



100-6.1-083-001-1.1

Guide to Maintenance Configuration

Software Release 6.1, Document Issue 1.1

April 12, 2011

Technical Data Subject to Change Without Notice

Table of Contents

1 About This Document.....	4
1.1 Intended Audience	4
1.2 Conventions Used In This Document.....	4
1.3 Disclaimer.....	4
1.4 Logging In.....	4
2 Configuring Maintenance Settings.....	5
2.1 Alerting.....	5
2.2 Application Logging.....	6
2.3 Application Tracing.....	7
2.4 Backup or Restore.....	9
2.4.1 Annotating Backups.....	10
2.4.2 Backing Up Files.....	11
2.4.3 Restoring Files.....	11
2.4.4 Sending Files to Support.....	12
2.5 Database SQL.....	12
2.6 System Control.....	12
2.6.1 Restarting Web Server.....	13
2.6.2 Restarting System.....	13
2.6.3 Refreshing System Control Data.....	13
2.6.4 Issue a Command.....	14

1 About This Document


1.1 Intended Audience


This document is intended for installers and administrators of a Cheetah PBX. It is a user's guide document designed to guide you through configuration of your Cheetah 1000, 2000, and 3000 series PBX.

1.2 Conventions Used In This Document

This manual uses several conventions to help you learn to use the program quickly and easily.

Menus and dialog options that have an underlined letter in their name represent the shortcut key assigned to the menu or option. Pressing the shortcut keys assigned to the menu or option is equivalent to clicking the menu or option. For example, the following figure shows a sample menu that uses shortcut keys. Procedures in this manual reflect shortcut keys if they are available.

The Caution and Warning symbol, , indicates information or a step that could be potentially dangerous, such as a step that could permanently affect the database or a user's access to the program.

The light bulb, , indicates a tip or information that will help you in using this document.

1.3 Disclaimer

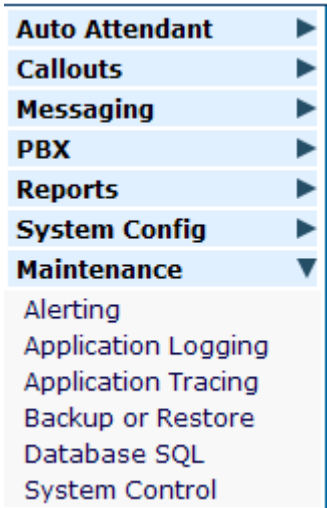
This document is provided to you for informational purposes only and is believed to be accurate as of the date of its publication, and is subject to change without notice. Telegato LLC assumes no responsibility for any errors or omissions in this document and shall have no obligation to you as a result of having made this document available to you or based upon the information it contains.

1.4 Logging In

To log in to the System Management Console refer to the Logging In Guide.

2 Configuring Maintenance Settings

To begin configuring the maintenance settings, log into the System Management Console and click on the Maintenance tab featured in the left hand menu, this will reveal the Maintenance sub menu. The following is an image of the expanded menu:



2.1 Alerting

To view and edit alert settings click on the Alerting item in the Maintenance submenu. The following is a sample image of the Alerting dialogue box:

The dialog box is titled 'Alerting Definitions - Add Record'. It contains the following fields and controls:

- Enabled: (with a help icon)
- Email To: (with a help icon)
- Email Copy: (with a help icon)
- Send Criticals: (with a help icon)
- Send Majors: (with a help icon)
- Send Minors: (with a help icon)
- Call Schedule: (with a dropdown arrow and help icon)
- Call Delivery Options: (with a dropdown arrow and help icon)
- Call Media: (with a dropdown arrow and help icon)
- Phone Number To Call: (with a help icon)
- Call List: (with a dropdown arrow and help icon)

At the bottom right of the dialog box are three buttons: Help, Submit, and Cancel.

