



Integrated Communication Solutions

# OAISYS Net Server

## Operations Manual

Version 4  
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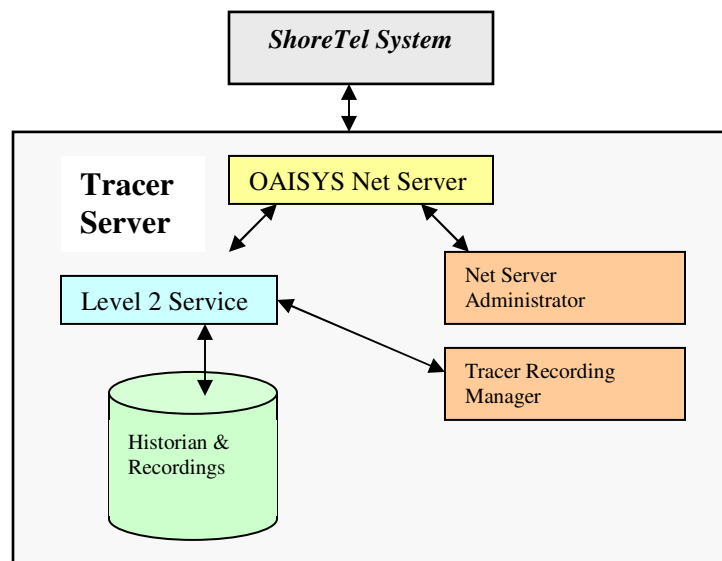
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## Overview

*OAISYS Net Server* is the next generation server product and the cornerstone component of the OAISYS Net Suite of products from **Computer Telephony Solutions, Inc.** The Net Server is the application responsible for managing the connection between the PBX and the OAISYS applications such as Tracer.

## Net Server Components

*OAISYS Net Server* – This is the main program and it manages all of the service sub-components. The Net Server software is installed on the Tracer Server. Please refer to the following diagram to see how all of the components interact.



**Figure 1: Net Server and Version 3.0 OAISYS System Applications**

- **Level 2 Service** – This is a service sub-component of the *Net Server* that interfaces to the PBX.
- **OAISYS Net Server Administrator** – This is the configuration program for the *Net Server*. Typically it is installed and runs on the same PC as the *Net Server*, but it can be used from another PC on the LAN to ‘remotely’ administer the *Net Server*.

## Requirements

### ***LAN Requirements***

The *OAISYS Net Server* PC communicates with desktop clients on a Microsoft network over TCP/IP so this type of network must be installed and running. If a site already runs a different network protocol, such as Novell IPX/SPX, that site will need to run a dual stack configuration.

The *OAISYS Net Server* PC should be assigned a fixed IP address (not a dynamically assigned IP address) to minimize problems for client programs using the server.

### ***Power-Up***

The PC running the *OAISYS Net Server* software should be configured to automatically initiate the program if the power to the PC is disconnected and then reconnected or if the PC is reset. By default, the setup program will place the *Net Server* in the Windows Startup group.

## Installation

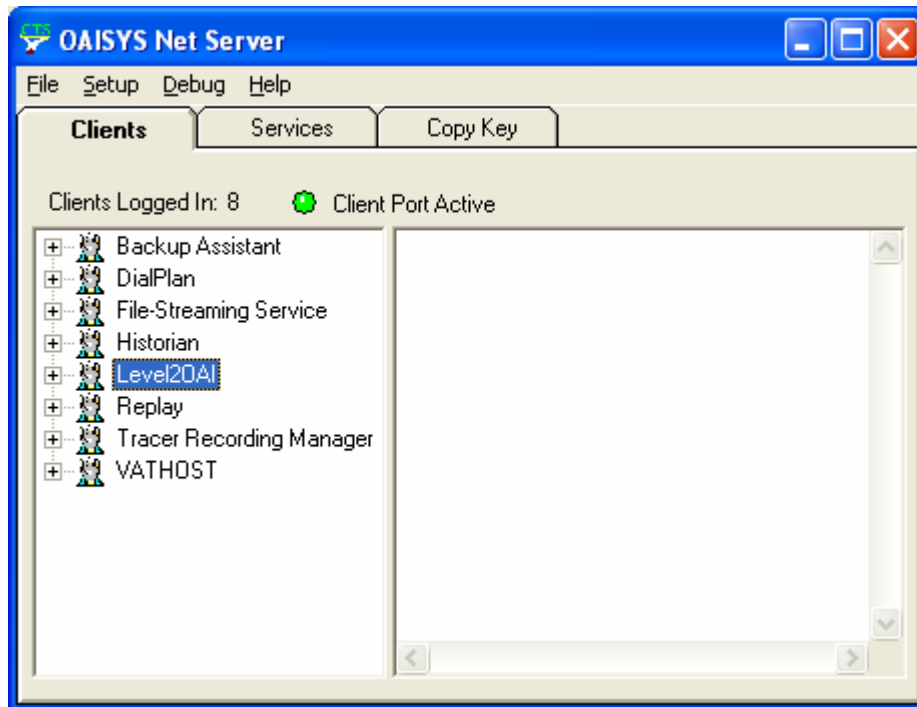
The *OAISYS Net Server* software should be installed on the Tracer Server using the following steps:

