

System Manager FAQs

General:

Q. What is System Manager?

A. The System Manager is an Axxess® network management system which unites Inter-Tel's diverse product line into a family of products that can be viewed, programmed, managed and diagnosed through a single interface.

Q. What is the basic functionality in the System Manager v1.0 release?

A. The following functionality is available in the System Manager v1.0 release:

- Axxess® Network Topology (drill down)
- Axxess® System Configuration (Web-based access to Axxess database programming)
- Unified Communicator® Configuration
- SIP Server Configuration
- Diagnostics (alert notification, message print, trunk diagnostics, IPRC Web site MGCP gateway Web site)
- Call Reports (based on SMDR)
- Administration (System Manager framework configuration and management)

System Requirements:

Q. Is the System Manager sold with hardware?

A. No. System Manager is a software only product. A server must be purchased separately.

Q. What are the hardware requirements for System Manager?

A. The System Manager Server will run on a standard PC with a Pentium-based processor. The processor and memory requirements of the System Manager application depend on the expected load on the server application. The minimum requirements for the machine that runs the System Manager Server application are as follows:

- Processor: Pentium 4 2.4 GHz or higher
- System Memory: 512 MB or greater
- Hard Drive: 80 GB or greater (RAID Level 1 preferred, but not required)
- Storage Media: DVD ROM drive
- Floppy Drive
- External Connections: 2 USB 2.0 ports
- 10/100 Ethernet Port
- Operating System: Microsoft® Windows® 2000 Server with SP4

The minimum requirements support the following configuration for System Manager v1.0:

- 10 Call Processor nodes
- All v1.0 snap-ins developed by Inter-Tel (Network View Snap-in, CP Snap-In, Unified Communicator Snap-in and SIP Server Snap-in)
- 5 users

Q. What software is required to operate System Manager?

A. The System Manager software includes Microsoft .NET Framework v1.1 and Microsoft SQL Server 2000 Desktop Engine (MSDE). In addition to this software, the server that runs System Manager must include the following software:

- Microsoft® Windows® 2000 Server
- System Manager runs on the Microsoft Windows 2000 Server operating system, which includes Microsoft Internet Information Services 5.0 and Microsoft Terminal Services
- Inter-Tel Axxess Database Programming

The Call Processing Snap-in provides Axxess Call Processing Card (CPC) and Call Processing Server (CPS) configuration through the Inter-Tel Axxess Database Programming application. For each version of Axxess software that System Manager must manage, the administrator must install the corresponding version of Database Programming on the System Manager PC. System Manager provides Web access to Database Programming through Terminal Services.

Q. What version of Axxess software does the System Manager require?

A. The System Manager requires Axxess software v8.2 or greater.

Q. What Axxess hardware does the System Manager require?

A. The System Manager will need to interface with the Axxess via either a CPC or a CPS processor.

Configuration:

Q. I have a customer with two Axxess systems each at a different site. They do not have the requirement for voice networking but can I still use a single System Manager?

A. Yes, System Manager can be used to manage any Axxess Nodes that have their CPS or CPC on the same data network as the System Manager Server. In this situation, although voice networking is not used, all Axxess Nodes will need a unique Node number (Node 1 – Node 63).

Q. To use System Manager, does a multi-node Axxess System need to be licensed for Networking?

A. Systems do not need networking software loaded to be integrated with the system manager.

Q. Does a multi-node Axxess system, which is not networked for voice need a universal numbering plan?

A. Systems do not have to have a universal numbering plan just to integrate with System Manager.

Q. Where does the System Manager server need to reside?

A. The System Manager Server can be located anywhere on the data network that has TCP/IP connectivity to all the systems for which it has programming responsibility.

Q. What methods can be used to view System Manager?

A. System manager can be viewed using a web browser from anywhere on the network. This would normally be anywhere on the LAN or WAN and can also include access from the Internet if the customer chooses to allow this through their firewall. System Manager software runs on a secure webserver so all traffic between users and the server is encrypted.

Q. What are the firewall considerations with System Manager?

A. The System Manager and its snap-ins communicate with several entities (Web clients, Axxess nodes, Unified Communicator and SIP Server) using several different protocols (HTTP, HTTPS, Terminal Services, System Manager Session Manager protocol and several other proprietary Inter-Tel protocols). As a result, the System Manager PC must have TCP/IP connectivity to and from these entities on several different ports.

The following list identifies the TCP ports to be considered:-

Port 80	Inbound HTTP access for Web users
Port 443	Inbound HTTPS secure access for Web users
Port 8886	Communication between user and SIP Server
Port 4567	Communication between user and Unified Communicator
Port 3707	System Manager Session Manager Protocol
Port 4000	Database Programming from System Manager to Axxess Nodes
Port 3389	Terminal Services
Port 25	Outbound SMTP delivery

Capacity:

Q. How many people can use the System Manager simultaneously?

A. All licensed web users may access System Manager simultaneously to view alerts, manage user profiles, configure SIP Server, configure Unified Communicator and view the Axxess network map. However when using the System Manager to program Axxess Nodes, Each Axxess Node will only allow a single programming session.

Q. How many systems will System Manager support?

A. One System Manager server can support a group of 63 Axxess Nodes all on a single data network.