



**Call Home Job  
Management Help  
File**

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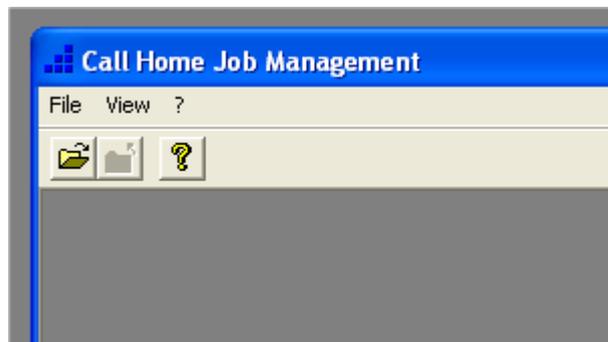
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# 1 Call Home Job Management

## Call Home Job Management

The NovaTec Call Home Job Management is part of the NovaTec **Network Management System**, that can be used to administer your customers NMG systems and there settings. The Call Home Job Management uses a database to store the customer data (customer name, which systems have access to the NMS, what actions are to be taken etc.) In addition to this, the Call Home Job Management can monitor the customers NMG systems which have "Called Home" within a specified time span.

To administer the various settings and options available for the NMS system, a corresponding "Job" database must be opened. Below you can see the Call Home Job Management application with no database loaded. To load a Job database, choose **File | Open** and choose the "Job" database that is to be opened



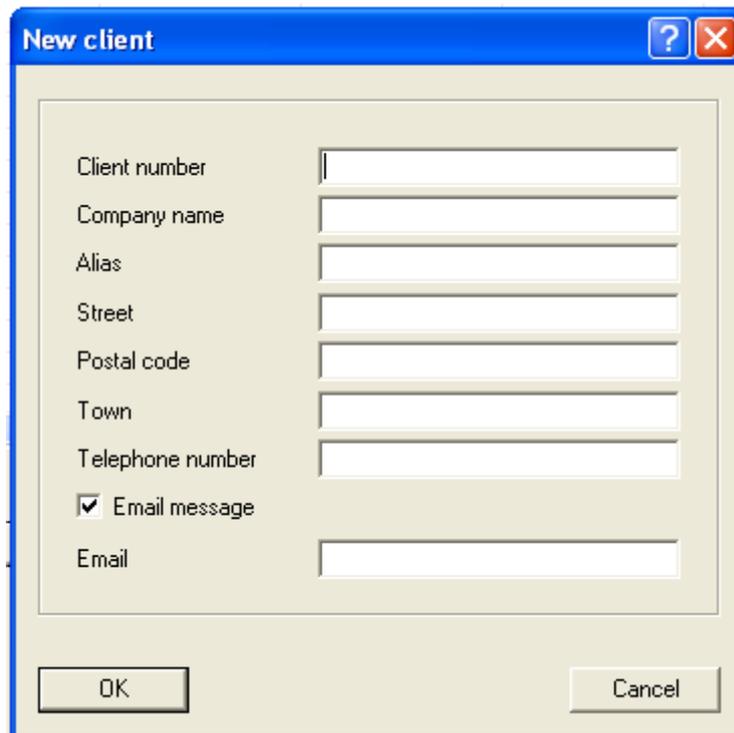
The NovaTec Call Home Job Management has the following menu items

- [Client data](#)
- [Base data](#)
- [Target settings](#)
- [Error analysis](#)
- [Mail-Options](#)



## Creating a client

To create a new client, click the button **New** and the following dialog will appear



The screenshot shows a dialog box titled "New client" with a blue border and a question mark icon in the top right corner. The dialog contains the following fields and controls:

- Client number: Text input field
- Company name: Text input field
- Alias: Text input field
- Street: Text input field
- Postal code: Text input field
- Town: Text input field
- Telephone number: Text input field
- Email message: Checked checkbox
- Email: Text input field
- OK: Button
- Cancel: Button

### Client number

This field allows you to enter an internal client/customer number or ID. This value should be unique

### Company name

Enter the company name of the client whose NMG systems are to be administered

### Alias

A (non ambiguous) name for the client, this is used in the following dialogs to identify the company

### Street

### Postal code

### Town

### Telephone number

The postal address and telephone number of the of the client

### Email message

Check this field if the NMS application is to send an email when it receives a call home event from one of the clients systems. The address where the email is sent must be filled out correctly in the field labeled **Email**

### Email

This field is only active, when the field **Email message** is checked. An email containing the following information is sent to the address entered here

