MULTISITE CONFIGURATOR

This document provides instructions on configuring and using the MultiSite Configurator application to configure several distributed AltiServ systems from a single system.

Contents

Related Documentation

- *AltiWare OE System Installation and Administration Manual*

Client System Requirements

The client or server system must meet the following minimum requirements. For server system requirements, refer to the AltiWare OE System Installation and Administration Manual.

- IBM/PC AT compatible system
- Intel 166 MHz Pentium
- Windows 2000, NT Server 4.0 (Server or Workstation) with Service Pack 6 (or higher)
- 64 MB DRAM
- SVGA Monitor (800 x 600) with 256 color display
- Keyboard and mouse
- ALL AltiWare OE 4.5 (or higher) Server installed in the LAN in which the application runs.

Overview

MultiSite Configurator is an application that allows you to configure multiple system synchronously. MultiSite Configurator allows administrators to quickly structure and simultaneously configure several AltiWares from a single system, or "home server" using call routing for extensions and workgroups.

Home server refers to the concept of designating one server out of several distributed sites as the main server, a single point of contact where users can accept calls and listen to voicemail through an extension connected to the main server.

Installation and Setup

Before installing the MultiSite Configurator application onto your PC, please make sure that AltiWare OE 4.5 (Build 18 or higher) has been installed on the LAN/VPN in which the MultiSite Configurator application will run.

The MultiSite Configurator package consists of the following files:

- **MSC_setup.exe** - main executable
- **MultiSite.pdf** - the MultiSite Configurator user guide

To run MultiSite Configurator, download the MultiSite Configurator application from AltiGen's Dealer web site, then launch the **MSC_setup.exe** file. After installation, you can run the program by going to **Start**>**AltiGen MultiSite Configurator**>**AltiGen MultiSite Configurator**. Upon initial launch, the user must first create a Map table, which the Configurator uses to reference the servers that are part of the synchronization.

Map Table

Creating the Map Table

To create the Map table:

1. Click the Map button in the main interface to open the **Map Table Edit** window.
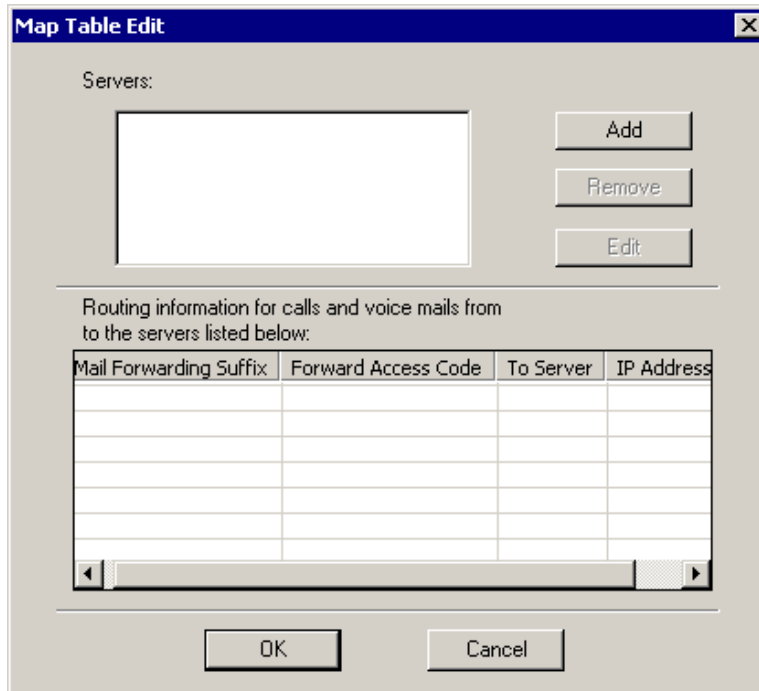

Figure 1.   Default Map Table Edit Window

2. Click Add to open the Add New Server dialog box (see Figure 2). Enter the **Server Name** and the **IP Address**, then click **OK**.
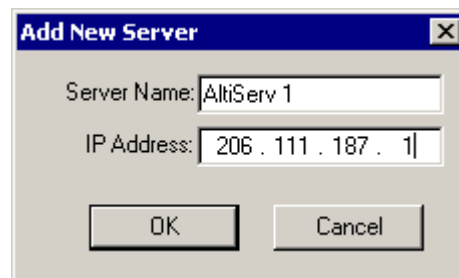

Figure 2.   Add New Server

3. The server name and IP address you enter appears in the **Servers** window.

4. One by one, continue adding all the server sites you want to download.

5. When you are finished adding the servers, click **OK**. The information is saved as ***.map** files into the work directory of the application. For example, the file for a Server named AltiServ1 will be saved as *ALTISERV1.map*.

