
ClarusIPC®

Help Desk Guide

Revision: 2.5.0
Date: October 7, 2008



Clarus Systems, Inc.
2200 Bridge Parkway, Suite 101
Redwood City, CA 94065
<http://www.clarussystems.com>
Voice: 650-632-2800
Fax: 650-632-2810

Copyright ©2008 Clarus Systems, Inc. All rights reserved. You cannot copy, reproduce, or duplicate any part of this document without written permission from Clarus Systems, Inc. One or more of the following trademarks may appear in this document. CallManager® is a registered trademark of Cisco Systems, Inc. ClarusIPC® is a registered trademark of Clarus Systems.

TABLE OF CONTENTS

Using ClarusIPC Help Desk	1
Accessing Help Desk	2
Load Balancing	2
Searching for a Phone	3
Search by Directory Number	3
Retrieving Phone Information	5
Viewing Phone Status	6
Viewing Line Settings	7
Viewing Call History	7
Assigning Reference Phones.....	8
Comparing Phones	9
Managing Devices	10
Editing Line Settings	10
Phone Templates	11
Expansion Modules	12
Launching Remote Hands	13
Controlling the Phone	14

USING CLARUSIPC HELP DESK

This guide provides instructions for using the ClarusIPC Help Desk application to troubleshoot Tier 1 phone issues reported by end users. Help Desk currently supports Cisco Unified Communications Manager versions 4.X, 5.X, and 6.X. For supported devices, please see the ClarusIPC User's Guide: *Appendix D: Phone Models / Test Type Matrix*.

Accessing Help Desk

To access Help Desk, either:

- Enter the following URL in your browser:

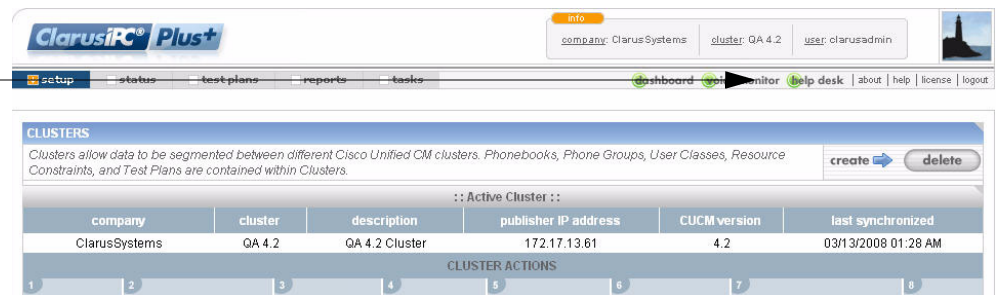
`http://<csipc server>/clarusipc/infoportal`

where *<csipc server>* is the hostname or IP address of the ClarusIPC server.

OR

- Click the Help Desk button from the menu bar on any screen of the ClarusIPC User Interface.

Help Desk



The following screen displays:

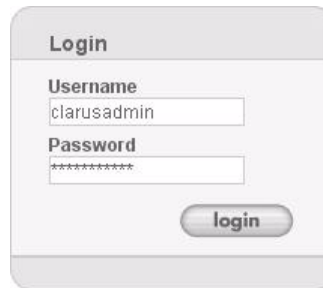


Figure 1 Login

Enter your username and password and click **login**.

Load Balancing

If you have created a Server Group, Help Desk may be load balanced using any of a number of common traffic directing software.

For example, if you have created three JES servers, *<csipc server>* may be any one of the three IP addresses, offering three URLs with which you may access Help Desk:

`http://<csipc server1>/clarusipc/infoportal`

`http://<csipc server2>/clarusipc/infoportal`

`http://<csipc server3>/clarusipc/infoportal`

Searching for a Phone

Help Desk allows you to access information from any device contained within the CUCM cluster configuration of the accessed server. It also allows you to interact remotely with any such device. Help Desk does not require that the phone be contained within the active ClarusiPC Cluster.

To find a phone within the system, you may:

- Search by Directory Number (the phone's extension or dialing string)
- Search by Description (user defined)
- Select a phone recently selected in Help Desk
- Select a bookmarked phone

Search by Directory Number

To search by Directory Number:

1. Enter the Directory Number (DN) for the primary line for that user. If there are multiple users with the same DN, use the Description field (typically reserved for the user's name) to help focus your search.