The following is an explanation of fields in this dialogue:

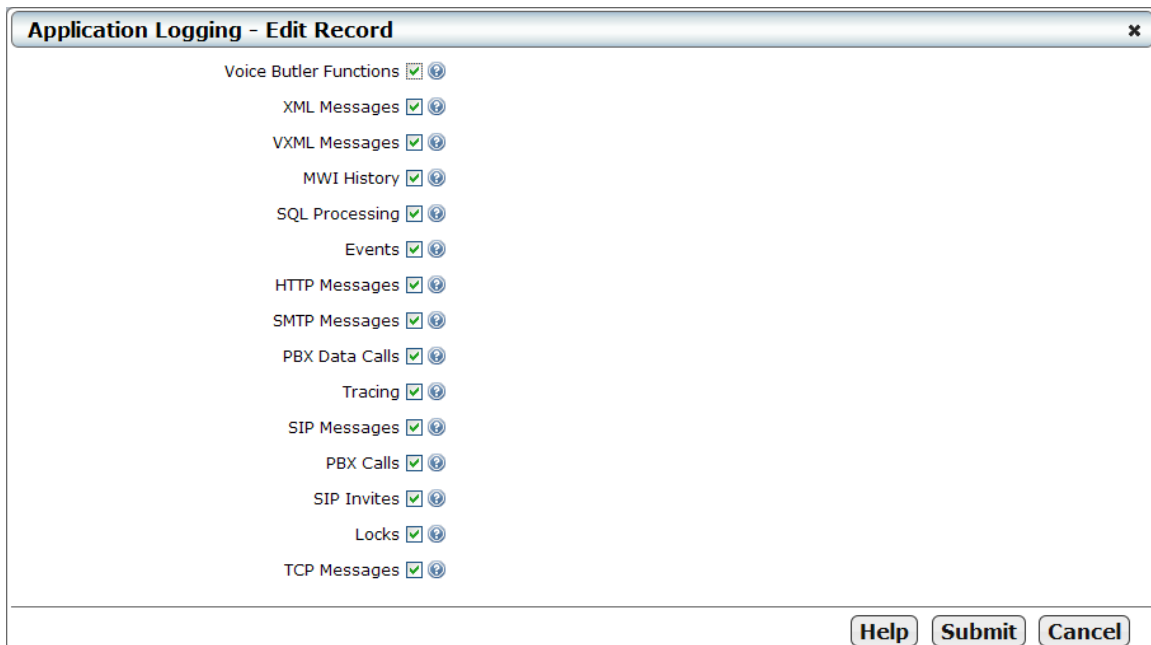
Field	Description
Enabled	Check this box when you want to enable the sending of alert messages for system events

Field	Description
Email To	Email address where alerts should be sent. Can be a comma delin-eated list of email addresses
Email Copy	Email address where alerts should be copied. Can be a comma delin-eated list of email addresses
Send Criticals	Check this box when you want to send an alert for critical events
Send Majors	Check this box when you want to send an alert for major events
Send Minors	Check this box when you want to send an alert for minor events
Call Schedule	Call schedule for creating notification calls for alerts
Call Delivery Options	Delivery options to use for creating notification calls for alerts
Call Media	Call Media to use for creating notification calls for alerts
Phone Number To Call	Telephone number to be called for alerts
Call List	Callout list to use for creating alerts

After all values have been entered click the Submit button.

2.2 Application Logging

To view and edit application logging settings click on the Application Logging item in the Maintenance submenu. The following is a sample image of the Application Logging dialogue box:



