



>BUSINESS MADE **SIMPLE**

NORTEL

Signaling Server
Communication Server 1000
Engineering

➤ **Signaling Server OAM Shell
Command Line Reference for
Releases 4.50 and 5.00**

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Abstract

This document was created to provide a common reference guide for the Command Line Interface of the Signaling Server TPS in a Communication Server 1000 network. Commands that are associated to a specific release are noted. This document is intended as a reference guide only and does not replace the Nortel Technical Publications for this or any other product. The current NTPs should always be referenced when performing work on a system.



NOTE – SOME COMMANDS MAY BE SERVICE IMPACTING!

Nortel recommends that all system maintenance be performed during a designated service window to minimize user operational impact.



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CONVENTIONS:

This section describes the text, image, and command conventions used in this document.

Symbols:



Tip – Highlights a configuration or technical tip.



Note – Highlights important information to the reader.



Warning – Highlights important information about an action that may result in equipment damage, configuration or data loss.

Text:

Bold text indicates emphasis.

Italic text in a Courier New font indicates text the user must enter or select in a menu item, button or command:

```
ERS5520-48T# show running-config
```

Output examples from Nortel devices are displayed in a Lucinda Console font:

```
ERS5520-48T# show running-config
```

```
! Embedded ASCII Configuration Generator Script
! Model = Ethernet Routing Switch 5520-24T-PWR
! Software version = v5.0.0.011
enable
configure terminal
```



1. Element Manager Module Commands

1.1 elmShow

Shows a list of supported languages

5.00

1.2 unpackEmHelp

Unpacks Element Manager help files

5.00



2. Firmware Download Log File Commands

2.1 activeDlogShow

Show current used f/w download log file

4.50 / 5.00

activeDlogShow:

```
oam> activeDlogShow
Active F/W download file: /u/Log/UFTPL0G1.TXT
Space remaining:          399530

/u/Log/UFTPL0G1.TXT
-----
12/28/2007 13:32: F/W dnld success: (192.168.1.109) 2001P2
12/28/2007 13:34: F/W dnld success: (192.168.1.104) 2001P2
12/28/2007 13:49: F/W dnld success: (192.168.12.104) 1150
12/28/2007 13:57: F/W dnld success: (192.168.1.109) 2001P2
12/28/2007 13:57: F/W dnld success: (192.168.14.104) 1140
12/28/2007 13:57: F/W dnld success: (192.168.1.104) 2001P2
12/29/2007 14:37: F/W dnld success: (192.168.200.80) 2002P2
01/10/2008 22:16: F/W dnld success: (192.168.14.101) 1140oam>
```

2.2 inactiveDlogShow

Show non-active f/w download log file

4.50 / 5.00

inactiveDlogShow:

```
oam> inactiveDlogShow
Active F/W download file: /u/Log/UFTPL0G0.TXT
Space remaining:          399152

Inactive F/W download file: /u/Log/UFTPL0G1.TXT
/u/Log/UFTPL0G1.TXT
-----
oam>
```



2.3 dnldFailShow

Show failed results in the active f/w download log file.

4.50 / 5.00

dnldFailShow:

```
oam> dnldFailShow
Active F/W download file: /u/log/UFTPL0G0.TXT
-----

Inactive F/W download file: /u/log/UFTPL0G1.TXT
-----

oam>
```



3. Gatekeeper Commands

3.1 gkDiscoveryTrace

Trace gatekeeper discovery messages (GRQ, GCF, GRJ) for a specified endpoint 4.50 / 5.00

3.1.1 Usage: gkDiscoveryTrace <endpoint type>

Endpoint types:

ID <Alias Name> - turn on tracing for an endpoint or GK alias

IP <IP Address> - turn on tracing for a particular IP address

ALL - turn on discovery tracing for all endpoints

3.2 gkRegTrace

Trace endpoint registration messages (RRQ, RCF, RRJ) and unregistration messages (URQ, UCF, URJ) for a specified endpoint 4.50 / 5.00

3.2.1 Usage: gkRegTrace <endpoint type>

Endpoint types:

ID <Alias Name> - turn on tracing for an endpoint or GK alias

IP <IP Address> - turn on tracing for a particular IP address

ALL - turn on registration tracing for all endpoints

3.3 gkCallTrace

Trace endpoint call associated messages. This is admission messages (ARQ,ACF,ARJ), bandwidth BRJ), disengage messages (DRQ,DCF,DRJ), and location messages (LRQ,LCF,LRJ) 4.50 / 5.00

3.3.1 Usage: gkCallTrace <endpoint type>

Endpoint types:

ID <Alias Name> - turn on tracing for an endpoint or GK alias

IP <IP Address> - turn on tracing for a particular IP address

NUM <calling/called number> - turn on all call associated messages for a number regardless of NPI and TON

NUM <calling/called number> <NPI> <TON> - turn on all call associated messages for a number with a particular TON and NPI

ALL - turn on call tracing for all endpoints



NPI values	TON values
0 - ALL	0 - ALL
1 - Unknown number	1 - Unknown number
2 - ISDN (E.164)	2 - International number
3 - Private Numbering	3 National Number
4 - E.163	4 - Network Specific Number
5 - Telex numbering	5 - Subscriber Number
6 - Data numbering	6 - Level 1 Regional
7 - National standard	7 Level 0 Regional (Abbreviated #) numbering

3.4 gkProtocolTrace

Trace any endpoint for any message type

4.50 / 5.00

3.4.1 Usage: gkProtocolTrace <endpoint> <protocol>

Endpoint types:

ID <Alias Name> - turn on tracing for an endpoint or GK alias

IP <IP Address> - turn on tracing for a particular IP address

NUM <calling/called number> - turn on all call associated messages for a number regardless of NPI and TON

NUM <calling/called number> <NPI> <TON> - turn on all call associated messages for a number with a particular TON and NPI

ALL - turn on protocol tracing for all endpoints

Protocol types for IP, ID and ALL tracing

=====

Individually:

ALL, ARQ, ACF, ARJ, BRQ, BCF, BRJ, DRQ, DCF, DRJ,
GRQ, GCF, GRJ, LRQ, LCF, LRJ, RRQ, RCF, RRJ, RIP,
URQ, UCF, URJ, NSM (for IP and ALL only)



By category:

AXX - ARQ, ACF, ARJ
BXX - BRQ, BCF, BRJ
DXX - DRQ, DCF, DRJ
GXX - GRQ, GCF, GRJ
LXX - LRQ, LCF, LRJ
RXX - RRQ, RCF, RRJ
UXX - URQ, UCF, URJ

Valid Protocols for NUM tracing

=====

Individually:

ALL, ARQ, ACF, ARJ, BRQ, BCF, BRJ, DRQ, DCF, DRJ,
LRQ, LCF, LRJ

By category:

AXX - ARQ, ACF, ARJ
BXX - BRQ, BCF, BRJ
DXX - DRQ, DCF, DRJ
LXX - LRQ, LCF, LRJ

Protocols that can't be traced by any endpoint:

IACK, INAC, IRQ, IRR,
RAI, RAC, SCI, SCR, XRS

3.5 gkTraceOff

Turns off the trace for the specified endpoint for all protocol types

4.50 / 5.00

3.5.1 Usage: gkTraceOff <endpoint type>

Endpoint types:

ID <Alias Name> - turn off tracing for an endpoint or GK alias
IP <IP Address> - turn off tracing for a particular IP address
NUM <calling/called #> - turn off call associated tracing for a number with default (0) NPI and TON values
NUM <calling/called #> <NPI> <TON> - turn off call associated tracing for a number with specific NPI and TON values
ALL - turn off all tracing



3.6 gkTraceOutput

Sets the output destination for all GK protocol traces

4.50 / 5.00

3.6.1 Usage: gkTraceOutput <Output Destination> <file pathname>

Output destinations:

- 1 - TTY
- 2 - RPT (syslog)
- 3 - User specified FILE in the /u/trace directory. File name must be in quotes and conform to the 8.3 format.
- 4 - TTY and user specified FILE

3.7 gkTraceSettings

Displays the trace output destination as well as the endpoint types being traced

4.50 / 5.00

gkTraceSettings	
oam> gkTraceSettings	
Output to RPT	
Number of calling/called number table entries (max. 200): 0	
Endpoint type	Protocols traced
=====	=====

3.8 gkTraceTblClear

Clears the calling/called number table associated to the NUM trace filter(s)

4.50 / 5.00

3.9 gkTraceTblShow

Displays the calling/called number table associated to the NUM trace filter(s)

4.50 / 5.00



4. Intra System Signaling Security Commands

4.1 isecChgPSK

Change ISEC PSK locally

5.00

isecChgPSK

oam> **isecChgPSK**

Changing the local ISEC configuration can cause a temporary ELAN outage which would last until all connected elements share the same configuration. This would affect established calls and IP based terminal sessions.

NOTE: If this command is running on one of the CPU's in a redundant CS the change is not synchronized with the other core.

Are you sure you want to continue? (Yes/[No]):YES

Note: Spaces ~ * ` @ [] and # are not supported in passwords.