The screenshot shows the 'ClarusiPC® Help Desk' interface. At the top, there is a 'start' button with a lightning bolt icon and a help icon. Below this is a green header bar with 'Phone Search' and 'Search Results' tabs. The main area contains a search form with two input fields: 'Directory Number' and 'Description'. A 'search' button is located below the input fields.

Figure 2 Search By Directory Number

The following screen displays:

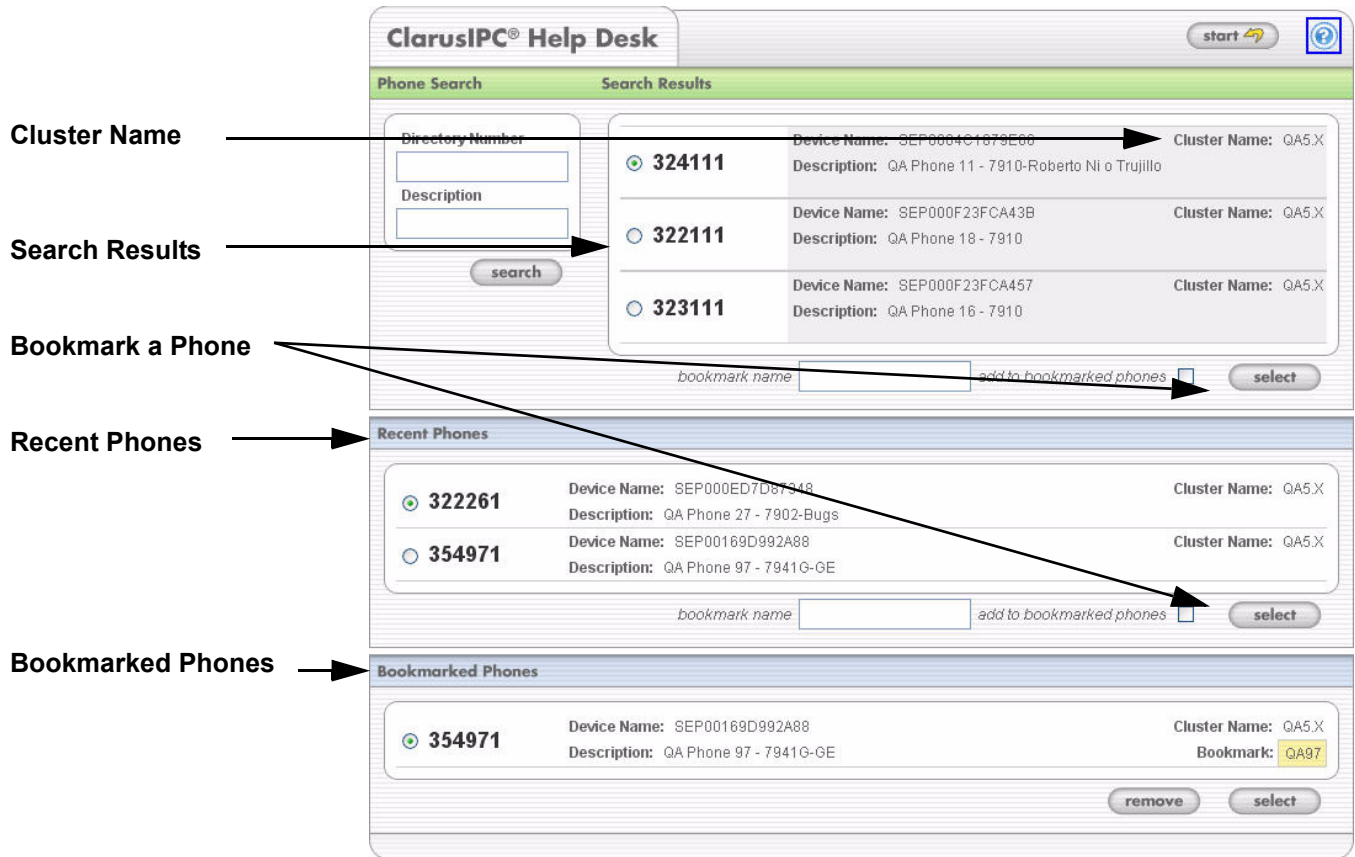


Figure 3 Search Results

2. Select the phone you wish to use from the results returned and click **select**. To add the phone to the Bookmarked Phones list, check **add to bookmarked phones**, and enter a name for the bookmark before clicking **select**.