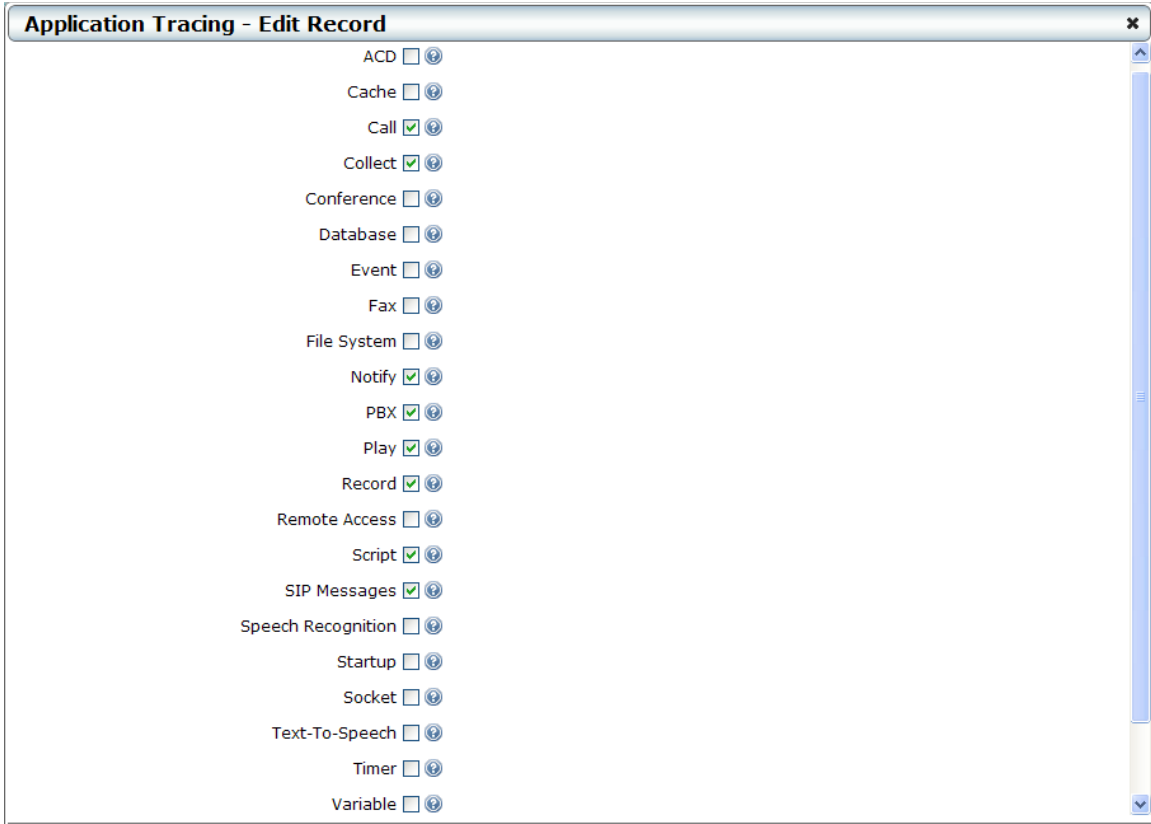
The following is an explanation of fields in this dialogue:

Field	Description
Voice Butler Functions	Check this box when you want to log voice butler functions
XML Messages	Check this box when you want to log XML messages
VXML Messages	Check this box when you want to log VXML processing
MWI History	Check this box when you want to log MWI messages
SQL Processing	Check this box when you want to log SQL processing
Events	Check this box when you want to log events
HTTP Messages	Check this box when you want to log HTTP messages
SMTP Messages	Check this box when you want to log SMTP messages
PBX Data Calls	Check this box when you want to log data functions
Tracing	Check this box when you want to log tracing messages
SIP Messages	Check this box when you want to log SIP messages
PBX Calls	Check this box when you want to log PBX inbound calls
SIP Invites	Check this box when you want to log SIP INVITE messages
Locks	Check this box when you want to log lock functions
TCP Messages	Check this box when you want to log TCP messages

After all values have been entered click the Submit button.

