

UC for Enterprise (UCE) Emergency On Site Notification (E-OSN)

Installation Guide

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1

Introduction

The *UCE Emergency On Site Notification (E-OSN) Installation Guide* provides the information you need to install and configure the E-OSN application.

The following topics are included in this chapter:

Chapter Topics

- [Overview](#)
- [How This Guide is Organized](#)

Overview

The UCE Emergency On Site Notification (E-OSN) feature monitors a specific trunk group for outbound calls and then generates notifications to individuals within an organization as to the nature of the call, the calling station/user, and the physical location of the call.

This feature also notifies people in multi-room buildings of the arrival of emergency personnel and premise emergency situations. They can then properly direct the emergency responders to the correct location with the highest level of efficiency, thereby cutting the response time and limiting their own liability.

How This Guide is Organized

Chapter 1
[Introduction](#)

This chapter outlines how to use the manual including the organization and chapter layout of the UCE Emergency On Site Notification (E-OSN) Installation Guide.

Chapter 2
[Installation](#)

This chapter describes the installation process of the UCE Emergency On Site Notification (E-OSN).

Chapter 3
[Configuration](#)

This chapter provides the steps and information needed to start and configure the E-OSN.

2

Installation

This chapter describes the installation process and requirements for the UCE Emergency On Site Notification (E-OSN).

Chapter Topics

- [Before Installing UCE Emergency On Site Notification](#)
- [Installing the UCE Emergency On Site Notification Application](#)
- [Installing the E-OSN Client](#)
- [Installing SQL Server Report Service](#)
- [Upgrading SQL 2005 Express](#)
- [Configuring the Reporting Services](#)

Before Installing UCE Emergency On Site Notification

This section describes the required components that must be in place before installing the E-OSN application.



IMPORTANT

You must read the following UCE Emergency On Site Notification Limitations before proceeding.

UCE Emergency On Site Notification Limitations

- In a fusion PBX network, there is a limitation of being able to select notification groups by PBX because OW5000 requires all extensions to be entered under the main fusion node.
- In certain situations, E-OSN may not be able to properly deliver notifications due to external applications or hardware. For example, not being able to disable the screen saver to pop on an E-OSN Client, PC sound not enabled or working for audio notification, SMTP mail server not configured or working to receive e-mail notification.
- The dialed emergency number may not be available in all situations.
- The originating calling party caller ID may not be available if the outbound emergency trunk is CCIS to the caller.
- The originating calling party information will not be available if the station does not exist in the OW5000 database.
- In a non-unique numbering plan, where the calling party's extension is not unique in the OW5000 database, the Callers name and location

will not be displayed and the Route trunk Info will not contain the PBX name. Email notifications will not be sent.

- In a remote trunking situation (CCIS trunks) where the caller's emergency trunk is not on the same PBX as the caller's station, the notified group will be the caller's PBX group not the trunk's.

Licensing

Please refer to the *UNIVERGE OW5000 Installation Guide* for details on license installation and configuration.

If no license is available for the OW5000, the UCE Emergency On Site Notification service will be available for 30 days in trial mode or until a license system is connected.

If the connection to the license service is disconnected or unavailable, the application continues to run in a grace period for 30 days. After 30 days, the application will no longer run. During the grace period, the E-OSN Client will alert the user that the application is in the grace period and that the license connection should be restored.

Server Requirements

The E-OSN has no additional requirements that differ from the OW5000 Server requirements. Please refer to the *UNIVERGE OW5000 Installation Guide* for more information.

SQL Server Report Service

The SQL Server Report Service must be installed in order to run reports in UA5200 applications. For more information, refer to ["Installing SQL Server Report Service" on page 9](#).

Client and PBX Requirements

E-OSN Client can be installed and operated on the following operating systems, with minimum PC requirements defined by each system:

- Microsoft Windows XP
- Microsoft Windows Vista
- Microsoft Windows 2003 or 2008 Server
- Microsoft Windows 7

The following PBX platforms support E-OSN:

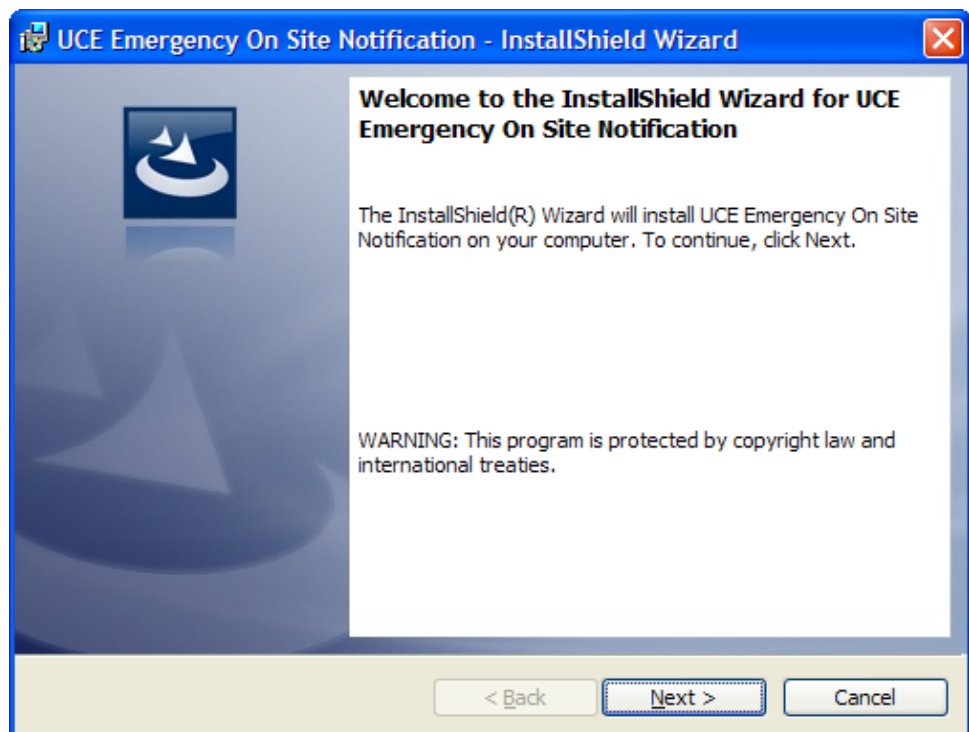
- SV8500 Family: IPX, SV7000, and SV8500
- SV8300 Family: IPS and SV8300

Installing the UCE Emergency On Site Notification Application

This application can be installed from the UCE DVD as part of the OW5000 application list. Perform the following steps to install the E-OSN application.

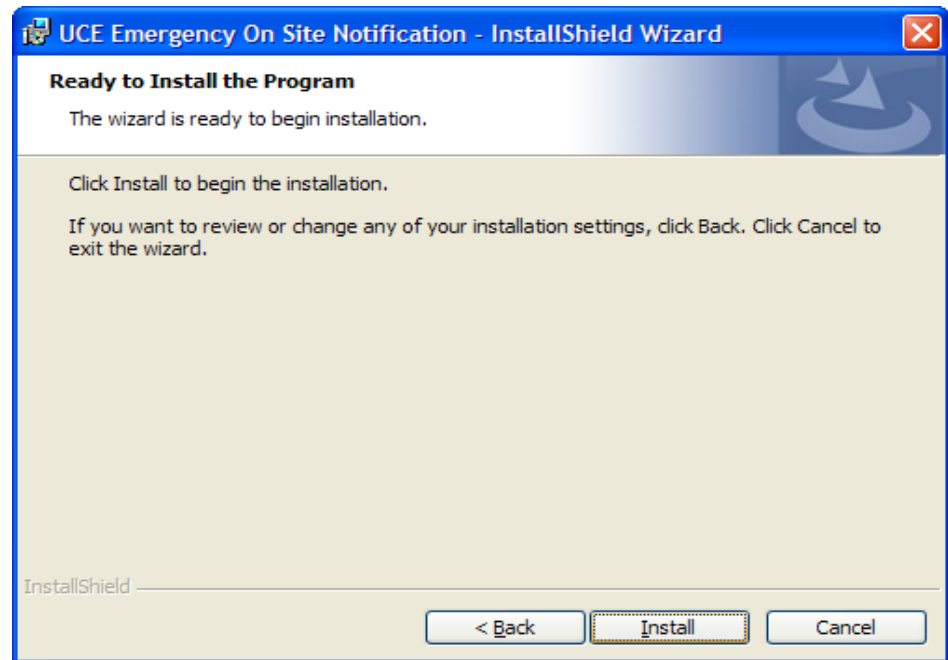
- Step 1** Place the UCE DVD into the computer's DVD-ROM drive. On most computers, setup will automatically start when the DVD is loaded. If Autorun is not enabled on the computer, then do the following:
- After placing the UCE DVD into the computer's DVD-ROM drive, open Windows Explorer and double-click the **DVD-ROM drive** icon.
 - In the DVD-ROM file list, double-click the **Setup.exe** file.
- Step 2** From the Master Installation Menu, choose the **UCE Emergency On Site Notification** option to start the installation process. A Preparing to Install screen displays briefly then a Welcome Message Center dialog box, (Figure 2-1) displays.