TIPS: Phones may belong to different Clusters. Use the Cluster Name to make sure you select the correct phone. “...” next to a Directory Number means the string is longer than the display allows. Mouse over the “...” to see the entire string.

Search Results

Returns all phones matching your search parameters.

Recent Phones

Displays recently selected phones. Recent Phones may also be bookmarked and selected.

Bookmarked Phones

Displays previously bookmarked phones. Bookmarked phones may also be selected.

Retrieving Phone Information

After choosing a phone, Help Desk retrieves the phone's information, including phone and line configuration, and current status. The main Phone Settings screen displays:

- Start New Search
- Compare Phones
- Remote Hands / Bookmark Phone
- Menu Bar
- Select Phone Line

The screenshot shows the 'ClarusiPC Help Desk' interface. At the top, there are buttons for 'Trouble Phone' (2852) and 'Reference Phone' (2866). Below these are fields for 'Description' and 'Device Name'. A menu bar contains 'Phone Settings', 'Phone Status', 'Line Settings', and 'Call History'. The main area is divided into several sections:

- Lines:** 2866 (1) CLARUS_INTERNAL, 3866 (2) CLARUS_INTERNAL
- Speed Dials:** (empty)
- Model:** Cisco 7960
- Serial Number:** INM0429B575
- Phone Button Template:** 6-Line 7960
- SoftKey Template:** Enhanced User
- Class of Service:**
 - Calling Search Space: CLARUS_911
 - AAR Calling Search Space: <None>
- Device Pool:** SOUTH
- CallManager Group:** CLARUS
- Location:** CLARUS_LOCATION
- Locale:**
 - User Locale: (empty)
 - Network Locale: United_States
- On Hold:**
 - Media Resource Group List: (empty)
 - User Hold Audio Source: 2 - All_in_the_Mind
 - Network Hold Audio Source: 2 - All_in_the_Mind
- Phone Services:** Extension Mobility, Personal Fast Dials, NANP Area Code Lookup, CNN Headlines
- Idle Timeout (sec):** Not Selected
- Extension Mobility:**
 - Enabled?: Yes
 - Logout Profile: (empty)
 - Login UserID: <None>
 - Login Time: <None>
 - Logout Time: (empty)
- SECURITY SETTINGS:**
 - Access Control:**
 - PC Port: Enabled
 - Web Access: Enabled
 - Speakerphone: Enabled
 - Phone Settings Access: Enabled
 - PC Voice VLAN Access:** Enabled
 - Gratuitous ARP:** Enabled
 - CAPF Information:**
 - Certificate Operation: No Pending Operation
 - Authentication Mode: By Null String
 - Authentication String: (empty)
 - Key size (bits): 1024
 - Device Security Mode:** Use System Default
 - Signal Packet Capture:**
 - Mode: None
 - Duration: 60
 - Call Barge:**
 - Built In Barge: Default
 - Privacy: Default
 - MLPP:**
 - Domain: (empty)
 - Indication: Default
 - Preemption: Default

Figure 4 Phone Settings

This screen links to the following options:

Display A New Phone: Click the **Start** button to return to the **Directory Number Search** screen.

Compare Phones: Click **Compare Phones** to troubleshoot problems. For more information, see *Comparing Phones*.

Remote Hands: Click this icon to control the phone remotely.

Bookmark Phones: Click this icon to Bookmark a phone for quick access.

Menu Bar: Offers links to the following:

- **Phone Settings:** Contains configuration settings assigned to the selected phone.
- **Phone Status:** Contains the real-time status and transitory settings used by the selected phone. For more information, see *Viewing Phone Status*.
- **Line Settings:** Contains configuration settings assigned to the selected line. For more information, see *Viewing Line Settings*.
- **Call History:** Lists recent inbound and outbound calls made to and from the selected line. For more information, see *Viewing Call History*.
- **Select Phone Line:** Click on the blue phone lines to display configuration information about individual lionesses more information, see *Viewing Line Settings*.