Please input PSK(16-32 chars):

4.2 isecChgLevel

Change ISEC security level locally

5.00

4.2.1 Usage: isecChgLevel [OPTI/FUNC/FULL]

4.3 isecNewTarget

Add a new target to the ISEC target list

5.00

4.3.1 Usage: isecNewTarget [IP address]

4.4 isecOutTarget

Delete a target from the ISEC target list

5.00

4.4.1 Usage: isecOutTarget [IP address]

4.5 isecEnlTarget

Enable the target ISEC

5.00



4.5.1 Usage: isecEnlTarget [IP address]

4.6 isecDisTarget

Disable the target ISEC

5.00

4.6.1 Usage: isecDisTarget [IP address]

4.7 isecProfileShow

Show all ISEC profiles

5.00

isecProfileShow

```
oam> isecProfileShow
```

```
Semaphore Id      : 0xff5df5c
Semaphore Type    : MUTEX
Task Queuing      : FIFO
Pended Tasks      : 0
Owner             : 0x7eb707c    (shell)
Options           : 0x0         SEM_Q_FIFO
```

VxWorks Events

```
Registered Task   : NONE
Event(s) to Send  : N/A
Options           : N/A
```

```
Local ELAN IP address : 47.11.216.79
Current Security Status: Disabled
Pending Security Status: Disabled
Current Security Level : Not Configured
```

IPAddr	SecurityStatus	Type

47.11.216.88	Disabled	PCS
47.11.216.80	Disabled	PBXLINK
137.135.128.254	Disabled	RCS



4.8 isecConfirm

Used to confirm PSK between Active Call Server and other elements

5.00

4.8.1 Usage: isecConfirm [saltNum (8 hex numbers)]

4.9 isecDecom

Removes all ISEC related files, memory allocations and tasks

5.00

isecDecom

```
oam> isecDecom
```

Changing the local ISEC configuration can cause a temporary ELAN outage which would last until all connected elements share the same configuration. This would affect established calls and IP based terminal sessions.
NOTE: If this command is running on one of the CPU's in a redundant CS the change is not synchronized with the other core.
Are you sure you want to continue? (Yes/[No]): **YES**

4.10 isecIkeShowPAI

Show all protection suites (inbound and outbound IPsec Security Association pairs)

5.00

4.11 isecIpsecShowIf

Show the entire network interface on which IPsec is enabled

5.00



5. Network Remote Access Commands

5.1 telnet

Telnet to the server, the address can be either in IP address format or host name 4.50 / 5.00

5.1.1 Usage: telnet [server]

5.2 rlogin

Rlogin to the server the address can be either in IP address format or host name 4.50 / 5.00

5.2.1 Usage: rlogin [server] [-l username]

5.3 cslogin

Login to the Call Server overlays 4.50 / 5.00



6. Patch Commands

6.1 mdp

DEPLIST manipulation command

4.50 / 5.00

6.1.1 Usage: mdp <command> [path]

Command can be one of:

- install <path>
- uninstall
- refresh <path>
- cancel refresh
- show refresh
- revert
- reactivate
- issp
- stat
- set alarm
- show alarm

Path can be either:

- software distribution media
- root directory of MDP distribution
- ZIP archive containing MDP distribution



7. Remote iset Diagnostics Commands

7.1 rPing

Request IP set to ping an IP address, count means the number of ping set should initiate
4.50 / 5.00

7.1.1 Usage: rPing [IP | TN, IP, count]

7.2 rPingStop

Request IP set to stop pinging a IP address
4.50 / 5.00

7.2.1 Usage: rPingStop [IP | TN]

7.3 rTraceRoute

Request IP set to trace route a IP address
4.50 / 5.00

7.3.1 Usage: rTraceRoute [IP | TN, IP, count]

Request specified IP set to trace route an IP address, count means maximum number of hops
4.50 / 5.00

7.4 rTraceRouteStop

Request IP set to stop tracing route a IP address
4.50 / 5.00

Usage: rTraceRouteStop [IP | TN]

7.5 RUDPStatShow

Show RUDP/UNISim statistics for an IP set
4.50 / 5.00

7.6 eStatShow

Show Ethernet statistics for a IP set
4.50 / 5.00

7.6.1 Usage: eStatShow [IP | TN, clear]

Show Ethernet statistics for specified IP set, clear means clear statistics or not



7.7 isetInfoShow

Show DHCP configurations and iset information for an IP set

4.50 / 5.00



8. UFTP IP Telephone Firmware Commands

8.1 uftpShow

Show IP telephone firmware download information

4.50 / 5.00

```

oam> uftpShow

----- UFTP Server Configuration -----
UFTP Server IP address ..... 192.168.100.201 [port: 5105]
Concurrent downloading limit .... 100 sets

FirmWare Model Name PolicyName FileName
-----
B76 IP Phone 2004 Phase 0/1 DEFAULT /u/fw/x00.fw
B76 IP Phone 2002 Phase 1 DEFAULT /u/fw/x01.fw
DBG IP Phone 2004 Phase 2 DEFAULT /u/fw/x02.fw
DBG IP Phone 2002 Phase 2 DEFAULT /u/fw/x02.fw
DBG IP Phone 2001 Phase 2 DEFAULT /u/fw/x02.fw
S68 IP Audi o Conference Phone 2033 DEFAULT /u/fw/x10.fw
C4J IP Phone 2007 Phase 2 DEFAULT /u/fw/x21.fw
C4D IP Phone 1110 DEFAULT /u/fw/x23.fw
C4D IP Phone 1120E DEFAULT /u/fw/x24.fw
C4I IP Phone 1140E DEFAULT /u/fw/x25.fw
C4D IP Phone 1150E DEFAULT /u/fw/x27.fw

Total firmware = 11

----- Run Time Data -----
Last UFTP reset ..... 1/10/2008 21:48:51
Cumulation Period ..... 0001 20:56:25
Successful downloads ..... 1
Fail downloads ..... 0

----- Active Downloads -----
Current downloading sets ..... 0

TermType IP Address Downloaded[KByte]
-----
oam>

```



8.2 uftpNodeShow

Show IP telephone firmware download summary of node

4.50 / 5.00

uftpNodeShow

oam> **uftpNodeShow**

Retrieving information from the peer(s), please wait!

```

----- UFTP IP Phone Firmware Download Summary for Node 1000 -----
Index TN           Host Type  TLAN IP Addr    Act  Svr Up Time   OK   Fail
001           ISP 1100   192.168.1.165   000  0001 14:42:56  00000 00000
002  1 0         ITG-P     192.168.1.161   000  0001 14:42:23  00000 00000
003  1 0         ITG-P     192.168.1.161   000  0001 14:42:23  00000 00000
-----
Total                                000                                00000 00000
-----

```

----- All cards in node configuration are registered -----

8.3 uftpRunTimeDataReset

Reset the run time data field in the UFTP data block

4.50 / 5.00

uftpRunTimeDataReset

oam> **uftpRunTimeDataReset**

Run time data reset OK.

```

----- Run Time Data -----
Successful downloads ..... 0
Fail downloads ..... 0

```

8.4 uftpTurboMode

Configure firmware download Turbo Mode

4.50 / 5.00



8.5 uftpTurboModeShow

Display firmware download Turbo Mode configuration

4.50 / 5.00

uftpTurboModeShow

```
oam> uftpTurboModeShow
Turbo Mode enabled: YES
Turbo Mode scheduled: NO
Turbo Mode active: YES
Turbo Mode duration: 0 minutes
Turbo Mode idle timeout: 0 minutes (server is idle now)
```

8.6 uftpSpeedLimitShow

Display UFTP bandwidth parameters

5.00

8.7 uftpSpeedLimitSet

Configure UFTP bandwidth parameters

5.00

8.8 uftpTurboModeTimeoutSet

Configure firmware download Turbo Mode idle timeout

4.50 / 5.00

8.8.1 Usage: uftpTurboModeTimeoutSet [minutes]

8.9 uftpAutoUpgradeTimeoutSet

Configure user response timeout for postponed firmware upgrade

4.50 / 5.00

8.9.1 Usage: uftpAutoUpgradeTimeoutSet [seconds]



9. Converged Desktop Service Commands

9.1 cdsShow

Show information about the Converged Desktop Service

4.50 / 5.00

cdsShow

oam> **cdsShow**

CDS Application Current State: NotReady

hAppBlk	TaskName	Tid	LinkState	NumRetry	LinkNum	Trace
0x2f299a0	CDS	0x0	Down	0	0	0

Invalid CDS Timer AML Link(0)

Invalid CDS Timer Call Audit(1)

CDS Service Enabled : No

Service DN : (null)

CDN : (null)

MO Service URI : (null)

MV Service URI : (null)

Notify URI : (null)

PNI + HLOC : 00000 (null)

AnnounceRAN : 0

AnnounceRANSeconds : 0

CD Server Timeout : 0

CD Ringing Timeout : 0

Non-PAD Ans Timeout : 0

CDS Call Trace: Off

Calling Number: (null)

Called Number : (null)



9.2 cdsAgentShow

Show information about PCA agents of the Converged Desktop Service

4.50 / 5.00

cdsAgentShow

```
oam> cdsAgentShow
```

The active CDN: (null)

The default ACD DN:

Round Robin index: 0

```
-----
No      TN      PosID   ACD_DN  DN      dnStatus  loginStatus  acdStatus  AuditCount
-----
```

Number of CDS Agents: 0, 0

```
-----
```



10. Election Commands

10.1 electShow

Shows the card TPS state, current master and a list of online TPSs

4.50 / 5.00

electShow

oam> **electShow**

Node ID : 1000
 Node Master : Yes
 Up Time : 1 days, 14 hours, 58 mins, 20 secs
 TN : 00 00
 Host Type : ISP 1100
 TLAN IP Addr : 192.168.1.165
 ELAN IP Addr : 192.168.1.155
 Election Duration : 15
 Wait for Result time : 35
 Master Broadcast period : 30

