



Avaya one-X™ Mobile 5.2 Troubleshooting Guide

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About This Guide

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

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

The Avaya one-X Administrative Portal for Mobile will be referred to as the “web admin” throughout this document.

Intended Audience

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

Requirements for Successful Operations

- Functional CM
- Desk phone serviced by the CM
- Modular Messaging using Microsoft Exchange, or Avaya Message Storage Server (MSS)
- Configured, licensed, and security certificated Avaya one-X Mobile server(s)
- Well-defined users in LDAP and licensed on Avaya one-X Mobile server
- Reliable wireless carrier signal for both voice and data networks
- Mobile device approved for Avaya one-X Mobile
- Connectivity to the publicly switched telephone network, PSTN

Handy Tools for Troubleshooting

- A mobile device approved for Avaya one-X Mobile
- A licensed test user imported into the Avaya one-X Mobile application with a physical phone
- A PC with internet access running Internet Explorer or Firefox
- A tool to browse LDAP: http://download.cnet.com/LDAP-Browser/3000-2085_4-10072421.html
- A tool to split big files into small ones: <http://www.dekabyte.com/filesplitter/download.html>
- An FTP client for moving files around: <http://winscp.net/eng/download.php>
- A SQL database management tool: <http://www.snapfiles.com/download/dldbamgr2.html>
- A tool to monitor TCP messages exchanged between the CM and the Avaya one-X Mobile server: <http://www.wireshark.org/download.html>

Try to Reproduce the Problem

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

Problem Sources

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

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

1. Hardware malfunction

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

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

2. Software malfunction

Verify that these services are running on the one-X Mobile server

- sipCCHandler
- USCL LoggingExtractionService
- USCL LogHarvesterAgent
- USCL ManagementServer
- USCL ServiceDirector
- USCL ServiceHost
- Apache Tomcat
- Notification Server
- MapiMgr if there is an Microsoft Exchange back end for Modular Messaging

3. System mis-configuration

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

- Defined in Active Directory with a Modular Messaging mailbox, password, TN, and PIN
- Imported into the application from Active Directory and licensed
- Assigned to a Class of Service
- A desk phone with a dialable DID
- The web admin pages must be fully configured according to the **Avaya one-X™ Mobile Integration, Administration, and Maintenance Guide**.

4. PSTN service interruption

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

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

5. Wireless carrier service interruption

Wireless carriers typically function on dual networks: a data side and a voice side, each of which are necessary in order for the one-X Mobile application to work properly. The towers showing local signal strength on a mobile device applies only to the voice side of the network. Signal strength for the data side may be a whole different story. You can generally check to make sure the mobile device is getting a good data connection to the Handset server by performing an

Update or Corporate Directory lookup. If an update takes a long time or behaves differently in one part of your site versus another location at your site, your carrier's data network may be at issue.

Avaya one-X Mobile Troubleshooting

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

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

1. General Functionality Issues

1.1 Simulring fails to ring mobile.

Redirect is set to ring the desk phone, mobile, and other phones but the mobile never rings.

Make sure that mobile is dialable using ARS table. If configuration is okay and application still does not work as expected then do the following.

- Collect Wireshark Traces
 - Configure Wireshark
 - Choose the right interface (NIC)
 - Capture Filter : **TCP port 5060**
 - Save the pcap log
- Collect MST Trace – For Diagnosing call processing
- Collect Log Files
 - SIP A/S specific log files are generated and saved in the following locations:
 - C:\USCL\ManagementServer\var\ManagementServer.log
 - C:\USCL\ManagementServer\var\audit.log
 - C:\USCL\ServiceDirector\var\ServiceDirector.log
 - C:\USCL\ServiceDirector\var\audit.log
 - C:\USCL\ServiceHost\var\ServiceHost.log
 - C:\USCL\ServiceHost\var\audit.log
 - Application Log
 - C:\Edge\logs\sipCCHandler\Callcontrol.log

1.2 Call back always fails.

Verify if DTMF confirmation is enabled.

1.3 Users with Avaya softphone are not able to use Telecommuter mode with the one-X Mobile product.

Telecommuter mode is an unsupported configuration.

Users must use Road Warrior mode with Avaya softphone.

1.4 Users are reporting that they are no longer being prompted to provide DTMF confirmation in order to complete call backs.

In one-X Mobile 5.2, prompt to enter DTMF has been replaced with a redial/fast beep tone.

2. Configuration Issues

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

There might be two issues:

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

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

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

2.2 In the web admin, I am seeing the error message, "Some users might have a configuration issue. Please click Details" on the Licensed Users page. An extension appears in red. Clicking the "Details" link for that extension shows an error "Exchange Mailbox ID is invalid." on the User Details page.