IMPORTANT! Extensions must have the same last name, first name and email name in the two different servers in order for MultiSite Configurator to identify the extension. If names are not consistent, MultiSite Configurator will not synchronize the extensions.

Note: If you want to run the program in another computer, all ***.map** files in the program file directory should be copied together with the program file.
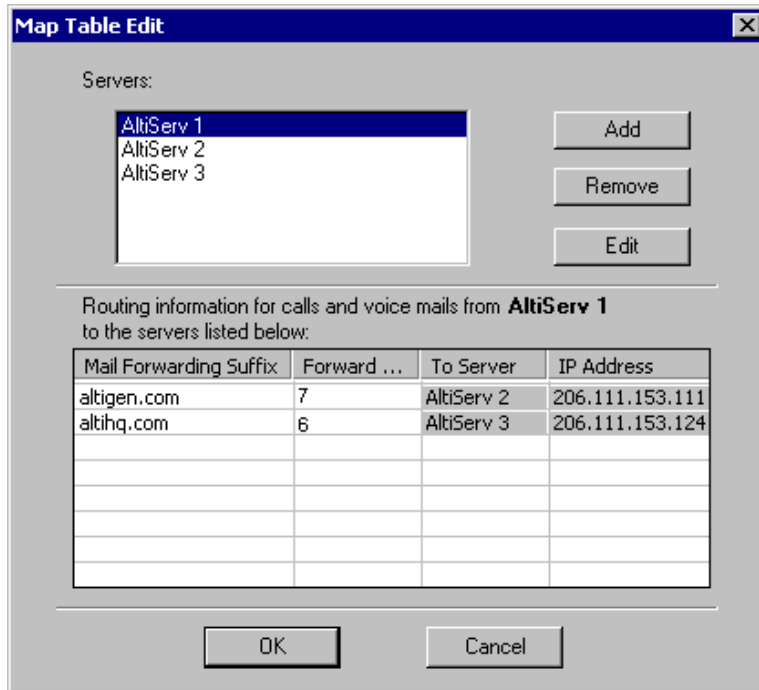

Figure 3.   Modified Map Table Edit Window

Once two or more servers have been inserted and saved, the server that shows in the **Servers** window (see Figure 3) will also appear in the line "**Routing information for calls and voicemails from** <server name> **to the servers listed below:**." The remaining servers and their respective information (name and IP address) appear in the fields below the routing information list.

6. For each server, the **Mail Forwarding Suffix** and **Forward Access Code** columns are empty, so the user must input data directly into the fields.

   • **Mail Forwarding Suffix** - insert the server's IP address or postfix (information that follows the character "@" in the email address), e.g. "altigen.com" into the field. **Do not** include the "@" character, e.g. "@altigen.com."

   • **Forward Access Code** - insert the server's forward access code for trunk access. For IP trunks, insert trunk access code + system ID, such as 81.

7. When finished, click **OK**.

Removing a Server from the Map Table

To delete a server from the map table, select the server in the server list and select **Remove**. This removes not only the server information, but also the relative entries in other servers corresponding to the removed server.

Saving the Map Table

Selecting the **OK** button will save the map table into *.map files. When running MultiSite Configurator again, the map files will be ready to create the map table automatically. The program only reads the map files from the current directory or the work directory.