Select Phone Settings from the menu bar. The default window, shown in *Figure 4: Phone Settings*, is displayed.

Viewing Phone Status

Select **Phone Status** from the menu bar. The following screen displays:

Phone Status

Phone Settings	Phone Status	Line Settings	Call History
Network Settings <i>IP Address</i> :172.17.30.104 <i>Subnet Mask</i> :255.255.255.224 <i>Operational VLAN ID</i> :304 <i>Admin VLAN ID</i> : <i>DHCP</i> :Enabled <i>DHCP Server</i> :172.17.30.97 <i>DNS Server 1</i> :172.17.12.40 <i>DNS Domain Name</i> :qalab.clarussystems.com <i>Connected Switch Name</i> :QA-3560-03 <i>Connected Switch Port</i> :FastEthernet0/39 <i>Switch Port Setting</i> :Auto Negotiate <i>Switch Port Info</i> : <i>PC Port Setting</i> :Auto Negotiate <i>PC Port Info</i> : <i>Power Rating</i> :		Registration <i>Registration Status</i> :Registered <i>Last Registered Time</i> :Mon Apr 09 09:47:09 PDT 2007 Version <i>App Load ID</i> :Jar41sip.8-2-0-55.sbn <i>Boot Load ID</i> :7941G-GE_64-020704128Amd64meg.bin <i>Hardware Version</i> :1.0 Extension Mobility <i>Logged in User</i> :0 <i>Logged in Duration</i> : <i>Logged in Since</i> : Message Waiting :No	
CallManager <i>TFTP</i> :172.17.11.44 <i>Alternate TFTP</i> :Yes <i>Active</i> :172.17.11.43 <i>Standby</i> : <i>SRST</i> :			

Figure 5 Phone Status

Viewing Line Settings

Either click on the phone in blue on the **Phone Settings** screen, or click **Line Settings** on the menu bar. The following screen displays:

Line Settings →

Select Line Dropdown →

Forwarding	Destination	CSS
Forward All		
Forward Busy Internal	Voice Mail	
Forward Busy External	Voice Mail	
Forward No Answer Internal	Voice Mail	
Forward No Answer External	Voice Mail	
Forward No Coverage Internal		
Forward No Coverage External		
Voice Mail Profile	ClarusSFO_Voicemail	

Figure 6 Line Settings

Use the **Line(s)** dropdown menu to display an alternate line for the device.

Click on the **Line(s)** link to edit line settings for the selected device. For more information, see *Managing Devices*, later in this document.

Viewing Call History

Select **Call History** from the menu bar. The following screen displays:

Call History →

Select Phone Line →

Destination Number	Call Time	Status	Duration	MLQKav	Jitter	Packet Loss	Delay	Remote Address
914084726015	Mon Apr 09 09:56:20 PDT 2007	(Orig) Normal call clearing	37sec	4.4543	4ms	4.222973E-4%	0ms	172.17.16.3
96322892	Mon Apr 09 04:34:02 PDT 2007	(Orig) Normal call clearing	1sec	0.0000	0ms	0.013888889%	0ms	172.17.16.3
96322809	Mon Apr 09 04:33:50 PDT 2007	(Orig) Normal call clearing	3sec	0.0000	1ms	0.004854369%	0ms	172.17.16.3
97672676	Mon Apr 09 04:23:53 PDT 2007	(Orig) Normal call clearing	5sec	0.0000	4ms	0.0034722222%	0ms	172.17.16.3
2100	Mon Apr 09 04:16:55 PDT 2007	(Orig) Call split. This Cisco-specific code applies when a call terminates during a transfer operation because it was split off and terminated (was not part of the final transferred call). This destination	6sec	0.0000	0ms	0.020408163%	0ms	172.17.16.36

Figure 7 Call History

This screen displays the Call History for the selected phone line. To change phone lines, select a different one from the **Line(s)** dropdown menu.

Assigning Reference Phones

You may compare a reference phone to the functionality of the phone you are troubleshooting. You may also use Remote Hands to control the functions of a reference phone to test certain phone implementations. To select a Reference Phone, click **Assign** from any screen.