- Description name of the target
- System-ID of the target
- The actual call home event
- Telephone number of the target
- Client the NMG is assigned to

To use the **Email** option, the [Mail - options](#) must be configured correctly

**Editing a client**

To edit the client information, select the client from the list and click the Edit button. Each field in the dialog that appears may be edited. To save any changes, click the button **OK**, to cancel any changes, click the **Cancel** button

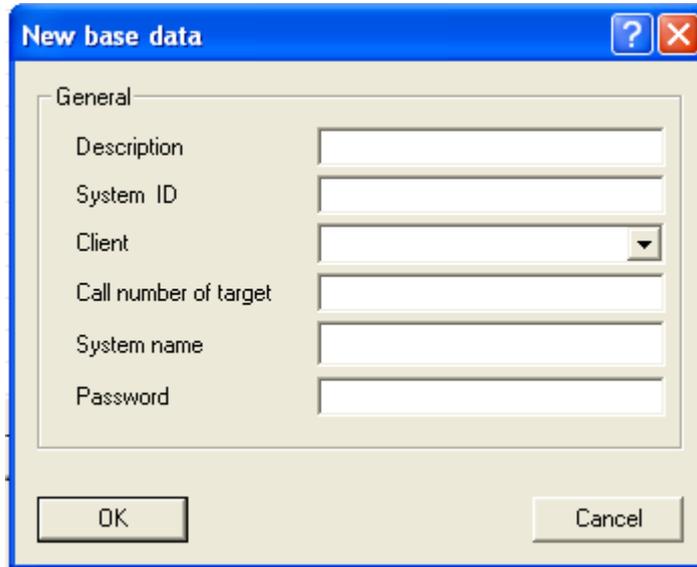
**Deleting a client**

Select a client to delete from the list and choose **Delete**. After confirming the delete process the client will be removed from the "Job" database



### Creating a new system

To create a new system to be managed by the NMS, choose **New** and the following dialog will appear



#### Description

A (non-ambiguous) descriptive name for the system. This general name is used in other dialogs and lists to identify the device.

#### System - ID

The Backplane - ID of the device. This is a (hexadecimal) number assigned by the manufacturer to identify the device unambiguously. It is a twelve-digit number and can include the digits 0-9 as well as the letters A-F

#### Client

Choose the customer to whom this system belongs to. The drop down box contains a list of customers that have been previously entered [here](#)

#### Call number of target

The telephone number of the target.

#### System name

A System name given to the device by the customer. This name is independent of the description you have chosen for the system

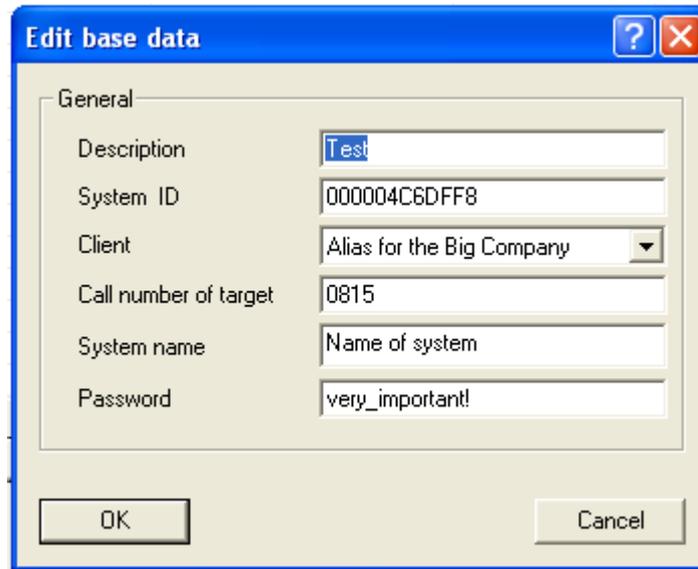
#### Password

The password given to the device by the customer. It is important that this password correspond **exactly** with that given to the system, otherwise the NMS cannot carry out the [specified tasks](#) to which you have defined the NMS to carry out

Once you are satisfied with the base data settings, choose **OK** and the system will be added to the "Job" database

**Editing an existing system**

Select the system to be edited from the list and choose **Edit**, the following dialog box will appear



The dialog box titled "Edit base data" contains the following fields and values:

Field	Value
Description	Test
System ID	000004C6DFF8
Client	Alias for the Big Company
Call number of target	0815
System name	Name of system
Password	very_important!