MultiSite Configurator Screen

Once you execute the MultiSite Configurator, the main interface (see Figure 4) is displayed and can be operated by using the mouse. The extension numbers and accompanying fields will be listed after combining all servers.
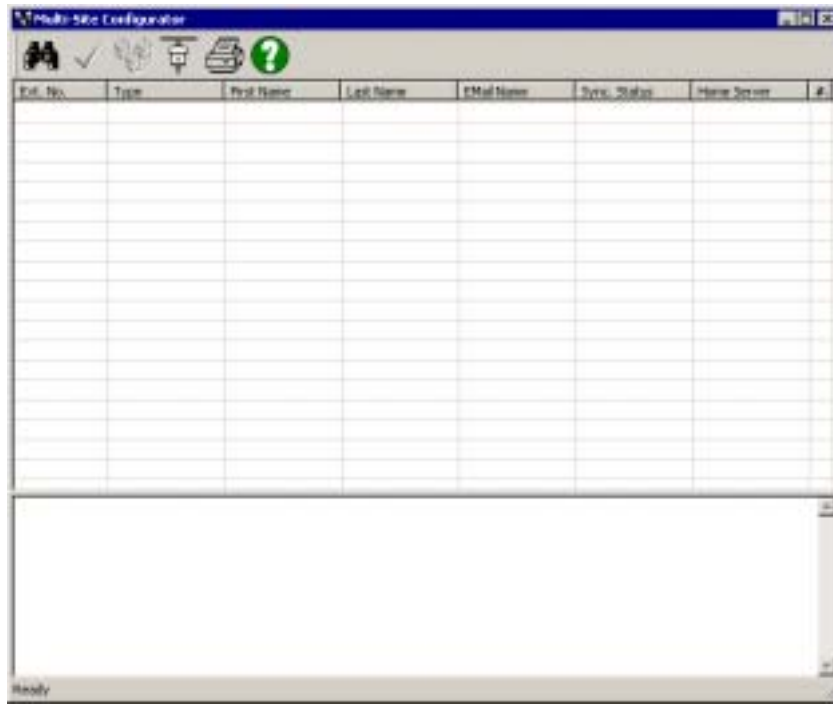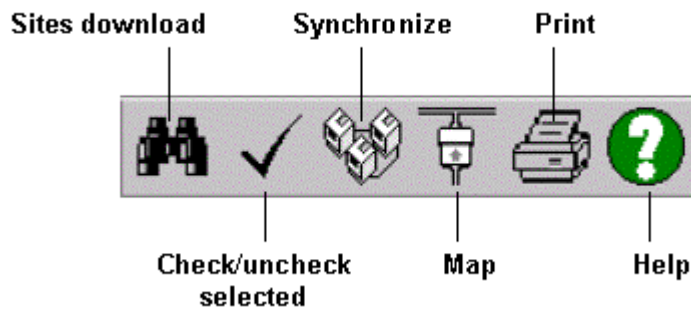

Figure 4.   Main Interface

The main commands located at the top of the screen are as follows:

Sites Download

BEFORE using the Sites Download feature, please configure the map table to first identify which servers will be included in the synchronize. (See "Map Table" on page 3.)

When the **Sites Download** button is selected, the Select Servers (see Figure 5) dialog box opens.
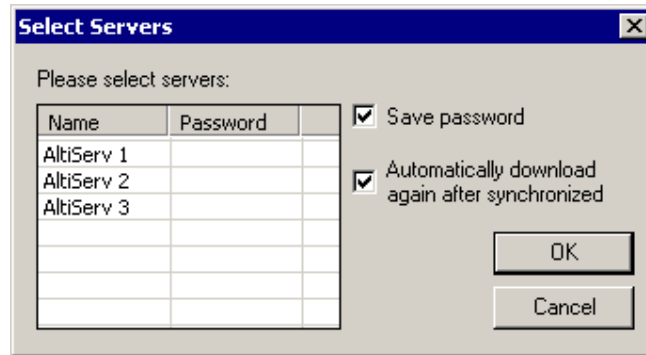

Figure 5.   Select Servers to Synchronize dialog box

If no servers are mapped in the map table, no server items will be shown in the Name field.

1. To begin downloading extension information, select two or more servers to search and type in the Password assigned to each server. Highlight the desired servers by clicking on the name and the CTRL button (or Shift button) at the same time.