Changes were made to the account in question in LDAP causing the one-X Mobile database to become out of sync with it.

A nightly job is run every 24 hours after the first restart of Apache Tomcat which would synchronize the one-X Mobile database with that of LDAP. You can force this reset to occur immediately by restarting the Apache Tomcat service on the one-X Mobile internal server. It will take several minutes for the updates to complete depending on the number of users in the LDAP database.

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

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

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

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

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

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

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

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

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

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

For an MM system with Exchange backend, verify that the permissions for the domain user that the edge MAPI Mgr service runs under are set correctly. See the **one-X™ Mobile Integration, Administration, and Maintenance Guide** for details.

2.5 Why do I get an “unable to get tsapi” error?

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

Verify that the internal IP has been entered on web admin > Server Setup > Split Server Configuration page. Also verify that the Restrict Client Access is set to NO on the MSS. If you are using an s8710 Communication Manager, use the CLAN IP for the Communication Manager hostname.

2.6 Changes I made to a user account in the web admin are not reflected elsewhere in the admin.

Changes made to user accounts should be followed by a reprovisioning operation to refresh the database thereby making the changes permanent.

Reprovision the user and check the changes again afterward to verify the changes you expected to see have stuck.

2.7 Messages in my licensed users page in the web admin indicate that some of the users may have configuration issues. They are missing extension info when I check the details. These users were fine previously.

This is an indication that the regular automatic restart of the nightly job may have not been entirely successful or that the mailbox number, for whatever reason, is incorrect in the one-X Mobile database.

Restart the Apache Tomcat service and see if this corrects the issue. If it does not, then check the aExtensionInfo table in the one-X Mobile database and see if the extension for a user in question is populated. If it is not, then add this information manually. Check Active Directory to verify that all users are defined with phone numbers in correct e164 format. Variance from this format may cause issues within the Apache Tomcat service when it restarts. Contact your Avaya support representative for details concerning database access.

2.8 Calls launched from the Call Log and other pages in one-X Mobile are not behaving as expected: (1) Calls placed to a 10-digit number (area code + TN) only complete when prepended with a “1” while (2) internal station-to-station calls placed from the Call Log, New Voicemail, and Saved Voicemail pages are being prepended with a “9” when they are dialed.

Call back issues of this type result from dial plan settings that have not been configured properly.

For case (1) above, in the web admin, go to the Dial Plans tab and create a dial plan entry that will automatically prepend a “1” to outbound 10-digit calls. For case (2) above, in the web admin, go to the Direct Call PBX Numbers tab and create an entry that will identify a user-defined dialing pattern as an internal extension. The system will thereby refrain from dialing a “9” to reach an outside line when performing a call back. In addition, verify that the Dial Plan Settings on Class of Service Page are configured in a manner consistent with any dial plans or direct call PBX numbers that are setup.

3. Voicemail Issues

3.1 Voicemails fail to appear in the end user's web page.

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

The LDAP and IMAP user access is configured incorrectly.

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

3.2 Voicemails will not play via the web application.

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

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

3.3 Voicemails will not play on the mobile device.

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

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

3.4 Visual Voicemail suddenly stopped working.

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

A glitch within a back-end process has probably blocked voicemail detection.

For an Exchange backend, restart the MAPI Mgr and Apache Tomcat services.

For an MSS backend, restart the Notification Server and Apache Tomcat services.

3.5 Voicemails are delayed in their appearance in the call log

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

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

3.6 Sometimes received voicemails display incorrect length.

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

Verify that the Voicemail Audio Format in the Voicemail Profile (mu-law, A-law, or GSM) matches the Default Audio Encoding Format value that you have set up on your MAS.

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

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

This is normal behavior for very long voicemails.

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

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

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

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

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

Go to the MSS > Trusted Servers > Edit the trusted server. Make sure “Special Type” is set to NONE

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

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

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

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

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

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

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

3.12 Voicemails fail to appear on client devices when a user has a Modular Messaging mailbox on an Exchange server.

This symptom is caused by the mailbox alias name being different from the user login name.

In the one-X Mobile web admin, go to the Details area for the user in question and edit the Mailbox ID so that it matches the user's alias as it appears in Active Directory. You can find this information in AD under the Exchange General tab.

3.13 Desk phone goes to speaker phone when it should actually cover to voicemail.

Your one-X Mobile account is set to ring Office Mobile and is configured to roll to voicemail via Audix if inbound calls go unanswered. Instead of rolling to voicemail, the desk phone autonomously launches the speakerphone and connects the caller.