===== master tps =====

Host Type	TN	TLAN IP Addr
ISP 1100	00 00	192.168.1.165

Next timeout : 5 sec

AutoAnnounce : 1

Timer duration : 60 (Next timeout in 17 sec)

===== all tps =====

Num	TN	Host Type	ELAN MAC	TLAN IP Addr	ELAN IP Addr	Up Time	NumOfSets	TimeOut
001	00 00	ISP 1100	00:02:b3:3f:6f:4a	192.168.1.165	192.168.1.155	001 14:58:20	6	0
002	01 00	ITG-P	00:60:38:8e:4e:94	192.168.1.161	192.168.1.151	001 14:56:06	0	1

===== All cards in node configuration are registered =====



11. ELM Module Commands

11.1 elmShow

Shows a list of supported languages

4.50 / 5.00

elmShow

oam> **elmShow**

Idx	Language	String	File
===	=====	=====	=====
0	engl i sh	Engl i sh	/l ocal e/engl i sh/engl i sh. txt
1	czech	Ěesky	/l ocal e/czech/czech. txt
2	dani sh	Dansk	/l ocal e/dani sh/dani sh. txt
3	dutch	Nederl ands	/l ocal e/dutch/dutch. txt
4	fi nni sh	Suomi	/l ocal e/fi nni sh/fi nni sh. txt
5	french	Françai s	/l ocal e/french/french. txt
6	german	Deutsch	/l ocal e/german/german. txt
7	hungari an	Magyar	/l ocal e/hungari an/hungari an. txt
8	i tal i an	I tal i ano	/l ocal e/i tal i an/i tal i an. txt
9	l atvi an	Latvi ski	/l ocal e/l atvi an/l atvi an. txt
10	norwegi an	Norsk	/l ocal e/norwegi an/norwegi an. txt
11	pol i sh	Pol ski	/l ocal e/pol i sh/pol i sh. txt
12	spani sh	Español	/l ocal e/spani sh/spani sh. txt
13	swedi sh	Svenska	/l ocal e/swedi sh/swedi sh. txt
14	j apanese	Æî ÿ°	/l ocal e/j apanese/j apanese. txt
15	portuguese	Português	/l ocal e/portuguese/portuguese. txt
16	russi an	ÀãááÚØÙ	/l ocal e/russi an/russi an. txt
17	turki sh	Türkçe	/l ocal e/turki sh/turki sh. txt

oam>



12. iset Module Commands

12.1 isetShow

Show general information for all registered sets

4.50 / 5.00

isetShow

oam> **isetShow**

Set Information

IP Address	NAT	Model Name	Type	RegType	State	Up Time	Set-TN	Reg-TN	HWID	FWVsn	SrcPort	DstPort
192.168.1.104		IP Phone 1150E	IPACD	Regular	online	0 09:35:49	061-00	061-00	18-00159bfea4de-66	C4C	2.9	5100 5000
192.168.1.105		IP Phone 2007 Phase 2	i2004 Ph2	Regular	online	0 09:36:00	061-01	061-01	18-000ae4769ace-66	C4J	2.9	5100 5000
192.168.1.108		IP Phone 2004 Phase 2	i2004 Ph2	Regular	online	0 09:36:30	061-02	061-02	18-0019e1e52731-66	DBG	2.9	5100 5000
192.168.1.114		IP Phone 2004 Phase 0/1	i2004	Regular	online	0 09:36:35	061-03	061-03	18-000ae4050891-66	B76	2.9	5100 5000
192.168.1.109		IP Phone 1140E	i2004 Ph2	Regular	online	0 09:35:39	061-04	061-04	18-001b252f52c3-66	C4B	2.9	5100 5000
192.168.1.112		IP Phone 2004 Phase 0/1	i2004	Regular	online	0 09:36:25	061-07	061-07	18-00603876de40-66	B76	2.9	5100 5000

Total sets = 6

12.2 isetFWShow

Show general information about firmware of all registered sets

4.50 / 5.00

isetFWShow

oam> **isetFWShow**

Set Information

IP Address	Model Name	Type	FWID Supported	FWVsn	UNIStimVsn	Set-TN
192.168.13.102	IP Phone 1150E	1150	0x27 Yes	C4D	2.9	096-00-00-01
192.168.1.109	IP Phone 2001 Phase 2	2001P2	0x02 Yes	DBG	2.9	096-00-00-12
192.168.11.101	IP Phone 1110	1110	0x23 Yes	C4D	2.9	096-00-00-09
192.168.1.105	IP Phone 2004 Phase 0/1	2004P1	0x00 Yes	B76	2.9	096-00-00-03
192.168.1.104	IP Phone 2001 Phase 2	2001P2	0x02 Yes	DBG	2.9	096-00-00-14
192.168.200.80	IP Phone 2002 Phase 2	2002P2	0x02 Yes	DBG	2.9	096-00-00-05
192.168.12.102	IP Phone 2004 Phase 2	2004P2	0x02 Yes	DBG	2.9	096-00-00-02
192.168.14.102	IP Phone 1140E	1140	0x25 Yes	C4I	2.9	096-00-00-04

Total sets = 8



12.3 isetNATShow

Show information about registered sets behind a NAT router

4.50 / 5.00

isetNATShow

oam> **isetNATShow**

NAT Set Information

```
-----
Signalling                      Media
Public IP Addr: Port            Public IP Addr: Port
(Private IP Addr: Port)        (Private IP Addr: Port)    NAT Type  RTCP      Model Name      Type      Set-TN      Regd-TN
-----
Total NAT sets = 0
```

12.4 isetShowByTN

Show general information for all registered sets, sorted by TN

4.50 / 5.00

isetShowByTN

oam> **isetShowByTN**

IP Address	NAT	Model Name	Type	RegType	State	Up Time	Set-TN	Reg-TN	HWID	FWVsn	SrcPort	DstPort
192.168.1.104	IP Phone	1150E	IPACD	Regular	online	0 09:35:49	061-00	061-00	18-00159bfea4de-66	C4C	2.9	5100 5000
192.168.1.105	IP Phone	2007 Phase 2	i2004 Ph2	Regular	online	0 09:36:00	061-01	061-01	18-000ae4769ace-66	C4J	2.9	5100 5000
192.168.1.108	IP Phone	2004 Phase 2	i2004 Ph2	Regular	online	0 09:36:30	061-02	061-02	18-0019e1e52731-66	DBG	2.9	5100 5000
192.168.1.114	IP Phone	2004 Phase 0/1	i2004	Regular	online	0 09:36:35	061-03	061-03	18-000ae4050891-66	B76	2.9	5100 5000
192.168.1.109	IP Phone	1140E	i2004 Ph2	Regular	online	0 09:35:39	061-04	061-04	18-001b252f52c3-66	C4B	2.9	5100 5000
192.168.1.112	IP Phone	2004 Phase 0/1	i2004	Regular	online	0 09:36:25	061-07	061-07	18-00603876de40-66	B76	2.9	5100 5000

Total sets = 6

12.5 isetShowByIP

Show general information for all registered sets, sorted by IP

4.50 / 5.00

isetShowByIP

oam> **isetShowByIP**

IP Address	NAT	Model Name	Type	RegType	State	Up Time	Set-TN	Reg-TN	HWID	FWVsn	SrcPort	DstPort
192.168.1.104	IP Phone	1150E	IPACD	Regular	online	0 09:35:49	061-00	061-00	18-00159bfea4de-66	C4C	2.9	5100 5000
192.168.1.105	IP Phone	2007 Phase 2	i2004 Ph2	Regular	online	0 09:36:00	061-01	061-01	18-000ae4769ace-66	C4J	2.9	5100 5000
192.168.1.108	IP Phone	2004 Phase 2	i2004 Ph2	Regular	online	0 09:36:30	061-02	061-02	18-0019e1e52731-66	DBG	2.9	5100 5000
192.168.1.109	IP Phone	1140E	i2004 Ph2	Regular	online	0 09:35:39	061-04	061-04	18-001b252f52c3-66	C4B	2.9	5100 5000



192.168.1.112	IP Phone 2004 Phase 0/1 i2004	Regular online	0 09:36:25	061-07	061-07	18-00603876de40-66	B76	2.9	5100	5000
192.168.1.114	IP Phone 2004 Phase 0/1 i2004	Regular online	0 09:36:35	061-03	061-03	18-000ae4050891-66	B76	2.9	5100	5000
Total sets = 6										

12.6 isetLocShow

Show location information for all connected sets or specified set

5.00

isetLocShow

oam> **isetLocShow**

Set Location Information

IP Address: Port	HWID	ERL	ECL	Location Description	MU	NU	State
192.168.13.102:5000	18-00159bfea4de-6627	13	0	THIRD FLOOR	0	0	online
192.168.1.109:5000	18-0019e1e5e1a8-6602	1	0	MAIN BUILDING	0	0	online
192.168.11.101:5000	18-001b252edec5-6623	11	0	ATRIUM	0	0	online
192.168.1.105:5000	18-000ae4050891-6600	1	0	MAIN BUILDING	0	0	online
192.168.1.104:5000	18-0019e1e5e154-6602	1	0	MAIN BUILDING	0	0	online
192.168.200.80:5000	18-001bbafae620-6602	200	0	E911 LAB	0	0	online
192.168.12.102:5000	18-0019e1e52731-6602	12	0	CAFETERIA	0	0	online
192.168.14.102:5000	18-001b252f52c3-6625	14	0	FOURTH FLOOR	0	0	online

Total number of sets = 8

Sets that need location update = 0

12.7 isetLocNeedUpdateShow

Show location information for connected sets that need a location update

5.00

isetLocNeedUpdateShow

oam> **isetLocNeedUpdateShow**

Set Location Information

IP Address: Port	HWID	ERL	ECL	Location Description	MU	NU	State
47.11.216.144:5000	18-001365fef37e-6625	216	0	SUBNET 216	0	1	online
47.11.214.211:5000	18-006038dd0d06-6600	0	0	UNKNOWN	0	1	online

Total number of sets = 4

Sets that need location update = 2



12.8 isetLocNeedUpdateShow_DM

Show location information for connected sets that need a location update

5.00

isetLocNeedUpdateShow_DM

oam> **isetLocNeedUpdateShow+DM**

Set Location Information

IP Address: Port	HWID	ERL	ECL	Location Description	MU	NU	State
47. 11. 216. 144: 5000	18-001365feF37e-6625	216	0	SUBNET 216	0	1	online
47. 11. 214. 211: 5000	18-006038dd0d06-6600	0	0	UNKNOWN	0	1	online

Total number of sets = 4

Sets that need location update = 2

12.9 isetLocUpdate

Update location information for specified set

5.00

12.9.1 Usage: isetLocUpdate "IP" "Port" "ERL" "ECL" "LocDesc"



WARNING: This command is for Discovery Manager use only. Running this command manually will modify the ESA / E911 call handling characteristics and may result in improper emergency response and call termination.

