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Fault Report Logging

Fault Report Handling

Cordless System Manager

Using the Cordless System Manager (CSM) with a link to the Radio Exchange, the DCT1900 Freeset system manager can display error messages, written in the service table, by executing the Distributor-Diagnostics-Info/Error/Service commands to view the instances that have occurred. This information can also be written to a text file for review and distribution.

Printer Fault Handling

A serial printer may be connected to the Printer DB9 port of the DCT1900 system to print Faults as they occur without having a CSM connection established. The RE Printer port must be enabled using the CSM and a null connection cable must create the connection between the RE and the Printer.

PC Fault Logging

Just as the Printer was connected to the RE Printer port you can also connect a PC to this port to collect alarm information. The advantage of this scenario is that it acts as an advanced trouble-shooting tool to capture information and transport this information using PC application tools. This information can be used to troubleshoot a system that is resetting or powering down for unknown reasons (CSM fault data will be lost on reset). This information may also trigger a chain of events such as an Alarm Notification to a support team.

The procedure for setting up the PC Fault Logging is as follows:

Set up of logging PC in HyperTerminal to receive log file dump from RE

Connect the Comm 1 port of the PC to the printer port on the RE, 9 pin connector on the MCCB labeled printer, via the PC/CPU cable TSRNB 101 22D.

1. Select Hyperterminal under accessories in Windows 95.
2. Start Hyperterminal.exe.
3. Name it (Test 1).
4. This opens up Phone Number box.
5. Select Connect.
6. Select direct to Com X (where x is the number of the Comm port you are going to use).
7. Select Ok.
8. Comm 1 settings: 2400, N, 8, 1.
9. Set flow control to none.
10. Select Ok.
11. Select File
12. Select Properties

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13. Phone Number now has settings tab.
14. Select settings.
15. Select terminal keys.
16. Select Auto detect.
17. Set Buffer to 500.
18. Select ASCII setup. This opens the ASCII setup box.
19. All boxes in this set up box should be blank except for a check mark in the Wrap lines box and the value 0 in the character and line delay boxes.
20. Select Ok.
21. Select Ok.
22. Do a CNTRL Q – sometimes you get a printer test ok response. But if you got this once you will not get this again.
23. Go to the tool bar and select Transfer.
24. Select capture text – enter a directory and filename where you want the file saved. Remember what you called it so you can find it when it is closed.
25. Hit start.

Then

1. Go to the PC that has CSM running on it.
2. Start the CSM.
3. Select Distributor – Diagnostics – Settings – Error messages – Print – Yes.
4. Hit escape until you are back to diagnostics.
5. Select info – Log system status.
6. The password is CPUNEW.
7. Select System info – this will force a dump to the screen of the connected PC and will let you know the connection is working – the response on the CSM PC should be logging system status on printer, please wait... Verify that data is being dumped to the logging PC.
8. After approx. 2 minutes response should say – system status info logged on printer (Enter). Then hit the enter key.
9. Select development info if this is desired. Response is working and info should dump out. Again this is a one-time occurrence and can be used to verify that the connection is working.

Set up of PC_SOFT

1. Do all the above steps to verify that the system is printing to the logging PC.
2. From the CSM PC – stop statistics if running and exit CSM.
3. Start PC-SOFT, whether from the A drive or your hard drive. Type pc_soft to start.
4. When it comes up select the T&M screen.
5. Select settings.
6. Select T&M messages.
7. Press enter.

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8. Response is – Print external messages CPU T&M (Y/N) Y – Leave it Y.
9. Press enter.
10. Response is – Request is ready (send).
11. Press enter.
12. Response is done and the screen clears. Verify that data is continually being logged. Make up to 10 phone calls and you should see data coming out.
13. Hit escape to back out and select quit when it becomes available.
14. Restart CSM and statistics if necessary.

To stop PC-SOFT T&M printing

1. Exit CSM and load PC_SOFT.
2. Select T&M.
3. Select settings.
4. Select T&M messages.
5. When asked to print external messages CPU T&M type in N (the system is case sensitive) and press enter.
6. Response is SEND, hit enter.
7. Use the escape key to back out and select quit and press the enter key.
8. Restart CSM and Statistics if necessary.

To close the log file

1. Select transfer from the tool bar.
2. Select capture text.
3. Select stop. This stops and closes the log file. **This must be done to close the file or all data will be lost.**
4. If you are just closing the file to be able to send it to us and you need to start a new logging sequence jump to step 3 in the following section otherwise continue with step 5.
5. Close HyperTerminal.
6. Save parameters if asked.

Restart or start of HyperTerminal

1. Select HyperTerminal from the accessories list.
2. Double click on test 1.
3. Select transfer from the tool bar.
4. Select capture text.
5. Enter a new file name and directory.
6. Select start.