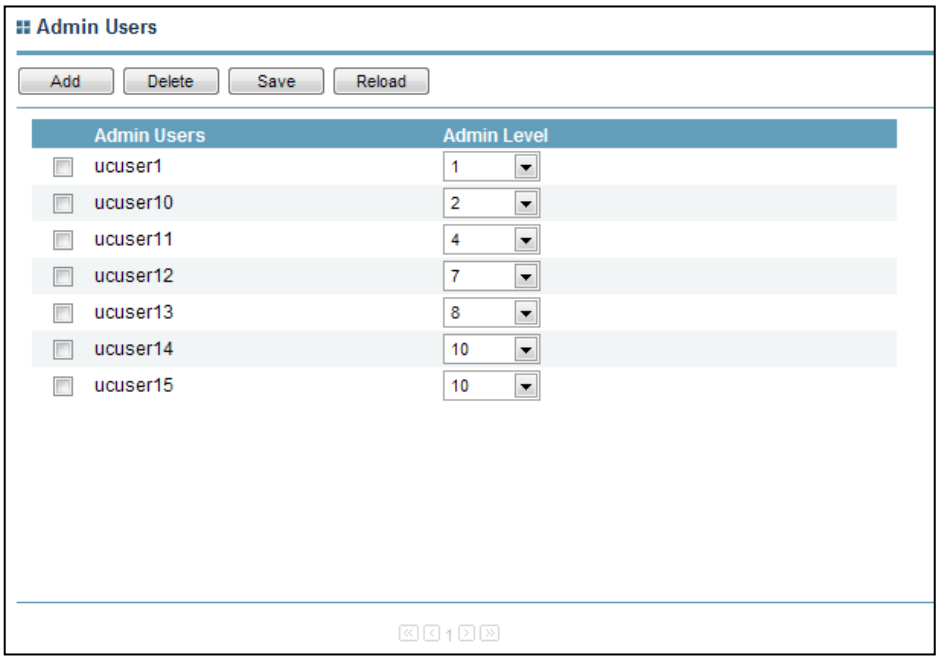


Control buttons

- Reload - refreshes the current *UCS Admin* screen.
- Save - saves the current *UCS Admin* screen.

6.2.16 Admin Users

The Admin User screen defines Admin Users and the Admin Level for each user. Only the Administrator or user with Admin Level 1 may view and modify information on this screen.



Control buttons

- Add - adds a new user to the Admin Group and defines Admin Level.

- Delete - deletes a user from the Admin Group.
- Save - saves the current *UCS Admin* screen.
- Reload - refreshes the current *UCS Admin* screen.

To add a user to the Admin Group:

1. Click Add.
2. Select the appropriate User ID.
3. Click Save to accept changes.

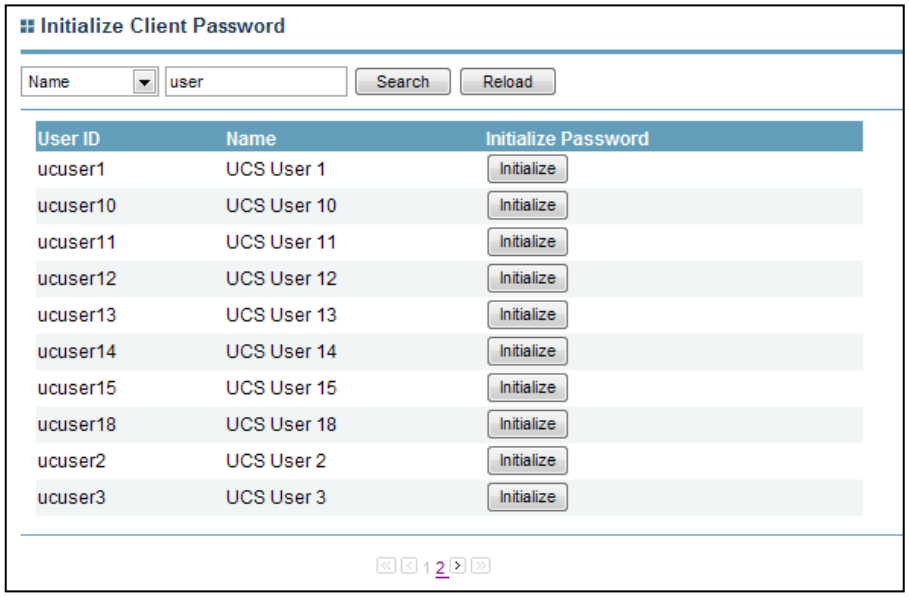
To assign or change the level for a user:

1. Select the user by clicking the corresponding check box.
2. Select the desired Admin Level from the drop-down list.
3. Click Save to accept changes.

6.2.17 User Password Initialize

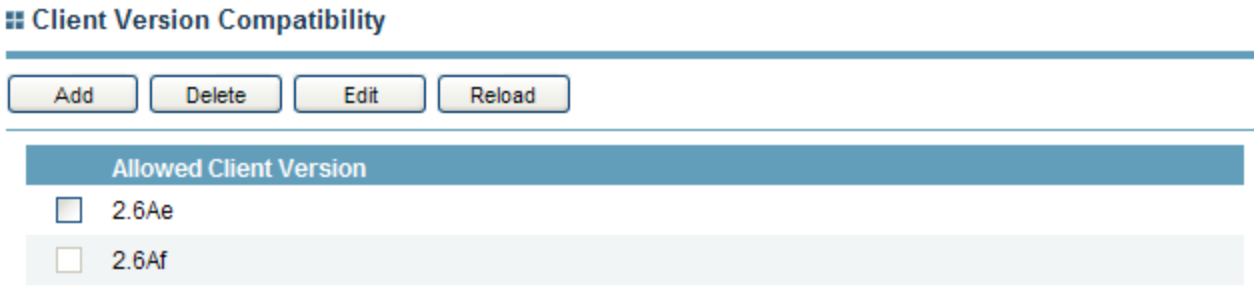
The Administrator or users with Admin Level 1 can initialize the password for those who forget their passwords. When initialized, the User ID is employed as the password. To initialize a password:

1. Click on the Initialize button corresponding to the User ID or Name.
2. The Search function can be used to locate the appropriate User ID or Name.



6.2.18 Client Version Compatibility

The Client Version Compatibility screen displays and manages the version of the *UCS Client*. This screen can only be viewed and modified by the Administrator or users with Admin Level 1.

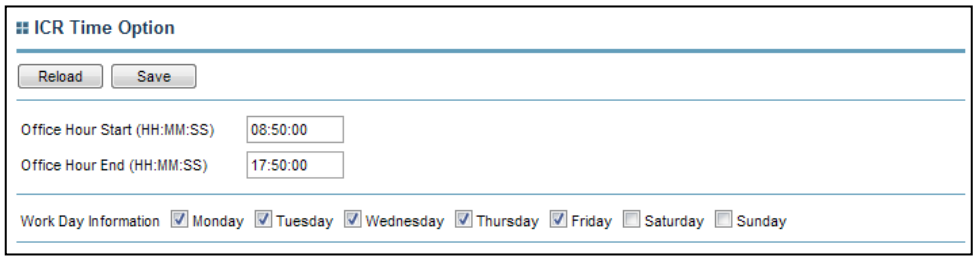


Control buttons

- Add - used to add Client versions
- Delete - used to delete Client versions
- Edit - used to modify the current *UCS Admin* screen.
- Reload - refreshes the current *UCS Admin* screen.

6.2.19 ICR Time Option

The ICR Option screen defines the Work and Off times as well as days in the work-week. This screen can only be viewed and modified by the Administrator or users with Admin Level 1.



Control buttons

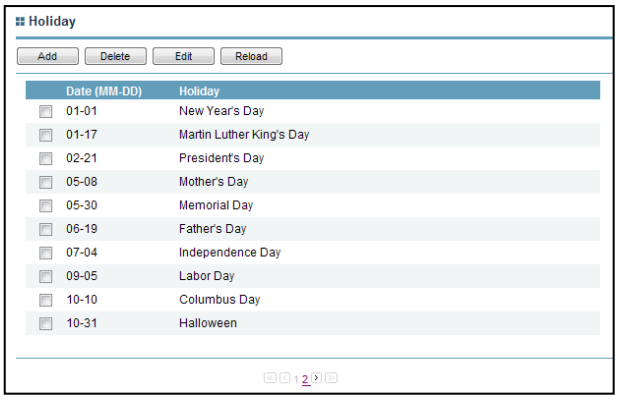
- Reload - refreshes the current *UCS Admin* screen.
- Save - saves the current *UCS Admin* screen.

Property items

- Office Hour Start - start time, work begins.
- Office Hour Stop - end time, work ends.
- Work Day Information - separate check boxes for work days.

6.2.20 ICR Holiday Assignment

In the Holiday Admin screen, yearly holidays are defined for the ICR function; these dates are used as holidays in the Client ICR definitions.



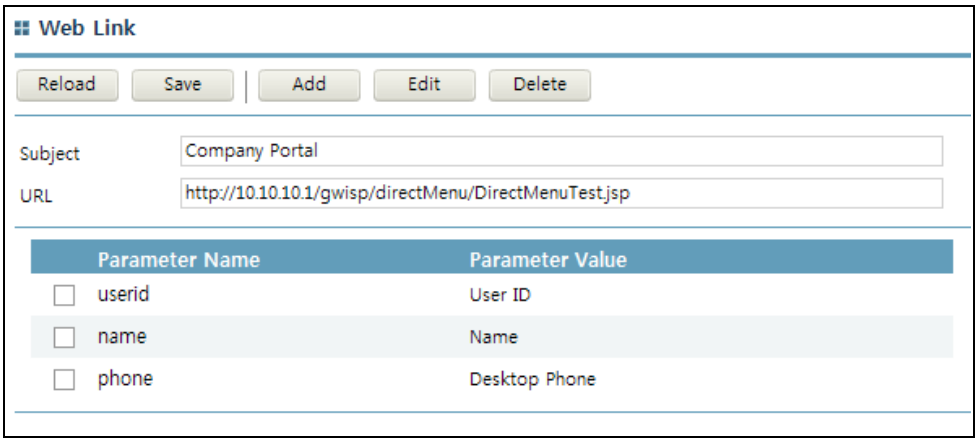
NOTE: These holiday assignments are not related to *UCS* scheduling functions.

Control buttons

- Add - adds a new Holiday.
- Delete - deletes a selected Holiday.
- Edit - modifies the definition for an existing Holiday.
- Reload - refreshes the current *UCS Admin* screen.

6.2.21 Web Link

In the Web Link screen, the Administrator or users with Admin Level 1 can register an external web page to show in the UCS Client. Any URL with a web page height less than 25 pixels can be registered. This function usually is used as a method for collecting web page links for company use. For example, the example shown Company Portal might contain links for web mail, electronic review and approval, and so on.



NOTE: This feature is for site-specific demands. The final URL will consist of the combination with

the added parameters. For example, when you want the web page to display in the UCS Client main window the number of unread web mail or waiting documents to be approved, you need to provide your identification information to the linked web mail server or electrical approval server using parameters such as User ID or name.

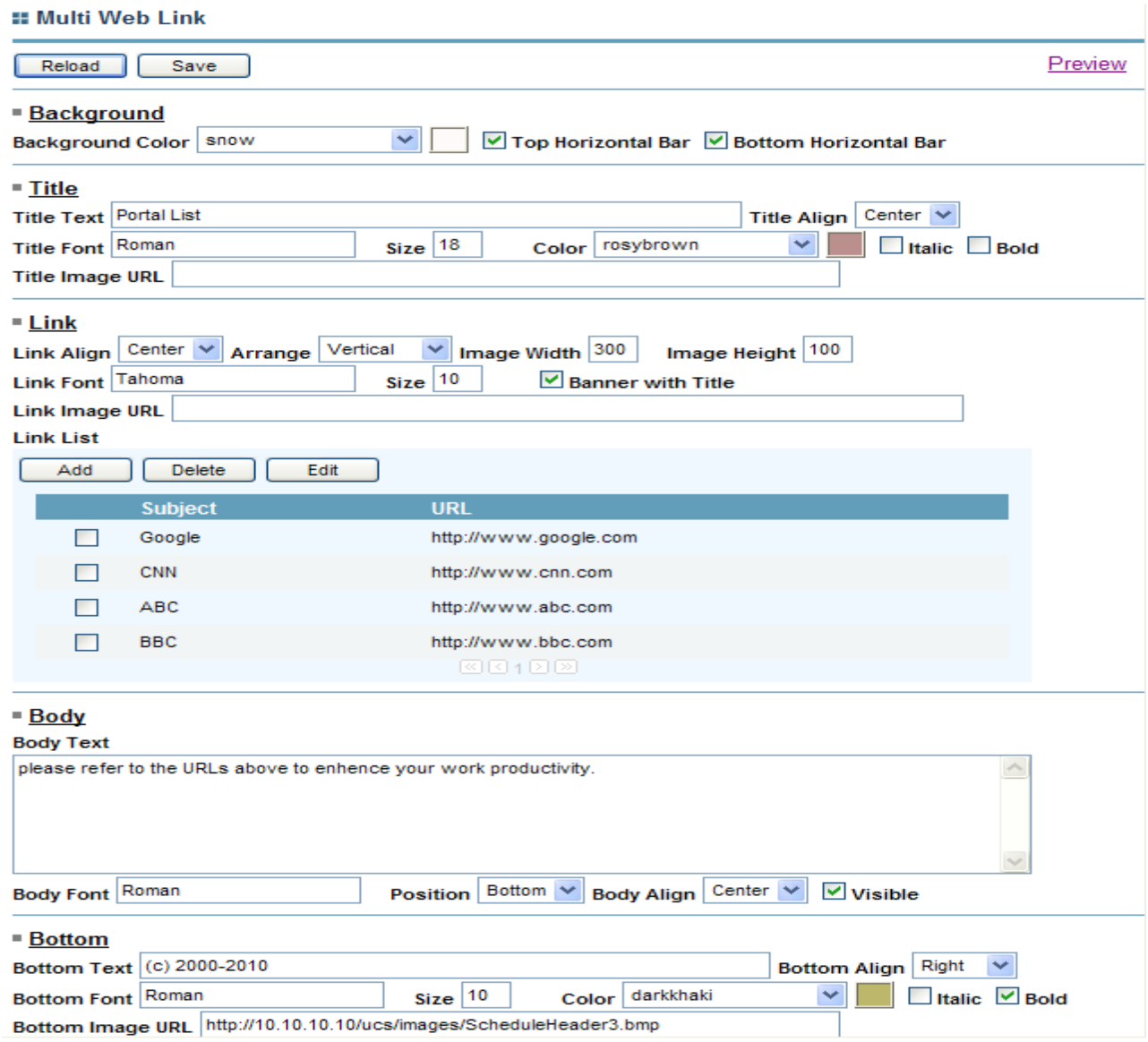
If there is a web link in the URL field, the related web page is displayed in the UCS Client main window between the main menu and self presence icons & message count area. If this URL field is empty, there is no web page displayed in the UCS Client main window.

Control buttons

- Reload - refreshes the current *UCS Admin* screen.
- Save - saves the current *UCS Admin* screen (Subject and URL).
- Add - add a new parameter value.
- Edit - edit a checked parameter value.
- Delete - delete checked parameters.

6.2.22 Multi Web Link

In the multi web link screen, the Administrator or users with Admin Level 1 can register not only multiple existing URLs, but also any URLs they made. They also could modify main contents and the color of screen. In order to apply modified parameters, they would register the Multi Web Link URL into the URL filed of the Web Link menu. Then the multi web link URLs would be viewed from the UCS Client. It is also possible for them to control any items of the Multi Web Link by themselves. The example below shows a configuration shot for the Multi Web Link.



NOTE: Any of web pages that contain Active-X or Java Plug-In is prohibited in the Link list of the Multi Web Link, because it could cause unpredictable problems in the UCS client.