12.10 isetReset

Reset registered IP set

4.50 / 5.00

12.10.1 Usage: isetReset [l s c u] or [IP]

12.11 isetResetAll

Reset all registered IP sets

4.50 / 5.00



12.12 isetCount

Show total number of registered sets

4.50 / 5.00

12.12.1 Usage: isetCount [query]

Show total number of registered sets based on given query, The query string is a sequence of expressions, linked together by &&. Each expression consists of three parts: opcode1, operator and opcode2, Currently only the following operators are handled: ==, !=, <, >, <= and >=

Example:

```
TN == 61 23 && IP == 47.11.216.242
```

12.13 isetGet

Show a list of IP phones based on a given query

4.50 / 5.00

12.13.1 Usage: isetGet [query]

Show a list of IP phones based on a given query. The query string is a sequence of expressions, linked together by &&. Each expression consists of three parts: opcode1, operator and opcode2,

Currently only the following operators are handled: ==, !=, <, >, <= and >=

4.50 / 5.00

Example:

```
TN == 61 23 && IP == 47.11.216.242
```

12.14 isetFWGet

Show a list of IP phones firmwares based on a given query

4.50 / 5.00

12.14.1 Usage: isetFWGet [query]

Show a list of IP phones firmwares based on a given query. The query string is a sequence of expressions, linked together by &&. Each expression consists of three parts: opcode1, operator and opcode2.

Currently only the following operators are handled: ==, !=, <, >, <= and >=

4.50 / 5.00

Example:

```
TN == 61 23 && IP == 47.11.216.242
```

12.15 itgPLThreshold

Set the i2004 and gateway alarm packet loss threshold (units .1%)

4.50 / 5.00

12.15.1 Usage: itgPLThreshold [value]



12.16 nodePwdSet

Set password for current node

4.50 / 5.00

Usage: nodePwdSet [pwd]

12.16.1

12.17 nodePwdShow

Show node password setting

4.50 / 5.00

nodePwdShow									
oam> nodePwdShow									
NodeID	PwdEna	Pwd		TmpPwd		Uses		TimeOut	
=====	=====	=====		=====		=====		=====	
1000	No					0		0d 0h 0m 0s	

12.18 nodePwdEnable

Enable node password setting

4.50 / 5.00

12.19 nodePwdDisable

Disable node password setting

4.50 / 5.00

12.20 nodeTempPwdSet

Set a temporary password for current node

4.50 / 5.00

12.20.1 Usage: nodeTempPwdSet [arg, int, int]

12.21 nodeTempPwdClear

Clear the temporary password for current node

4.50 / 5.00



12.22 clearLockout

Clear Branch User Config lockout

4.50 / 5.00

12.22.1 Usage: clearLockout [IP | TN]

12.23 dsetDelayHookswitchSet

Configure maximum value of time period in msec during which set waits for the hookswitchRequest

4.50 / 5.00

12.23.1 Usage: dsetDelayHookswitchSet ["SetType", NewValue]

Set Type value for example: i2004, i2050, i2004Ph2 etc.

4.50 / 5.00

Example:

```
dsetDelayHookswitchSet "i2004Ph2",3000
```

12.24 cookieShowByTN

Print the cookie list for a set specified by TN

5.00

12.24.1 Usage: cookieShowByTN TN

12.25 cookieShowByName

Print the list of sets with a particular cookie set

5.00

12.25.1 Usage: cookieShowByName Name

12.26 cookieRegShow

Print the cookie registry

5.00

cookieRegShow

```
oam> cookieRegShow
```

Cookie Registry Information

Name	i sPublic	i sPersist	i dStorage	Count	Server type
Language	true	false	0	1	0
HomeVPNI	true	true	1	7	0
HomeZone	true	true	1	7	0
TN	true	false	1	6	0



CallState	true	false	1	6	0
CustNo	true	false	1	6	0
VPNI	true	false	1	6	0
Zone	true	false	1	6	0
AgentPosi ti on	true	false	1	1	0
PrimeDN	true	false	1	6	0
HandsfreeRxVol ume	false	true	1	1	0
Total: 11 itemss					



13. MAM Module Commands

13.1 firmwareVersionShow

Prints out firmware version number

4.50 / 5.00

13.2 IPInfoShow

Prints IP information

4.50 / 5.00

IPInfoShow

oam> **IPInfoShow**

Maintenance Interface = fei 0

Maintenance IP address = 192.168.200.5

Maintenance subnet mask = 255.255.255.0

Voice Interface = fei 1

Voice IP address = 192.168.100.201

Voice subnet mask = 255.255.255.0

ROUTE NET TABLE

destination	gateway	fl ags	Refcnt	Use	Interface
0.0.0.0	192.168.100.1	33619971	7	280503	fei 1
192.168.100.0	192.168.100.201	33554689	3	0	fei 1
192.168.100.0	192.168.100.200	257	0	0	fei 1
192.168.200.0	192.168.200.5	33554689	3	0	fei 0

ROUTE HOST TABLE

destination	gateway	fl ags	Refcnt	Use	Interface
127.0.0.1	127.0.0.1	35651589	3	5	lo0
192.168.1.40	192.168.100.1	33947655	0	15858	fei 1
192.168.1.101	192.168.100.1	33685511	1	264599	fei 1
192.168.1.160	192.168.100.1	33685511	2	35188	fei 1
192.168.100.200	192.168.100.200	35651589	0	42053	lo0



13.3 itgCardShow

Show card info

4.50 / 5.00

itgCardShow

oam> **itgCardShow**

```

Index      : 0
Role       : Leader
Node       : 1000
Leader IP  : 192.168.1.160
Card IP    : 192.168.1.165
Uptime     : 2 days, 1 hours, 29 mins, 18 secs (178158 secs)
Codecs     : G711Ulaw(default), G711Alaw, G711CC, T38FAX

```

13.4 itgMemShow

Show the memory usage

4.50 / 5.00

itgMemShow

oam> **itgMemShow 1**

FREE LI ST:

num	addr	size
1	0x0c676f38	32
. . .		
< snip >		
. . .		
204	0x1cad4000	3384

SUMMARY:

status	bytes	blocks	avg block	max block

current				
free	103756056	204	508608	102692912
all oc	312903436	105292	2971	-
cumul ative				
all oc	3981864036	427693	9310	-



13.5 resetOM

Resets the operational measurement file timer

4.50 / 5.00

13.6 bootPFileGet

Sends an updated bootptab file from a remote host

4.50 / 5.00

13.6.1 Usage: bootPFileGet [host user passwd hostDirPath hostFileName]

13.7 bootPFilePut

Sends the bootptab file to the specified host

4.50 / 5.00

13.7.1 Usage: bootPFilePut [host user passwd hostDirPath hostFileName]

13.8 configFileGet

Sends an updated config.ini file from a remote host

4.50 / 5.00

13.8.1 Usage: configFileGet [host user passwd hostDirPath hostFileName]

13.9 omFilePut

Sends the current OM file to the specified host

4.50 / 5.00

13.9.1 Usage: omFilePut [host user passwd hostDirPath hostFileName]

13.10 currOMFilePut

Sends the current OM file to the specified host

4.50 / 5.00

13.10.1 Usage: currOMFilePut [host user passwd hostDirPath hostFileName]

13.11 prevOMFilePut

Sends the previous OM file to the specified host

4.50 / 5.00



**13.11.1 Usage: prevOMFilePut [host user passwd hostDirPath
 hostFileName]**

13.12 hostFileGet

Transfers any file from remote host to local device

4.50 / 5.00

**13.12.1 Usage: hostFileGet [ftype listener host user passwd
 hostDirPath hostFileName localDirPath localFileName]**

13.13 hostFilePut

Transfers any file from local device to the remote host

4.50 / 5.00

**13.13.1 Usage: hostFilePut [ftype listener host user passwd
 hostDirPath hostFileName localDirPath localFileName]**

13.14 swDownload

Loads new version of software from FTP host to ITG card

4.50 / 5.00

13.14.1 Usage: swDownload [host user passwd dir fileName]

13.15 itgAlarmTest

Generates ITGXXXX test alarms

4.50 / 5.00

13.15.1 Usage: itgAlarmTest [value]

13.16 itgPLThreshold

Set the i2004 and gateway alarm packet loss threshold (units .1%)