1. Run the SETUP.EXE program to install *OAISYS Net Server* on the server PC. Note: You should always install *OAISYS Net Server* to automatically run at Startup so it starts whenever the Server PC is reset or restarted.  
**Note:** This installation program installs some of the very latest OLE files from Microsoft, so during the installation (depending on the configuration of the target PC), the installation program may require you to Reset your PC and restart the installation a 2<sup>nd</sup> time.  
**Note:** You will be prompted for the IP address of the ShoreTel Server during the Net Server installation. Have this information available. In addition to the IP address of the ShoreTel Server – the installer may have to enter the “Login” and “Password”.
2. Run the SETUP.EXE program to install *OAISYS Net Server Administrator* – make sure to install this in the same folder as the *OAISYS Net Server*.
3. Mount the OAISYS Tracer software key in a USB port of the Tracer server.
4. Make the appropriate connections to your PBX.
5. Run the *OAISYS Net Server* program that should then automatically start *PBX Service* (and the other services).

## OAISYS Net Server

### *Clients*

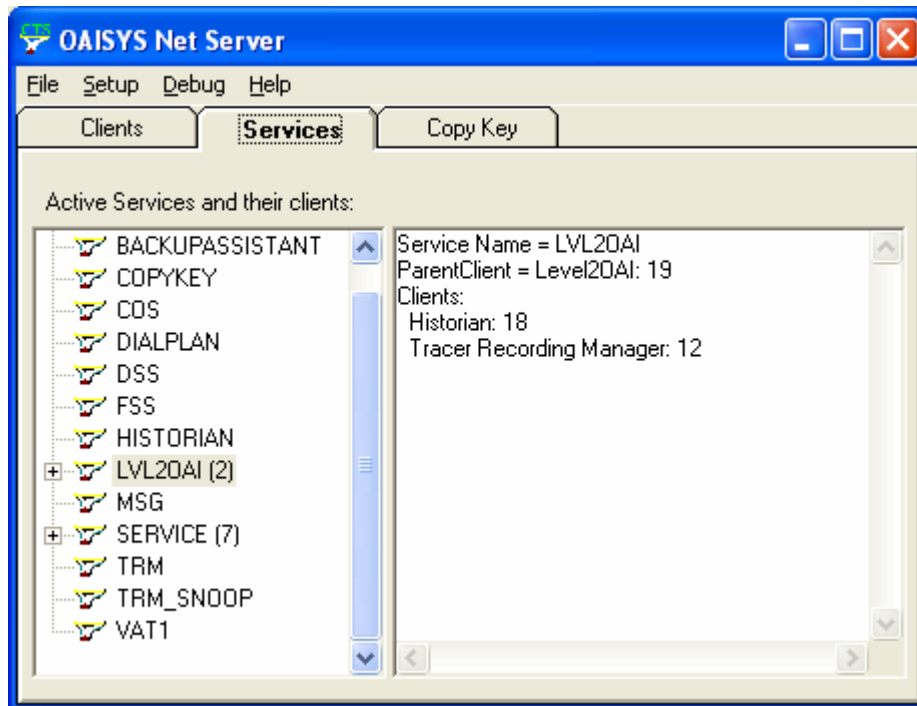
This window provides a view of which clients are presently logged into the server. This is primarily used by technical personnel to monitor the program activity.



## Services

This window shows which services are presently operating with the server. Some services (like COPYKEY, MSG, and SERVICE) are part of the server and are always present. Other Services will appear in this list when they are provided by other programs. For example, the Level 2 Service will appear when the *Level 2 Service* is operating correctly. By highlighting a service and right clicking on the service, you can bring up a menu that gives you the option to **Show Service Window**, **Hide Service Window**, or **Shutdown Service**. If you select **Show Service Window**, the service window will be displayed. If you select **Hide Service Window**, the service window will disappear. In this case, there will no longer be an icon across the bottom of the desktop nor in the system tray, however, the service will still be running. If you select **Shutdown Service**, the service will be shut down.

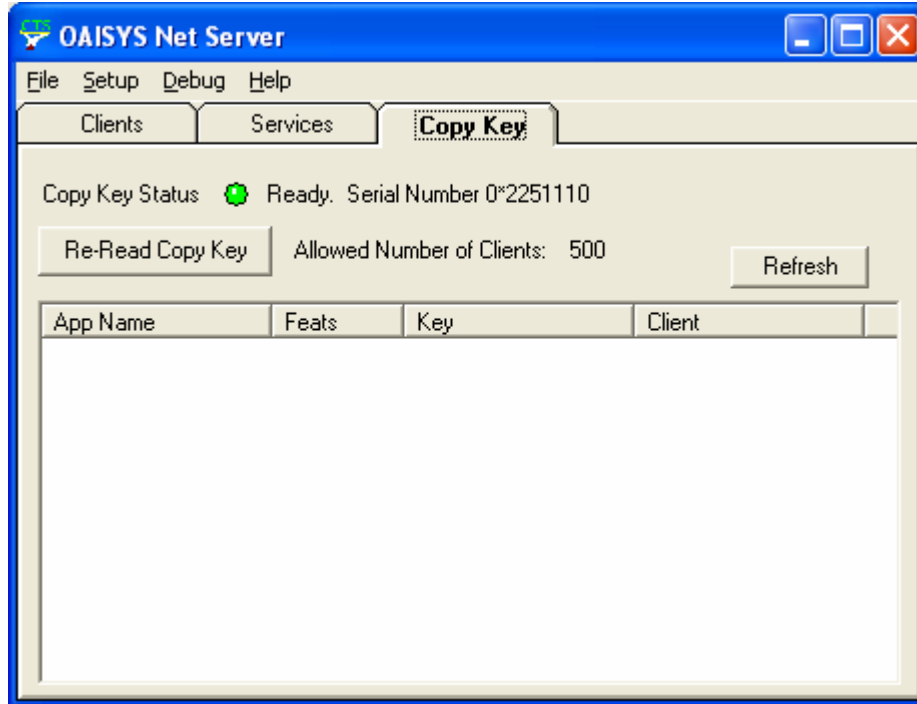
This is primarily used by technical personnel for monitoring the program activity.



