

Remote System Management

17.1 About Remote System Management

The Remote System Management feature of Plexus Administrator enables a Plexus system to be configured and otherwise managed via modem connection. In a Remote System Management environment, the PC running Plexus Administrator is connected to the Plexus through a modem as opposed to a direct serial connection.

Remote System Management requires a modem at both locations. One modem, the System Modem, needs to be connected to the Plexus system. The other modem, the Manager Modem, is connected to the PC running Plexus *Administrator*. From the PC, a call is placed through the Manager Modem to the trunk (i.e., CO line) to which the System Modem is connected. Once connected, a link is opened just as it would be if the PC were connected directly to the Plexus system with a serial cable. All functionality available with a direct serial connection is available with a modem connection



Note

It is recommended that a modem be hooked up to an analog trunk. This will enable Remote System Management even in the event of a systemwide failure. Connections to extensions will not allow this. XOS software upgrading is also unavailable with a connection through an extension.

17.2 Requirements

Remote Configuration Kits are available through BBS Telecom. The Remote Configuration Kit includes:

- 1 System Modem- Dip switches are preset by BBS Telecom
- 2 110V modem power supply
- 3 null modem cable

To successfully complete Remote System Management functions, certain requirements must be met. The requirements are:

- An external modem (System Modem) connected to the Plexus system according to the instructions below.
- A null modem cable.



Note

Null modem cables are provided by BBS Telecom with Remote Configuration Kits.

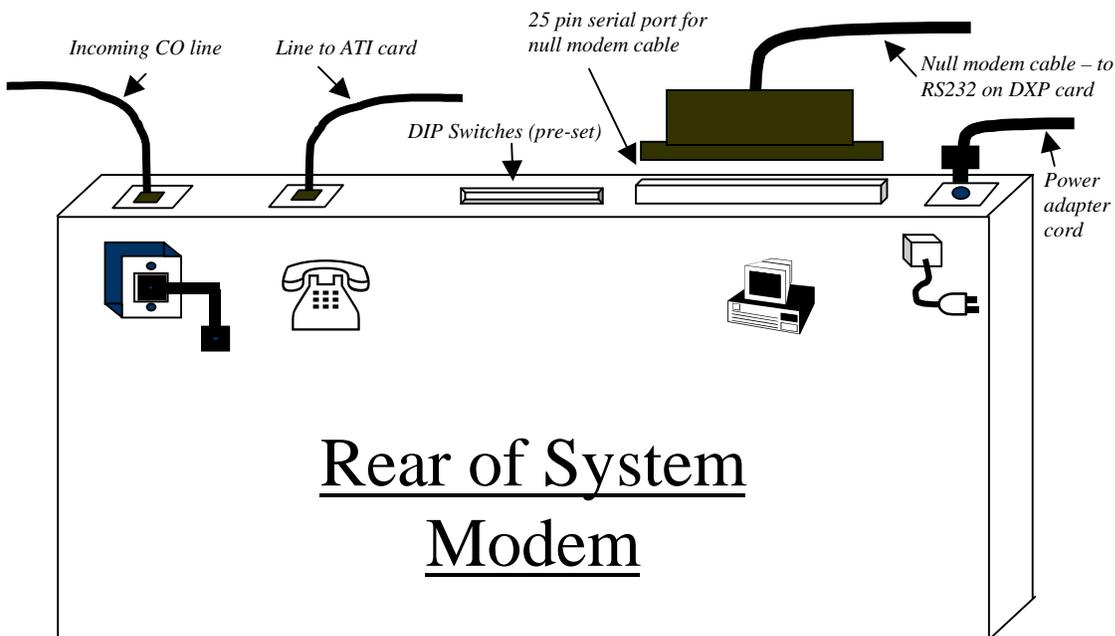
- A second modem (Manager Modem - dealer provided). This modem must be connected to the PC running Plexus Administrator. The modem must be 19.2 Kbps or faster.
- A telephone line connected to the Manager Modem.

17.3 Plexus System setup

Plexus systems that will be remotely managed must be set up as follows:

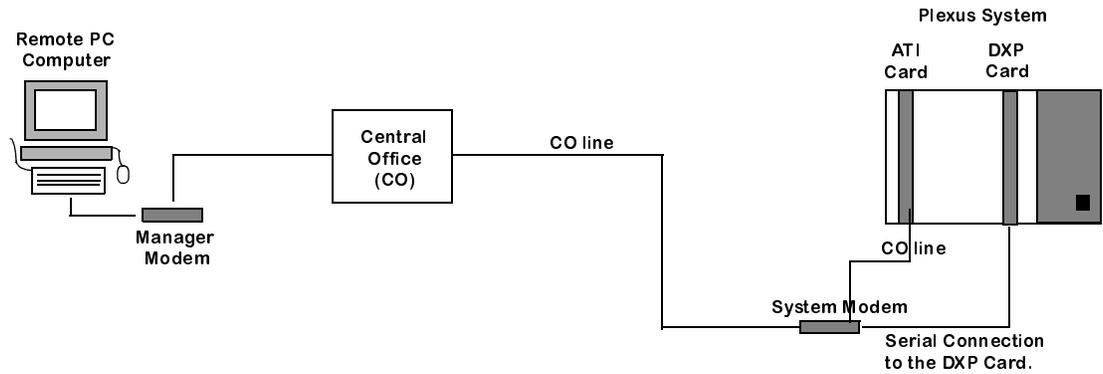
- 1 Connect the incoming CO line to the incoming line port of the System Modem.
- 2 Connect a line cord from the outgoing line port on the System Modem to a port on the ATI card on the Plexus. This step is not necessary if there is going to be a dedicated CO line connected to the System Modem and the CO line will not be available for Plexus system use.

Figure 17.1



- 3 Connect the serial port on the DXP card (labeled “RS-232”) to the serial port on the System Modem using the null modem cable provided by BBS Telecom.
- 4 Plug the System Modem in to a power source.
- 5 Turn the modem OFF when not in use.
- 6 The modem setup should resemble the diagrams if figure 17.1 and figure 17.2.

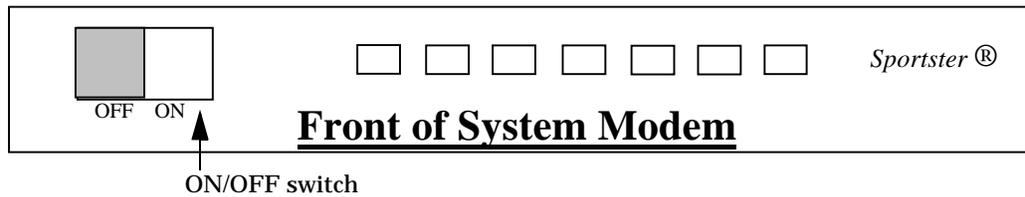
Figure 17.2



7 When the modem is not in use, it should be turned off.

8 When the modem will be needed, have a person on site turn the modem ON using the switch shown in figure 17.3.

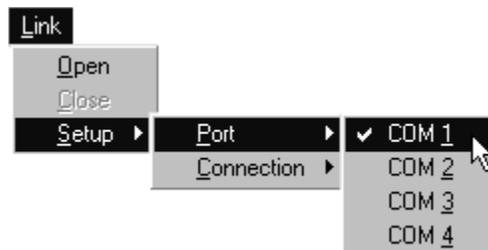
Figure 17.3



17.4 Plexus Administrator setup

Refer to Chapter 6, "Software Configuration" for instructions on launching Plexus Administrator.

- 1 Launch Plexus Administrator.
- 2 From the **Link** menu, select **Setup** and **Port**.
- 3 Select the COM port to which the Manager Modem is connected.

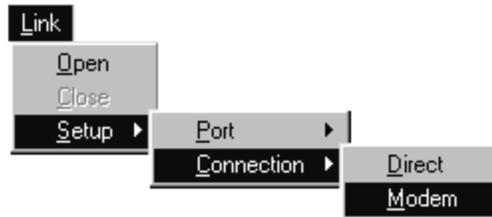
**Note**

The Manager Modem may be any make or model modem, and may be either internal or external. The modem speed must be 19.2 Kbps or faster.

17.5 Connecting to the Plexus system

To connect to the Plexus system, proceed as follows:

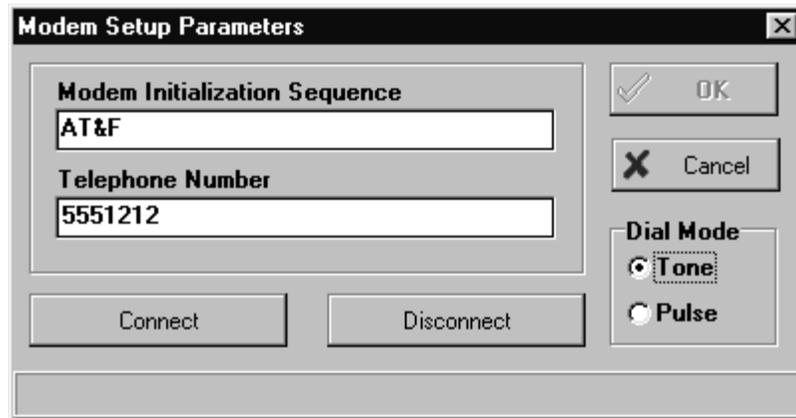
- 1 Have someone at the Plexus system site turn the System Modem ON.
- 2 From the **Link** menu, select **Setup**, **Connection**, and **Modem**.