Edit the necessary fields and choose **OK** to save any changes. Choosing **Cancel** will abort the editing process

**Deleting a system from the Job database**

To delete a system from the "Job" database, select the system that is to be deleted and choose **Delete**, after confirming the delete process, the system will be removed from the "Job" database.



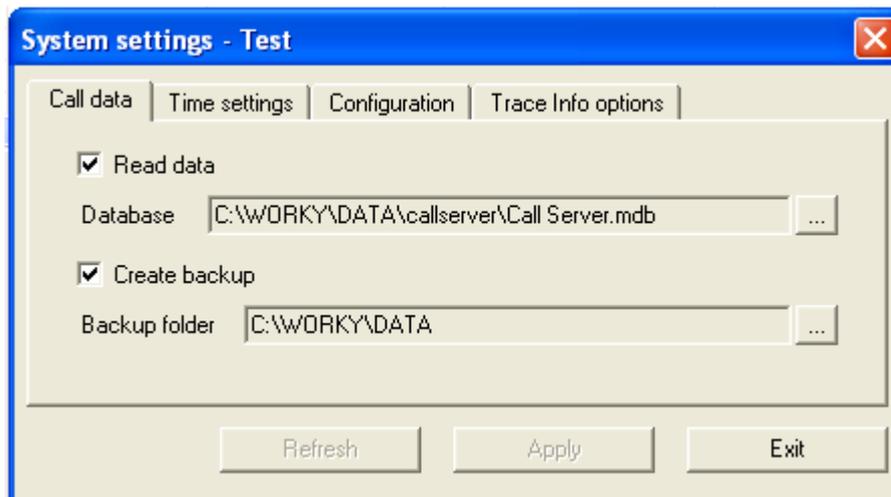
### Customer

The targets can be filtered for each customer (choose the customer whose systems should be shown in the list), or choose \* to see all of the systems that are to be managed by the NMS.

The list header (System name, Database etc.) shows the various settings for each of the displayed systems. To edit a specific system, select it from the list and choose **Properties** and the following dialog will appear

### Call data

These settings cover the CDR information that has been saved on the target system



### Read data

If active, then when the system calls home to the NMS, the CDR information will be read from the system and saved to the CDR database that is entered here.

### Create backup

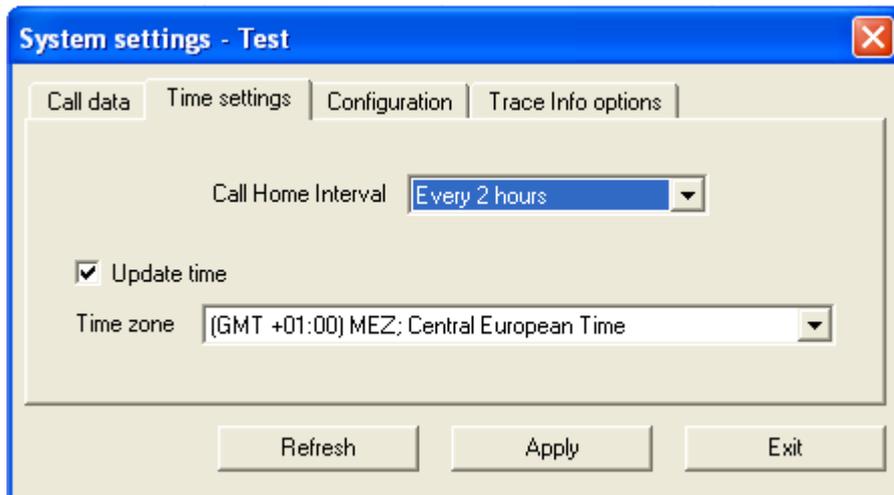
If active, then when the system calls home to the NMS, the CDR information will be read from the system and saved in a RAW (unprocessed) format in the directory that is entered here. This is a backup of the above entered database. It is advisable to use a database that is on another (physical) storage medium, to ensure the maximum data security

### Note

To ensure the easier maintenance of the various systems, it is advisable that each system has its own directory for the CDR database and the backup RAW file

### Time settings

These settings cover the time interval in which the system is expected to call home, and the internal system clock



#### Call Home interval

The interval in which the system is expected to call home. If this interval is reached, and the [Error analysis](#) is activated, then an entry will be created in the log, and (if configured) an email sent informing the recipient that the systems call home process is overdue

#### Update time

If this option is active, the systems internal clock will be updated using the clock of the PC on which the NMS is running, taking into account the **Time zone** that has been chosen.