Control buttons

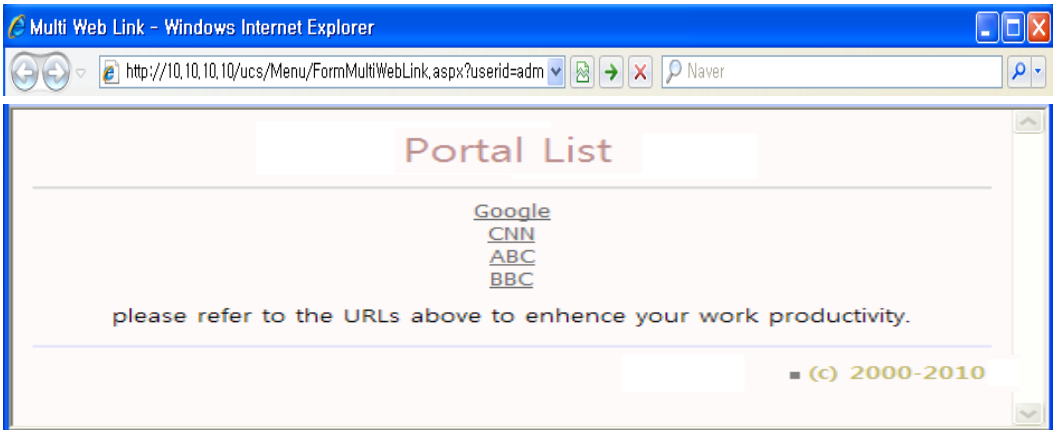
- Reload - refreshes the current *UCS Admin* screen.
- Save - saves the current *UCS Admin* screen.
- Preview – previews the Multi Web Link in accordance with input parameter values.
- Add - add a new parameter value.
- Edit - edit a checked parameter value.
- Delete - delete a checked parameter.

Others

- Background - adjusts a background color, top horizontal bar and bottom horizontal bar.
- Title – adjusts some parameters for the title and font. The title is shown on the top of the Web tab in the UCS Client.
- Link – adds, deletes or modifies any URLs which are given to the Web tab in the UCS Client..
- Body – adjusts contents and font for the body.
- Bottom – adjusts contents and font for the bottom.

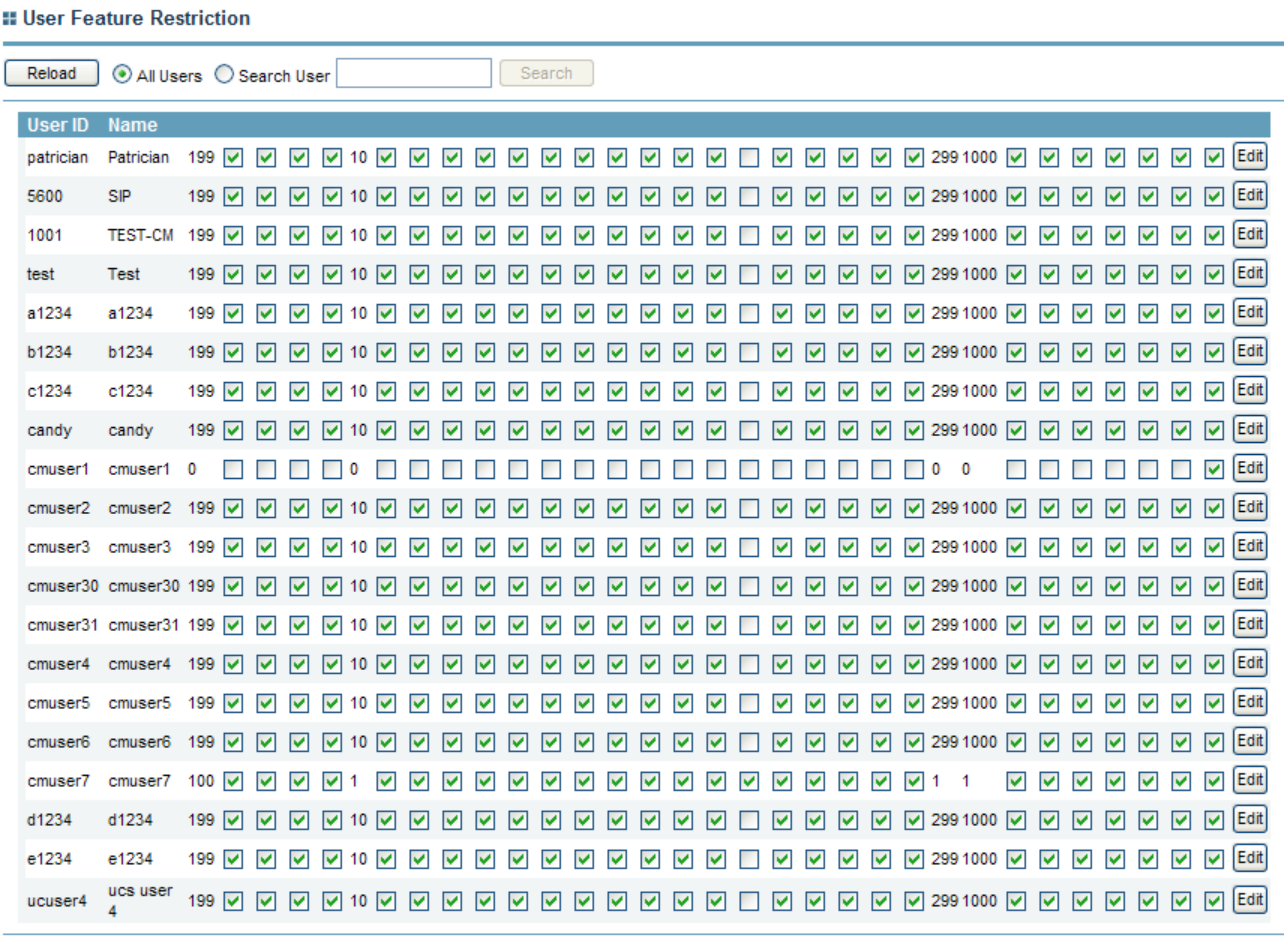
The picture below shows a screen shot for the Multi Web Link when users click the Preview button. A new web browser will pop up and it will show any corresponding web page if users click one link among several links below.

In order to apply this kind of Multi Web Link, the Administrator has to copy the URL which is the "http://10.10.10.10/ucs/Menu/FormMultiWebLink.aspx?userid=administrator" in this example to the URL filed of the 6.2.21 Web Link menu.



6.2.23 User Feature Restriction

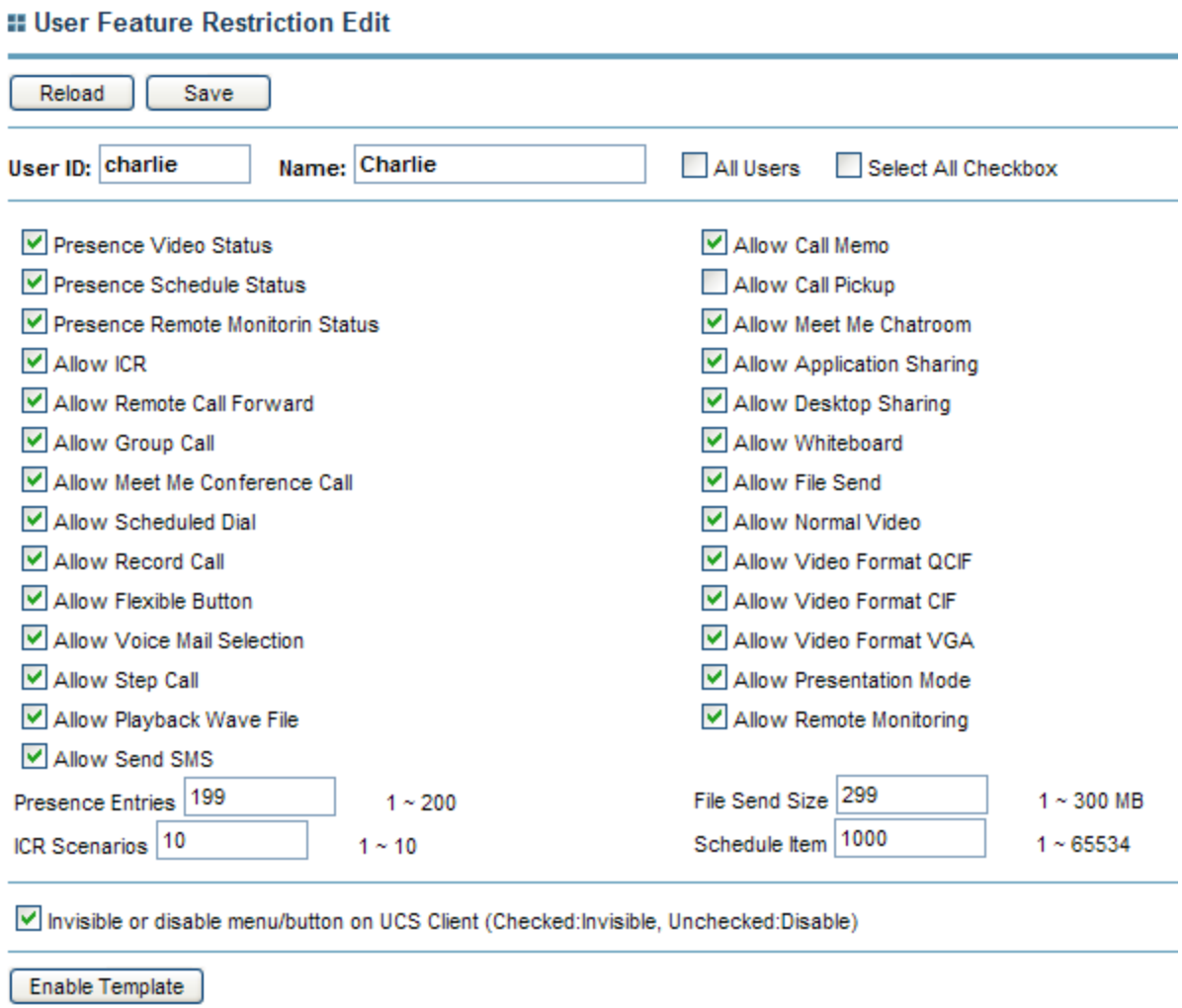
The Administrator can limit any functions to every UC Client user. The picture below shows a feature restriction status for entire UCS Client users. A checked box means that its function is available now for its user. On the other hand, any unchecked box means that its function is prohibited for its user. Some number in the screen shot indicates that its user has a limitation to that function. The Administrator could see explanation bubble when he puts his mouse focus on an each item.



Control buttons

- Reload - refreshes the current *UCS Admin* screen.
- Search – returns search results when the Administrator enters a user's name or ID into that field.
- Edit – moves to an editable screen where the Administrator could modify feature restriction for a UCS client user.

The figure below shows an editable screen shot for feature restriction for UCS client Charlie.



Control buttons

- Reload - refreshes the current *UCS Admin* screen.
- Save – saves the current *UCS Admin* screen.
- Enable Template – shows a reserved template. It will be applied to the user if the Administrator clicks the Apply button.

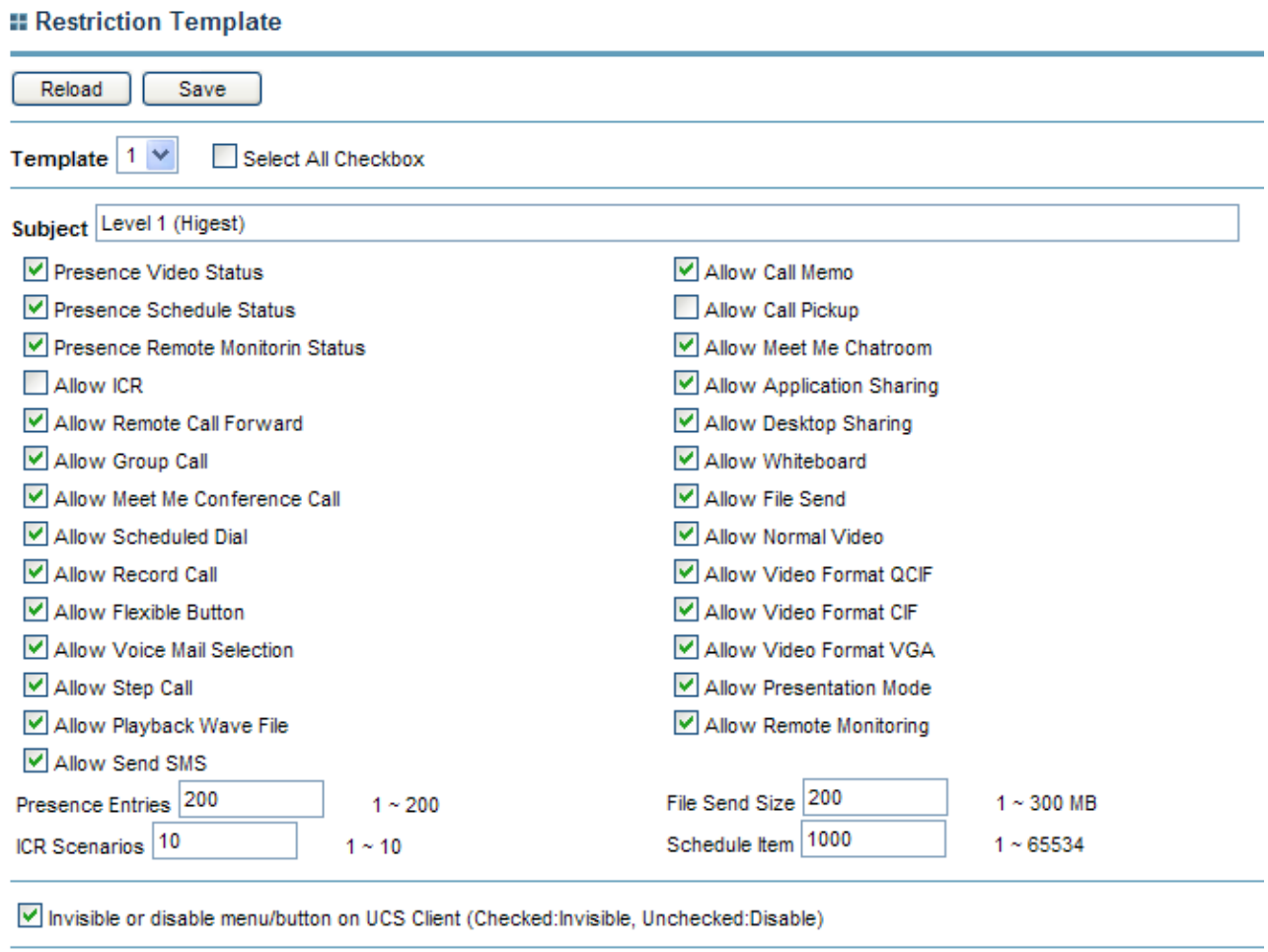
The unchecked function among all of supported functions will not be seen in the UCS client program if the Administrator selects the "Invisible or disable menu/button on UCS Client". On the other hand, if he does not select the "Invisible or disable menu/button on UCS Client", even though the unchecked function will be seen in the UCS Client program, the UCS Client user could not use that function, because the function becomes still disable.

NOTE: The user feature restriction will never be applied to the UCS Client user before he log-in again if the Administrator limits some functions to him as long as he already logged-in. Regarding Presence

entries, File Send Size, ICR Scenarios and Schedule Item, the maximum value for them can be chosen within their predefined ranges.

6.2.24 Restriction Template

By default, the UCS supports five reserved templates. The Administrator could apply it for each UCS Client by selecting one of five templates.



Control buttons

- Reload - refreshes the current *UCS Admin* screen.
- Save – saves the current *UCS Admin* screen.