## Copy Key

If **Copy Key Status** doesn't display a green light with a *Ready* status, then the copy key is not properly installed and operational (refer to the Troubleshooting section on page 8).

Normally this information is used by authorized personnel for troubleshooting.



## ***Errors & Troubleshooting***

***Symptom:*** *Copy Key Status displays “No Button Found”*

- **Copy Key Not Installed Properly** -- The copy key must be installed on the parallel printer port (LPT1) of the Net Server PC. The LPT port must be configured at I/O Address 378h and IRQ 7. See your PC documentation for instructions on changing the system BIOS.
- **Copy Key Not Functional** – If the copy key is not functioning correctly it may need to be replaced. To test the copy key, install it on a different PC, preferably from a different PC manufacturer. Install the *OASYS Net Server*. Run *Net Server*, and check the copy key status. Most key problems are due to configuration problems with the physical LPT port.

## Level 2 OAI Service

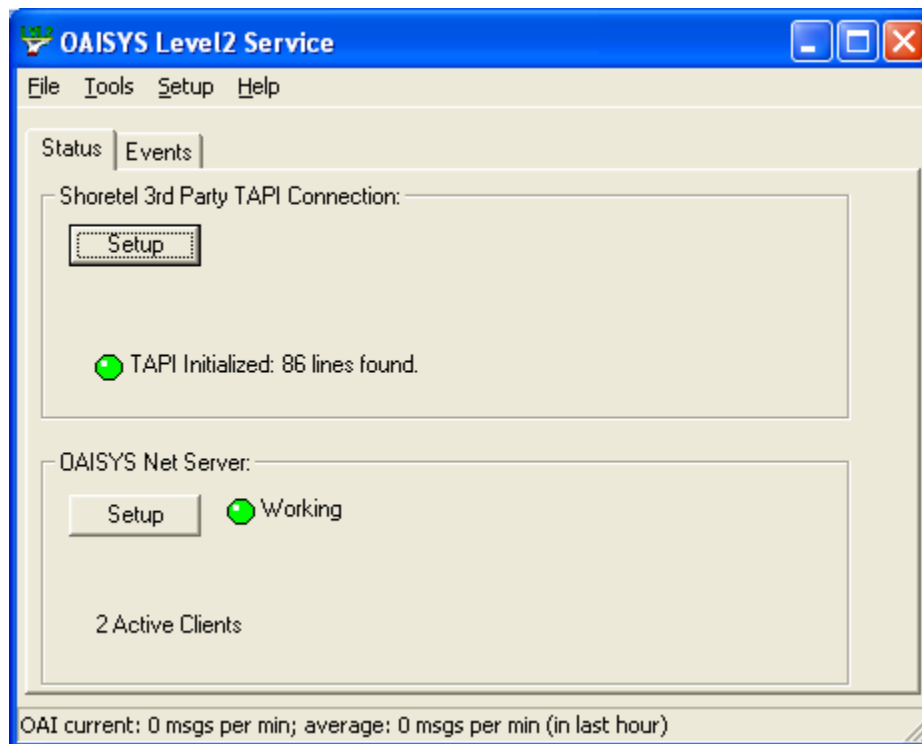
This sub-component of the Net Server, referred to as the *Level 2 OAI Service*, serves as the interface between the Tracer Server and the ShoreTel PBX.

### Tab Choices

#### Status

#### *ShorTtel 3<sup>rd</sup> Party TAPI Connection*

If this section doesn't display a green light with a status of *Initialized* you will likely need to setup the configuration of the ShoreTel TAPI Service Provider. Use the **Setup** button to access the ShoreTel TSP. See the Troubleshooting section for more information.

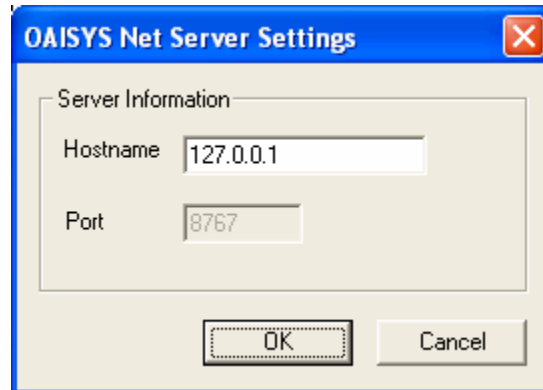


Once the ShoreTel TSP is setup correctly you should see green light in the ShoreTel 3<sup>rd</sup> Party TAPI Connection of the status section. If not, refer to the Troubleshooting section, for more instructions.