#### Time zone

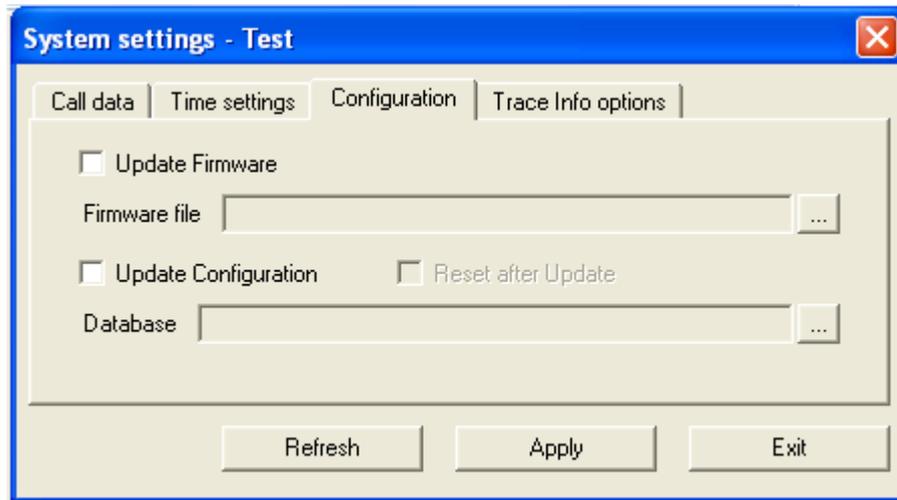
See Update time

#### Note

If the PC's clock on which the NMS is running and or the **Time zone** settings is incorrect, then the routing and function of the system (calling home) may be unpredictable

## Configuration

These settings cover the configuration and firmware of the system



### Update Firmware

If this option is active, then when the target system calls home, the firmware that is contained at the given location (**Firmware file**) will be transmitted to the system. This is a "one shot" action, i.e. it will only be carried out once. To choose which firmware file is to be transferred, click the button to the right (with the three dots) and a dialog box will open allowing you to choose the firmware file

### Update Configuration

If this option is active, then when the target system calls home, the configuration that is contained at the given location (**Database**) will be transmitted to the system. This is a "one shot" action, i.e. it will only be carried out once. To choose which configuration file is to be transferred, click the button to the right (with the three dots) and a dialog box will open allowing you to choose the configuration file

### Reset after Update

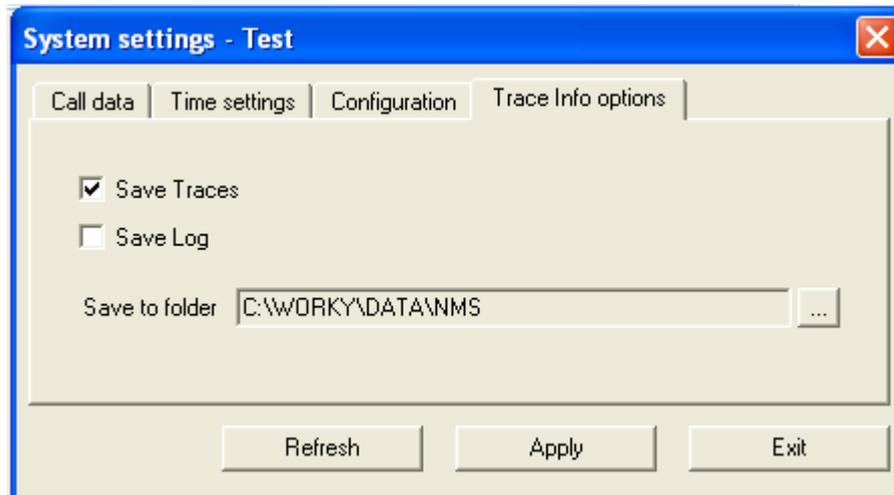
If this option is active, after the configuration file has been transferred to the target system, and a reconfiguration "on the fly" is not possible, then the system will be reset so that the new configuration will take affect

### Note

To ensure the easier maintenance of the various systems, it is advisable that each system has it's own directory for the Firmware and configuration files

### Trace Info options

These settings cover the configuration of the NMS regarding the trace and log file management of the target system



#### Save Traces

If this option is active, then the Trace files will be removed from the target system and saved locally in the folder entered in the field **Save to folder**

#### Save Log

If this option is active, then the Log files will be removed from the target system and saved locally in the folder entered in the field **Save to folder**

#### Save to folder

This field contains the folder in which any traces or log files will be saved locally. To change the location, click the button to the right (with three dots) and a dialog will appear allowing you to choose the location in which the trace and log files will be saved.