NOTE: The user feature restriction will never be applied to the UCS Client user before he log-in again if the Administrator limits some functions to him as long as he already logged-in. Regarding Presence

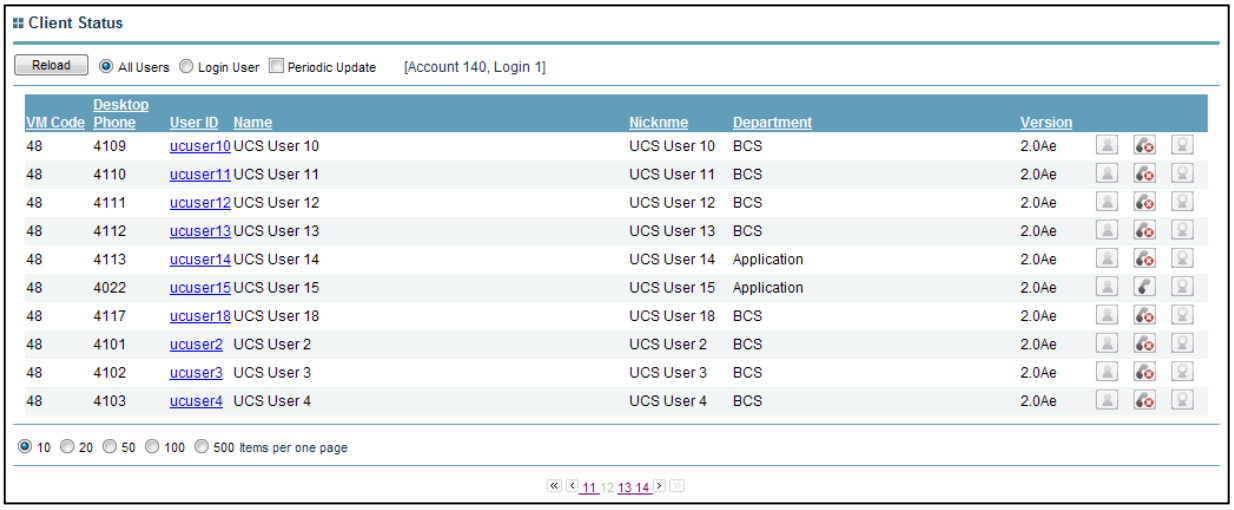
entries, File Send Size, ICR Scenarios and Schedule Item, the maximum value for them can be chosen within their predefined ranges.

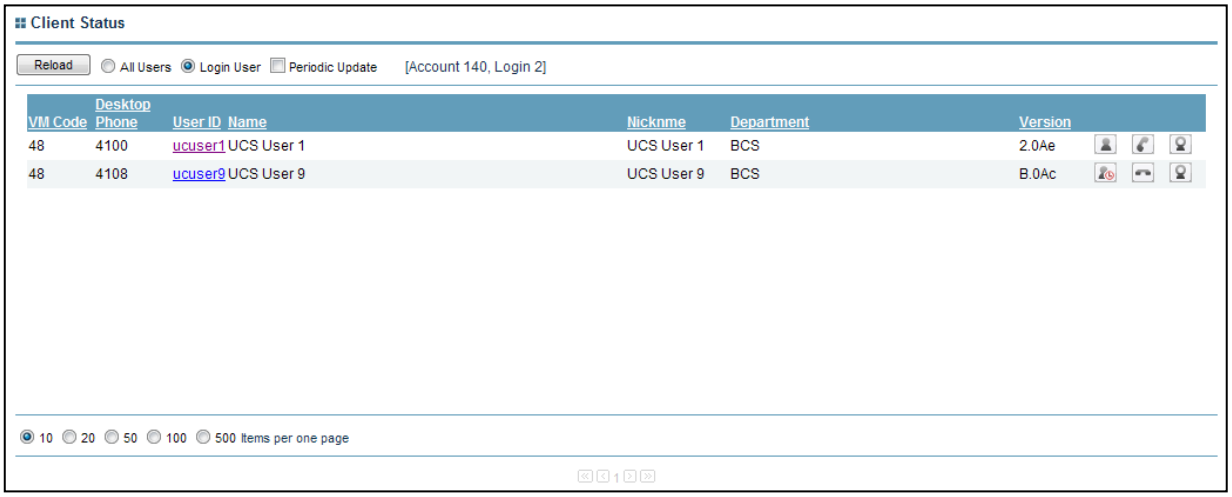
6.2.25 Status

Status information consists of Client Status, Server Status, PBX Status, Current Login User Status, and Call Connection Status.

6.2.25.1 Client Status

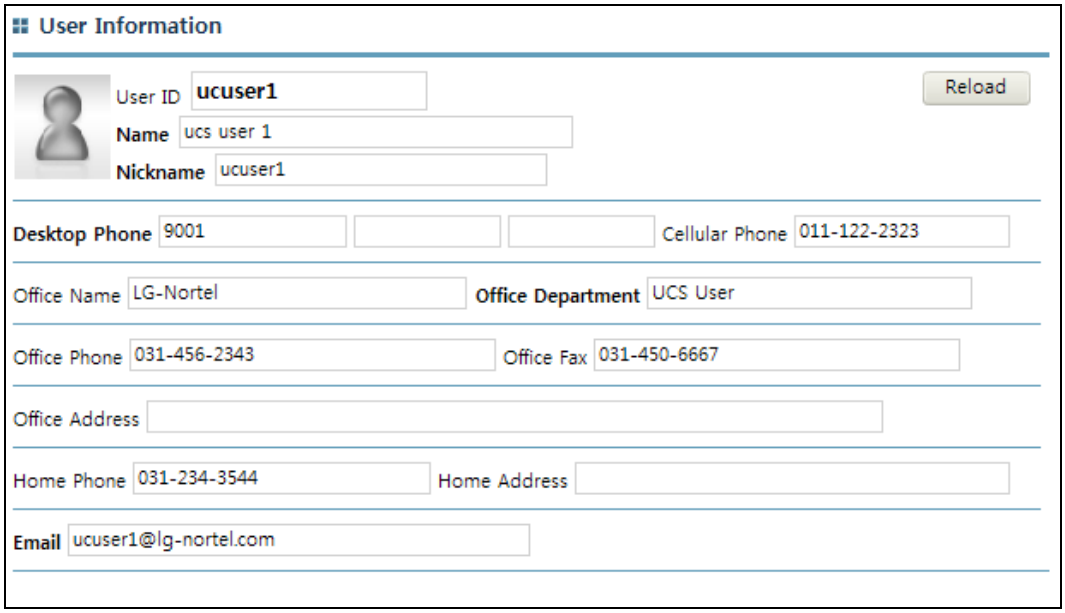
The Client Status screen shows all information of registered *UCS client* users. In this screen you can view the VN code, Desktop Phone, User ID, Name, Nickname, Department, Version and Presence status. The screen displays All Users or only users that are logged in (Login Users).





NOTE: If Periodic Update is set, the page is reloaded every 5 seconds.

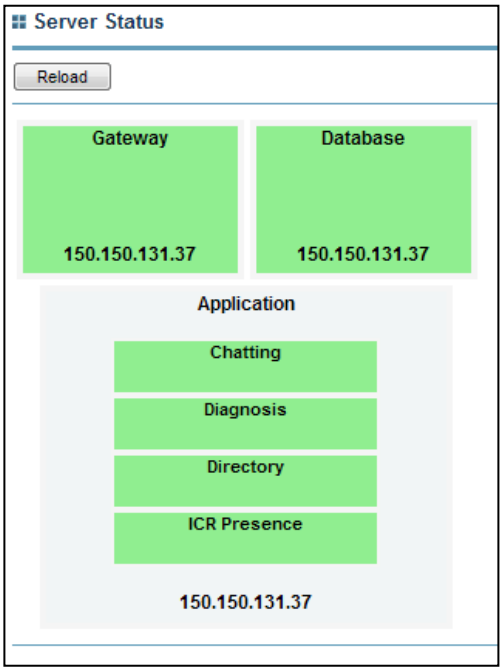
To view detailed information of a particular user Click on the User ID link.



6.2.25.2 Server Status

The Server Status screen shows current status of UCS Servers.

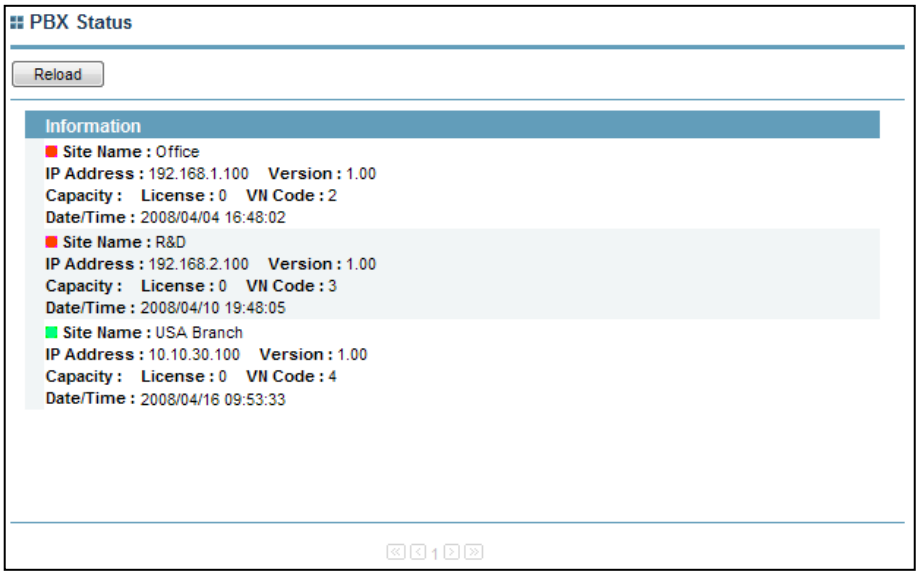
- Green - indicates normal status
- Red - indicates a fault or abnormal status.



6.2.25.3 PBX Status

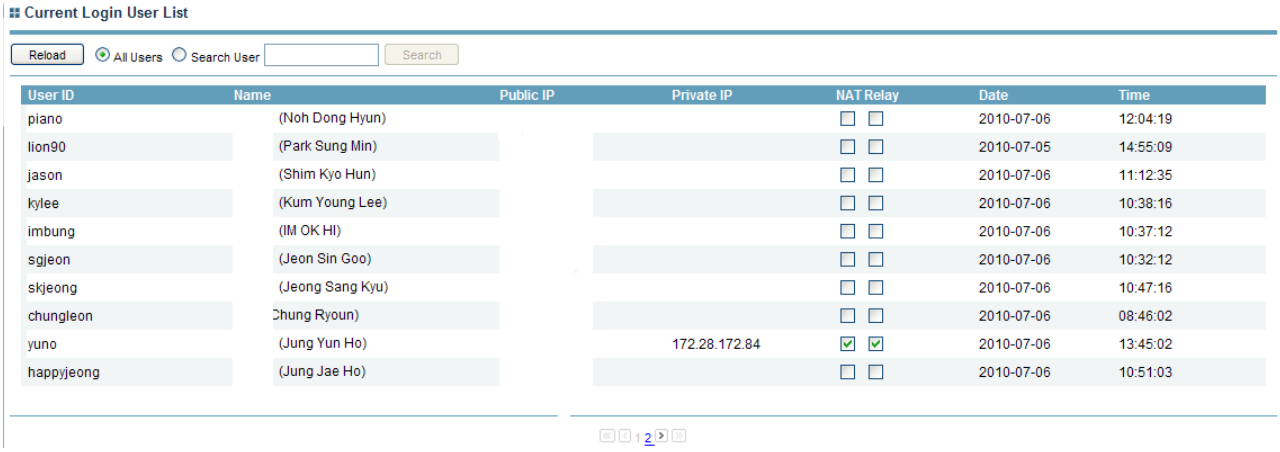
The PBX Status screen shows current status of ***iPECS*** system(s) registered to *UCS Server*. In this screen you can view Site Name, IP Address, Version, Capacity, License, VN Code and Date/Time. A Green colored square indicates normal status, and a Red colored square indicates a fault or abnormal

status.



6.2.25.4 Current Login User List

The Current Login User List screen displays information on the current logged in users. In this screen you can view User ID, Name, Public IP, Private IP, NAT, Relay, and Date/Time for each logged in user.



User ID	Name	Public IP	Private IP	NAT Relay	Date	Time
piano	(Noh Dong Hyun)			☐ ☐	2010-07-06	12:04:19
lion90	(Park Sung Min)			☐ ☐	2010-07-05	14:55:09
jason	(Shim Kyo Hun)			☐ ☐	2010-07-06	11:12:35
kylee	(Kum Young Lee)			☐ ☐	2010-07-06	10:38:16
imbung	(IM OK HI)			☐ ☐	2010-07-06	10:37:12
sgjeon	(Jeon Sin Goo)			☐ ☐	2010-07-06	10:32:12
skjeong	(Jeong Sang Kyu)			☐ ☐	2010-07-06	10:47:16
chungleon	Chung Ryoun)			☐ ☐	2010-07-06	08:46:02
yuno	(Jung Yun Ho)		172.28.172.84	☑ ☑	2010-07-06	13:45:02
happyjeong	(Jung Jae Ho)			☐ ☐	2010-07-06	10:51:03

NOTE:

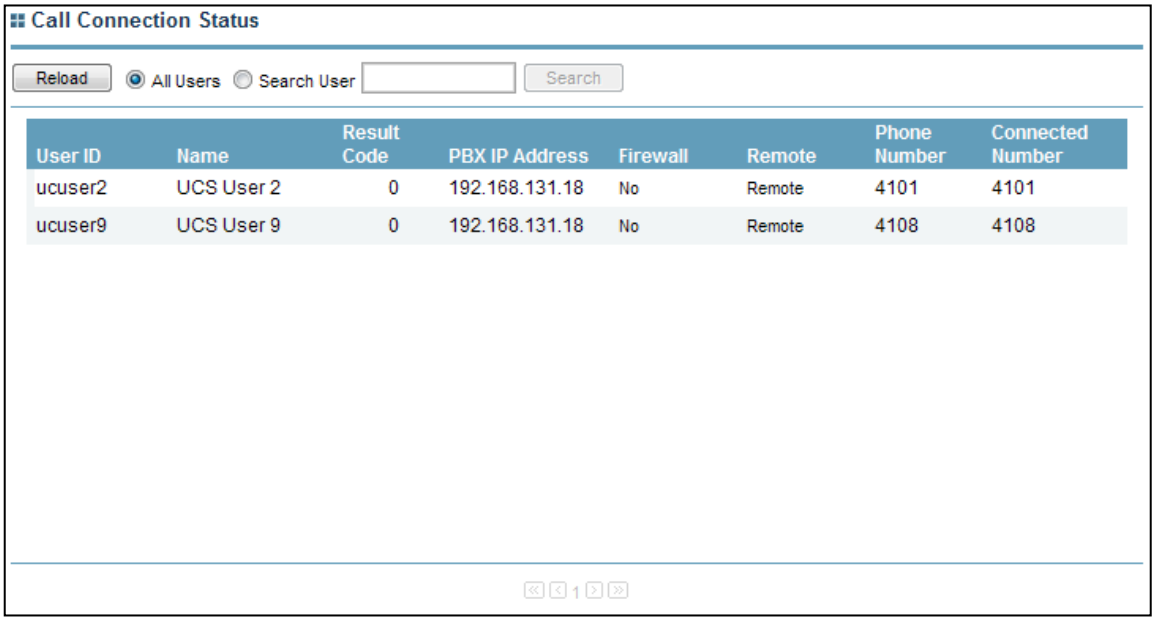
- Public IP addresses are IP addresses that are visible to the public. Because these IP addresses are public, they allow other network devices to know about and access your computer, like a Web server. The Public IP address shows the *UCS Client* PC's Public IP address.
- Private IP addresses are used on a private network, but they can not be routed through the public Internet. This creates a measure of security and it saves limited IP addresses. The Private IP address shows the *UCS Client* PC's Private IP address.
- Network Address Translation (NAT), also known as network masquerading, native address

translation or IP masquerading, is a technique of transceiving network traffic through a router that involves re-writing the source and/or destination IP addresses and usually the TCP/UDP port numbers of IP packets as they pass through. The NAT checkbox shows whether *UCS Client* PC is using NAT.