2.3 Application Tracing

To view and edit application tracing settings click on the Application Tracing item in the Maintenance submenu. The following is a sample image of the Application Tracing dialogue box:



The following is an explanation of fields in this dialogue:

Field	Description
ACD	Check this box when you want to trace ACD functionality
Cache	Check this box when you want to trace audio cache functionality
Call	Check this box when you want to trace call functionality
Collect	Check this box when you want to trace digit collection functionality
Conference	Check this box when you want to trace conferencing functionality
Database	Check this box when you want to trace database functionality
Event	Check this box when you want to trace event functionality
Fax	Check this box when you want to trace fax functionality
File System	Check this box when you want to trace file system functionality
Notify	Check this box when you want to trace outbound call notification functionality
PBX	Check this box when you want to trace PBX functionality
Play	Check this box when you want to trace play functionality

Field	Description
Record	Check this box when you want to trace record functionality
Remote Access	Check this box when you want to trace remote access functionality
Script	Check this box when you want to trace script functionality
SIP Messages	Check this box when you want to trace SIP messaging functionality
Speech Recognition	Check this box when you want to trace speech recognition functionality
Startup	Check this box when you want to trace startup functionality
Socket	Check this box when you want to trace socket functionality
Text-To-Speech	Check this box when you want to trace text-to-speech functionality
Timer	Check this box when you want to trace timer functionality
Variable	Check this box when you want to trace script variables functionality
VOIP	Check this box when you want to trace VOIP functionality
XML	Check this box when you want to trace XML functionality

After all values have been entered click the Submit button.

2.4 Backup or Restore

To backup or restore your PBX to a previous backup click on the Backup or Restore item in the Maintenance submenu. The following image shows a sample grid for Backup or Restore:

Backups		
Created	Status	Notes
2010-06-04 06:55:48	test	
2010-06-04 06:55:48	test2	
2010-07-21 15:09:37	OK	
2010-07-21 15:09:37	OK	
2010-07-21 15:09:37	OK	
2010-07-21 15:09:37	OK	
2010-07-21 15:09:37	OK	
2010-07-21 15:09:37	OK	

25 Page 1 of 1 Displaying 1 to 8 of 8 items

2.4.1 Annotating Backups

To annotate a backup entry first select your desired data row, then click the Annotate button. The following is a sample of the Annotation dialogue box:

Annotation ✕

Backup

Annotation

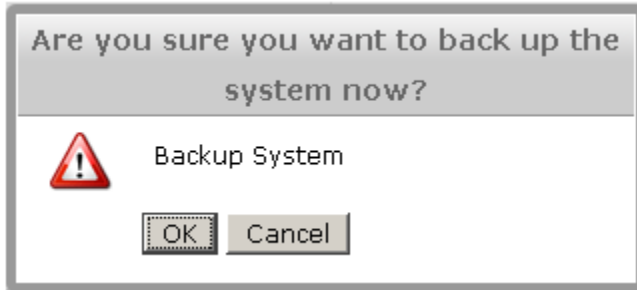
The following is an explanation of fields in this dialogue:

Field	Description
Backup	Date and time of last backup
Annotation	Annotation to be made

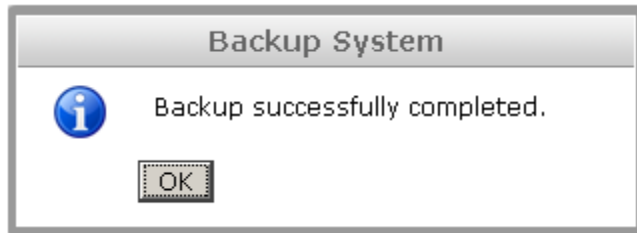
After all values have been entered click the Submit button.