4.50 / 5.00

13.16.1 Usage: itgPLThreshold [value]



13.17 disiAll

Graceful disable LTPS and VGW

4.50 / 5.00

disiAll

```
oam> disiAll
20/11/2007 09:34:10 LOG0006 TPS: Service disabled
20/11/2007 09:34:10 LOG0006 SET: Service disabled, Reset All Sets when Idle
```

13.18 enaAll

Enable LTPS and VGW (opposite of disiAll)

4.50 / 5.00

enaAll

```
oam> enaAll
20/11/2007 09:36:08 LOG0006 TPS: Service enabled
20/11/2007 09:36:08 LOG0006 SET: Service enabled
```

13.19 disServices

Causes the server to gracefully switch the registered resources to the other services in the same node

4.50 / 5.00

13.20 forcedisServices

Forces the server to switch the registered resources to the other services in the same node

4.50 / 5.00

13.21 enlServices

Causes all the services to accept registration of resources

4.50 / 5.00



13.22 servicesStatusShow

Shows the status of services

4.50 / 5.00

servicesStatusShow

oam> **servicesStatusShow**

Gatekeeper Info

```
-----
GK Version      : 4.50.88
GK Role        : Primary GK
Status         : Active
Alt GK status   : GK_OUT_OF_SERVICE
SS Role        : Leader SS
Primary GK IP   : 192.168.1.165(1719)
Alternate GK IP : 0.0.0.0(1719)
```

TPS Information

```
-----
TPS is Enabled
```

Set Information

```
-----
IP Address  NAT  Model Name      Type      RegType State  Up Time   Set-TN   Reg-TN   HWID                               FWVsn   SrcPort DstPort
-----
192.168.1.104  IP Phone 1150E          IPACD     Regular online 0 09:35:49 061-00   061-00   18-00159bfea4de-66   C4C     2.9     5100   5000
192.168.1.105  IP Phone 2007 Phase 2   i2004 Ph2 Regular online 0 09:36:00 061-01   061-01   18-000ae4769ace-66   C4J     2.9     5100   5000
192.168.1.108  IP Phone 2004 Phase 2   i2004 Ph2 Regular online 0 09:36:30 061-02   061-02   18-0019e1e52731-66   DBG     2.9     5100   5000
192.168.1.114  IP Phone 2004 Phase 0/1 i2004      Regular online 0 09:36:35 061-03   061-03   18-000ae4050891-66   B76     2.9     5100   5000
192.168.1.109  IP Phone 1140E          i2004 Ph2 Regular online 0 09:35:39 061-04   061-04   18-001b252f52c3-66   C4B     2.9     5100   5000
192.168.1.112  IP Phone 2004 Phase 0/1 i2004      Regular online 0 09:36:25 061-07   061-07   18-00603876de40-66   B76     2.9     5100   5000
```

Total sets = 6

VTRK Services Switch Over Command Status Show

```
-----
Command: enl VTRK
Status:   Failed
Reason:   VTRK is enabled, enl VTRK was ignored
```

GK Services Switch Over Command Status Show

```
-----
Command: enl NRS
Status:   Failed
Reason:   GK is enabled, enl NRS was ignored
```

LTPS Services Switch Over Command Status Show

```
-----
Command: loadBalance
Status:   Successful
Reason:   Causes the service to attempt to balance the registration load of sets between this service and the rest of the node services. After a couple of minutes, all sets will be balanced.
```



13.23 soCmdStatusShow

Shows service switch over commands status

4.50 / 5.00

soCmdStatusShow

```
oam> soCmdStatusShow
```

VTRK Services Switch Over Command Status Show

Command: enl VTRK

Status: Failed

Reason: VTRK is enabled, enl VTRK was ignored

GK Services Switch Over Command Status Show

Command: enl NRS

Status: Failed

Reason: GK is enabled, enl NRS was ignored

LTPS Services Switch Over Command Status Show

Command: LoadBalance

Status: Successful

Reason: Causes the service to attempt to balance the registration load of sets between this service and the rest of the node services. After a couple of minutes, all sets will be balanced.

13.24 soHelpMenu

Shows all the commands that can be used for Services Switch Over

4.50 / 5.00

Services Switch Over Help Menu

Graceful disable services

disServices:

Causes the server to gracefully switch the registered resources to the other services in the same node

disTPS:

Causes the line LTPS to gracefully switch the registered sets to the other cards located in the same node

**di sVTRK:**

Causes the virtual trunk to gracefully switch the registered virtual trunks to other SS located in the same node

di sNRS:

Puts out of service the local gatekeeper and puts in service the alternative gatekeeper if available

Force disable services**forcedi sServices:**

Forces the server to switch the registered resources to the other services in the same node

forcedi sTPS:

Forces all registered line LTPS to unregister from the local server

forcedi sVTRK:

Forces all registered virtual trunks to unregister from the local server

forcedi sNRS:

Forces the local gatekeeper to be put out of service

Enable services**enl Services:**

Causes all the services to accept registration of resources

enl TPS:

Causes line LTPS application to be enabled and to accept set registrations

enl VTRK:

Causes the virtual trunk application to be enabled and to accept virtual trunk registrations

enl NRS:

Causes the local gatekeeper to be put in service

LoadBalance:

Causes the service to attempt to balance the registration load of sets between this service and the rest of the node services

13.25 lossPlanPrt

Prints the offsets and current values for handset, headset and handsfree RLR and SLR 4.50 / 5.00

lossPlanPrt

oam> **lossPlanPrt**

Parameter	Default	Offset	Result
-----	-----	-----	-----



HandsetRLR	2	0	2
HandsetSLR	8	0	8
HeadsetRLR	0	0	0
HeadsetSLR	8	0	8
HandsfreeRLR	13	0	13
HandsfreeSLR	16	0	16



14. Network Connect Server Commands

14.1 tpsARTrace

Enable tracing for the Network Connect Server

4.50 / 5.00

14.1.1 Usage: tpsARTrace <TYPE> <Trace Identifier>

<TYPE> = ALL, IP, or ID

Examples:

Trace All: tpsARTrace All

Trace on a DN: tpsARTrace ID 7778

Trace on a NCS, Node, or TLAN IP: tpsARTrace IP 192.168.2.2

Trace on a H323 Alias: tpsARTrace ID someH323Alias

14.2 tpsARTraceOff

Disable tracing for the Network Connect Server for a specified identifier

4.50 / 5.00

14.2.1 Usage: Format: tpsARTraceOff <Trace Identifier>

14.3 tpsARTraceAllOff

Disable tracing for the Network Connect Server for all specified identifier

4.50 / 5.00

14.4 tpsAROutput

Modifies the destination for the traced output of the Network Connect Server

4.50 / 5.00

14.4.1 Usage: Format: tpsAROutput <Output Type> <File_Name>

<Output Type> = TTY, RPTLOG, FILE, or TTY+FILE

<File_Name> = a filename in 8.3 format (only needed for Output Types of FILE and TTY+FILE)

14.5 tpsARTraceSettings

Displays the trace settings, and items being traced for the Network Connect Server trace

4.50 / 5.00



14.6 tpsARTraceHelp

Provides help on usage of the tpsARTrace commands

4.50 / 5.00

Proprietary Connection Service (tpsAR) Message trace help

tpsARTraceSettings

Description: Show the current trace settings

tpsAROutput <Trace Output>,<"File Name">

Description: Set the destination output for the trace

Input values: 1 = TTY, 2 = RPTLOG/SYSLOG, 3 = File, 4 = TTY and File

tpsARTraceOff <"Trace Identifier">

Description: Turns off the trace for the specified trace identifier

tpsARTraceAllOff

Description: Turns off the trace for the all the specified identifiers

tpsARTrace <"TYPE">,<"Trace Identifier">

Description: Turn the trace on for a specified identifier

<"TYPE"> = "ALL", "IP" , or "ID"

Examples:

Search on a NCS, Node, or TLAN IP Address

tpsARTrace "IP","192.168.2.2"

Search on a H323 Alias

tpsARTrace "ID","MyH323Alias"

Search on a DN that is logging in

tpsARTrace "ID","7778"



15. Network Protocol Module Commands

15.1 H323GwRegTrace

Trace incoming and outgoing H323 Gateway registration messages

5.00

15.1.1 Usage: H323GwRegTrace on / off

15.2 H323CallTrace

Trace H323 incoming and outgoing call setup messages for selected channels or called/calling numbers from 1 to 32 digits. A maximum of 10 numbers can be traced. 4.50 / 5.00

15.2.1 Usage: H323CallTrace ch

- A) H323CallTrace ch <on or off>
- B) H323CallTrace ch <on or off (MsgRecv)> <on or off (MsgSend)>
- C) H323CallTrace ch <channel #> <MsgRecv> <MsgSend>
- D) H323CallTrace ch <start ch #> <end ch #> <MsgRecv> <MsgSend>

15.2.2 Usage: H323CallTrace num

- A) H323CallTrace num <called/calling #> <MsgRecv> <MsgSend>
- B) H323CallTrace num <called/calling #> <NPI> <TON> <MsgRecv> <MsgSend>

NPI values	TON values
0 - ALL	0 - ALL
1 - Unknown number	1 - Unknown number
2 - ISDN (E.164)	2 - International number
3 - Private Numbering	3 National Number
4 - E.163	4 - Network Specific Number
5 - Telex numbering	5 - Subscriber Number
6 - Data numbering	6 - Level 1 Regional
7 - National standard	7 Level 0 Regional (Abbreviated #) numbering