### ***OAISYS Net Server***

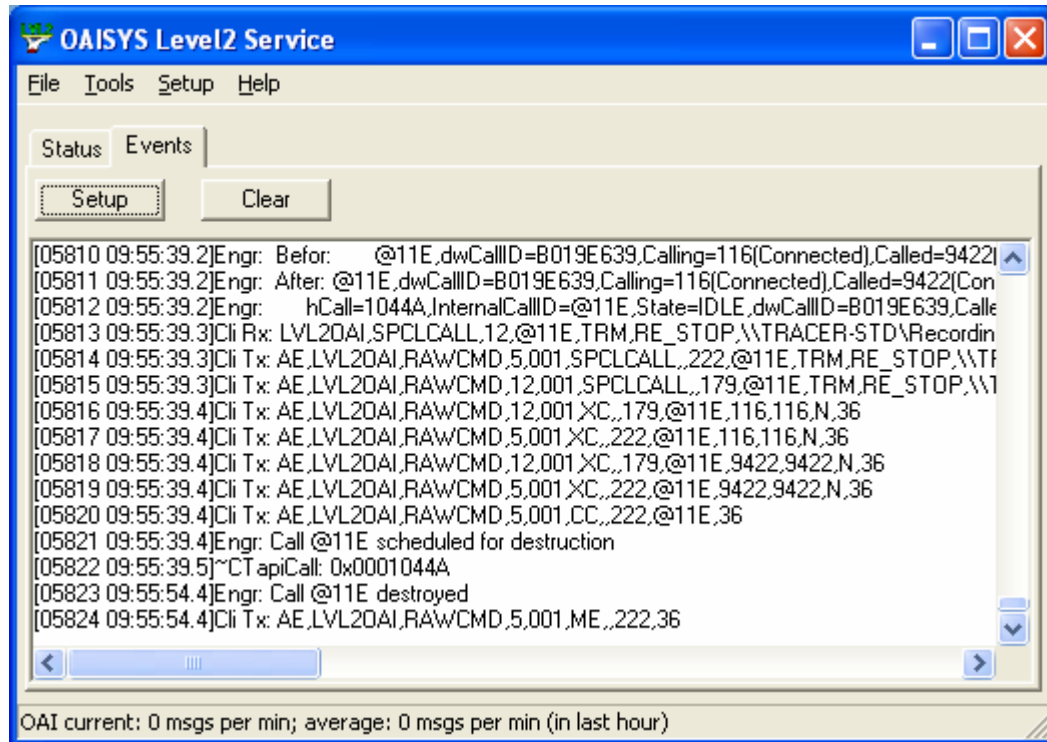
If this section doesn't display a green light with a *Working* status you will likely need to setup the configuration to *OAISYS Net Server*. To operate successfully, this program must be allowed to access *OAISYS Net Server* using a TCP/IP connection.

The default settings will work in most situations. If they do not, press the **Setup** button. The Hostname field should contain the network name (or IP address) of the Net Server PC. Some network software packages do not allow the use of the special Localhost name. You may need to use the Windows NetBIOS name (NetServer) or the full TCP/IP hostname (Netserver.mycompany.com).



## Events

This section provides a view of the detailed events of this service. Typically this is only used for troubleshooting.