2.4.2 Backing Up Files

To back up files click on the Backup Now button. The following is a sample image of the system's confirmation dialogue box:

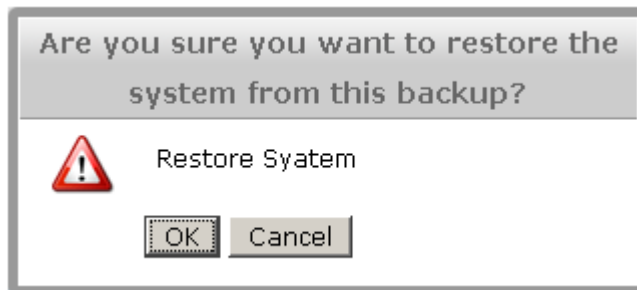


Click OK to begin backing up files. The following is a sample image of the system's completion dialogue box:

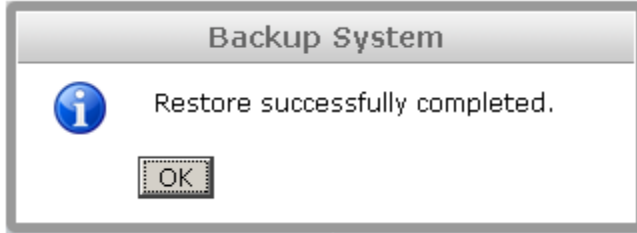


2.4.3 Restoring Files

To restore files click on the Restore Now button. The following is a sample image of the system's confirmation dialogue box:



Click OK to begin restoring files. The following is a sample image of the system's completion dialogue box:



2.4.4 Sending Files to Support

To send a backup to support first select your desired data row, then click the Send To Support button.

2.5 Database SQL

To view and edit database SQL click on the Database SQL item in the Maintenance submenu. The following image shows a sample dialogue box for Database SQL:



The following is an explanation of fields in this dialogue:

Field	Description
SQL	Raw SQL to be submitted to database engine

After all values have been entered click the Submit button.

2.6 System Control

To view and edit system control settings click on the Systems Control item in the Maintenance submenu. The following image shows a sample dialogue box for System Control:

System Control
✕

Restart Web Server
Restart System

✕ /logs/postgres.log	2011/02/09 19:43:23 (19215 bytes)
✕ /logs/dbic.log	2011/02/09 08:57:57 (21468 bytes)
✕ /logs/dbic_fixes.log	2011/02/09 08:57:56 (210 bytes)
✕ /logs/sys-err.log	2011/02/09 08:58:56 (272067 bytes)
✕ /logs/localStat.log	2011/02/09 04:00:00 (37884 bytes)
✕ /logs/sql-err.log	2011/01/27 11:37:50 (500 bytes)
✕ /logs/lock.log	2011/02/09 19:43:44 (332148 bytes)
✕ /logs/sql-debuq.log	2011/02/09 19:43:42 (736535 bytes)
✕ /logs/tcp.log	2011/02/09 19:39:23 (877713 bytes)
✕ /logs/sip-msq.log	2011/02/09 19:38:56 (169771 bytes)
✕ /logs/mwihist.log	2011/02/09 08:59:16 (643622 bytes)
✕ /logs/started.log	2011/02/09 19:00:00 (303254 bytes)
✕ /logs/smtp.log	2011/01/27 14:12:05 (232673 bytes)
✕ /logs/phoneconfia.log	2010/10/07 13:07:39 (3776 bytes)
✕ /logs/event.log	2011/01/28 01:16:26 (735 bytes)
✕ /logs/lighttpd/error.log	2011/02/09 00:00:03 (40 bytes)
✕ /logs/web/debuq.log	2011/02/09 19:43:44 (430471 bytes)
✕ /logs/web/db.log	2011/02/09 19:43:23 (541373 bytes)

Refresh
Commands
Close

2.6.1 Restarting Web Server

To restart web server click the Restart Web Server button.