15.3 H323TraceShow

Show input and output display settings for H323CallTrace and H323Output settings 4.50 / 5.00

H323TraceShow

oam> **H323TraceShow**

Output to RPT

Calling/called number	NPI	TON	H323MsgRecv	H323MsgSend
=====	===	===	=====	=====

No entries

Channel s	H323MsgRecv (VTRK->NPM)	H323MsgSend (NPM->VTRK)
=====	=====	=====
0 - 382	OFF	OFF

15.4 H323Output

Direct H323Trace output to tty, syslog, file, or TTY and file 4.50 / 5.00

15.4.1 Usage: H323Output <output option> <"file name">

Output options:

- 1 - TTY
- 2 - RPT (syslog)
- 3 - User specified FILE in the /u/trace directory.
- 4 - TTY and user specified FILE



15.5 H323GwShow

Show information about the H323 Network Protocol module

4.50 / 5.00

H323GwShow

oam> **H323GwShow**

```

Npm status:                Active
Active GateKeeper:         192.168.100.201 (primary)
GateKeeper registration status: registered, TTL: 25 secs, re-register: 1 secs
Channels Busy / Idle / Total: 0 / 4 / 4
Stack version:             RadVision 4.1.0.19
Channel tracing:           -1
Signaling Server H323 ID : FletchNet_SS2_500
H323GwRegTrace:           OFF
Output Type Used:         RPT
    
```



16. Network Routing Service Commands

16.1 nrsGWEndpointShow

List all the gateway endpoint in the database

4.50 / 5.00

16.1.1 Usage: nrsGWEndpointShow [DB selector]

DB Selector = Active or Inactive

16.2 nrsUserEPShow

List all the user endpoint in the database

4.50 / 5.00

16.2.1 Usage: nrsUserEndpointShow [DB selector]

DB Selector = Active or Inactive

16.3 nrsCollaboratingServerShow

List all the Collaborating Servers in the database

4.50 / 5.00

16.3.1 Usage: nrsCollaboratingServerShow [DB selector]

DB Selector = Active or Inactive

16.4 nrsL0DomainShow

List all the in Level 0 Domains the database

4.50 / 5.00

16.4.1 Usage: nrsL0DomainShow [DB selector]

DB Selector = Active or Inactive

16.5 nrsL1DomainShow

list all the in Level 1 Domains the database

4.50 / 5.00

16.5.1 Usage: nrsL1DomainShow [DB selector]

DB Selector = Active or Inactive



16.6 nrsRoutingEntryShow

List all the in Routing Entrys the database

4.50 / 5.00

16.6.1 Usage: nrsRoutingEntryShow [DB selector]

DB Selector = Active or Inactive

16.7 nrsServiceDomainShow

List all the in Service Domains the database

4.50 / 5.00

16.7.1 Usage: nrsServiceDomainShow [DB selector]

DB Selector = Active or Inactive

16.8 nrsCollaboratingServerQuery

Query one Collaborating Server from the database

4.50 / 5.00

16.8.1 Usage: nrsCollaboratingServerQuery [server IP Addr, DB selector]

DB Selector = Active or Inactive

16.9 nrsGWEndpointQuery

Query one gateway endpoint from the database

4.50 / 5.00

16.9.1 Usage: nrsGWEndpointQuery [endpoint name, DB selector]

DB Selector = Active or Inactive

16.10 nrsUserEPQuery

Query one user endpoint from the database

4.50 / 5.00

16.10.1 Usage: nrsUserEPQuery [service domain, endpoint name, DB selector]

DB Selector = Active or Inactive

16.11 nrsL0DomainQuery

Query one Level 0 Domain from the database

4.50 / 5.00



16.12 nrsL1DomainQuery

Query one Level 1 Domain from the database

4.50 / 5.00

16.13 nrsServiceDomainQuery

Query one Service Domain from the database

4.50 / 5.00

16.14 nrsDefaultRouteQuery

List all the default routes, which belong to an endpoint in the database

4.50 / 5.00

16.15 nrsDBShow

Show the state of Primary and Alternate NRS and local NRS DB

4.50 / 5.00

16.16 nrsDBSyncForce

Force sync NRS database to the alternate NRS or the failsafe NRS

4.50 / 5.00

16.17 nrsDBStateShow

Show the internal state in NRS DB

4.50 / 5.00



17. NRS OMM Display Commands

17.1 NrsOmmShow

Show the current hour counts statistics for H.323 GK and SIP RDS

4.50 / 5.00

NrsOmmShow

```
oam> NrsOmmShow

H. 323 NRS STATISTICS FOR THE CURRENT HOUR
=====
H323NrsGatekeeperReq: 0
H323NrsGatekeeperConf: 0
H323NrsGatekeeperRej: 0
H323NrsRegistrationReq: 170
H323NrsRegistrationConf: 170
H323NrsRegistrationRej: 0
H323NrsUnregistrationReqRecd: 0
H323NrsUnregistrationConfSent: 0
H323NrsUnregistrationRejSent: 0
H323NrsAdmissionReq: 4
H323NrsAdmissionConf: 4
H323NrsAdmissionRej: 0
H323NrsLocationReqRecd: 0
H323NrsLocationConfSent: 0
H323NrsLocationRejSent: 0
H323NrsBandwidthReqRecd: 0
H323NrsBandwidthConfSent: 0
H323NrsBandwidthRejSent: 0
H323NrsDisengagementReq: 4
H323NrsDisengagementConf: 4
H323NrsDisengagementRej: 0

SIP NRS STATISTICS FOR THE CURRENT HOUR
=====
SIPNrsRoutingAttempts:      0
SIPNrsRoutingSuccesses:     0
SIPNrsRoutingFailures:      0
SIPNrsRegistrationAttempts: 82
SIPNrsRegistrationSuccesses: 82
```



SIPNrsRegistrationFailures: 0

17.2 NrsOmmAvShow

Show the daily totals, averages and weekly averages for H.323 and SIP messaging 4.50 / 5.00

NrsOmmAvShow

oam> **NrsOmmAvShow**

Daily totals for H323 NRS messages

=====

H323NrsTotal GatekeeperReqRecd: 0
 H323NrsTotal GatekeeperConfSent: 0
 H323NrsTotal GatekeeperRej Sent: 0
 H323NrsTotal RegistrationReqRecd: 3057
 H323NrsTotal RegistrationConfSent: 3057
 H323NrsTotal RegistrationRej Sent: 0
 H323NrsTotal UnregistrationReqRecd: 0
 H323NrsTotal UnregistrationConfSent: 0
 H323NrsTotal UnregistrationRej Sent: 0
 H323NrsTotal AdmissionReqRecd: 4
 H323NrsTotal AdmissionConfSent: 4
 H323NrsTotal AdmissionRej Sent: 0
 H323NrsTotal LocationReqRecd: 0
 H323NrsTotal LocationConfSent: 0
 H323NrsTotal LocationRej Sent: 0
 H323NrsTotal BandwidthReqRecd: 0
 H323NrsTotal BandwidthConfSent: 0
 H323NrsTotal BandwidthRej Sent: 0
 H323NrsTotal DisengageReqRecd: 4
 H323NrsTotal DisengageConfSent: 4
 H323NrsTotal DisengageRej Sent: 0

Daily average for H323 NRS messages

=====

H323NrsAvGatekeeperReqRecd: 0
 H323NrsAvGatekeeperConfSent: 0
 H323NrsAvGatekeeperRej Sent: 0
 H323NrsAvRegistrationReqRecd: 127
 H323NrsAvRegistrationConfSent: 127



```
H323NrsAvRegi strati onRej Sent: 0
H323NrsAvUnregi strati onReqRecd: 0
H323NrsAvUnregi strati onConfSent: 0
H323NrsAvUnregi strati onRej Sent: 0
H323NrsAvAdmi ssi onReqRecd: 0
H323NrsAvAdmi ssi onConfSent: 0
H323NrsAvAdmi ssi onRej Sent: 0
H323NrsAvLocati onReqRecd: 0
H323NrsAvLocati onConfSent: 0
H323NrsAvLocati onRej Sent: 0
H323NrsAvBandwi dthReqRecd: 0
H323NrsAvBandwi dthConfSent: 0
H323NrsAvBandwi dthRej Sent: 0
H323NrsAvDi sengageReqRecd: 0
H323NrsAvDi sengageConfSent: 0
H323NrsAvDi sengageRej Sent: 0

Average H.323 NRS statistics for the current week
=====

Average GatekeeperReq: 0      Average GatekeeperConf: 0      Average GatekeeperRej: 0
Average Regi strati onReq: 2104  Average Regi strati onConf: 2104  Average Regi strati onRej :
0
Average Unregi strati onReq: 0      Average Unregi strati onConf: 0      Average
Unregi strati onRej : 0
Average Admi ssi onReq: 0      Average Admi ssi onConf: 0      Average Admi ssi onRej : 0
Average Locati onReq: 0      Average Locati onConf: 0      Average Locati onRej : 0
Average Bandwi dthReq: 0      Average Bandwi dthConf: 0      Average Bandwi dthRej : 0
Average Di sengageReq: 0      Average Di sengageConf: 0      Average Di sengageRej : 0

Daily totals for SIP NRS Data
=====
SIPNrsTotal Routi ngAttempts:      0
SIPNrsTotal Routi ngSuccesses:      0
SIPNrsTotal Routi ngFai lures:      0
SIPNrsTotal Regi strati onAttempts: 1471
SIPNrsTotal Regi strati onSuccesses: 1471
SIPNrsTotal Regi strati onFai lures: 0

Daily averages for SIP NRS Data
=====
SIPNrsAverageRouti ngAttempts:      0
SIPNrsAverageRouti ngSuccesses:      0
```



```
SIPNrsAverageRoutingFailures:    0
SIPNrsAverageRegisterAttempts:    61
SIPNrsAverageRegisterSuccesses:    61
SIPNrsAverageRegisterFailures:    0
```