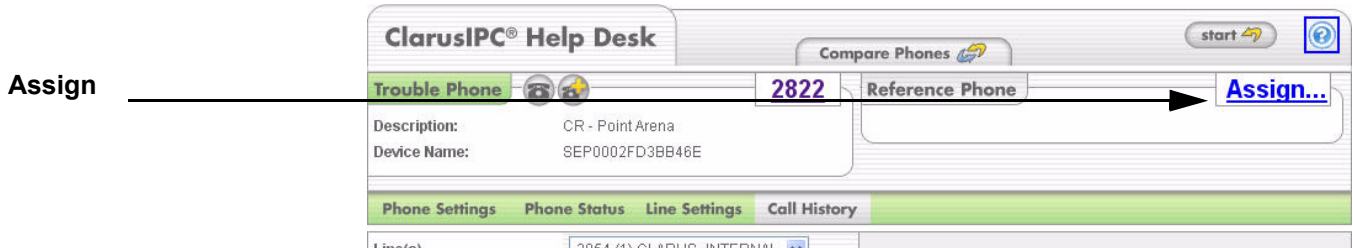


Figure 8 Assign a Reference Phone

Follow the same instructions outlined in *Searching for a Phone*.

Comparing Phones

After assigning a Reference Phone, select **Compare Phones** from any screen. The following screen displays:

Figure 9 Compare Phones

Select the phone pair you wish to compare and click **generate**. You can compare the trouble phone to a reference phone, or the trouble or reference phone's state to a previous state. The following screen displays:

Phone Comparison Report

PHONE SETTINGS	TROUBLE PHONE	REFERENCE PHONE
	DN: 2852 Device Name: SEP000DBDBEF9F7 Description: David Roberts As of: Tue Mar 21 10:32:22 PST 2006	DN: 2866 Device Name: SEP0002B9AFC651 Description: Eugene Shaposhnikov As of: Tue Mar 21 10:32:22 PST 2006
! Lines	2852 (1,SL) CLARUS_INTERNAL 3852 (2,SL) CLARUS_INTERNAL 3001 (3,SL) CLARUS_INTERNAL 3002 (4,SL) CLARUS_INTERNAL	2866 (1) CLARUS_INTERNAL 3866 (2) CLARUS_INTERNAL
! Speed Dials	"Home" (1) 913105349571 "Danielle-Cell" (2) 35154154	
Model	Cisco 7960	Cisco 7960
! Serial Number	INM07330R65	INM0429B575
! Phone Button Template	4 - Line 7960	6-Line 7960
SoftKey Template	Enhanced User	Enhanced User
Class of Service		
Calling Search Space	CLARUS_911	CLARUS_911
AAR Calling Search Space		
Device Pool	SOUTH	SOUTH
CallManager Group	CLARUS	CLARUS
Location	CLARUS_LOCATION	CLARUS_LOCATION

Figure 10 Phone Comparison Report

Managing Devices

The ClarusIPC Line Manager allows you to edit line settings, and to reassign Phone Templates and Expansion Modules to selected devices.

Line Manager will automatically assess the device's capacity, and offer only appropriate Phone Templates and Expansion Modules.

NOTE: Line Manager is accessible to all users except those assigned the *Viewer* Role in the ClarusIPC User Accounts window. For more information, please see the ClarusIPC User's Guide, *Getting Started*.

To change available Line Settings, click the **Line(s)** link from the Line Settings window to open the ClarusIPC Line Manager.