- 3 From the **Link** menu, select **Open**.
- 4 You will be prompted to enter a password. This will be the System Administrator Password for the system you are dialing into.



- 5 Enter the password and click **OK**.
- 6 The Modem Setup Parameter window will be displayed.



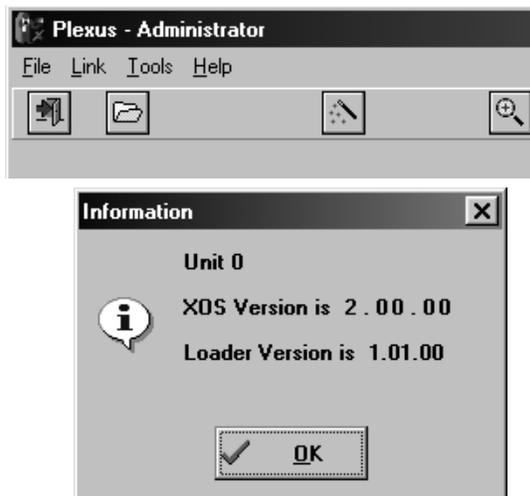
- 7 On the Modem Setup Parameters dialog box, enter the appropriate Modem Initialization Sequence and Telephone Number.

**Note**

The modem initialization sequence will not need to be modified for most modems 33.6k speed or slower. If your modem is a 56k modem, refer to your modems documentation for the modem initialization string that will slow your modem to a 33.6k speed or slower. This should be placed before the AT&F portion of the modem initialization sequence.

- 8 Select the **Dial Mode**.
- 9 Click on **Connect**.
- 10 Plexus Administrator will dial the System Modem and connect.
- 11 Once connected the bottom left portion of the Modem Setup Parameters dialog will indicate **Connected**.
- 12 Once connected, click on **OK**.
- 13 An active link is now available.
- 14 The link indicator at the bottom of the screen should indicate **Link: Opened** and the LED image should appear green.

- 15 Verify the connection by clicking on the magnifying glass icon. This will query the current XOS version. If a reply is received and the XOS version appears in a pop-up window, the connection is successful.

**Note**

If a configuration is created or modified and saved while using Remote System Management, the dialed number will be saved with the configuration file.

17.6 Uploading a configuration file

With an established connection and an open link, proceed as follows:

- 1 Open the applicable configuration file (.zdb).
- 2 From the **Update** menu, select **Full**.
- 3 A status indicator at the bottom of the screen will display the progress of the update.



Tip

In some cases, it may be preferable to select **Update Clear** prior to selecting **Update Full**. This action clears the existing configuration from the *Plexus* system.

17.7 Updating the system clock

With an established connection and an open link, proceed as follows:

- 1 Open any configuration file (.zdb).



Note

A configuration file must be open for the Update menu to be available. The open configuration file will not be uploaded or used in any way to update the clock.

- 2 From the **Update** menu, select **Clock**.
- 3 The Plexus system clock will be updated with the clock settings from the PC.

17.8 Updating Plexus Key Telephone programming

17.8.1 For Version 1.01 Key Telephones

These steps are used with Key Telephones version 1.01 only.

With an established connection and an open link, proceed as follows:

- 1 Open the applicable configuration file (.zdb).
- 2 From the **Update** menu, select **Key-Phone**.
- 3 A status indicator at the bottom of the screen will display the progress of the update.



Note

Updating Key Telephones through the **Update - Key Phone** option will cause each version 1.01 Key Telephone to reset, disconnecting active calls.

17.8.2 For Version 2.0 Key Telephones or later

These steps are used with Key Telephones version 2.0 and later only.

With an established connection and an open link, proceed as follows:

- 1 Open the applicable configuration file (.zdb).
- 2 Open the window **User: Features: Settings: Define Key** for the user's Key Telephone being programmed.
- 3 Complete the Key Telephone programming for the user.
- 4 Press **Update** button. This will update only this user's Key Telephone.



Note

The **Update now** button will not be an available option unless the window was opened while having an active link with the system.

or to program all Key Telephones

After completing the key telephone programming (for all of the users on the system), and with the configuration file open:

- 1 From the **Link** menu, select **Open**.
- 2 The link indicator at the bottom of the screen should indicate **Link: Opened** and the LED image should appear green
- 3 From the **Update** menu, select **Key-Phone**.

**Note**

Updating Key Telephones through the Update - Key Phone option will cause each version 1.01 Key Telephone to reset, disconnecting active calls.

17.9 Closing the link and disconnecting

With an established connection and an open link, proceed as follows:

- 1 From the **Link** menu, select **Close**.