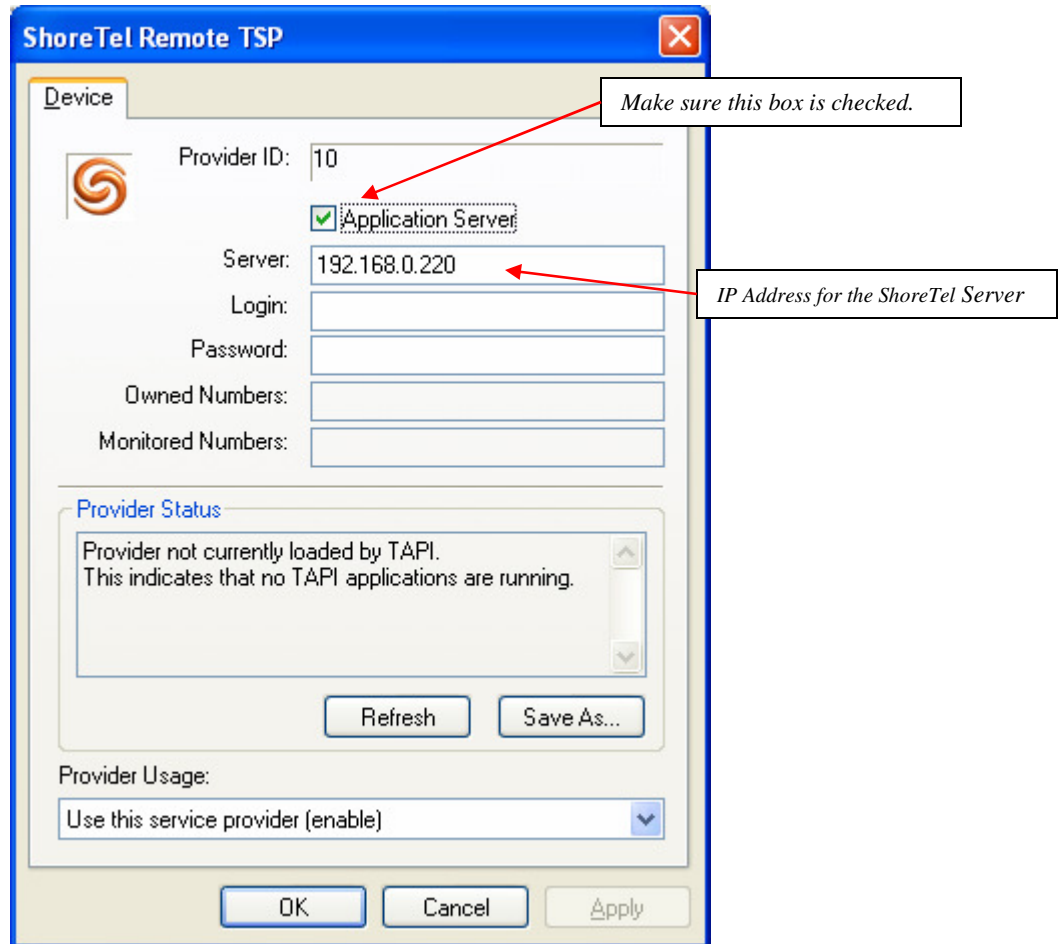


**Note:** Events are recorded to a disk file in the current directory so if a problem occurs, the events can be examined at a later time. The file name is *csta.log*. Use *Setup / Debug Output* to select which events are output to the log file.

## Errors & Troubleshooting

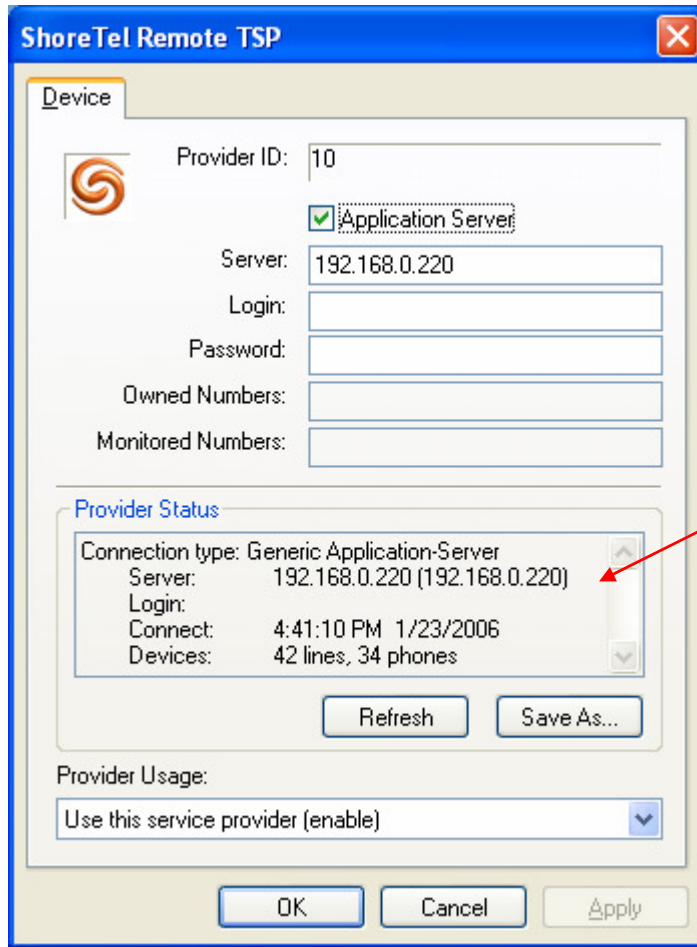
**Symptom:** ShoreTel 3<sup>rd</sup> Party TAPI connection doesn't show Green Light

- **Wrong IP Address for the ShoreTel Server** – Make sure you have the correct IP address for the ShoreTel Server.



