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Guide to Remote Event Viewer

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1 About This Document

1.1 Intended Audience

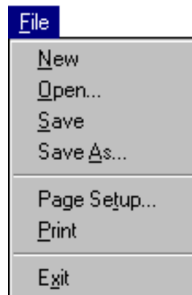
This document is for administrators who monitor alarms and events that occur on the Zeus system. Having a basic knowledge of Microsoft® Windows® is helpful but not required.

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 “▶” symbol in a procedure identifies a situation where you must click a series of menus or commands, such as opening the File menu and clicking the Print command, as in the following figure:




The step to click the Print command from the File menu in the preceding figure would appear as follows:

- 1 Click File ▶ Print from the main menu.

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.

This document uses the term *line* to refer to a logical designation (number) given to a physical telephone port. In these cases, the term line will be italicized, as in the following example.

Lines are unable to use fax service until you enable the fax feature in the configuration file.

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 Introducing Remote Event Viewer

The Zeus Remote Event Viewer, from here on referred to as Remote Event Viewer, is an application you use to monitor events that are generated by Zeus applications on your system.

Remote Event Viewer considers some events to be alarms. An alarm is a notification that an event has occurred that is not merely informational. Remote Event Viewer collects and stores four severities of events:

- Informational
- Minor
- Major
- Critical

An Informational event provides information on events that are typically not errors. For example, an informational event might state that an application has started or stopped.

A Minor alarm indicates that a minor error has occurred that was not severe enough to disrupt call processing. An example of a minor alarm would be the use of an invalid Text-To-Speech translation type in a script.

A Major alarm indicates that a major error has occurred that was severe enough to disrupt call processing but not stop the whole system. An example of a major alarm would be a *line* that existed in a configuration file but did not have a default script name associated with it.

A Critical alarm indicates that a critical error has occurred that was severe enough to cause the application to totally fail. An example of a critical alarm would be if the Zeus could not be started because of a missing application component.

By monitoring events, you can ensure your system is running as expected. If errors occur, Remote Event Viewer notifies you of the severity of the event, when it occurred, what host and application generated the event and supplies an Event ID. It also delivers some amount of information concerning the event.

2.1 Before Starting Remote Event Viewer

For Remote Event Viewer to be able to receive events, a program called “Event Relay” must be running on the host to which Remote Event Viewer is connected. The Event Relay program “relays” events from all Zeus applications on a system to all connected Remote Event Viewers.

2.2 Starting and Exiting Remote Event Viewer

To start Remote Event Viewer,

- 1 Open the Start menu and click Programs ► Telegato ► Remote Event Viewer.

A Connect dialog opens to prompt you to select a host to monitor.

- 2 Open the Remote Host Name list and select the remote host to which you want to connect.

The Remote Host Name list contains all available hosts.

- 3 Click OK.

The main window of the Remote Event Viewer opens to show events for the newly selected host. The name of the selected host appears in the lower left corner of the Remote Event Viewer window. For details on this window, see “Using Remote Event Viewer’s Main Window.”

If you successfully connect to a host and Remote Event Viewer is not displaying events, a likely reason is that the Remote Relay program not running. If you are connected to a host and Remote Event Viewer fails to display events, contact your system administrator.

To exit Remote Event Viewer,

- Click Exit from Remote Event Viewer’s main window.



Starting Remote Event Viewer from Remote Client

You can also start Remote Event Viewer from the main window of the Remote Client application. At the bottom of the main window, click the Events button. By starting Remote Event Viewer from Remote Client, you can ensure that you are monitoring events on the host that you want.

2.3 Getting Help

In addition to this user’s guide, you can use Remote Event Viewer’s online help system for help on using Remote Event Viewer’s windows and dialogs.

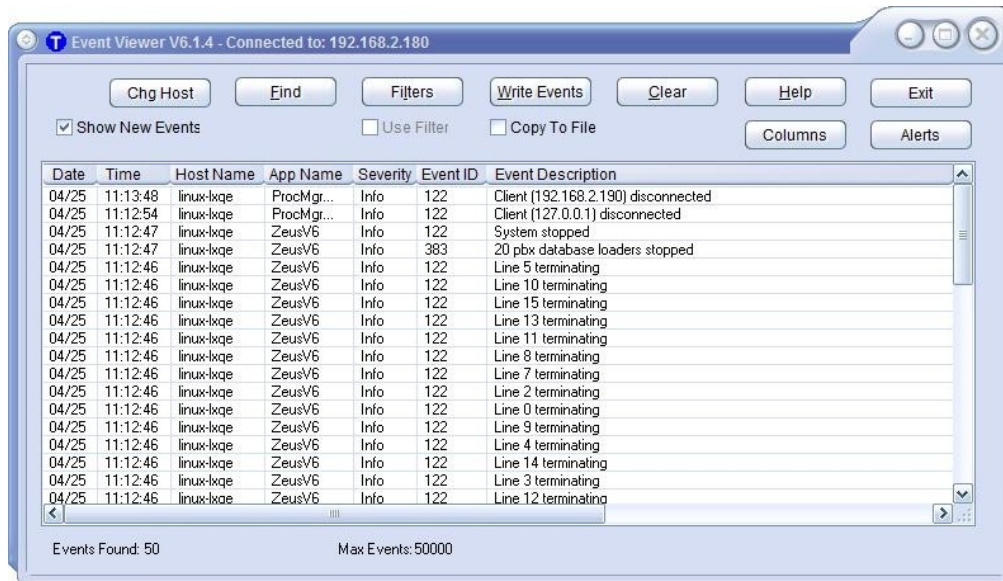
Note: You must have Internet Explorer 4.0 or greater to use Remote Event Viewer’s online help.