- *UCS Client* can be connected to the *UCS Server* using Relay mode. In Relay mode, *UCS Server* relays *UCS* services such as IM, File Send, Sharing, to each *UCS Client* end. The mode is automatically configured by *UCS Client* but, the *UCS Client* can be manually adjusted for relay operation.

6.2.25.5 Call Connection Status

The Call Connection Status screen shows current connected call information. In this screen you can view User ID, Name, Result Code, PBX IP Address, Firewall, Remote, Phone Number and Connected Number.



Result Code

- 0 - Success
- 1 -MAC and ID are Empty
- 2 -MAC is Default
- 3 -Registration Dip S/W is Protected
- 4 -Empty or Not Matching MAC
- 5 -Remote Password Not Matched
- 6 -Remote Registered Device Login Fail
- 7 -Not Allowed Device Registration Information

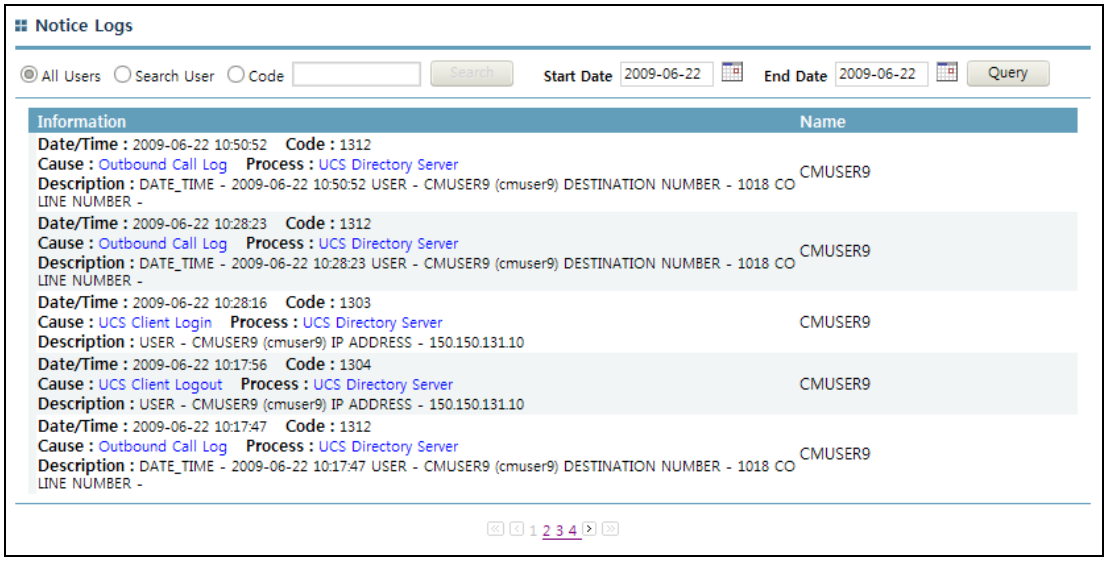
- 8 -SLT is Not Allowed for Remote Linked Station
- 9 -User Login Password does Not Match
- 10 -User Login Identity is Not Registered
- 11 - New Registration by User Login Identity
- 12 -Unresolved Master Slave Identification
- 13 - Abnormal by System 003
- 14 - Extension Logical Number Cannot be Assigned
- 15 - Extension Logical Number Cannot be Assigned
- 19 - No License, Please Contact Your Local Dealer
- 20 - *UCS Client* Identity
- 21 - Linked Pair Login Failed by Previous Link
- 22 - Wrong Device Type
- 23 - Linked Pair Station is Not Idle State
- 25 - No Response from System

6.2.26 Report

The reports consist of message, resource and usage logs as well as statistics.

6.2.26.1 Notice Logs

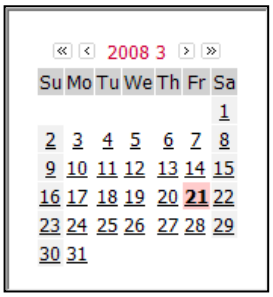
The Notice Logs screen displays a history of notice messages. In this screen you can view Date/Time, Code, Cause, Process, Description and Name. The display can be for all users or searched for a specific user. Also, the display can be searched for a specific code.



To select a date for display:

1. Click the Calendar icon to the right of the date box.

2. Select the desired date from the Calendar.



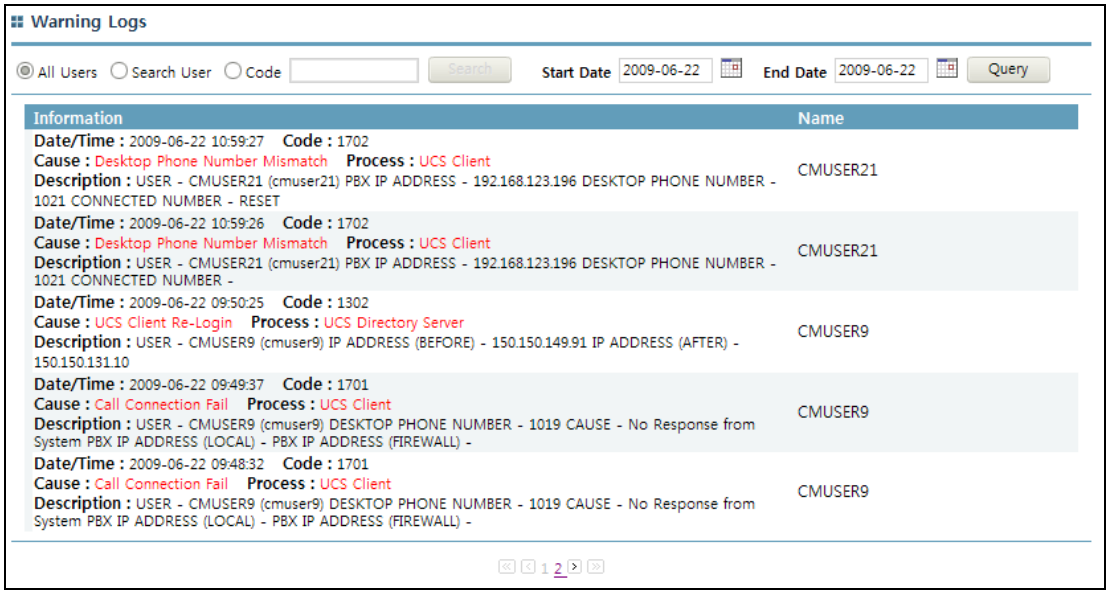
To display the calendar window:

1. Click the calendar icon.
2. Select the date to input.

NOTE: The range of query is 30 days.

6.2.26.2 Warning Logs

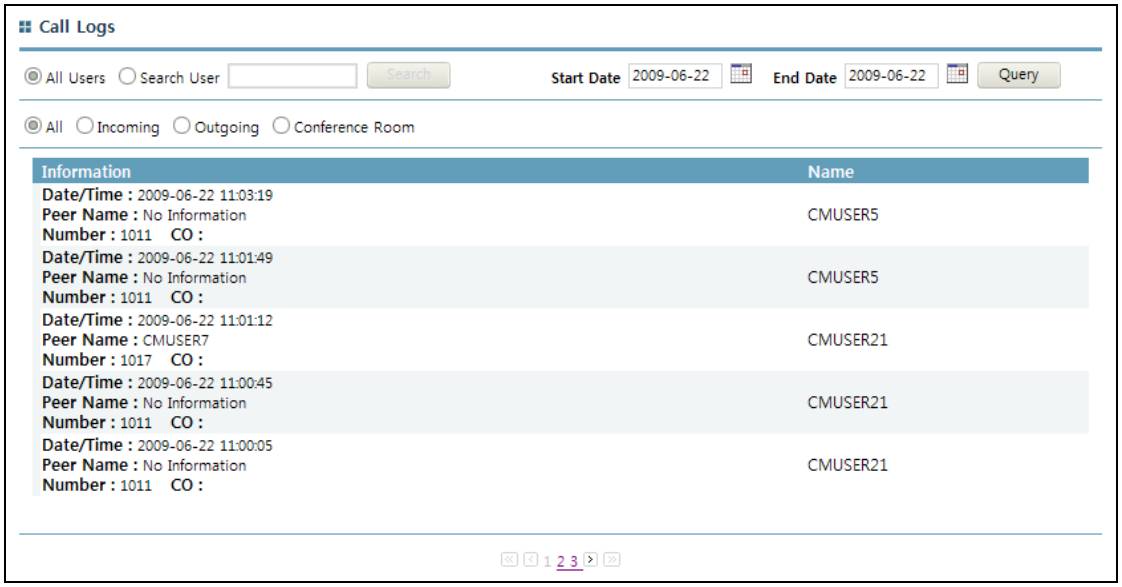
The Warning Logs screen shows the history of warning messages. In this screen you can view Date/Time, Code, Cause, Process, Description and Name. The display can be for all users or searched for a specific user. Also, the display can be searched for a specific code.



NOTE: The range of query is 30 days.

6.2.26.3 Call Logs

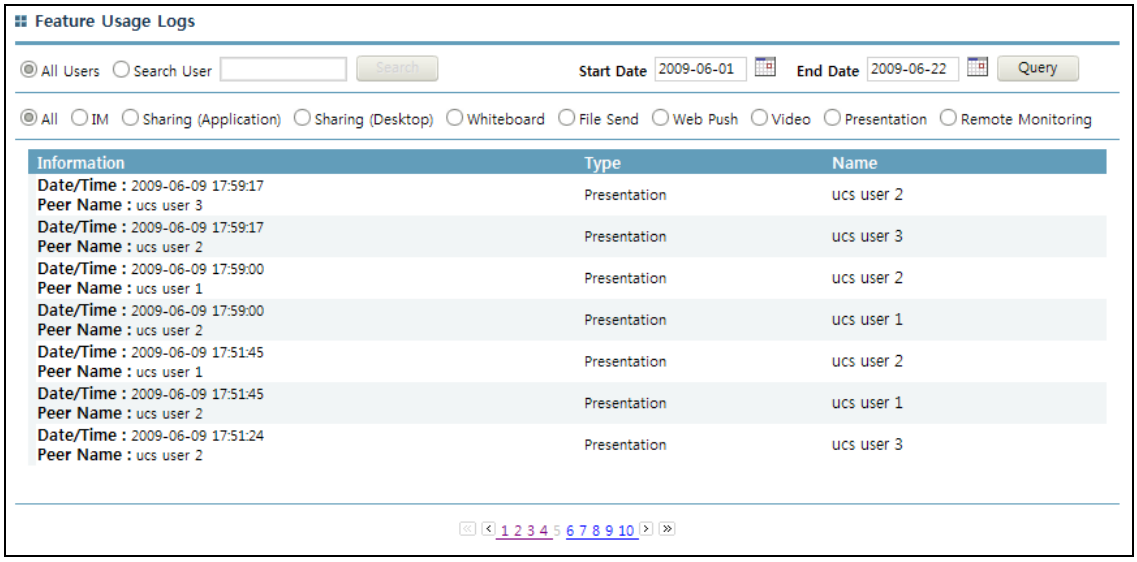
The Call Logs screen shows the history of *UCS Client* calls. In this screen you can view Date/Time, Peer Name, Number, CO and Name. The call type can be selected from the radial buttons as All, Incoming, Outgoing and Conference Room. The display can be for all users or searched for a specific user.



NOTE: The range of query is 30 days.

6.2.26.4 Usage Logs

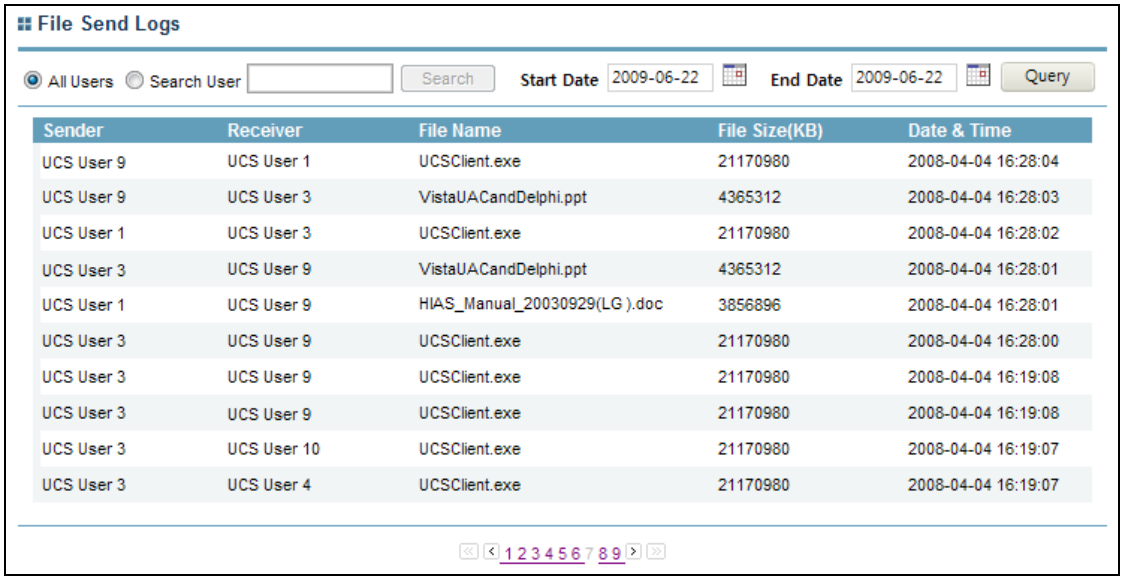
The Feature Usage Logs screen shows a history of features used. In this screen you can view Date/Time, Peer Name, Type (name of feature) and Name. The feature Type can be selected from the radial buttons and include All, IM, Sharing, File Send, Web Push and Video. The display can be for all users or searched for a specific user.



NOTE: The range of query is 30 days.

6.2.26.5 File Send Logs

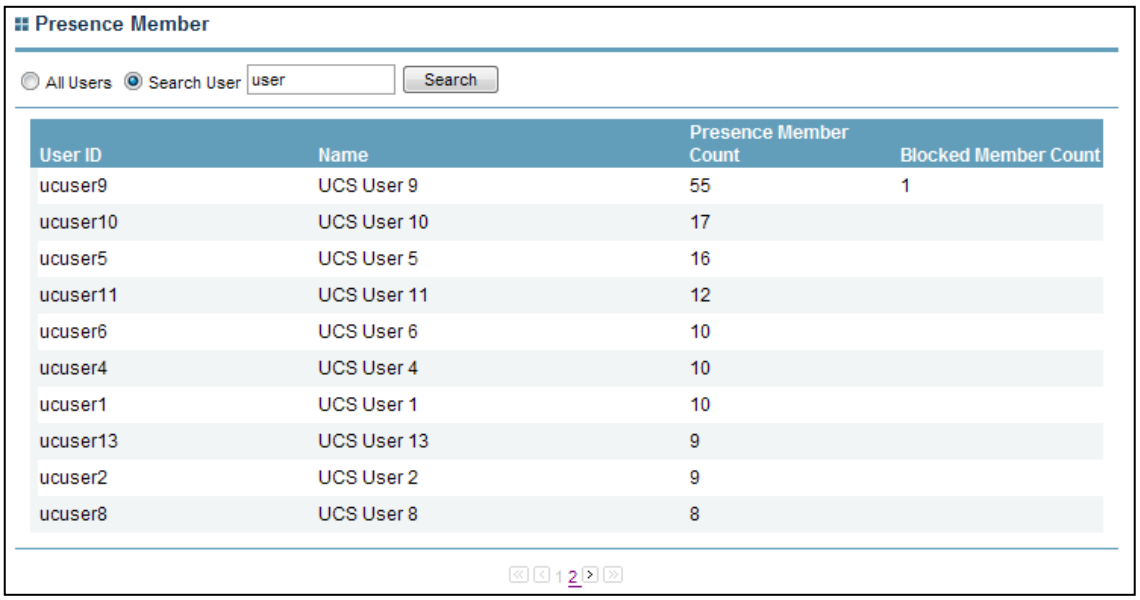
The File Send Logs screen shows detailed history for the file sending feature. In this screen you can view File Sender, Receiver, File Name, File Size and Date & Time. The display can be for all users or searched for a specific user.