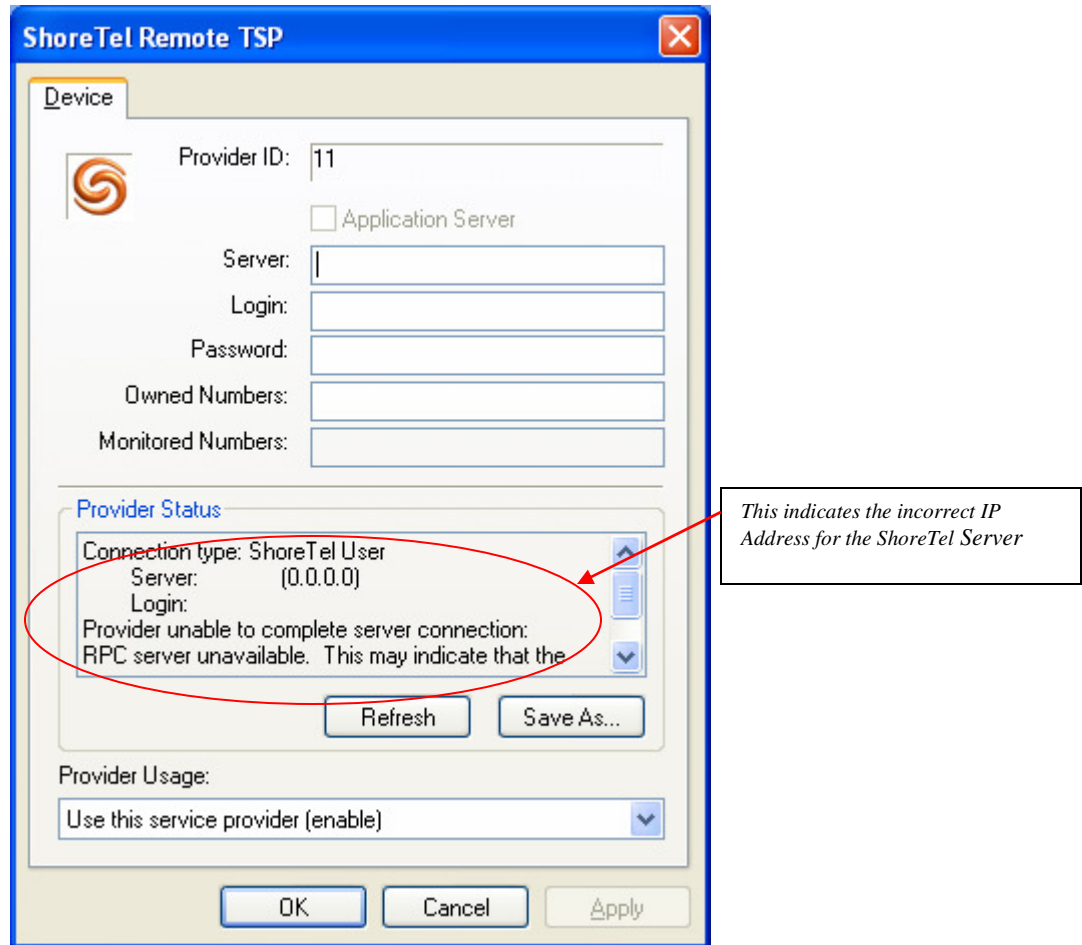
Under the Provider Status you may see the message Provider not currently loaded by TAPI. This indicates that no TAPI applications are running.

Once you start the Level 2 OAI Service the Provider Status will be updated to reflect a connection.



IP Address for the ShoreTel Server

If the incorrect IP address is entered you will see the following error.



**Symptom:** ShoreTel 3<sup>rd</sup> Party connection shows a Green Light but it shows 0 lines connected.

- **Wrong IP Address for the ShoreTel Server** – Make sure you have the correct IP address for the ShoreTel Server.

***Symptom: OAISYS Net Server doesn't show Green Light***

- **Can't Connect to Server When using *LocalHost*** – some proxy installations interfere with name resolution. If this happens, change Localhost to be the NetBIOS name of the Server PC. This name can be found by right-clicking **Network Neighborhood**, selecting *Properties*, and clicking the **Identification** Tab.
- **Invalid Software License** -- The server requires an appropriate software license to be available for its use on *OAISYS Net Server*. If an insufficient software license is available, this software will not operate.
- **Demo Mode** – Level 2 will operate in demo mode for 1 hour if it doesn't find a valid license key. The LED will be yellow and display *Demo Mode*. After one hour expires, the service will stop.

## OAISYS Net Server Administrator

This program is used to setup and control which client programs have access to *Net Server*.

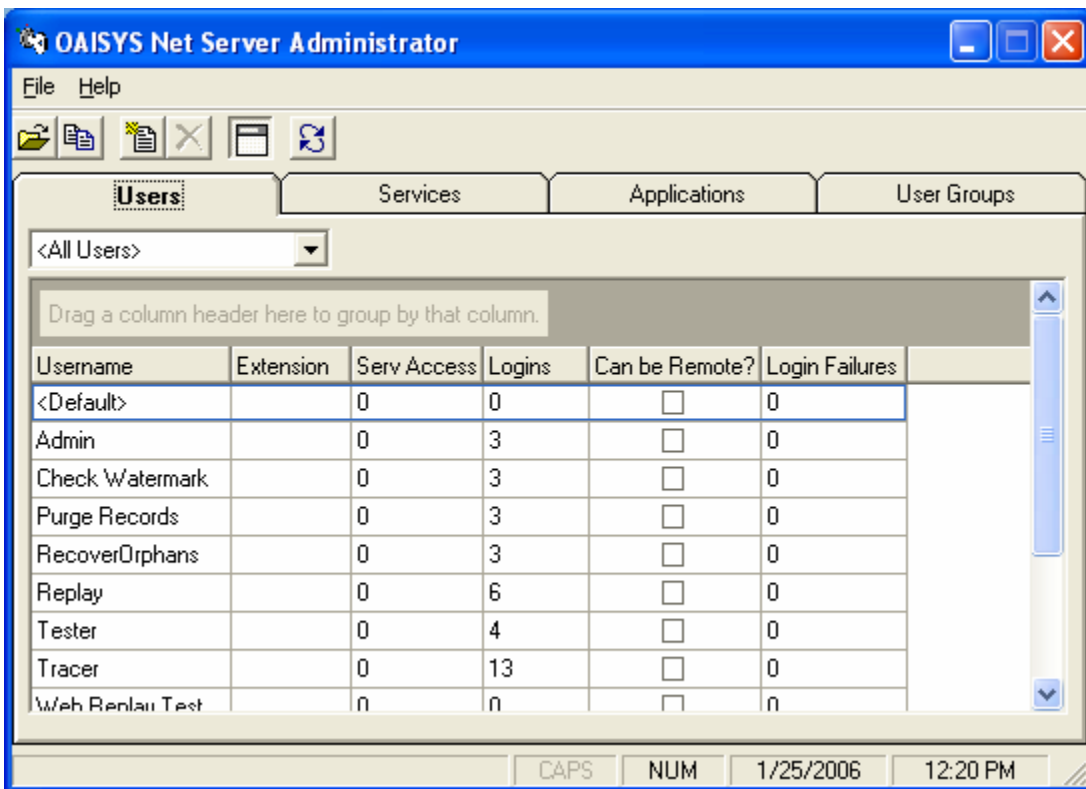
*Note:* This application requires a separate installation; it is not automatically installed when you install *Net Server*.