To view the Remote Event Viewer’s online help,

- Click Help from Remote Event Viewer’s main window.

2.4 Using Remote Event Viewer’s Main Window

The first window to open when you start Remote Event Viewer is Remote Event Viewer’s main window (Error: Reference source not found). The main window shows information about events that have occurred on the system. The following is a sample image of the main window:



The following is an explanation of parts in this window:

Column / Button	Description
Date	Lists the date the event occurred
Time	Lists the time the event occurred
Host Name	Lists the TCP/IP host name of the PC that generated the event
App Name	Lists the name of the application that generated the event on the host
Severity	Lists the severity level of the event
Event ID	Lists the ID of the event
Event Description	Lists messages that scriptwriters have associated with the alarm in the strings.txt file
Change Host	Opens a dialog for connecting to another host
Find	Opens a dialog used to find specific events

Column / Button	Description
Filters	Opens a dialog used to remove events from view
Write Events	Opens a dialog for selecting events to save
Clear	Clears all events from the Event History box
Help	Opens the online help available with Remote Event Viewer
Exit	Closes Remote Event Viewer
Show New Events	When checked, allows new events to be displayed
Use Filter	When checked, uses the specified filter criteria
Copy To File	When checked, copies new events to a file
Columns	Opens a dialog to allow selection of columns to be displayed
Alerts	Opens a dialog to specify email alert transmission

2.5 Working with Events

Remote Event Viewer displays events in the main window. Each event will be in one of four levels of severity, each identified by a background color so you can quickly identify its severity:

- Informational
- Minor
- Major
- Critical

Informational events appear with a white background and provide information on events that are not necessarily errors. For example, an informational event might record that an application has started or stopped.

Minor events appear with a green background and indicate an error has occurred that was not severe enough to disrupt call processing. An example of a minor event would be the use of an invalid Text-To-Speech translation type in a script.

Major events appear with a yellow background and indicate an error has occurred that was severe enough to disrupt call processing. An example of a major event would be a *line* that existed in a configuration file but did not have a default script name associated with it.

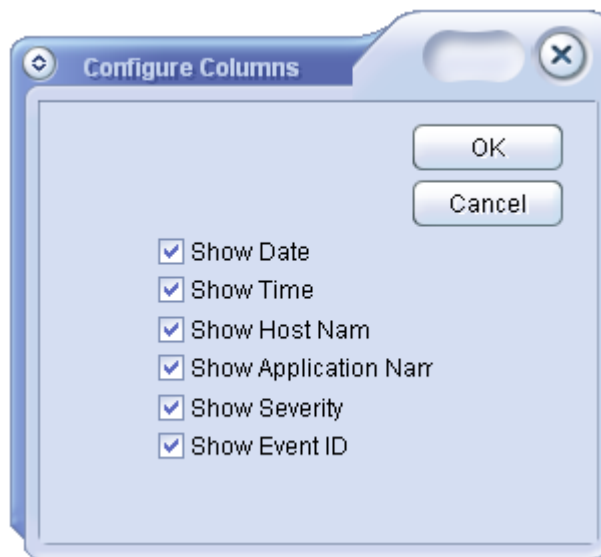
Critical events appear with a red background and indicate an error has occurred that was severe enough to cause the application to totally fail. An example of a major

event would be if Zeus could not be started because of a missing application component.

See “System Event Messages” in the Script Writing Guide for an explanation of system events that appear in the Remote Event Viewer and the action to take.

2.6 Specifying Viewable Columns

Sometimes you may not want to see all the columns so that more of the event information description can be seen. To change which columns are being displayed press the “Columns” button. The following is a sample image of the Configure Columns dialogue:



Unselect any columns you may not want to see and press OK. The window will be repainted and show the columns that remained checked when you pressed OK.

2.7 Finding an Event

The Find feature searches for specified text within the fields listed in the events displayed. The Find feature uses the “Match Case” check box to determine case sensitivity and does not support searches with a wild card (*). It can search using partial words.