#### Note

To ensure the easier maintenance of the various systems, it is advisable that each system has it's own directory for the trave and log files

Once satisfied with the options, choose **Refresh** or **Apply** to save any changes. If you wish to abort any changes, choose **Exit**

## 1.4 Error analysis

### Error analysis

These options allow the real time error analysis of any systems that have not made a call home call within the time specified in the [Target settings](#) options. Any systems that have failed to call home within the specified time are listed here along with the following information.

The screenshot shows a software interface titled "Error report". At the top is a blue header bar with the text "Error report". Below this is a table with five columns: "Client", "Backplane ID", "Last notification", "Expected notification", and "Overdue". The table is currently empty. Below the table is a "Settings" section containing a text input field labeled "protocol file directory" with the value "C:\" and a browse button "...". At the bottom of the settings section are three buttons: "Start error report mode", "Stop error report mode", and "Delete".

#### Client

The name of the Client to whom the system belongs to

#### Backplane ID

The Backplane ID of the system that is overdue

#### Last notification

The time of the last call home event of the target system

#### Expected notification

The time on which the target system was expected to call home

#### Overdue

The time span in which the target system is overdue in calling home. This time is relative to the actual system time. It is actualised roughly every sixty seconds

#### Settings

Here the folder is set in which the error protocol will be saved to. The protocol file is named `yyyymmdd.log` where `yyyymmdd` represent the current date

**Start error report mode**

This starts the error report mode. Roughly every sixty seconds, the Call Home Job Management checks the list of target systems to see which ones have called home, and which ones have not. While doing this, the time between the last call home event, and the expected call home event is checked to make sure that it is not overdue. If it is overdue, then an entry is made in the error protocol, and if set in the options [Client data](#) an email sent containing the message that system XY has not called home within the given time span. The overdue time period is always relative to the actual system time. If however a systems calls home, and it has already been added to the error report list, it will be removed.

**Note**

Once the **error report mode** has been started, no changes can be made to the Job database. To make any changes, the error report mode must be stopped

**Stop error report mode**

This stops the error report mode

**Delete**

This deletes any selected items from the error report mode. Once a system is in the list, no other mails are sent. Once the system has been checked, it is advisable to remove the system from the list

## 1.5 Mail - options

### Mail - options

On this form the email options are configured. The NMS uses these settings to mail (if required). The NMS can use a RAS connection with POP or SMTP access, or use the SMTP direct access.

**Mail options**

**RAS options**

Do not use RAS

Provider

User

Password

Number

**SMTP options**

Login

SMTP-Server

From

To

User name

User password

**POP options**

POP-Server

User

Password

#### Ras options

These settings are to be configured, if the mail connection (either SMTP or POP) is to be carried out using a RAS or dial up connection. To change these options, **uncheck "Do not use RAS"**

#### Provider

The name of the RAS connection. You get the name of the RAS connection to be used, please refer to the Windows OS network settings

**User**

The user name with which you are known to the provider (in the above RAS connection)

**Password**

The password used in the above RAS connection

**Number**

The Telephone number of the RAS connection

**SMTP options**

The drop-down combo box allows the following access options for the SMTP server

**Pop before SMTP**

With this option, the POP fields are enabled and the POP settings can be entered. This method connects the POP mail server, disconnects and then connects to the SMTP server. This method of authentication is used in 90% of cases when logging onto an SMTP server.

**None**

The SMTP server does not require any authentication.

**Cram MD5**

With this option, the user name and password are used to authenticate the user logging in. This method is not always available (from the provider)

**Login**

With this method, the user name and password are encoded and sent to the SMTP server, and are used for authentication.

**Plain**

With this method, user name and password are sent to the SMTP server without any encoding.

**SMTP-Server**

The name or IP of the SMTP server.

**From**

These appears in the **From** field of the mail.

**To**

This is the mail address to which to test mail is sent.

**User name**

Enter the user name required for authentication to the SMTP server.

**User password**

Enter the user password required for authentication to the SMTP server

**POP**

These settings are only available when the option **POP before SMTP** (in **SMTP**) has been chosen. These settings are usually used when a **RAS** connection (see above) is used, or when the SMTP server requires authentication using POP before SMTP

**POP-Server**

The name of the POP server that is to be used when sending mails

**User**

The user name of the POP account

**Password**

The password of the POP account

Once you have made the required settings, you can test these, using the **Test** button. A test mail will be sent to the address entered in the **To** field

## 2 What's new

### What's new

#### What's new in version 6.2

##### New Features

None

##### Changes

None

##### Bug fixes

None

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