To access the database containing the settings you must first open the database (by pressing the **Open** button) and then log on with a valid username and password. The default access username and password is:

Username: **Admin**

Passcode: **Admin**

Once you've successfully logged on, you should see a screen similar to the one shown below:



## ***Users***

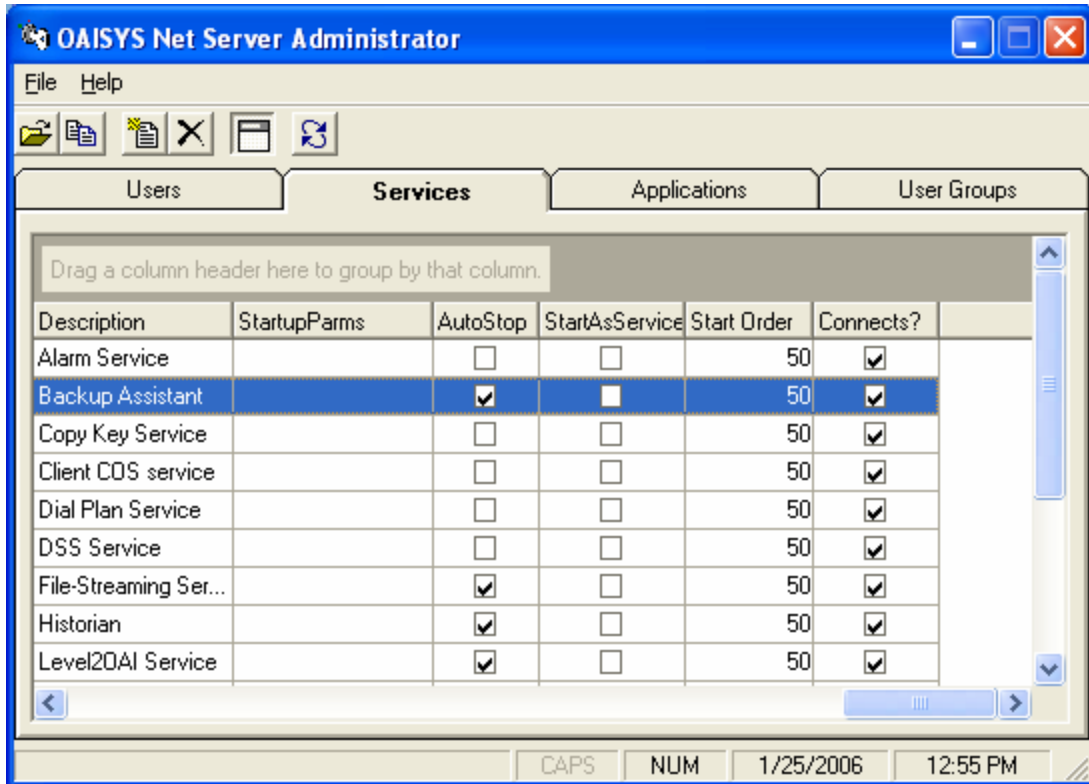
The users section defines which clients will have access to the server and what server services they can reach. A client actually defines a user and each program must log in to *Net Server* using one of these user accounts.

**Note:** It is certainly possible (even typical) that multiple programs can login using the same user account.

- **Username** -- User's login name. This must be unique.
- **Extension** --(Optional) This is the PBX extension number for this client. It must be provided if the client is allowed to control a phone extension. No two clients can have the same extension number (unless the extension field is blank).
- **Serv Access** -- This is a number that determines which services the client has access to. Each service has a Service Level number, and a client will have access to all services whose Service Level is less than or equal to the client's service level access number.
- **Logins** -- This is simply a count of the number of successful logins that have occurred by this client.
- **Can be Remote**—This checkbox indicates whether or not the client can access the Net Server remotely.
- **Login Failures** -- The number of login attempts the user made that failed.