NOTE: The range of query is 30 days.

6.2.26.6 Presence Member

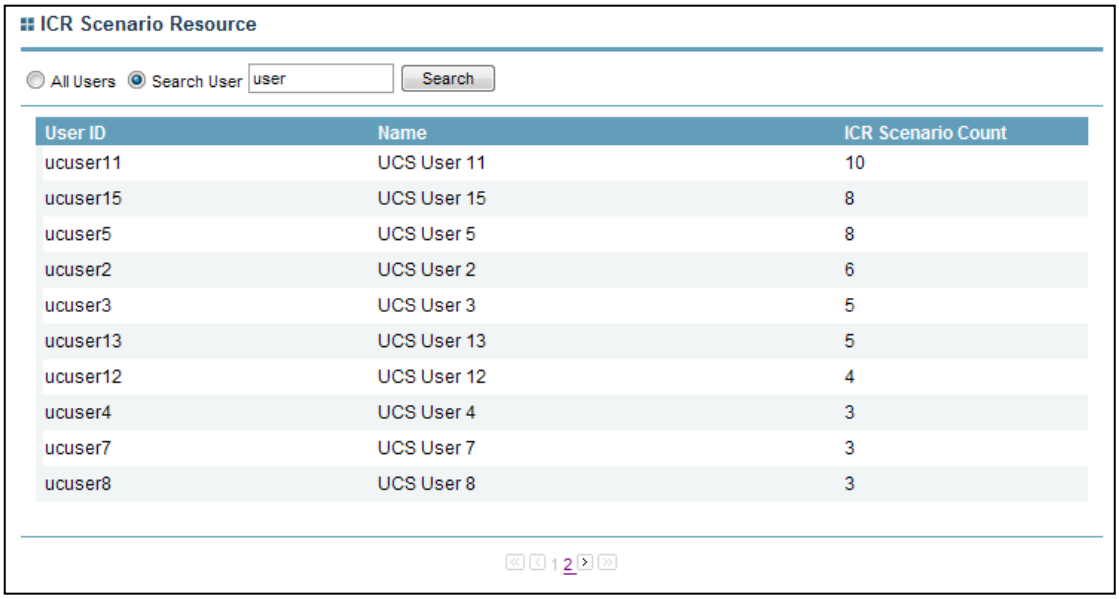
The Presence Member screen shows the counts of presence members that are registered in the Presence window for each *UCS Client*. The display can be for all users or searched for a specific user.



NOTE: Information is arranged in order by counts of the Presence Member Count column.

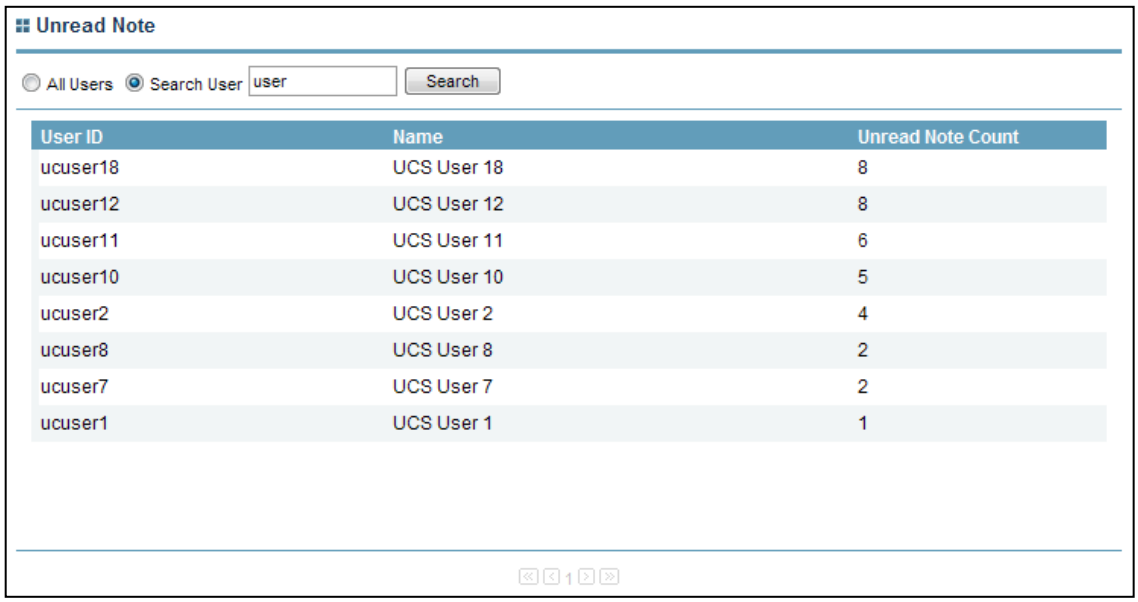
6.2.26.7 ICR Scenario Resource

The ICR Scenario screen shows the number of ICR scenarios that are registered for each *UCS Client*. The display can be for all users or searched for a specific user.



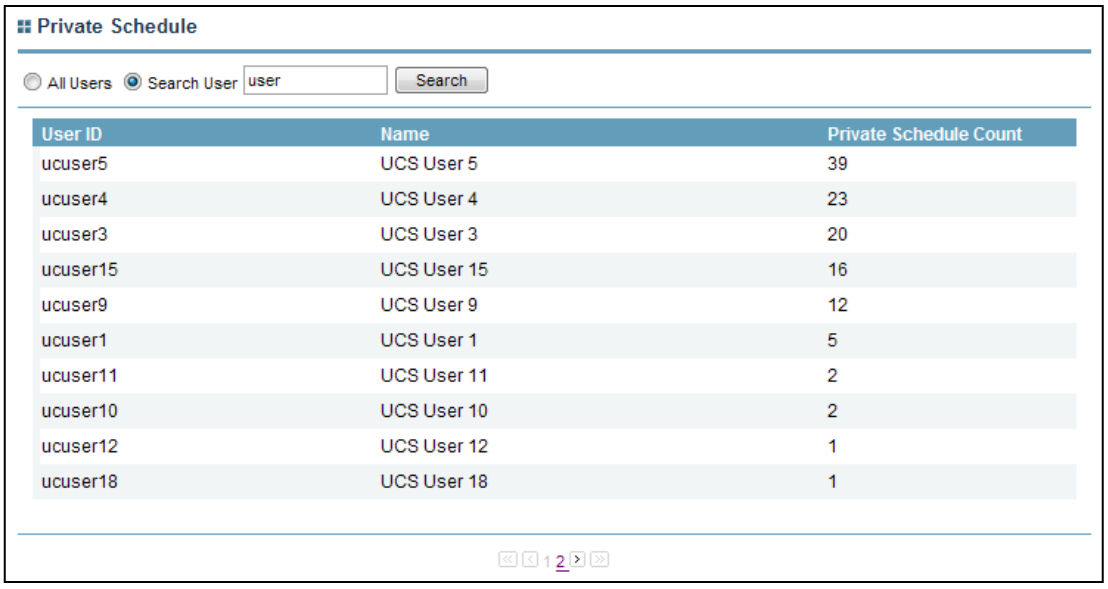
6.2.26.8 Unread Note

The Unread Note screen shows the number of the unread notes for each *UCS Client*. The display can be for all users or searched for a specific user.



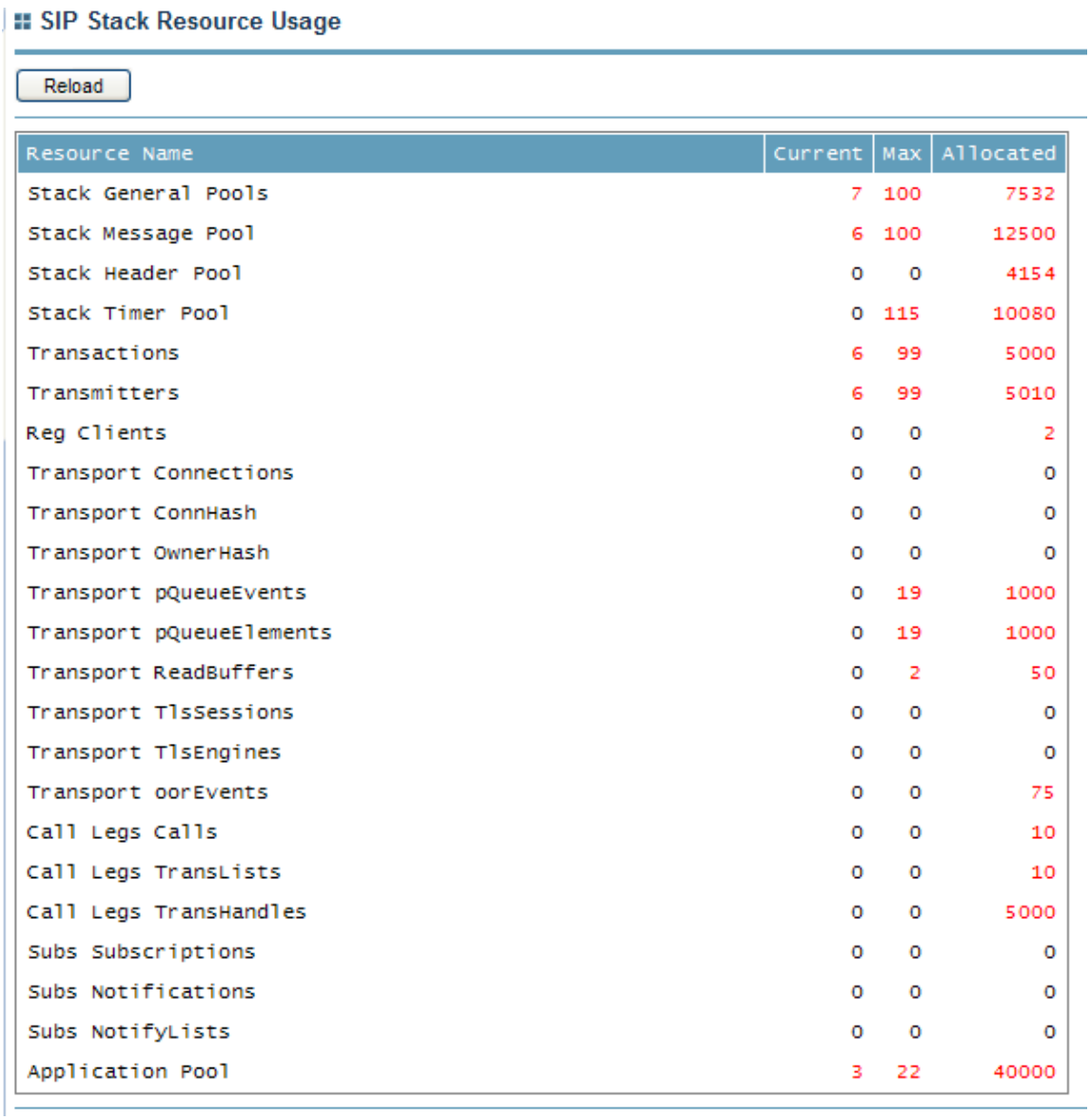
6.2.26.9 Private Schedule

The Private Schedule screen shows the number of schedules registered by each *UCS Client*. The display can be for all users or searched for a specific user.



6.2.26.10 SIP Stack Resource Usage

The SIP Stack Resource Usage screen shows a count of use for each SIP resource. This screen is useful to troubleshoot a SIP protocol issues between Gateway server and clients.



SIP Stack Resource Usage

Reload

Resource Name	Current	Max	Allocated
Stack General Pools	7	100	7532
Stack Message Pool	6	100	12500
Stack Header Pool	0	0	4154
Stack Timer Pool	0	115	10080
Transactions	6	99	5000
Transmitters	6	99	5010
Reg Clients	0	0	2
Transport Connections	0	0	0
Transport ConnHash	0	0	0
Transport OwnerHash	0	0	0
Transport pQueueEvents	0	19	1000
Transport pQueueElements	0	19	1000
Transport ReadBuffers	0	2	50
Transport TlsSessions	0	0	0
Transport TlsEngines	0	0	0
Transport oorEvents	0	0	75
Call Legs Calls	0	0	10
Call Legs TransLists	0	0	10
Call Legs TransHandles	0	0	5000
Subs Subscriptions	0	0	0
Subs Notifications	0	0	0
Subs NotifyLists	0	0	0
Application Pool	3	22	40000

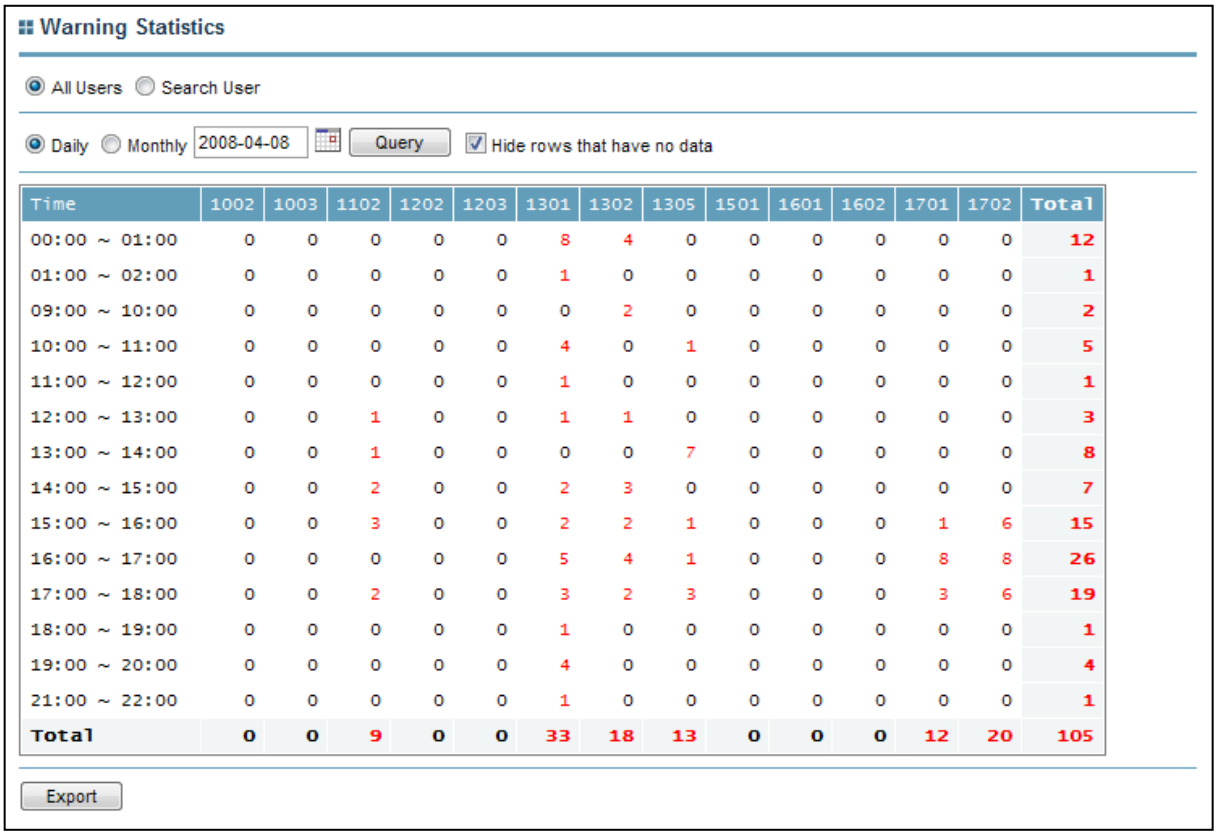
Property items

- Stack General Pools - General Pools of SIP Stack module
- Stack Message Pool - Message Pools of SIP Stack module
- Stack Header Pool - Header Pools of SIP Stack module
- Stack Timer Pool - Timer Pools of SIP Stack module
- Transactions - Transaction module
- Transmitters - Transmitter module
- Reg Clients - Registered Client module
- Transport Connections - Connection resources of the Transport module
- Transport ConnHash - ConnHash resources of the Transport module
- Transport OwnerHash - OwnerHash resources of the Transport module
- Transport pQueueEvents - pQueueEvents resources of the Transport module