2.6.2 Restarting System

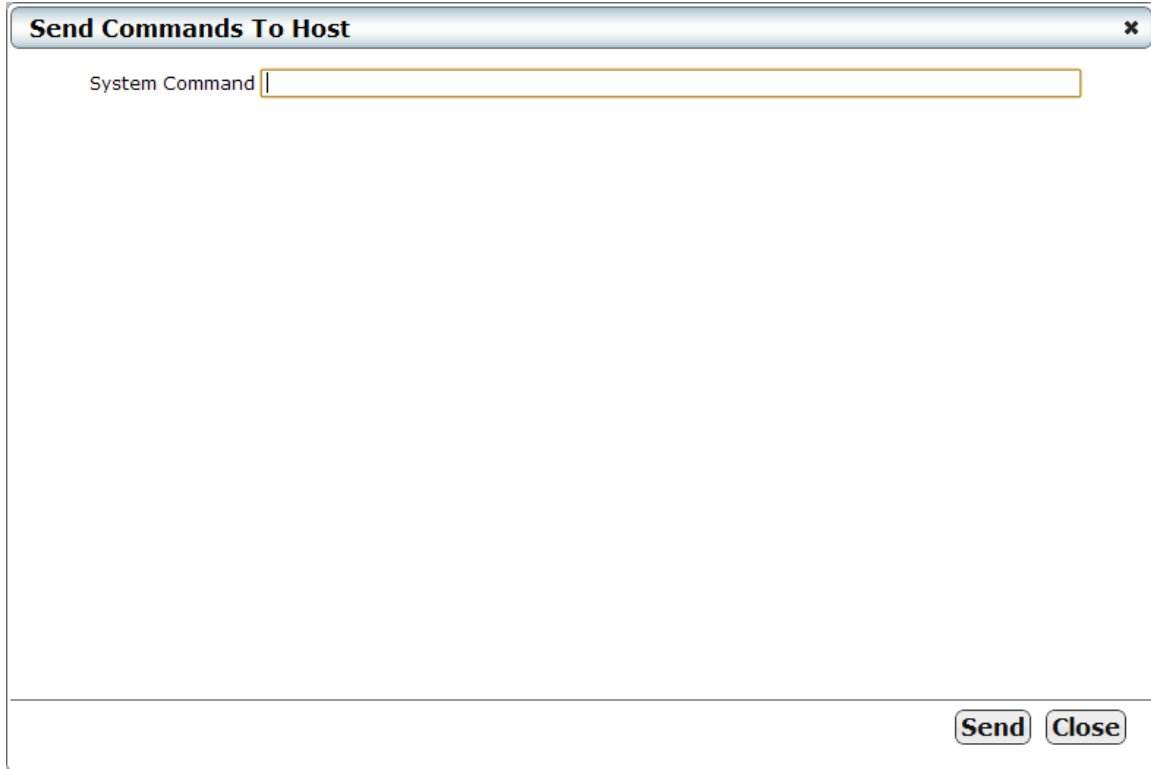
To restart the system click the Restart System button.

2.6.3 Refreshing System Control Data

To refresh system control data click the Refresh button.

2.6.4 Issue a Command

To issue a command click the Command button. The following is a sample dialogue box for Commands:



The image shows a dialog box titled "Send Commands To Host". It contains a text input field labeled "System Command" and two buttons at the bottom right: "Send" and "Close".

The following is an explanation of fields in this dialogue:

Field	Description
System Command	Command to be sent to host

After all values have been entered click the Submit button.

Evaluation

We hope you found this document useful, and easy to use. To help us provide you with the best documentation possible, we would like to get your feedback on this document. Please complete this form and use one of the following methods to return it to us:

- mail it to Telegato LLC
801 East Campbell Road
Suite 190
Richardson, TX 75081
- fax it to (214) 853-5710
- email: support@telegato.com

Please check Yes or No.

- Is this manual technically accurate? Yes No
If no, please explain: _____

- Is information missing? Yes No
If yes, please explain: _____

- Are the organization and layout clear? Yes No
If no, please explain: _____

- Is information easy to find? Yes No
If no, please explain: _____

- How could we improve this document? _____

Name: _____
Company: _____
Address: _____
City: _____ State: _____
Email: _____ Phone: _____



Guide To Maintenance Configuration
100-6.1-083-001-1.1
Software Release 6.1, Document Issue 1.1