2. Click **Save password** to save the password of the server.

    Click **Automatically download again after synchronized** to download data again from the servers after synchronization.

    Click **OK** to initiate the download.

3. The Configurator downloads all the extension information of the selected servers, the synchronization status and home server for each extension (see Figure 6). The status field message at the bottom will show "Ready for synchronization."

Figure 6.   Ready for Synchronization

Note: If XXXXXX appears in the First Name/Last Name fields of an extension, this means the name assigned to that extension doesn't match in all servers.

If a Site name changes to blank, this also means the name assigned to that extension doesn't match in all servers.

✓ Check/Uncheck Selected

After combining all extension information, the synchronization status of each extension will be shown in the extension list. The check box preceding every extension represents the current state of that extension, which can be one of the four states as follows:

☐   - the extension is not synchronized; it can be synchronized.

☑   - the extension has been checked; it has not been synchronized.

☐   - the extension cannot/need not be synchronized.

☑   - the extension has been synchronized in this session of MultiSite Configurator. Once MultiSite Configurator is restarted, the icon changes to the third icon. If the Auto Download option is checked, extensions in this state will change to "the extension cannot/ need not be synchronized."

You can check or uncheck the desired extensions to be synchronized. The **Check/Uncheck Selected** button only affects selected extensions, and will check /uncheck boxes for previously selected extensions.

The **Check/Uncheck Selected** button is grayed out if you are not connected to any servers.

Note: If the configurator cannot determine the home server of the extension, it will show "Unknown" in the HOME column and display the third check box icon.

To change the home server of the extension, the user can click the HOME field of the selected extension to view and select a HOME server from the list. If the selected server acts as the Home server, the check box icon will then change to the first one (the extension is not synchronized; it can be synchronized).

Synchronize

When **Synchronize** button is selected, the extension numbers that have been checked will be synchronized. The results of the synchronization are shown in the bottom field of the MultiSite Configurator screen.

Figure 7.   Select Servers

Synchronization Rules

Use the following table of rules as guidelines for synchronizing your extensions.

✘ = can't sync   ✔ = can sync   ✔ * = need to specify Home Server

Ext in Server 1 / Ext in Server 2	Physical/IP Extension	Virtual Extension	Workgroup	No Extension
Physical/IP Extension	✘	✔	✘	✔
Virtual Extension	✔	✔ *	✔	✔
Workgroup	✘	✔	✘	✔
No Extension	✔	✔	✔	N/A

Figure 8.   Synchronization Rules Table

Map

When the **Map** button is selected, the **Map Table Edit** screen appears. The Map Table should display the information inputted during setup. If the Map Table has not been created, please follow the step listed for "Map Table" on page 3.

Changing the Map Table

The user can modify the map information (Mail Forwarding Suffix and Forward Access Code) by directly accessing the appropriate fields and retyping the new information.

Click the **OK** button to keep the changes for the next configuration and synchronization.

Print

Selecting the **Print** button prints the extension information in the extension list, including extension number, name, email, synchronization status and HOME server name.

Note: Before printing, make sure A4 sized paper is available in your printer.

Help

Selecting the **Help** button opens the MultiSite Configurator Help file.

MultiSite Configurator Fields

The following, self-explanatory fields are displayed below the main toolbar commands:

• **Ext. No**

• **Type** - either "Extension" or "Workgroup"

• **First Name**

• **Last Name**

• **Email Name**

• **Sync. Status** - either "Synchronized" or "Unsynchronized"

• **Home Server**

  NOTE!

  Editing the Home Server field

  The Home Server field cannot be modified in the Map Table Edit window. To edit the Home Server field, go directly to the extension through the main screen, and right-click and select context menu in the HOME SERVER field for that extension to open a drop-down list of servers.

• **# of Physical Ext**

Troubleshooting

Use this table for troubleshooting error messages encountered while running MultiSite Configurator.

Error Message	Solution
Map Table Warning: Mail Forwarding Suffix from Server XXX to Server XXX is invalid!	Confirm the Mail Forwarding Suffix between servers are the same.
Map Table Warning: Forward Access Code from server XXX to XXX is invalid!	Confirm the Forward Access Code between servers are the same.