- pQueueElements -pQueueElements resources of the Transport module
- Transport ReadBuffers -ReadBuffers resources of the transport module
- Transport TlsSessions - TlsSessions resources of the transport module
- Transport TlsEngines - TlsEngines resources of the transport module
- Transport oorEvents -oorEvents resources of the transport module
- CallLegs Calls - Calls resource of the Call module
- CallLegs TransLists -TransLists resource of the Call module
- CallLegs TransHandles -TransHandles resource of the Call module
- Subs Subscriptions -Subscription resource of the Subscription module
- Subs Notifications -Notification resource of the Subscription module
- Subs NotifyLists -Notifylist resource of the Subscription module
- Application Pool-Resource of Application module

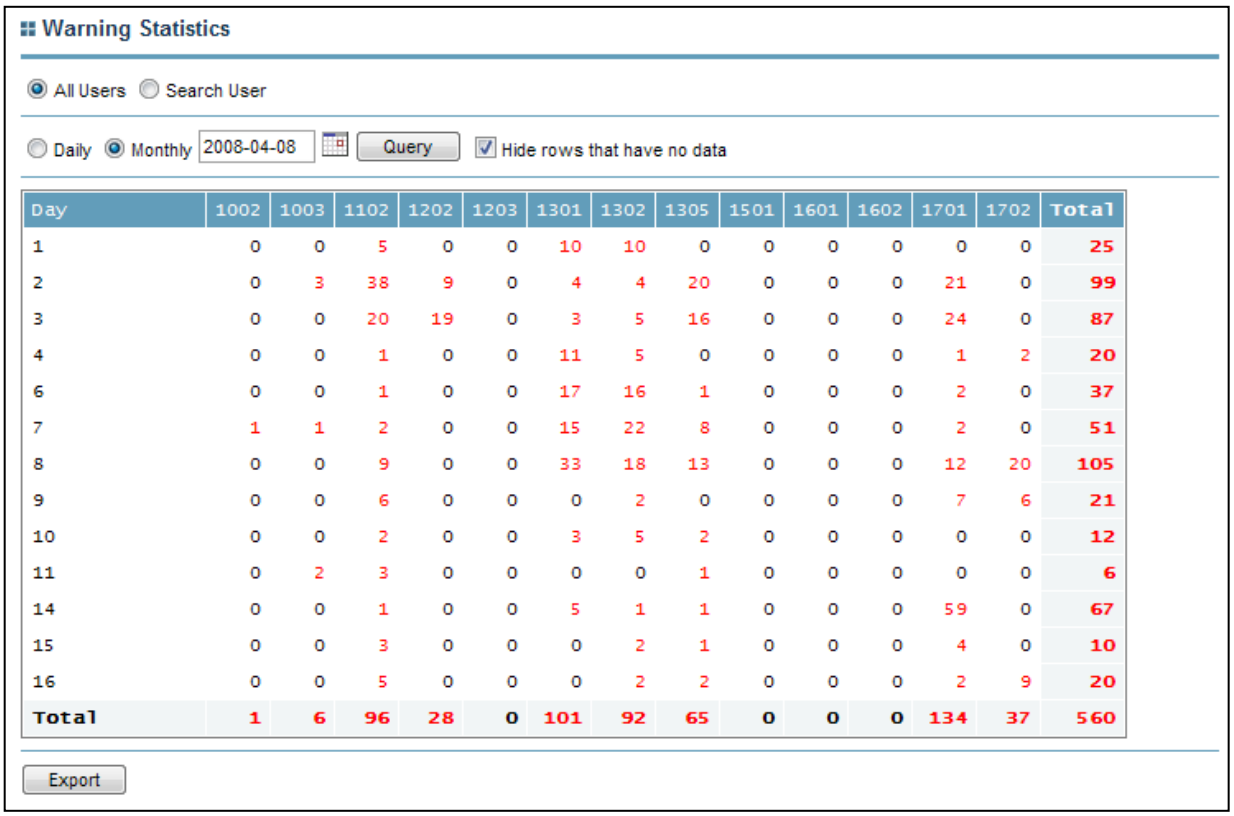
6.2.26.11 Warning Statistics

The Warning Statistics screen shows the number of warning events that occur in the *UCS Server* daily or monthly. You can select to view All User or Selected User data as well as daily or monthly information. In the daily display, data is arranged hourly and in the monthly display, data is arranged daily. In addition, if Hide rows with no data are selected, the applicable rows are not displayed.



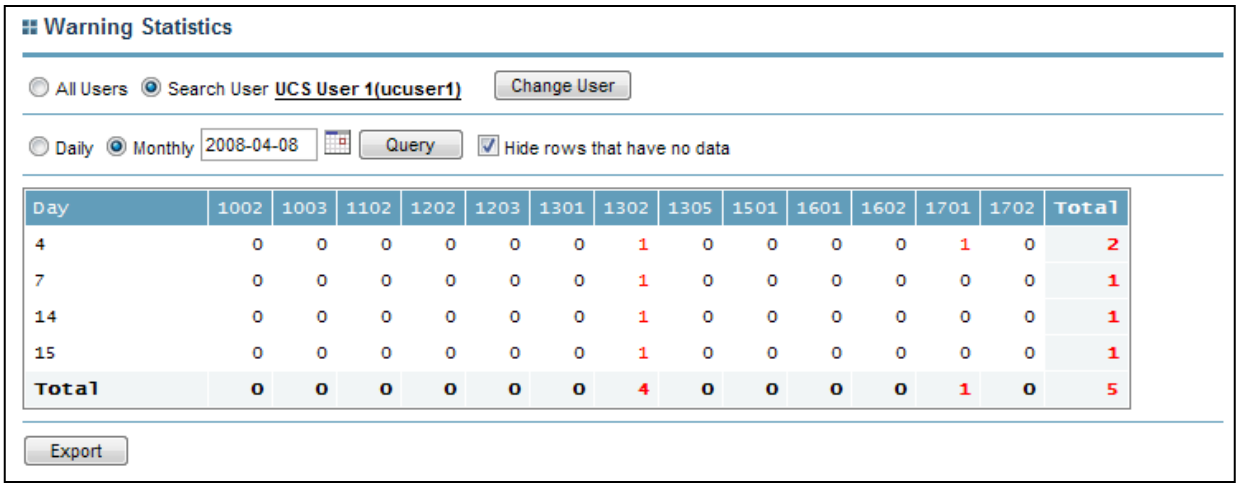
Time	1002	1003	1102	1202	1203	1301	1302	1305	1501	1601	1602	1701	1702	Total
00:00 ~ 01:00	0	0	0	0	0	8	4	0	0	0	0	0	0	12
01:00 ~ 02:00	0	0	0	0	0	1	0	0	0	0	0	0	0	1
09:00 ~ 10:00	0	0	0	0	0	0	2	0	0	0	0	0	0	2
10:00 ~ 11:00	0	0	0	0	0	4	0	1	0	0	0	0	0	5
11:00 ~ 12:00	0	0	0	0	0	1	0	0	0	0	0	0	0	1
12:00 ~ 13:00	0	0	1	0	0	1	1	0	0	0	0	0	0	3
13:00 ~ 14:00	0	0	1	0	0	0	0	7	0	0	0	0	0	8
14:00 ~ 15:00	0	0	2	0	0	2	3	0	0	0	0	0	0	7
15:00 ~ 16:00	0	0	3	0	0	2	2	1	0	0	0	1	6	15
16:00 ~ 17:00	0	0	0	0	0	5	4	1	0	0	0	8	8	26
17:00 ~ 18:00	0	0	2	0	0	3	2	3	0	0	0	3	6	19
18:00 ~ 19:00	0	0	0	0	0	1	0	0	0	0	0	0	0	1
19:00 ~ 20:00	0	0	0	0	0	4	0	0	0	0	0	0	0	4
21:00 ~ 22:00	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Total	**0**	**0**	**9**	**0**	**0**	**33**	**18**	**13**	**0**	**0**	**0**	**12**	**20**	**105**

All Users/Daily



Day	1002	1003	1102	1202	1203	1301	1302	1305	1501	1601	1602	1701	1702	Total
1	0	0	5	0	0	10	10	0	0	0	0	0	0	25
2	0	3	38	9	0	4	4	20	0	0	0	21	0	99
3	0	0	20	19	0	3	5	16	0	0	0	24	0	87
4	0	0	1	0	0	11	5	0	0	0	0	1	2	20
6	0	0	1	0	0	17	16	1	0	0	0	2	0	37
7	1	1	2	0	0	15	22	8	0	0	0	2	0	51
8	0	0	9	0	0	33	18	13	0	0	0	12	20	105
9	0	0	6	0	0	0	2	0	0	0	0	7	6	21
10	0	0	2	0	0	3	5	2	0	0	0	0	0	12
11	0	2	3	0	0	0	0	1	0	0	0	0	0	6
14	0	0	1	0	0	5	1	1	0	0	0	59	0	67
15	0	0	3	0	0	0	2	1	0	0	0	4	0	10
16	0	0	5	0	0	0	2	2	0	0	0	2	9	20
Total	**1**	**6**	**96**	**28**	**0**	**101**	**92**	**65**	**0**	**0**	**0**	**134**	**37**	**560**

All Users/Monthly



Day	1002	1003	1102	1202	1203	1301	1302	1305	1501	1601	1602	1701	1702	Total
4	0	0	0	0	0	0	1	0	0	0	0	1	0	2
7	0	0	0	0	0	0	1	0	0	0	0	0	0	1
14	0	0	0	0	0	0	1	0	0	0	0	0	0	1
15	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Total	**0**	**0**	**0**	**0**	**0**	**0**	**4**	**0**	**0**	**0**	**0**	**1**	**0**	**5**

Searched User/Monthly

Control buttons

- Export -exports queried data to CSV formatted document.

The figure below is the screenshot of the exported CSV document shown in spreadsheet format.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	Daily : 2008-04-08 : All Users															
2	Time	1002	1003	1102	1202	1203	1301	1302	1305	1501	1601	1602	1701	1702	Total	
3	00:00 ~ 01:00	0	0	0	0	0	8	4	0	0	0	0	0	0	12	
4	01:00 ~ 02:00	0	0	0	0	0	1	0	0	0	0	0	0	0	1	
5	02:00 ~ 03:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
6	03:00 ~ 04:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
7	04:00 ~ 05:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
8	05:00 ~ 06:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
9	06:00 ~ 07:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
10	07:00 ~ 08:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
11	08:00 ~ 09:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
12	09:00 ~ 10:00	0	0	0	0	0	0	2	0	0	0	0	0	0	2	
13	10:00 ~ 11:00	0	0	0	0	0	4	0	1	0	0	0	0	0	5	
14	11:00 ~ 12:00	0	0	0	0	0	1	0	0	0	0	0	0	0	1	
15	12:00 ~ 13:00	0	0	1	0	0	1	1	0	0	0	0	0	0	3	
16	13:00 ~ 14:00	0	0	1	0	0	0	0	7	0	0	0	0	0	8	
17	14:00 ~ 15:00	0	0	2	0	0	2	3	0	0	0	0	0	0	7	
18	15:00 ~ 16:00	0	0	3	0	0	2	2	1	0	0	0	1	6	15	
19	16:00 ~ 17:00	0	0	0	0	0	5	4	1	0	0	0	8	8	26	
20	17:00 ~ 18:00	0	0	2	0	0	3	2	3	0	0	0	3	6	19	
21	18:00 ~ 19:00	0	0	0	0	0	1	0	0	0	0	0	0	0	1	
22	19:00 ~ 20:00	0	0	0	0	0	4	0	0	0	0	0	0	0	4	
23	20:00 ~ 21:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
24	21:00 ~ 22:00	0	0	0	0	0	1	0	0	0	0	0	0	0	1	
25	22:00 ~ 23:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
26	23:00 ~ 24:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
27	Total	0	0	9	0	0	33	18	13	0	0	0	12	20	105	
28																
29																

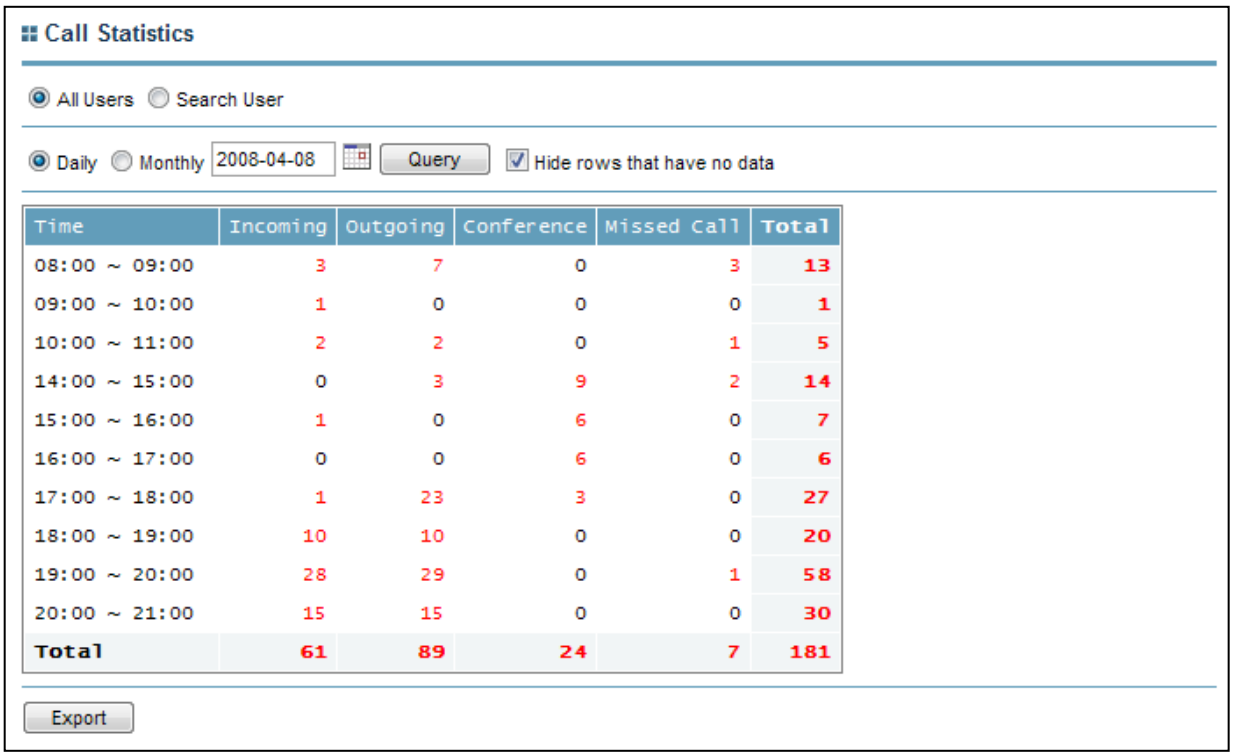
warning_statistics_export

NOTE:

- Warning codes vary based on settings in the Warning/Notice Message window refer to Section 6.2.14.
- All statistics are enabled if the Statistics Operation option in the Property screen is set to Yes, refer to Section 6.2.11.

6.2.26.12 Call Statistics

The Call Statistics screen shows the call log for each *UCS Client* on daily or monthly basis. You can select to view All User or Selected User data as well as daily or monthly information. In the daily display, data is arranged hourly and in the monthly display, data is arranged daily. In addition, if Hide rows that have no data is selected, the applicable rows are not displayed.



