

Support Process Document

Purpose: Step by Step Troubleshooting

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Step by Step Troubleshooting:

1. Check the line state on the iVoice Controller. Does it match the line state on the iSeries / 400? For example, on both screens, is the same line in the same status? (For example – does line one show active on both systems? Does it show inactive on both systems? Does it show inactive on one side and active on the other?) If the line(s) is not in the same state on both sides, the system is out of synch. The system must be re-synchronized by stopping the system and restarting. (See steps on page 3 – “Stopping and Restarting an iVoice unit.)

2. Check the Line Status Monitor on the iSeries / 400 (iVoice Main Menu, Option #20). What is the line(s) doing? Does the command field change as you refresh (F5) the screen? Does it look like a call is processing through? If the line is off-hook, the status should be changing with the refresh as the call processes through.

3. Check the iVoice Monitor screen on the iVoice Controller. Open, select a specific line(s), press the refresh button after a few seconds. Are the commands scrolling? Does it look like the call(s) is processing through? Enable Date and Time by entering a check mark and Press the Log to File button.

Send us the file created (c:\Program Files\iMessaging Systems Inc\iVoice System). The name of the file is iVoiceMonitorData.TXT. Please let us know the date, approximate time and the nature of the problem.

4. On the iSeries / 400, go to "Work with subsystem iVoice jobs" (iVoice Main Menu Option #3). Do any of the jobs have a status of Messaging Waiting of MSGW? If so:



- a. Go to that job, and choose option #7 to display the message. Send this message to us.
- b. Then, select option #5 to work with job. This displays a screen:

```
Work with Job
System: S10A33AC
Job: IVOICEDISP User: IVOICE Number: 068981
Select one of the following:
1. Display job status attributes
2. Display job definition attributes
3. Display job run attributes, if active
4. Work with spooled files
10. Display job log, if active or on job queue
11. Display call stack, if active
12. Work with locks, if active
13. Display library list, if active
14. Display open files, if active
15. Display file overrides, if active
16. Display commitment control status, if active
More...
Selection or command
===>
F3=Exit F4=Prompt F9=Retrieve F12=Cancel
```

- c. Record the Job, User and Number (highlighted yellow in the example above).
- d. Go to a command line and type:
Dspjoblog
Press F4
Enter the job name
Enter the user
Enter the number
Set the Output = *PRINT
Press Enter to create the job log.
- e. To view the joblog after its creation, do a wrkspfl on the command line and go to the bottom. The last entry should be your joblog. Please send it to us.

5. If debug trace is turned on, the log files will be created on the iVoice system C drive, (c:\Program Files\iMessaging Systems Inc\iVoice System\DebugTrace\). The name of each file is the line number. Please send us the log file for the line in question or for all lines, if necessary. Please let us know the date, approximate time and the nature of the problem.



6. Pull a history log. On the iSeries / 400 command line type: dsplog
Press F4. Select date and time range around the time of the issue.
Choose *PRINT, press Enter to create.



To view the joblog after its creation, do a wrkspfl on the command line and go to the bottom. The last entry should be your joblog. Please send it to us. Are there any programs in the list that might affect iVoice or be related to iVoice?

Stopping & Restarting an iVoice Unit:

The best way to stop / restart an iVoice unit is to perform a controlled shutdown. Using an Immediate or Forced shutdown OR ending the jobs from the subsystem is not advised unless absolutely necessary. The steps below are defined so that only one iVoice unit is affected. In a multiple machine install, the other units can remain active and taking calls.

On the iVoice Controller:

1. Make sure the iVoice system is active – the runtime window should be displayed and the white text should be scrolling.
 - a. If the window is not displayed, double-click on the iVoice Runtime Icon and start the system up.
 - b. If the text is not scrolling, check to see if a cursor entry is freezing the system (see #2 in Troubleshooting - above).

On the iSeries / 400:

2. Respond to any iVoice jobs in a message wait status. The system will not shutdown the line if there is a message waiting your attention.
3. Verify the iVoice Dispatcher is running. To do this, go to Option 5 “Control iVoice Dispatcher”.
 - a. If the option says “*END”, this means the dispatcher is running, press F3 to Exit.
 - b. If the option says “*START” this means the dispatcher is not running and needs to be started. Press Enter.
4. End the iVoice Unit that is not functioning properly. To do this, go to Option 6 “Control iVoice Unit Lines”. Set the options to match the example below, where XXXX is equal to the iVoice Unit name that is not functioning properly (example: IV01).

```

Option . . . . . *END
Unit Name . . . . . XXXX
Line number . . . . . *ALL

```

Press Enter and the next options appear:

```

Shutdown time (in minutes) . . . *PERMANENT
How to end . . . . . *CNTRLD

```

Press Enter.