Average SIP NRS statistics for the current week

=====

```
Average SIP Routing Attempts: 0
Average SIP Routing Successes: 0
Average SIP Routing Failures: 0
Average SIP Register Attempts: 1012
Average SIP Register Successes: 1012
Average SIP Register Failures: 0
```



18. PBX Link Commands

18.1 pbxLinkShow

Show Call Server link status

4.50 / 5.00

pbxLinkShow

```
oam> pbxLinkShow
Active Call Server type = CS 1000E
Active Call Server S/W Release = 500W
Supported Features: CorpDir UserKeyLabel VirtualOffice UseCSPwd 2001P2
2004P2 2002P2 PD/RL/CL QoS Monitoring NAT Traversal ACF IP ACD 1150
NextGen Phones
Call Server Main: ip = 192.168.200.10, ConnectID = 0x2e16b878, BroadcastID =
0x2e16b778, Link is up
Call Server Signaling Port = 15000
Call Server Broadcast Port = 15001
Broadcast PortID = 0x2d994ce0
RUDP portID = 0x2d994d40
Tcp Link state = up
Tcp Signaling Port: 15000
Tcp socket fd: 29
Tcp msgs sent: 197298
Tcp msgs recd: 3119461
```



19. Security Shell Commands

19.1 disInsecureShells

Disables all insecure shells in the system. This includes TELNET and RLOGIN sessions.

4.50 / 5.00

19.2 enlInsecureShells

Enables all insecure shells in the system. This includes TELNET and RLOGIN sessions

4.50 / 5.00

19.3 statInsecureShells

Shows whether insecure shell access is enabled or disabled

4.50 / 5.00

19.4 disSecureShells

Disables all secure shells in the system. This includes SSH, sFTP, and SCP sessions

5.00

19.5 enlSecureShells

Enables all secure shells. This includes SSH, sFTP, and SCP sessions

5.00

19.6 statSecureShells

Shows whether secure shell access is enabled or disabled

5.00



20. SIP CTI Module Commands

20.1 SIPCTISessionShow

Shows the total number of TR87 SIP sessions

4.50 / 5.00

20.2 SIPCTIClientShow

Shows information about all the soft clients associated

4.50 / 5.00

20.3 SIPCTIShow

Shows SIP CTI application status and configuration

4.5 / 5.000

20.4 SIPCTIStop

De-acquire one/all AST DN(s) and remove its SIP CTI sessions

4.50 / 5.00

20.5 SIPCTITraceLevel

Sets the MessageTrace Level output to TR87 body only or detailed format

4.5 / 5.000

20.6 SIPCTITraceShow

Prints SIPCTI Trace settings

4.50 / 5.00

20.7 SIPCTIOutput

Redirecting the SIP CTI trace to a specific output destination

4.50 / 5.00

20.8 SIPCTITrace

Trace incoming and outgoing TR87 SIP messages

4.50 / 5.00



20.9 SIPCTILdapForceUpdate

Update LDAP cache from LDAP server

4.50 / 5.00

20.10 SIPCTILdapSetPageSize

Set LDAP page size for LDAP caching

4.50 / 5.00



21. SIP CTI OMM Display Commands

21.1 SipCtiOmmShow

Show the current hour counts statistics for SIP CTI

4.50 / 5.00

SipCtiOmmShow

```
oam> SipCtiOmmShow
```

```
SIP CTI STATISTICS FOR THE CURRENT HOUR
=====
SI PCTI Total SoftCl i entLogi nAttempts: 0
SI PCTI Total SoftCl i entLogi nSuccesses: 0
SI PCTI Total AnswerCal l Requests: 0
SI PCTI Total AnswerCal l Successes: 0
SI PCTI Total Cl earConnecti onRequests: 0
SI PCTI Total Cl earConnecti onSuccesses: 0
SI PCTI Total Consul tati onCal l Requests: 0
SI PCTI Total Consul tati onCal l Successes: 0
SI PCTI Total Defl ectCal l Requests: 0
SI PCTI Total Defl ectCal l Successes: 0
SI PCTI Total Hol dCal l Requests: 0
SI PCTI Total Hol dCal l Successes: 0
SI PCTI Total MakeCal l Requests: 0
SI PCTI Total MakeCal l Successes: 0
SI PCTI Total Retri eveCal l Requests: 0
SI PCTI Total Retri eveCal l Successes: 0
SI PCTI Total Si ngl eStepTransferRequests: 0
SI PCTI Total Si ngl eStepTransferSuccesses: 0
SI PCTI Total TransferCal l Requests: 0
SI PCTI Total TransferCal l Successes: 0
SI PCTI Total Moni torStartRequests: 0
SI PCTI Total Moni torStartSuccesses: 0
SI PCTI Total Moni torStopRequests: 0
SI PCTI Total Moni torStopSuccesses: 0
SI PCTI Total ConferenceCal l Requests: 0
SI PCTI Total ConferenceCal l Successes: 0
SI PCTI Total SetForwardi ngRequests: 0
SI PCTI Total SetForwardi ngSuccesses: 0
```



SIPCTI Total GetForwardi ngRequests: 0

SIPCTI Total GetForwardi ngSuccesses: 0

SIPCTI Total Sessi onTermi nated: 0



22. SIP Network Module Commands

22.1 SIPGwShow

Show information about the SIP Network Protocol module

4.50 / 5.00

SipGwShow	
oam> <i>SipGwShow</i>	
SIPNPM Status	: Active
Primary Proxy IP address	: 192.168.100.201
Secondary Proxy IP address	: 0.0.0.0
Primary Proxy port	: 5060
Secondary Proxy port	: 5060
Primary Proxy Transport	: TCP
Secondary Proxy Transport	: TCP
Active Proxy	: Primary : Registered
Time To Next Registration	: 4 Seconds
Channels Busy / Idle / Total	: 0 / 4 / 4
Stack version	: 4.0.0.30
TLS Security Policy	: Security Disabled
SIP Gw Registration Trace	: OFF
Output Type Used	: RPT
Channel tracing	: -1
Channel id should be a non-zero value	
oam>	

22.2 SIPCallTrace

Trace SIP incoming and outgoing call setup messages for selected channels

4.50 / 5.00

22.3 SIPTraceShow

Show input and output display settings for SIPCallTrace and SIPOutput settings

4.50 / 5.00



22.4 SIPOutput

Direct SIPCallTrace output to TTY, syslog, file or TTY and file

4.50 / 5.00

22.5 SIPTraceLevel

Sets the MessageTrace Level output to Summary or Detailed format

4.50 / 5.00

22.6 SIPGwRegTrace

Trace incoming and outgoing SIP registration messages

5.00

22.6.1 Usage: SIPGwRegTrace on / off



23. System Administration Commands

23.1 routeShow

Display host and network routing tables

4.50 / 5.00

routeShow

oam> routeShow

ROUTE NET TABLE

destination	gateway	fl ags	Refcnt	Use	Interface

0.0.0.0	192.168.100.1	33619971	7	281416	fei 1
192.168.100.0	192.168.100.201	33554689	3	0	fei 1
192.168.100.0	192.168.100.200	257	0	0	fei 1
192.168.200.0	192.168.200.5	33554689	3	0	fei 0

ROUTE HOST TABLE

destination	gateway	fl ags	Refcnt	Use	Interface

127.0.0.1	127.0.0.1	35651589	3	5	lo0
192.168.1.40	192.168.100.1	33947655	0	15900	fei 1
192.168.1.101	192.168.100.1	33685511	1	264717	fei 1
192.168.1.160	192.168.100.1	33685511	2	35303	fei 1
192.168.100.200	192.168.100.200	35651589	0	42195	lo0

23.2 routeAdd

Add a route to the routing tables

4.50 / 5.00

23.2.1 Usage: routeAdd [dest gateway]

23.3 routeDelete

Delete a route from the routing tables

4.50 / 5.00

23.3.1 Usage: routeDelete [dest gateway]



23.4 ping

Sends ICMP echo request to a host and wait for reply

4.50 / 5.00

Usage: ping [IP | host] or [IP, Num]

The [Num] specifies the number of requested packets, which by default is 4, if not specified.