Call Statistics

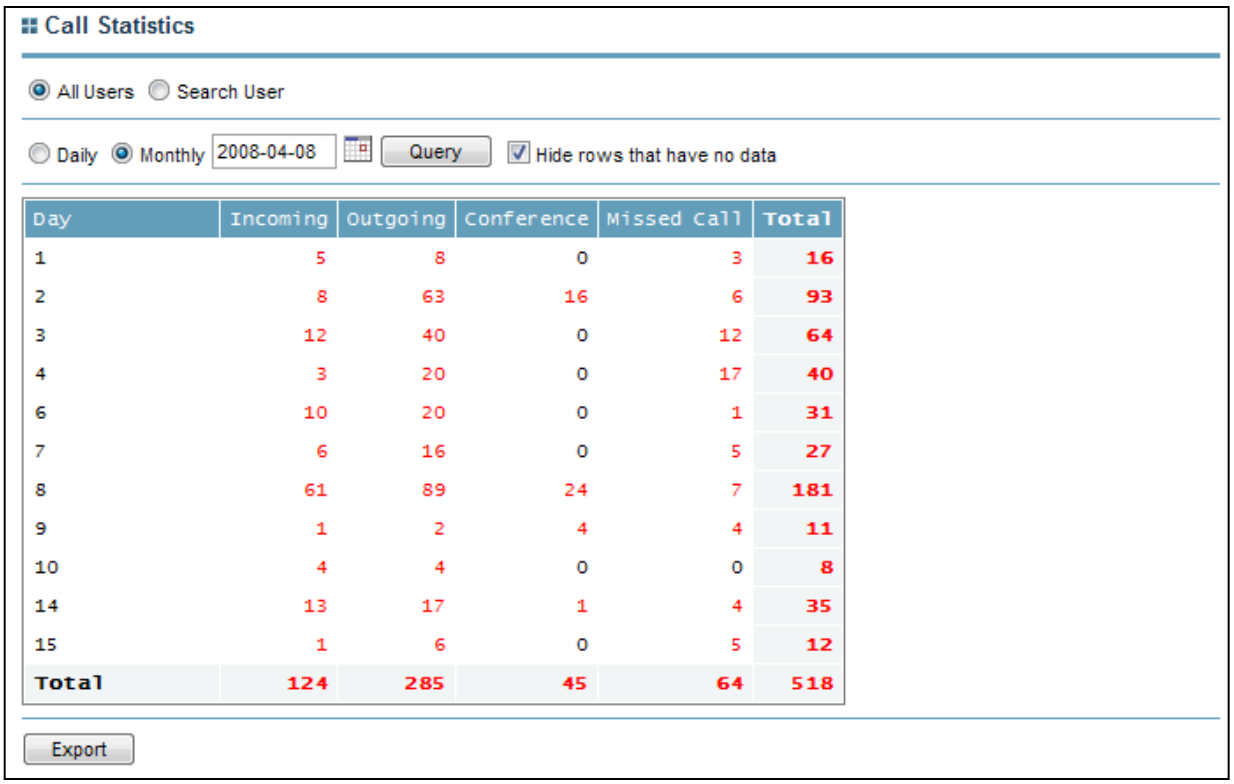
All Users Search User

Daily Monthly 2008-04-08 Query Hide rows that have no data

Time	Incoming	Outgoing	Conference	Missed Call	Total
08:00 ~ 09:00	3	7	0	3	13
09:00 ~ 10:00	1	0	0	0	1
10:00 ~ 11:00	2	2	0	1	5
14:00 ~ 15:00	0	3	9	2	14
15:00 ~ 16:00	1	0	6	0	7
16:00 ~ 17:00	0	0	6	0	6
17:00 ~ 18:00	1	23	3	0	27
18:00 ~ 19:00	10	10	0	0	20
19:00 ~ 20:00	28	29	0	1	58
20:00 ~ 21:00	15	15	0	0	30
Total	61	89	24	7	181

Export

All Users/Daily



Call Statistics

All Users Search User

Daily Monthly 2008-04-08 Query Hide rows that have no data

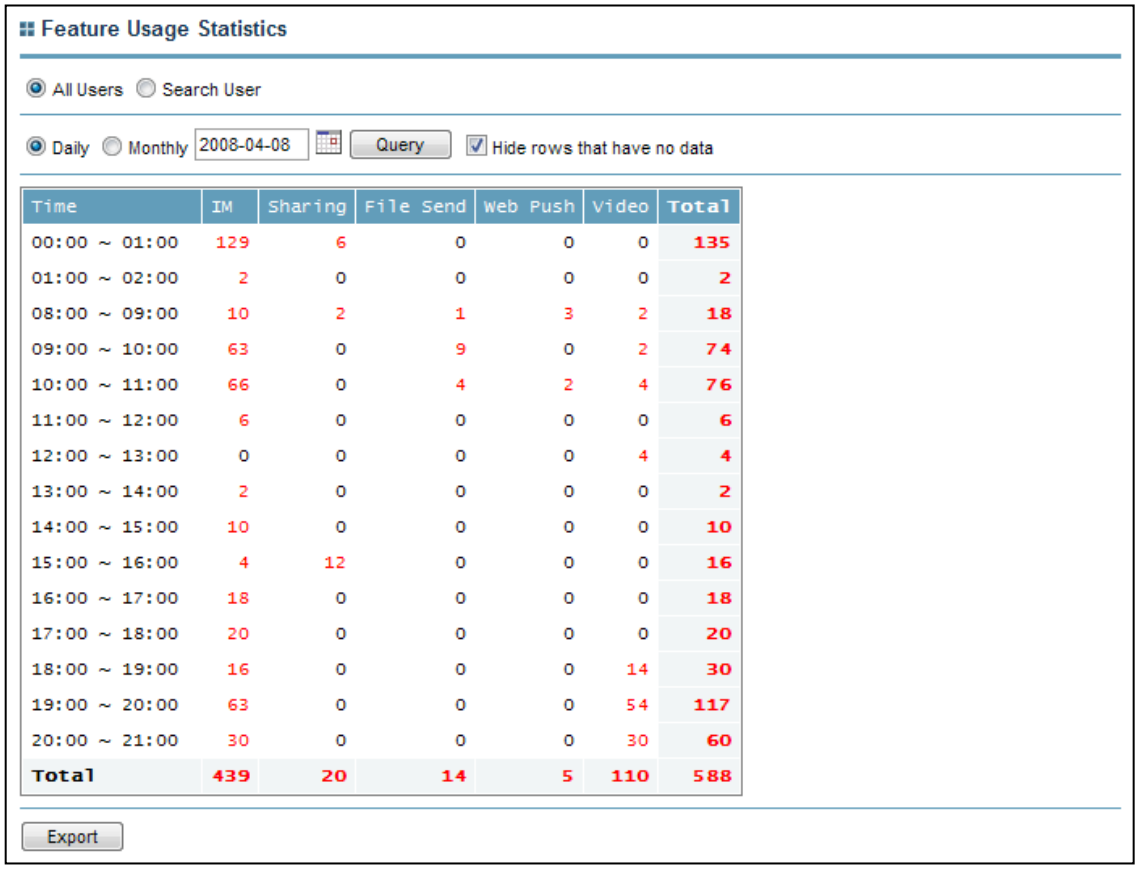
Day	Incoming	Outgoing	Conference	Missed Call	Total
1	5	8	0	3	16
2	8	63	16	6	93
3	12	40	0	12	64
4	3	20	0	17	40
6	10	20	0	1	31
7	6	16	0	5	27
8	61	89	24	7	181
9	1	2	4	4	11
10	4	4	0	0	8
14	13	17	1	4	35
15	1	6	0	5	12
Total	124	285	45	64	518

Export

All Users/Monthly

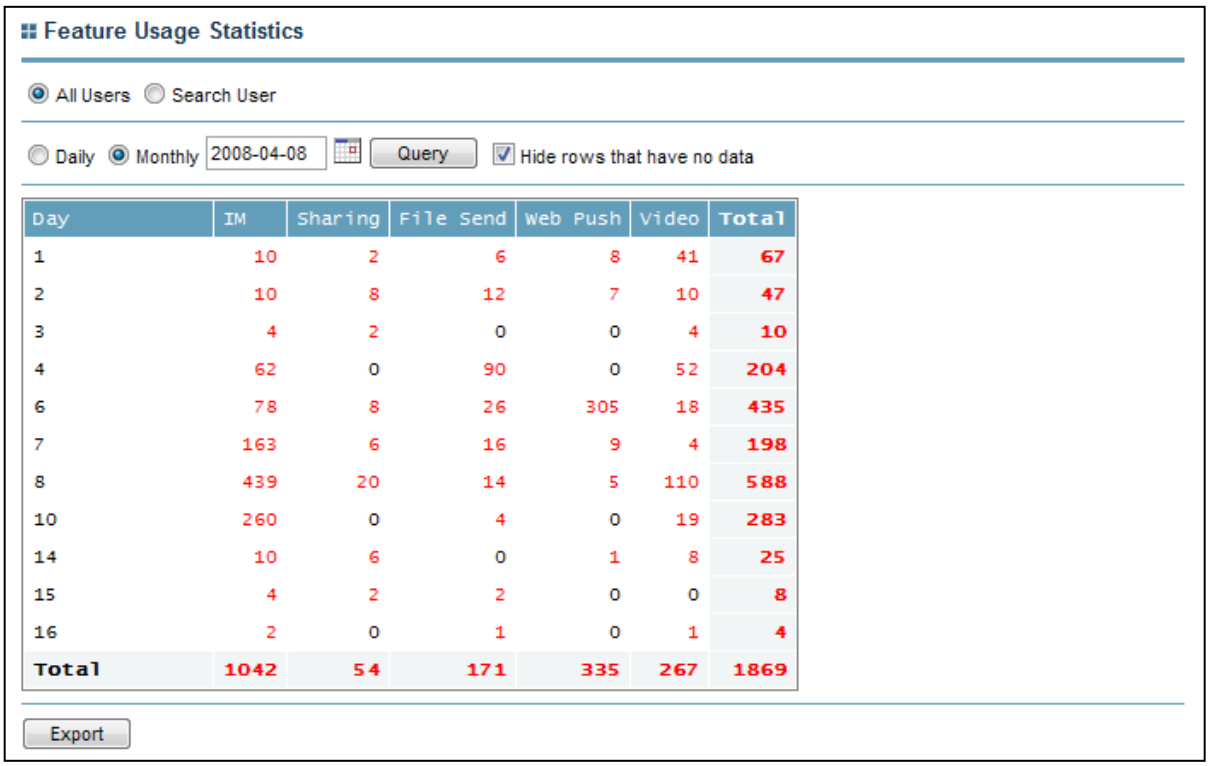
6.2.26.13 Feature Usage Statistics

The Feature Usage Statistics screen shows the number of times each feature was used on a daily or monthly basis. You can select to view All Users or Search User data as well as daily or monthly information. In the daily display, data is arranged hourly and in the monthly display, data is arranged daily. In addition, if Hide rows that have no data is selected, the applicable rows are not displayed.



Time	IM	Sharing	File Send	Web Push	Video	Total
00:00 ~ 01:00	129	6	0	0	0	135
01:00 ~ 02:00	2	0	0	0	0	2
08:00 ~ 09:00	10	2	1	3	2	18
09:00 ~ 10:00	63	0	9	0	2	74
10:00 ~ 11:00	66	0	4	2	4	76
11:00 ~ 12:00	6	0	0	0	0	6
12:00 ~ 13:00	0	0	0	0	4	4
13:00 ~ 14:00	2	0	0	0	0	2
14:00 ~ 15:00	10	0	0	0	0	10
15:00 ~ 16:00	4	12	0	0	0	16
16:00 ~ 17:00	18	0	0	0	0	18
17:00 ~ 18:00	20	0	0	0	0	20
18:00 ~ 19:00	16	0	0	0	14	30
19:00 ~ 20:00	63	0	0	0	54	117
20:00 ~ 21:00	30	0	0	0	30	60
Total	**439**	**20**	**14**	**5**	**110**	**588**

All Users/Daily

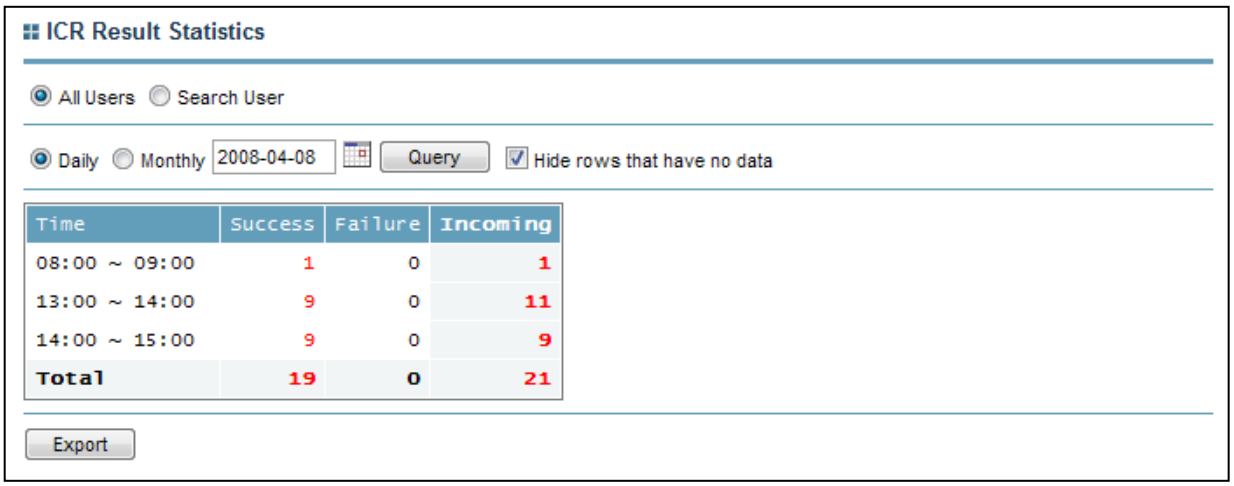


Day	IM	Sharing	File Send	Web Push	Video	Total
1	10	2	6	8	41	67
2	10	8	12	7	10	47
3	4	2	0	0	4	10
4	62	0	90	0	52	204
6	78	8	26	305	18	435
7	163	6	16	9	4	198
8	439	20	14	5	110	588
10	260	0	4	0	19	283
14	10	6	0	1	8	25
15	4	2	2	0	0	8
16	2	0	1	0	1	4
Total	1042	54	171	335	267	1869

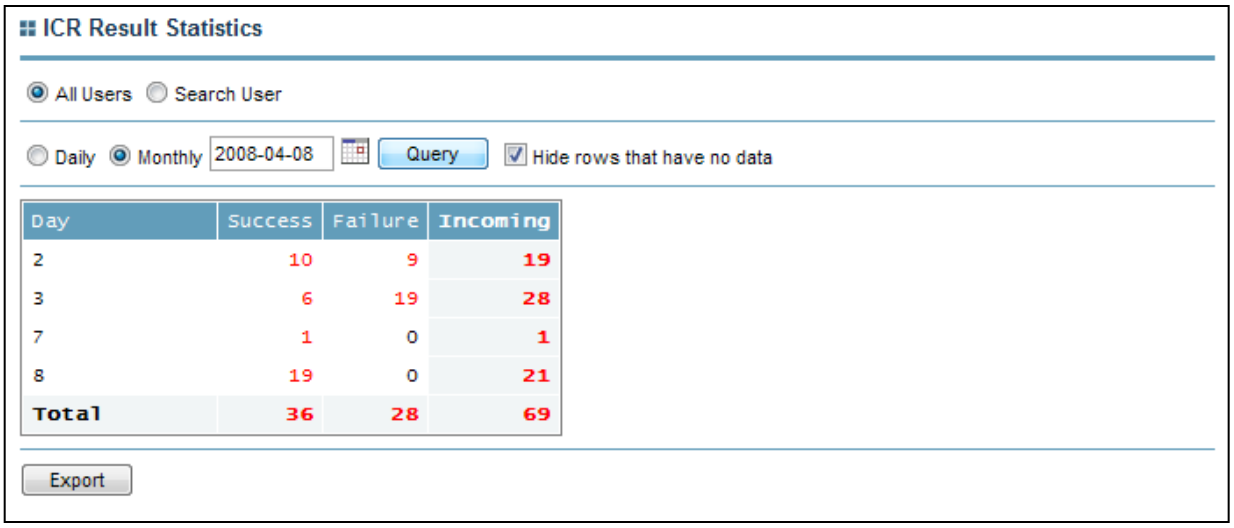
All Users/Monthly

6.2.26.14 ICR Result Statistics

The ICR Result Statistics screen shows the number of incoming calls routed with ICR and the routing result on daily or monthly basis. You can select to view All Users or Search User data as well as daily or monthly information. In the daily display, data is arranged hourly and in the monthly display, data is arranged daily. In addition, if Hide rows that have no data is selected, the applicable rows are not displayed.