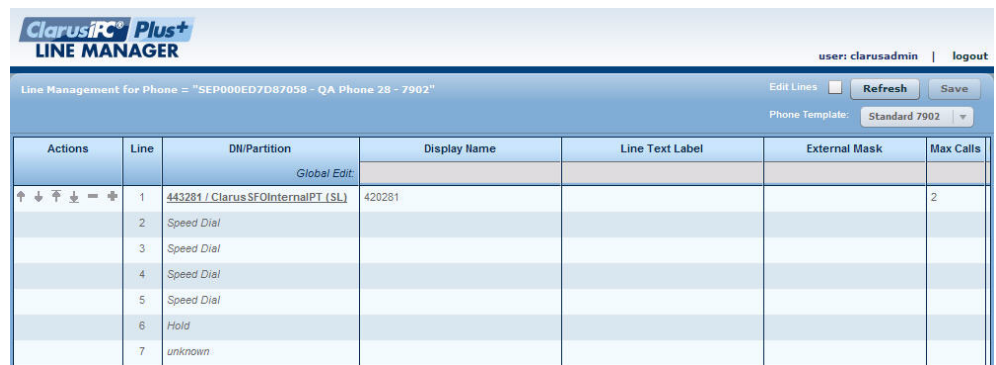


Figure 11 Line Manager

NOTE: Adobe Flash Player is required for the Line Manager.

Editing Line Settings

Line Manager allows you to edit Line Settings, including display names, line sequence, and Speed Dial settings. You may edit settings individually by line, or for all lines assigned to a particular device. Line Manager also allows you to add defined lines to and remove lines from a device, up to the number of lines for which the device is configured.

Click the **Edit Lines** checkbox at the top of the pane to edit line settings. Clicking in a line's row allows you to edit that line individually. To edit all listed lines simultaneously, click in the fields at the top of the column, and make changes as desired.

NOTE: Any changes made to shared lines will be made to all instances of that line.

Line Manager displays unassigned, available lines for the device as blank rows. Clicking the plus or minus button for these rows allows you to change the line's settings by selecting a previously defined DN/Partition to assign to the line.

To add a line, click the **plus** button in the **Actions** column. In the Search pane that is invoked, enter the DN (or partial DN) of the line you wish to add, and click **Search**. Click the toggle button of the desired line, then click the **Add Line** button.

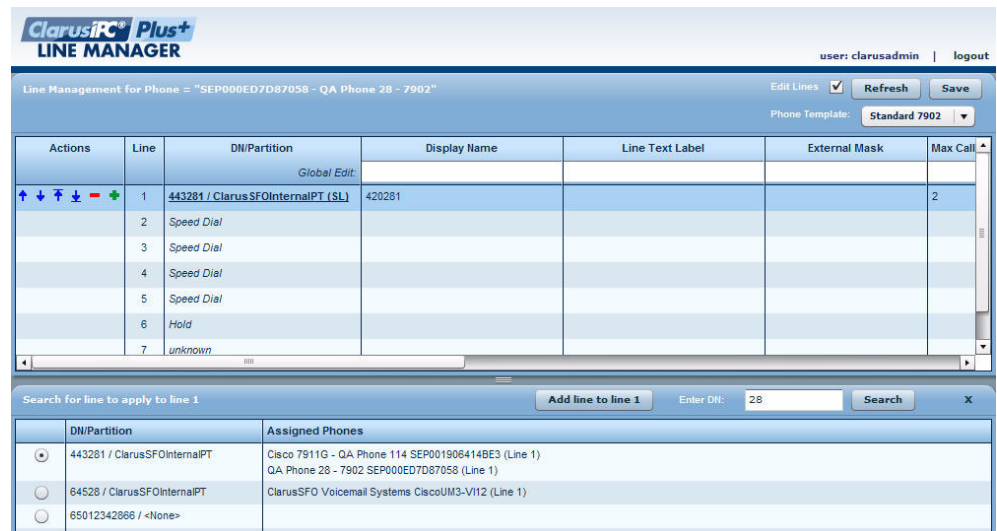


Figure 12 Add Line

To remove an assigned line, click the **Minus** button. This will delete the assigned line information, while leaving the line blank and available. To rearrange lines, changing their priority in the dial sequence, use the up and down arrows to reposition them as desired.

To undo changes, click **Refresh** to return to the most recently saved settings. Click **Save** to save your changes.

Phone Templates

Phone Templates allow you to reconfigure the selected device. The pulldown menu lists the currently assigned Phone Template, as well as other available templates appropriate to the selected phone model.

To apply a new template to a device, simply select a new template from the pulldown menu.

Selecting a template with fewer lines than the number originally assigned to the device will issue a warning. Clicking **OK** will display the previously assigned lines in the new template. Line Manager will automatically delete all unassigned lines, and display any remaining lines for which there is no slot in the new template in italics.