To find text in the event,

- 1 Click Find to open the Find dialog (see Error: Reference source not found).
- 2 Click the Find What box and type the text you want to find.
- 3 Click Find Next.

The Find feature finds the first instance of the query and highlights it. To find the next instance, press F3 or open the Find dialog and click Find Next with the “Down” radio button selected. To find the previous instance, press shift and F3 or open the Find dialog and click Find Next with the “Up” radio button selected. The search will start below the highlighted line and continue down the list.

Note: The search only runs down the list.

The following is a sample image of the Find dialog:



2.8 Filtering Events

There may be times where you want to stop seeing some events. finding a specific result can be difficult. For this reason, you can filter events by any of the following criteria:

- Host Name
- Application Name
- Event ID
- Severity
- Event Description

2.8.1 Filtering By Host Name, Application Name, Events ID, and Event Description

When filtering by Host Name, Application Name, Event ID or Event Description, you can filter the results that display by using the *Show only events with ...* and the *Show only events without ...* options.

As an example, if an error occurs on a specific Telco line, you can narrow the number of events by using the *Show only events with this name* option to list only the results with known or suspected errors. Or, you could use the *Show only events without this name* to remove error-free events.

When specifying a host name, system name, or event description, note that filters are not case sensitive. The Host Name and Application Name tabs require accurate text, but the Event Description tab will accept partial text and phrases.

To filter events by host name, application name, event ID, and/or event description,

- 1 Click Filters from the Remote Event Viewer window.
The Set Filter Criteria dialog opens (see Error: Reference source not found).
- 2 Select the tab matching the type of filter you want to set.
- 3 Type the host name, application name, or event description in the space provided.
- 4 Select one of the Action options to specify if you want to show events with or without the name/description.
- 5 Set another filter if necessary.
- 6 Click OK.

The following is a sample image of the Filter dialogue box:



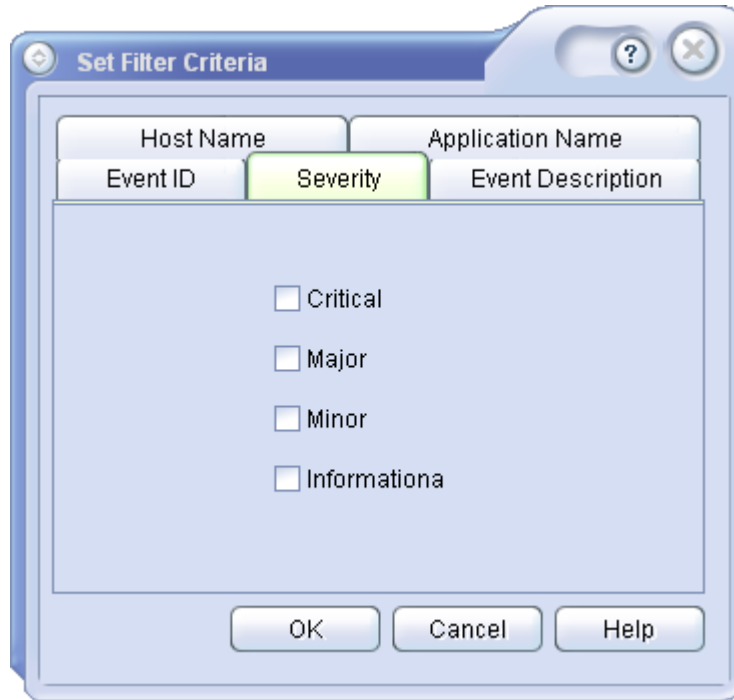
2.9 Filtering Events by Severity

The Severity tab allows you to specify which event severities you wish to see. By selecting and clearing the check boxes in the Severity tab, you control the types of tracing that appear in the events.

To filter events by severity,

- 1 Click Filters from the Remote Event Viewer window.
The Set Filter Criteria dialog opens.
- 2 Select the Severities tab.
- 3 Clear the check boxes matching the type of event information you want to filter from the results.
Click Uncheck All to clear all of the check boxes.
- 4 Select the check boxes matching the type of event information you want to include in the events.
Click Check All to select all of the check boxes.
- 5 Select another filter tab if you want to further filter events.
- 6 Click OK.

The following is a sample image of the Severity Tab:



2.9.1 Clearing Filters

To clear a Host name, application name, event ID and/or event description filter,

- 1 Click Filters from the Remote Event Viewer window.
- 2 Select the tab matching the filter you want to clear.
- 3 Delete the text that specifies the filter criteria.
- 4 Clear any other filter if necessary.
- 5 Click OK.

To clear an event type filter,

- 1 Click Filters from the Remote Event Viewer window.
- 2 Select the Severity tab.
- 3 Select the severity check box you want to clear as a filter.

- 4 Clear any other filter if necessary.
- 5 Click OK.