Wait for the system to stop. This may take a couple of minutes, depending upon system activity. A controlled shutdown allows for any active phone conversations to complete before shutting down the lines. You should see activity as each line shuts down individually. Check the work with active jobs / Work with subsystem iVoice jobs screens for messages.

If no activity occurs or if one line is stuck or if the system is not responding for any reason, go to the next step. If the system stops, go to step 8.

5. End the iVoice Unit that is not functioning properly using a immediate option. To do this, go to Option 6 “Control iVoice Unit Lines”. Set the options to match the example below, where XXXX is equal to the iVoice Unit name that is not functioning properly (example: IV01).

```

Option . . . . . *END
Unit Name . . . . . XXXX
Line number . . . . . *ALL

```

Press Enter and the next options appear:

```

Shutdown time (in minutes) . . . *PERMANENT
How to end . . . . . *IMMED

```

Press Enter.

Wait for the system to stop. This may take a couple of minutes, depending upon system activity. An immediate shutdown speaks a goodbye message before dropping the caller. You should see activity as each line shuts down individually. Check the work with active jobs / Work with subsystem iVoice jobs screens for messages.

If no activity occurs or if one line is stuck or if the system is not responding for any reason, go to the next step. If the system stops, go to step 8.

6. End the iVoice Unit that is not functioning properly using a forced option. To do this, go to Option 6 "Control iVoice Unit Lines". Set the options to match the example below, where XXXX is equal to the iVoice Unit name that is not functioning properly (example: IV01).

```
Option . . . . . *END
Unit Name . . . . . XXXX
Line number . . . . . *ALL
```

Press Enter and the next options appear:

```
Shutdown time (in minutes) . . . *PERMANENT
How to end . . . . . *FORCED
```

Press Enter.

Wait for the system to stop. This may take a couple of minutes, depending upon system activity. A forced shutdown drops the lines immediately. You should see activity as each line shuts down individually. Check the work with active jobs / Work with subsystem iVoice jobs screens for messages.

If no activity occurs or if one line is stuck or if the system is not responding for any reason, go to the next step. If the system stops, go to step 8.

7. End the individual iVoice Unit Lines that are not functioning properly by ending through the subsystem. To do this, go to Option 3 "Work with Subsystem iVoice Jobs". Find the line jobs that belong to the controller that is not functioning properly. These jobs will have the controller name listed in the job name. (Example: APPIV01001 is the job for iVoice controller IV01, line 001.) Place a 4 next to the job and press Enter. Confirm the entry by pressing Enter. Repeat for all lines / jobs associated with this controller.

Wait for the system to stop. This may take a couple of minutes, depending upon system activity. A controlled shutdown allows for any active phone conversations to complete before shutting down the lines. You should see activity as each line shuts down individually.

On the iVoice Controller:

8. Close the iVoice runtime window if running as a service program. If running as a Startup Program, end the service.

On the iSeries / 400:

9. End the iVoice Unit that was not functioning properly. To do this, go to Option 6 "Control iVoice Unit Lines". Set the options to match the example below, where XXXX is equal to the iVoice Unit name that is not functioning properly (example: IV01).

```
Option . . . . . *END
Unit Name . . . . . XXXX
Line number . . . . . *ALL
```

Press Enter and the next options appear:

```
Shutdown time (in minutes) . . . *PERMANENT
How to end . . . . . *CNTRLD
```

Press Enter.

The purpose of this step is to reset the specific iVoice unit restart time, so that the system will not auto-restart it. It is a precaution only and just allows us to have complete control over the restart process for that iVoice unit.

10. End the iVoice Dispatcher. To do this, go to Option 5 "Control iVoice Dispatcher".
 - a. The option should say "*END", this means the dispatcher is running, press Enter to end it.
 - b. If the options says *START, press F3 to exit.

The purpose of this step is to reset the iVoice dispatcher and eliminate any problems or errors within the dispatcher (if any). It is a precaution only.

On the iVoice Controller:

11. Open iVoice runtime window by double-clicking on the iVoice Runtime Icon (red phone). Give the system a few seconds to start up.

On the iSeries / 400:

12. Start the iVoice Dispatcher. To do this, go to Option 5 "Control iVoice Dispatcher".
 - a. If the option says "*END", this means the dispatcher is running, press F3 to Exit.
 - b. If the option says "*START" this means the dispatcher is not running and needs to be started. Press Enter.

13. Start the iVoice unit. To do this, go to Option 6 "Control iVoice Unit Lines". Set the options to match the example below:

```
Option . . . . . *START
Unit Name . . . . . *ALL
Line number . . . . . *ALL
```

Note: having the system start all units will not impact those already running.

Most common problems:

1. System does not properly restart after back-up. This is usually due to the iVoice system not being properly ended or started in the back up job commands.
2. Missing prompts (".wav" files).
3. Error messages occur when restarting lines – after the system has been shutdown via a Forced, Immediate or subsystem shutdown. These messages occur because the system was shutdown improperly.

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