Click **Save** to submit changes to the CUCM.

ClarusIPC requests a confirmation of changes, which may require that the phone be reset. Click **Yes** to save changes and reset the device, if necessary.

Expansion Modules

Expansion Modules allow you to augment the original device's capacity. The pull-down menu lists the currently assigned Expansion Module, as well as other available modules appropriate to the selected phone model.

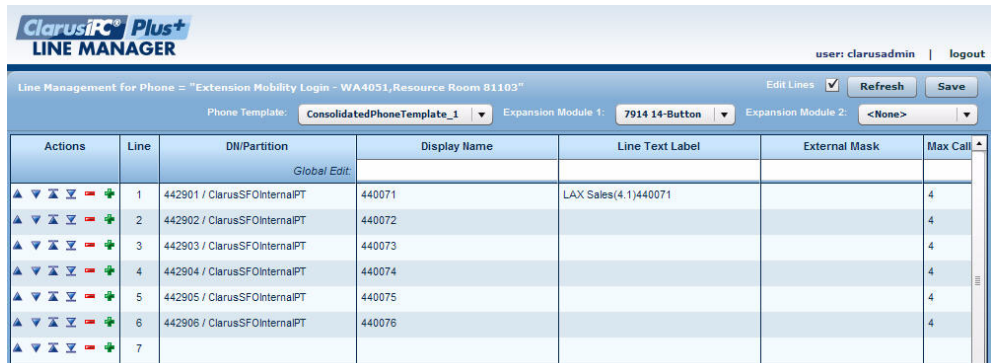


Figure 13 Expansion Module Pulldown Menus

To change the applied expansion module, simply select a new module from the pull-down menu. The system will automatically update to list Phone Templates appropriate to the selected module.

Select a new Phone Template, if desired.

Click **Save** to save your changes.

Launching Remote Hands

To run Remote Hands, you must have a Java Runtime Environment installed.

This download installer is available from:

http://<csipc-address>/clarusipc/jre-installer/jre-1_5_0_06-windows-i586-p.exe

Where <csipc-address> is the hostname or IP address of the ClarusIPC server.

NOTE: See the ClarusIPC User Guide: *Phone Models / Test Type Matrix*, for a list of supported devices.

1. Click the **Remote Hands** icon from any screen:

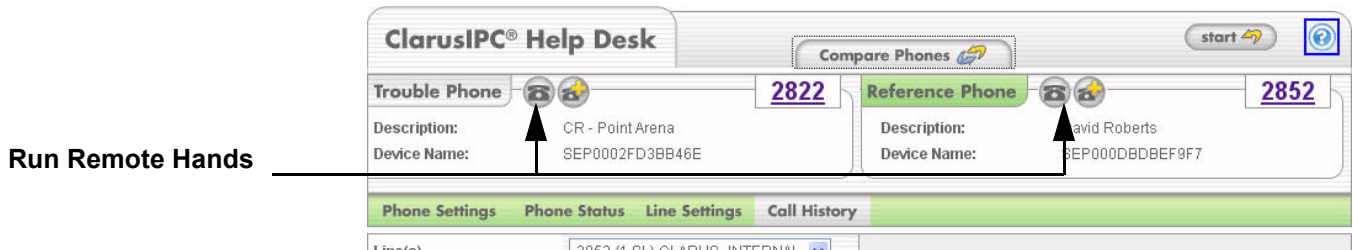


Figure 14 Launch Remote Hands

The following screen displays:

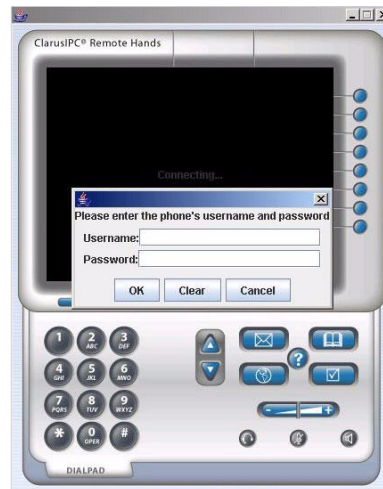


Figure 15 Remote Hands Login