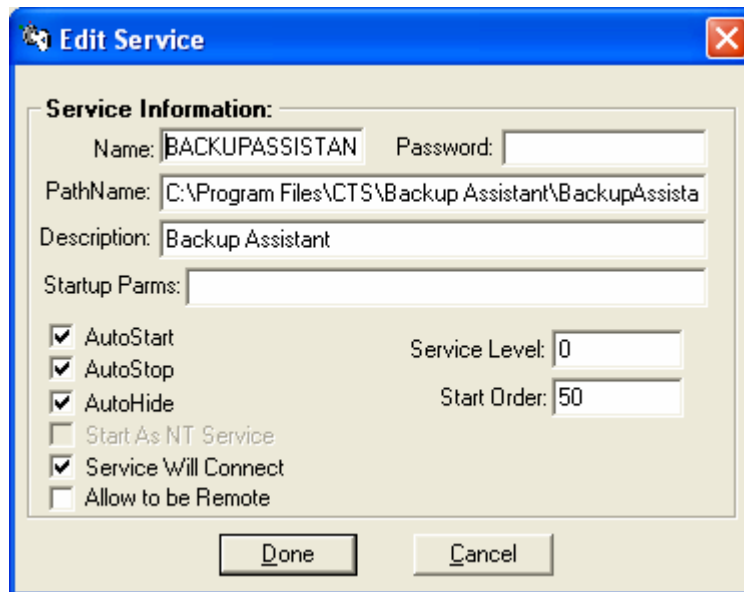
## Services

The services section defines which services are on the server and what clients can use them. Services are typically created automatically when they are installed so this is mainly used for viewing the configuration of services.



- **Description** --This is the description of the service. This should typically never be changed.
- **StartupParms** -- This field contains startup parameters that will be passed to the service upon starting it up (if AutoStart is enabled). This should typically never be changed.
- **AutoStop** -- This determines whether the service will be automatically stopped when the Net Server shuts down. (not currently operational)
- **StartAsService** -- This determines whether the service will be automatically started whenever *Net Server* starts.
- **Start Order**-- This determines the order in which the service will start. (Optional.)
- **Connects**—This indicates whether or not the service will connect to the Level 2 Service.

To Add or Edit a service, click on the **Add** or **Edit** button and the following screen will appear:



**Edit Service**

**Service Information:**

Name:  Password:

PathName:

Description:

Startup Params:

AutoStart      Service Level:

AutoStop      Start Order:

AutoHide

Start As NT Service

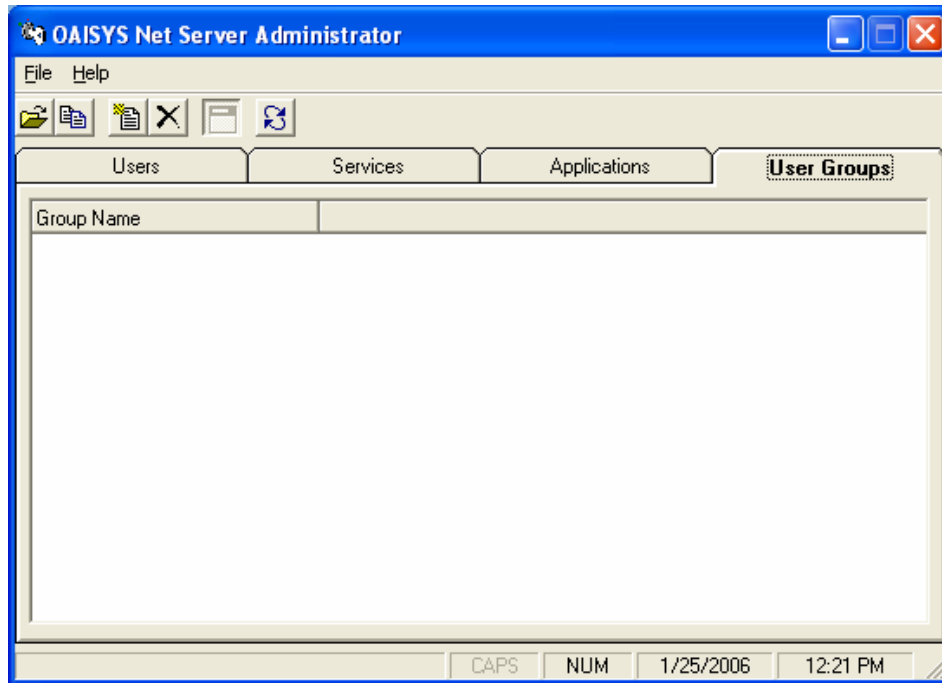
Service Will Connect

Allow to be Remote

To delete a service, highlight the service in the main services window and click on the **Delete** button. A confirmation box will appear, asking you if you want to delete the service.

## User Groups

The User Groups section allows you to define users for various applications. Some applications can make use of this so you can define a User Group and various Privileges for each user of an application.



- **Application** -- This is the name of the Application for which the User is defined.
- **User Name** -- This is the client name of the user (see Clients). However by setting this to <Default> (or leaving it blank) you will define the settings for the Default User. This is very useful because you can set the behavior for all typical users by creating a Default User, and then you only need to add any additional clients that need settings other than those of the Default User.
- **User Group #** -- Each user can be assigned to a group by setting this number (application may use this to standardize settings/features for each group)
- **Class of Service:** -- These options are used to control the user access privileges.  
**Note:** Each application may (or may not) use these settings so you must refer to the individual applications for information on if and how they use these settings.
- **Server Admin Privilege** -- Enables the user to do administration of server configuration files
- **Use Server-Based Configurations** -- When enabled this user will get his/her program configuration settings from the server in this application's folder (see below). If this is disabled, the user will get configuration settings from his/her local PC.
- **Group Admin Privileges** -- Determines if this user can perform functions for the group (unique to each application).
- **Other App Privileges** -- Determines if this user can perform other functions (unique to each application)
- **Other Setting #1** -- This is potentially used by the application for other purposes (unique to each application)
- **Other Setting #2** -- This is potentially used by the application for other purposes (unique to each application)