2.9.2 Toggling the Filter On and Off

Selecting and clearing the Use Filter check box in the Remote Event Viewer window turns the filter on and off. When you turn off the filter, Remote Event Viewer keeps your filter settings saved but does not use them.

To turn the filter off,

- Clear the Use Filter check box.

Remote Event Viewer displays all events.

To turn the filter back on,

- Select the Use Filter check box.

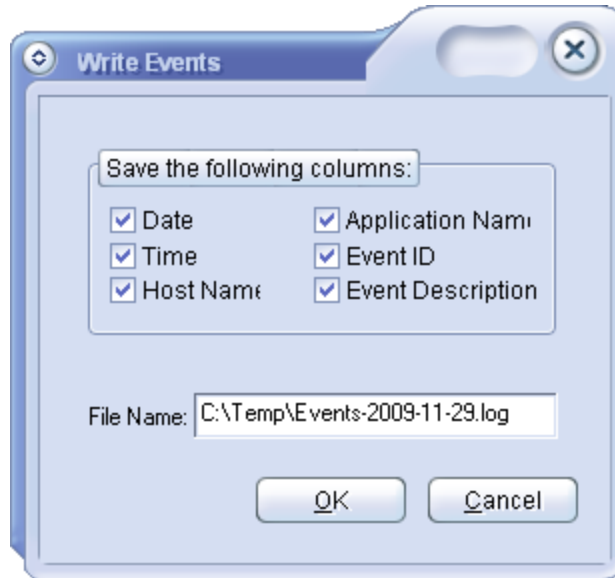
Remote Event Viewer displays events based on your filter settings.

2.10 Writing Event Results to a File

The Write Event feature saves the current events to a file. You can choose to name the file or use the default file called C:\Temp\Events-2004-03-13.log where the date is the current date. View the saved events using a text editor such as Notepad, WordPad, or Word.

Remote Event Viewer saves only the displayed events to the file. For this reason, a filter will impact the events that are written to the file.

The following is a sample image of the Write Events feature dialogue:



To write a event log file to the working directory,

- 1 Click Write Event from the Remote Event Viewer window.
- 2 Select the columns you want included in the file.
- 3 Type the name of the file you want the events written to in the File Name box.
- 4 Click OK.

2.11 Sending Email Alerts

The Alert Definitions dialog determines whether Remote Event Viewer should send email messages when an critical, major, or minor event is received. Sending alerts can be performed whether Remote Event Viewer is running on the Zeus system or on a remote desk top.

The following is a sample image of the Alerts Definition dialogue:

The screenshot shows a Windows-style dialog box titled "Alert Definitions". It has a title bar with a maximize button (disabled), a close button, and the text "Alert Definitions". The dialog is divided into three main sections:

- Alert Trigger:** A group box containing three checkboxes: "Critical", "Major", and "Minor".
- Alert Destination:** A group box containing a checkbox labeled "Send Alerts", and two text input fields: "Email To:" and "Email CC:".
- Email Host Definition:** A group box containing four text input fields: "Email Host:", "From Addr:", "User ID:", and "Password:", and a checkbox labeled "Use Authentication".

In the top right corner of the dialog, there are two buttons: "OK" and "Cancel".

To send email alerts,

- 1 Click Alerts from the Remote Event Viewer window.
- 2 Select Critical, Major, and/or Minor to specify which event levels should generate an email alert.
- 3 Check Send Alerts.
- 4 In the field Email To, type the email address that is to receive the alert messages.

- 5 In the field Email CC, type any other email addresses that are to receive the alert messages. If multiple address are specified, separate them with a comma.
- 6 In the field Email Host, type the name of the SMTP mail server you use in your mail client that is used to send outgoing mail.
- 7 In the field From Addr, type the name of the email address that should be used as the “from” address when sending alerts. This should be a legitimate email address. Depending on your SMTP server, you may use a non-valid email address as the ‘from’ address.
- 8 If your SMTP server requires authentication, check “Use Authentication” and fill in the next two fields. Otherwise, you may skip the next two fields.
- 9 In the field User ID type the user ID for the account that was entered in From Addr.
- 10 In the field Password type the password for the account that was entered in From Addr.
- 11 Click OK.

2.12 Clearing Events from the Event History

To clear events from the Event History,

- Click Clear List.

2.13 Changing Host

Change hosts if you want to view events that occur on another host:

- 1 Click Change Host from the Remote Event Viewer window.
A Connect dialog opens to prompt you to select a host to monitor.
- 2 Open the Remote Host Name list and select the remote host to which you want to connect.
The Remote Host Name list contains all available hosts.
- 3 Click OK.

The Remote Event Viewer updates to show events occurring on the newly selected host but keeps the previous host’s events displayed.

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:

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Please check Yes or No.

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

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If yes, please explain: _____

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