23.5 who

Who is on the system

4.50 / 5.00

who			
oam> who			
FD	DEVI CE	USER	ADDRESS
3	/tyCo/0	nobody	
9	/tyCo/1	nobody	
69	/pty/pty00.S	fletch	192. 168. 1. 113

23.6 arpShow

Display the system ARP table

4.50 / 5.00

arpShow						
oam> arpShow						
LINK LEVEL ARP TABLE						
destination	gateway	flags	Refcnt	Use	Interface	
192. 168. 100. 1	00: 14: c7: 1d: cc: 43	33686533	5	14866	fei 1	
192. 168. 100. 201	00: 1b: ba: fd: 2e: 40	35783685	3	65540	lo0	
192. 168. 100. 255	ff: ff: ff: ff: ff: ff	37880837	0	5470	fei 1	
192. 168. 200. 5	00: 1b: ba: fd: 2e: 3f	35783685	0	4232	lo0	
192. 168. 200. 10	00: 19: e1: e8: 2f: 58	33686533	2	1223904	fei 0	
192. 168. 200. 80	00: 1b: ba: fa: e6: 20	33686533	0	130331	fei 0	
192. 168. 1. 161	00: 60: 38: bd: 3d: ea	0x8405	1	3066	fei 0	
192. 168. 1. 165	00: 02: b3: 3f: 6f: 4b	0x8405	3	66420	fei 0	



23.7 arpFlush

Flush all the entries in the system ARP table

4.50 / 5.00

23.8 diskSizeShow

Shows the physical hard disk size

diskSizeShow

```
oam> diskSizeShow  
had si ze: 37 GB
```

23.9 memSizeShow

Display the total size of the physical memory

5.00

memSizeShow

```
oam> memSizeShow  
512 MB
```

23.10 cppmLoopChange

Change IPMG loop number that CPPM SS is located at. The Loop number must be a multiple of 4 between 0-252

23.11 cppmShelfChange

Change IPMG shelf number that CPPM SS is located at. Shelf number can be 0 or 1

23.12 cppmLocationShow

Displays the CPPM SS location information in the IPMG

cppmLocationShow

```
oam> cppmLocationShow
```



```
Loop = 4
Shelf = 0
Card = 2
```

23.13 swVersionShow

Show software version

4.50 / 5.00

swVersionShow

```
oam> swVersionShow
sse-5.00.31 Wednesday May 23 2007 21:27:49 EDT

Loaded Modules:
share          sse-5.00.31
h323           sse-5.00.31
osip           sse-5.00.31
solid          sse-5.00.31
line           sse-5.00.31
trunk          sse-5.00.31
gk             sse-5.00.31
web            sse-5.00.31
sproxy         sse-5.00.31
ncs            sse-5.00.31
webss          sse-5.00.31
```

23.14 date

Show/set date/time

4.50 / 5.00

date

```
oam> date
SAT JAN 12 19:15:33 2008
```

23.15 uptime

Show system uptime

4.50 / 5.00

**uptime**

```
oam> uptime  
SAT JAN 12 19:15:33 2008
```

23.16 stty

Set console TTY properties

4.50 / 5.00

23.17 consoleShow

Show console speed

4.50 / 5.00

consoleShow

```
oam> consoleShow  
Current speed: 9600
```

23.18 ppp

Initiate a PPP connection

4.50 / 5.00

23.19 sysResShow

Show the current system resource

5.00

sysResShow

```
oam> sysResShow  
  
Total Number of File Descriptors          = 2048  
Total Number of available File Descriptors = 1985  
Total Number of used File Descriptors      = 63
```



24. TPS Commands

24.1 disiTPS

Disable TPS service when idle

4.50 / 5.00

24.2 enaTPS

Enable TPS service (opposite of disiTPS)

4.50 / 5.00

24.3 tpsShow

Show TPS info

4.50 / 5.00

tpsShow

```
oam> tpsShow
Node ID      : 1000
Is master    : 1
Up time      : 2 days, 3 hours, 25 mins, 12 secs (185112 secs)
Platform     : ISP 1100
TPS Service  : Yes
IP TLAN      : 192.168.1.165
IP ELAN      : 192.168.1.155
ELAN Link    : Up
Sets Connected: 6
Sets Reserved : 0
```

24.4 disTPS

Causes the line TPS to gracefully switch the registered sets to the other cards located in the same node

4.50 / 5.00

24.5 forcedisTPS

Forces all registered line TPS to unregister from the local server

4.50 / 5.00



24.6 enITPS

Causes line TPS application to be enabled and to accept set registrations

4.50 / 5.00

24.7 loadBalance

Causes line TPS application to attempt to balance the registration load of sets between this card and the rest of the node components

4.50 / 5.00

24.8 UKLossPlanSet

Set IP Phone's loss plan to UK specific values

4.50 / 5.00

24.9 lossPlanSet

Adjust the levels of a given transducer by the entered RLR and SLR offsets.

4.50 / 5.00

Three parameters needed: <transducer> <rlroffset> <slroffset>

24.10 UKLossPlanClr

Set IP Phone's loss plan to default values

4.50 / 5.00

24.11 lossPlanClr

Set IP Phone's loss plan to default values

4.50 / 5.00



24.12 echoServerShow

Show information about the Echo Servers used by this system

4.50 / 5.00

echoServerShow

oam> **echoServerShow**

Echo Server 1

```
-----
Configured      :      0.0.0.0:10000
Actual          :  192.168.1.165:10000  (TLAN IP, this card)
LTPS request sent:      18
Failed resp rec'd:      0
```

Echo Server 2

```
-----
Configured      :      0.0.0.0:10000
Actual          :  192.168.1.160:10000  (node IP, this card)
LTPS request sent:      0
Failed resp rec'd:      0
```

NAT Timeout: 30



25. General Trace Tool Commands

25.1 traceAllOff

Disables the trace facilities from writing to the TTY, SYSLOG, and specified files 4.50 / 5.00

25.2 traceAllOn

Allows the trace facilities to resume writing to the TTY, SYSLOG, and/or specified files 4.50 / 5.00

25.3 tracePrintOff

Disables the trace facilities from writing to the TTY 4.50 / 5.00

25.4 tracePrintOn

Allows the trace facilities to resume writing to the TTY 4.50 / 5.00

25.5 traceFileOff

Disables the trace facilities from writing to the SYSLOG, and specified files 4.50 / 5.00

25.6 traceFileOn

Allows the trace facilities to resume writing to the SYSLOG, and/or specified files 4.50 / 5.00

25.7 traceShow

Displays the configured trace tools that may currently be active 4.50 / 5.00



26. Universal ISDN Protocol Commands

26.1 DCHmenu

Display a menu of DCH diagnostic tools

4.50 / 5.00

DCHmenu

oam> **DCHmenu**

Please select one of the DCHmenu options:

- 0 - Print menu (default)
- 1 - Print current DCH state
- 2 - Print current DCH configuration
- 3 - Print application error log
- 4 - Print link error log
- 5 - Print protocol error log
- 6 - Print message log
- 7 - Enable printing all messages processed by UI PC
- 8 - Enable error printing
- 9 - Enable info printing
- 10 - Enter manual message mode
- 11 - Print b channel control blocks
- 99 - Exit menu

Please enter your DCHmenu choice (0 to print the menu):



27. UMS Module Commands

27.1 firmwareFileGet

Upload new F/W file to LTPS

4.50 / 5.00

27.2 firmwareFileGetI2004

Upload new F/W file to LTPS

4.50 / 5.00

27.3 firmwareFileGetI2002

Upload new F/W file to LTPS

4.50 / 5.00

27.4 umsPolicyShow

Display the current upgrade policy

4.50 / 5.00

27.5 umsUpgradeAll

Upgrades all registered sets according to policy and firmware file

4.50 / 5.00

27.6 umsUpgradeTimerShow

Show Upgrade Schedule

4.50 / 5.00

27.7 umsUpgradeTimerCancel

Cancel scheduled upgrade

4.50 / 5.00



27.8 UNISTIM Related Commands

`usiSetPhoneRudpRetries` 4.50 / 5.00

Set RUDP Max Retries Count for IP sets

27.9 `usiGetPhoneRudpRetries`

Get RUDP Max Retries Count for IP sets 4.50 / 5.00

27.10 `usiSetPhoneRudpTimeout`

Set RUDP Timeout value (in msec) for IP sets 4.50 / 5.00

27.11 `usiGetPhoneRudpTimeout`

Get RUDP Timeout value (in msec) for IP sets 4.50 / 5.00



28. Vitrual Terminal Emulator Commands

28.1 unpackVTHelp

Unpack Virtual Terminal Emulator help files

4.50 / 5.00



29. Virtual Trunk Commands

29.1 vtrkShow

Show information about the virtual trunk channels

4.50 / 5.00

29.2 disVTRK

Causes the virtual trunks to gracefully switch the registered virtual trunks to another SS located in the same node

4.50 / 5.00

29.3 forcedisVTRK

Forces all registered virtual trunks to unregister from the local server

4.50 / 5.00

29.4 enIVTRK

Causes the virtual trunk application to be enabled and to accept virtual trunk registrations

4.50 / 5.00

29.5 vtrkNetMonShow

Show network monitor configuration and status of the monitored IP addresses

5.00

vtrkNetMonShow	
oam> vtrkNetMonShow	
VTRK IP Monitor Enabled: Yes	
<pre> +-----+-----+ IP Status +-----+-----+ 47.11.214.1 Up +-----+-----+ </pre>	



30. Reference Documentation:

The following table provides a list of additional Nortel and Microsoft Publications which may be referenced to for additional information:

Nortel Document Title	Location
Nortel Technical Publications	http://www.nortel.com/support



Contact us

If you purchased a service contract for your Nortel product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller for assistance.

If you purchased a Nortel Networks service program, contact Nortel Technical Support. To obtain contact information online, go to www.nortel.com/contactus.

From the Technical Support page, you can open a Customer Service Request online or find the telephone number for the nearest Technical Solutions Center. If you are not connected to the Internet, call 1-800-4NORTEL (1-800-466-7835) to learn the telephone number for the nearest Technical Solutions Center.

An Express Routing Code (ERC) is available for many Nortel products and services. When you use an ERC, your call is routed to a technical support person who specializes in supporting that product or service. To locate an ERC for your product or service, go to www.nortel.com/erc.