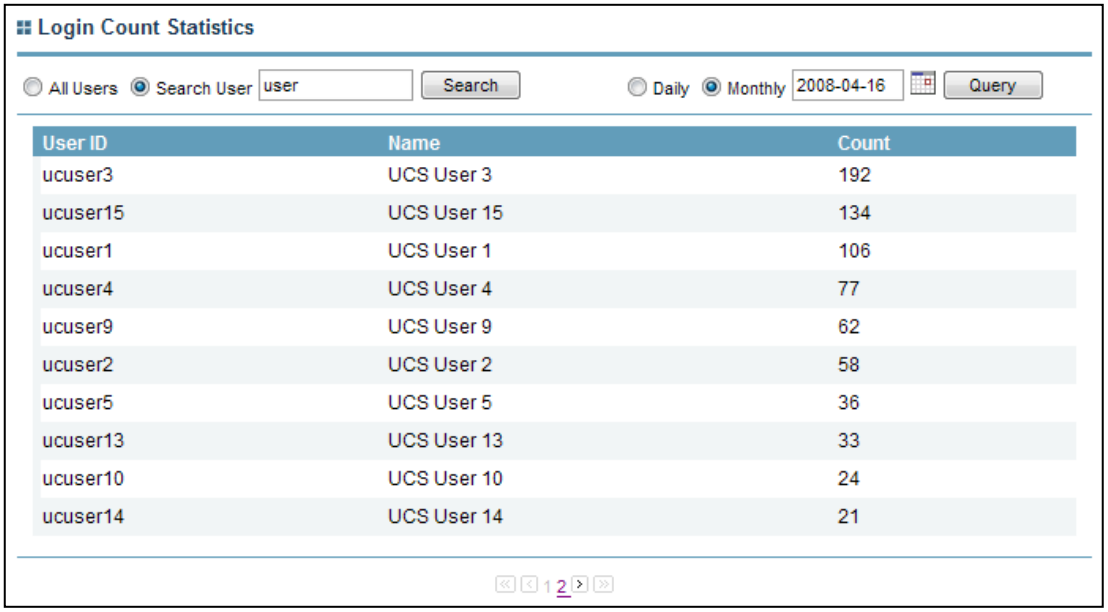
All Users/Daily



All Users/Monthly

6.2.26.15 Login Count Statistics

The Login Count Statistics screen shows the number of login counts for each user on daily or monthly basis. You can select to view All Users or Selected User data.



Searched User/Monthly

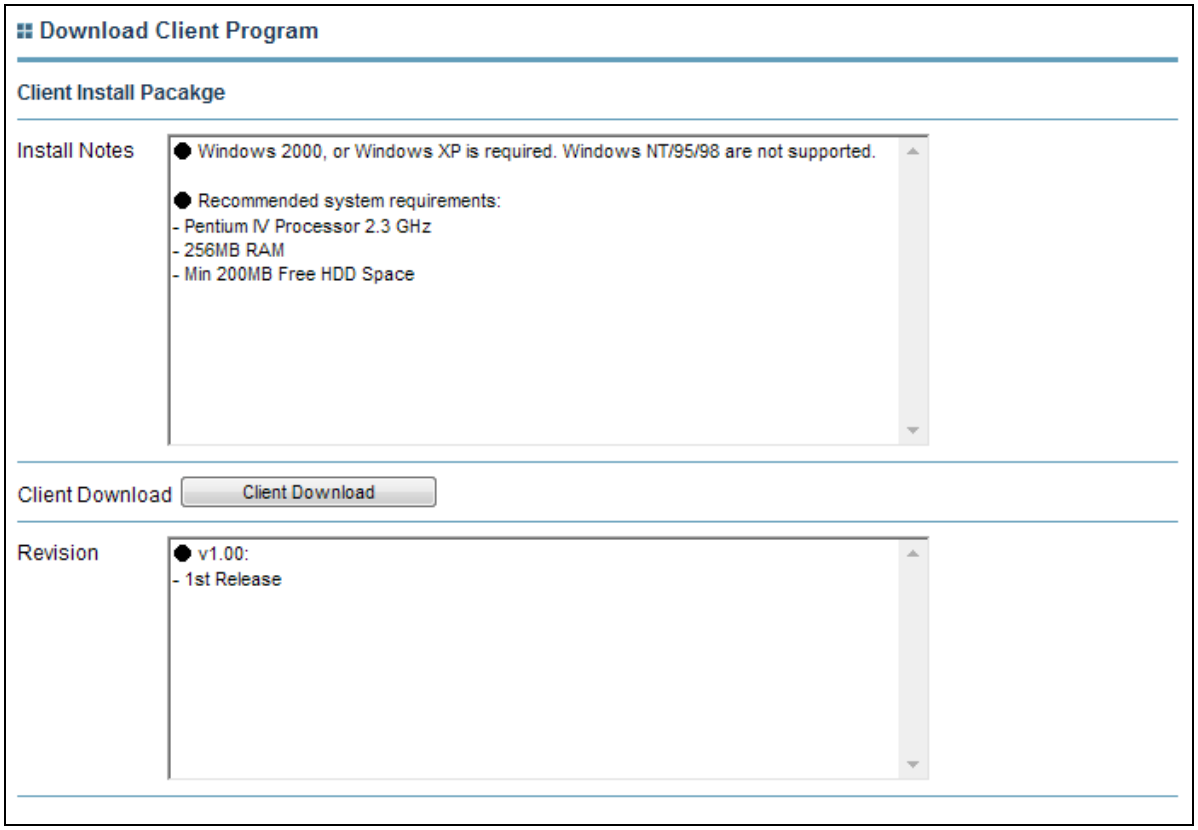
NOTE: Information is arranged in order by login counts.

6.2.27 Download Client Program

The Download Client Program window provides requirement notes and recent changes in the ***iPECS** UCS Client* application. This page is also used to download the ***iPECS** UCS Client* software from the *UCS Server*.

To download, perform the following steps:

1. Click Client Download; a copy of the file is downloaded to the PC.
2. Once downloaded, install as described in the ***iPECS** UCS Client* Installer & User Guide.



7. Trouble Shooting

7.1 Windows Firewall Settings

Windows Firewall is a built-in, host-based, stateful firewall that is included in Windows Vista, Windows Server 2008, Windows XP with Service Pack 2 and later, and Windows Server 2003 with Service Pack 1 and later. Windows Firewall drops incoming traffic that does not correspond to either traffic sent in response to a request of the computer (solicited traffic) or unsolicited traffic that has been specified as allowed (excepted traffic). Windows Firewall helps provide protection from malicious users and programs that rely on unsolicited incoming traffic to attack computers.

The firewall may block a program or a service if the following conditions are true:

- Server process does not respond to a Client request.
- A Web server, such as Internet Information Services (IIS) responds to client requests.

A Windows Security Alert notifies you that the firewall is blocking a particular program.

When this occurs, you may unblock the program by selecting Unblock, which creates a temporary exception.

You can configure the firewall to add a permanent exception for specific ports and programs. When you add a program to the exception list, you enable the firewall to open a range of ports that could change every time the program is run. To add a program exception, perform the following steps:

1. Use an Administrator account to log on to the PC.
2. In the Control Panel, click on Windows Firewall.
3. Click the Exceptions tab.

4. On the Exceptions screen, click on Add Program.
5. In the list of programs, click the name of the program to unblock, then click OK.
   If the name of the desired program is not in the list, click Browse to locate the program, and then click OK.
6. Verify the program runs successfully without being blocked.

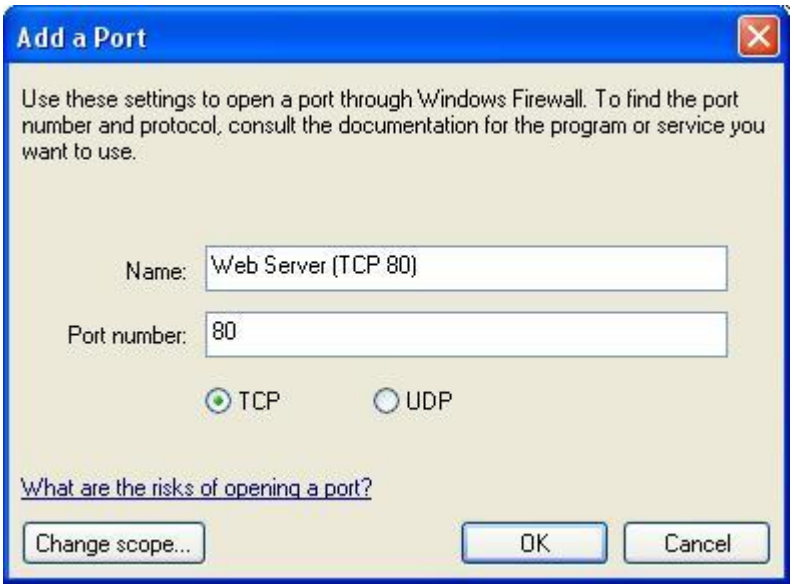
If you do not resolve the issue by adding a program to the exception list, you can add ports manually. To do this, you must first identify the ports that are used by the program. A reliable way to determine port usage is to use the Netstat.exe tool.

To add a port exception, perform the following steps:

1. Use an Administrator account to log on.
2. In the Control Panel, click on Windows Firewall.
3. Click the Exceptions tab, then click Add Port to display the Add a Port dialog box.
4. Type a descriptive name for the port exception and the port number required, then select either the TCP or UDP protocol.
5. Click Change Scope.
6. View or set the scope for the port exception, and then click OK.
7. Click OK to close the Add a Port dialog box.
8. Verify that the port settings are correct for your program, test the program.

To allow incoming access from the *UCS Client* on TCP port 80 for an XP SP2 machine running as an intranet web server in a workgroup environment:

1. Use an Administrator account to log on.
2. In the Control Panel, click on the Windows Firewall.
3. Click the Exceptions tab, then click Add Port.
4. Type a descriptive name for the new exception and specify TCP port 80 (shown) to open the port for unsolicited inbound traffic:



7.2 External Firewall Settings

Firewall policies are instructions your firewall uses to decide what to do with a connection request. When the firewall receives a connection request in the form of a packet, it analyzes the packet to extract the source address, destination address, and service (by port number). For the packet to be connected through the firewall, the source address, destination address, and service port number of the packet must match a firewall policy. The policy directs the firewall action on the packet.

If your network is protected from the Internet by a firewall and you want to establish connections between ***iPECS*** *UCS Server* and remote ***iPECS*** *UCS Client* via the Internet, you must ensure that the firewall is configured in order to allow the following *UCS* service port number:

- 80 (TCP) - HTTP Service
- 25060 (UDP) - SIP Signaling
- 25058,25059 (TCP) - Gateway Relay Session
- 25056,25057 (TCP) - Chatting Session

If you are not your network's administrator, notify the administrator that your network must allow the above ports for proper operation of ***iPECS*** *UCS* Server.

Appendix A – Log Messages

Msg Code	Message	Default Category	Supplementary Information
1001	Server Process Started	Notice	PROCESS NAME
1002	Server process Stopped	Warning	PROCESS NAME
1003	Server Process No Answer	Warning	PROCESS NAME
1101	PBX System Connected	Notice	SITE NAME, IP ADDRESS, SYSTEM TYPE
1102	PBX System No Answer	Warning	SITE NAME, IP ADDRESS, SYSTEM TYPE
1103	Presence Service Started	Notice	SITE NAME, IP ADDRESS, SYSTEM TYPE
1201	ICR Routing Result	Notice	CALLER NUMBER, CALLED NUMBER, DESTINATION NUMBER
1202	ICR Routing Fail Report	Warning	CAUSE, CALLER NUMBER, CALLED NUMBER, DESTINATION NUMBER
1203	Invalid ICR Request	Warning	CALLER NUMBER, CALLED NUMBER, DATE_TIME
1301	UCS Client No Answer	Warning	USER, IP ADDRESS
1302	UCS Client Re-Login	Warning	USER, IP ADDRESS (BEFORE), IP ADDRESS (AFTER)
1303	UCS Client Login	Notice	USER, IP ADDRESS
1304	UCS Client Logout	Notice	USER, IP ADDRESS
1305	UCS Client Login Fail	Warning	USER ID, IP ADDRESS, CAUSE
1311	Inbound Call Log	Notice	DATE_TIME, USER ID, DESTINATION NUMBER
1312	Outbound Call Log	Notice	DATE_TIME, USER ID, DESTINATION NUMBER, CO LINE NUMBER
1314	IM Event Log	Notice	DATE_TIME, USER ID, PEER ID
1315	Sharing Event Log	Notice	DATE_TIME, USER ID, PEER ID
1316	File Sending Event Log	Notice	DATE_TIME, USER ID, PEER ID
1317	Web Push Log	Notice	DATE_TIME, USER ID, PEER ID
1318	Video Log	Notice	DATE_TIME, USER ID, PEER ID
1320	File Receive Event Log	Notice	DATE_TIME, USER ID, PEER ID, FILE NAME, FILE SIZE
1321	SMS Send Event Log	Notice	DATE_TIME, SENDER, RECEIVER
1322	SMS Receive Event Log	Notice	DATE_TIME, SENDER, RECEIVER
1323	Note Send Event Log	Notice	DATE_TIME, SENDER, RECEIVER
1324	Note Receive Event Log	Notice	DATE_TIME, SENDER, RECEIVER
1325	Missed Call Log	Notice	DATE_TIME, USER ID, DESTINATION NUMBER
1326	Admin Message Log	Notice	DATE_TIME, RECEIVER, SUBJECT
1327	Whiteboard Event Log	Notice	DATE_TIME, USER ID, PEER ID
1328	Desktop Sharing Event Log	Notice	DATE_TIME, USER ID, PEER ID
1329	Video Presentation Event Log	Notice	DATE_TIME, USER ID, PEER ID

Msg Code	Message	Default Category	Supplementary Information
1330	Remote Monitoring Event Log	Notice	DATE_TIME, USER ID, PEER ID
1401	Chat Room Created	Notice	TYPE, CREATOR, ROOM NAME, SUBJECT, ACCESS TYPE, MEMBER COUNT
1402	Chat Room Deleted	Notice	TYPE, OPERATOR, ROOM NAME
1403	Enter Chat Room	Notice	TYPE, MEMBER, ROOM NAME
1404	Exit Chat Room	Notice	TYPE, MEMBER, ROOM NAME
1501	Voice Network Code Mismatch	Warning	SITE NAME, IP ADDRESS, VN CODE (DB), VN CODE (PBX)
1601	DB Table not Exist	Warning	TABLE NAME
1602	DB View not Exist	Warning	VIEW NAME
1701	Call Connection Fail	Warning	USER, DESKTOP PHONE NUMBER, CAUSE
1702	Desktop Phone Number Mismatch	Warning	USER, DESKTOP PHONE NUMBER, CONNECTED NUMBER
1801	Schedule Folder Created	Notice	NAME, CREATED BY
1802	Schedule Folder Deleted	Notice	NAME, DELETED BY
1803	Schedule Folder Name Changed	Notice	OLD NAME, NEW NAME, CHANGED BY
1804	Schedule Item Created	Notice	FOLDER, SUBJECT, CREATED BY
1805	Schedule Item Deleted	Notice	FOLDER, SUBJECT, DELETED BY
1806	Schedule Item Contents Changed	Notice	FOLDER, SUBJECT, CHANGED BY

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July 2010