This issue is caused by a mis-configuration in the Communication Manager. On the CM, go to the appropriate hunt-group that has been setup for messaging for the account and set the "Send Reroute Request" parameter to "No."

4. Mobile Device Functionality

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

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

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

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

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

The device is manufactured this way and cannot be changed.

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

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

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

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

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

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

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

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

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

4.6 Cannot get DTMF confirmation to work for call backs to Palm Treo or Apple iPhone devices.

The end user is using a Palm Treo or Apple iPhone and is assigned to a Class of Service that requires DTMF response during call back in the Dial Plan Settings. When a call back is launched from the mobile, the user is prompted to press a key to complete the call back. However, when the call back is launched from the web application, the user is not prompted to press a key.

This functionality is by design and is necessary due to the Treo's and iPhone's intrinsic architectures. It is for this reason that Avaya one-X Mobile does not support DTMF confirmation for these devices.

4.7 BlackBerry users are repeatedly asked to respond to a “security certificate is not trusted” message while using the one-X Mobile application.

Users report that a message that says “You are attempting to open a secure connection but the server certificate is not trusted.” This message keeps coming back even after the user elects to trust the certificate. The user then is asked to enter their keystore password which they do and is then told that the certificate could not be added to the keystore due to IT policy restrictions. These warning messages arise from the policy settings on the BlackBerry Enterprise Server (BES).

Enable the “trust” flag for the one-X Mobile application policy settings on the BES.

5. Miscellaneous

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

Some phones, may not be accessible from certain locations.

Dial the phone directly to make sure it is dialable via both the PSTN and internally.

Verify that the number you entered for the phone in the redirect list is correct.

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

Some one-X Mobile services have been seen to fail to restart after a system upgrade.

On the internal server, open the web admin and restart the following services: Apache Tomcat, one-X Mobile Servlet, Avaya Call Control Service,, Notification Manager and MAPI Mgr (for MM with Exchange back ends).

5.3 Users are not able to receive voicemails in their Outlook inboxes as expected.

The MapiMgr service is probably not running on the one-X Mobile server.

If your installation includes a Microsoft Exchange back-end, you must start the MapiMgr service manually from within the Avaya one-X Mobile web admin. This is by design.

5.4 Transferred or conferenced calls show the incorrect phone call ID in the Avaya one-X Mobile call log.

Say there are three phones, A, B, and C in which A calls B and then B transfers the call to C. When the transfer has completed, the call log on the desk phone of A shows that it was connected to C and C's shows that it was connected to A. However, A's Avaya one-X Mobile call log shows only that it was connected to B and C's shows only that it was connected to B. Moreover, the call log of B shows two entries, one call to A and one call to C.

The entries in the call logs as described above is the expected behavior. This is by design.

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

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

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

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

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

Refer to your SQL documentation for more information.

5.7 I need to separate my one-X Mobile server administrator's login from my web admin's login.

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

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

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

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

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

You have checked everything but the problem persists . . .

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

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

Contact Us

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

Logs to Collect for Tech Support

Problem Area	Log Name (.log)													
	ccs	audit	nightlyjob	Call control	DirMgr	edge	HS	MAPI_xx.txt	Msg_Ckr	vvm	notification server	provMgr	admin	EndUser Web
Visual Voicemail										X	X			X
Voicemail SMS Notification - MSS											X			
Voicemail SMS Notification - Exchange								X	X		X			
Corporate Directory					X	X								
User Import and Provisioning						X						X	X	
Nightly Job Validation			X			X								
Handset Connectivity						X	X							
Call Handling	X	X		X										
End User Web														X
Web Admin													X	

Log Name (.log)	Location
ccs	c:\Edge\logs\CallConnectServlet
audit	c:\USCL\ManagementServer\var c:\USCL\ServiceDirector\var c:\USCL\ServiceHost\var
nightlyjob	c:\Edge\logs
Callcontrol	c:\Edge\logs\sipCCHandler
DirMgr	c:\Edge\logs\DirMgr
edge	c:\Edge\logs\edge
HS	c:\Edge\logs\HandsetServer (DMZ server)
MAPI_xx.txt	c:\Edge\logs\MAPI
Msg_Ckr	c:\Edge\logs\MessageManager\msgChecker
vvm	c:\Edge\logs\MessageManager\VisualVoicemailServer
notificationserver	c:\Edge\logs\NotificationServer
ProvMgr	c:\Edge\logs\ProvMgr
admin	c:\Edge\logs\weblogs\Admin
EndUserWeb	c:\Edge\logs\weblogs\EndUserWeb (DMZ server)

Notes