Figure 2-1 E-OSN Welcome Dialog Box



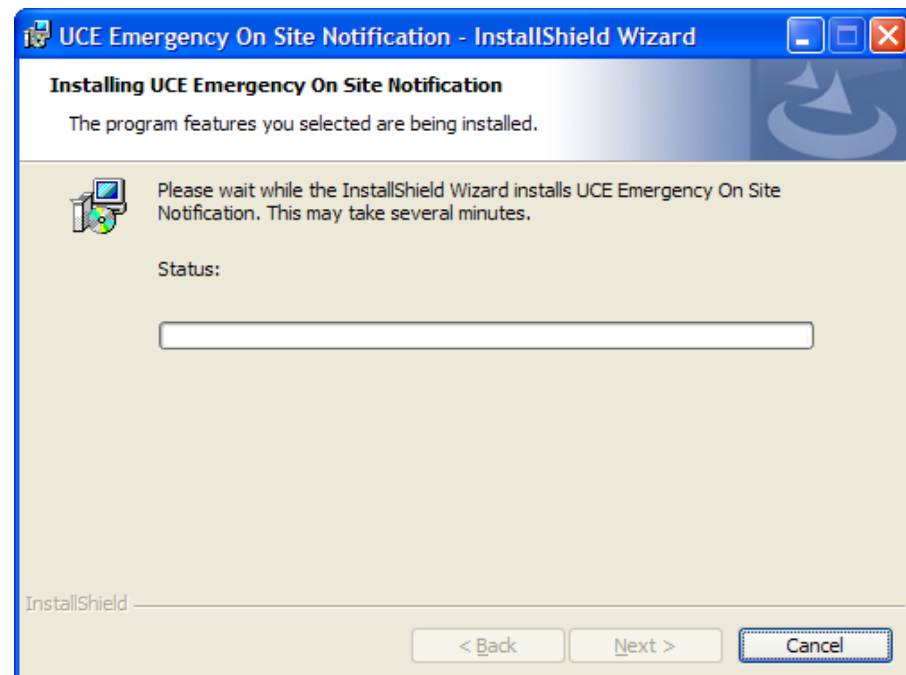
- Step 3** Click **Next**. A Ready to Install screen briefly displays, then A Ready to Install dialog box, (Figure 2-2) displays.

Figure 2-2 Ready to Install Dialog Box



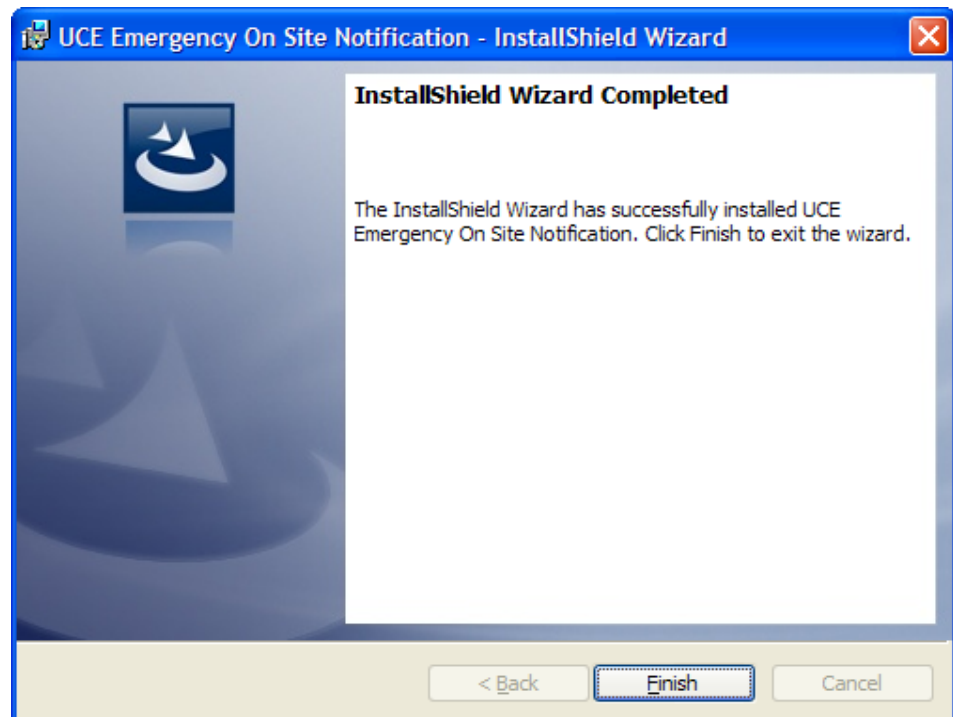
Step 4 Click **Install**. An Installing Message Center dialog box, [Figure 2-3](#) displays.

Figure 2-3 Installing Message Center Dialog Box



Step 5 Click **Next** when installation stops. An Installation Complete dialog box, [Figure 2-4](#) displays.

Figure 2-4 Installation Complete Dialog Box



Step 6 Click **Finish** to complete the **UCE Emergency On Site Notification** installation.

Installing the E-OSN Client

The UCE Emergency On Site Notification Client is a Windows application used for receiving Emergency Notification events and is downloaded from a URL. The download also includes the installer file to upgrade the remote client.

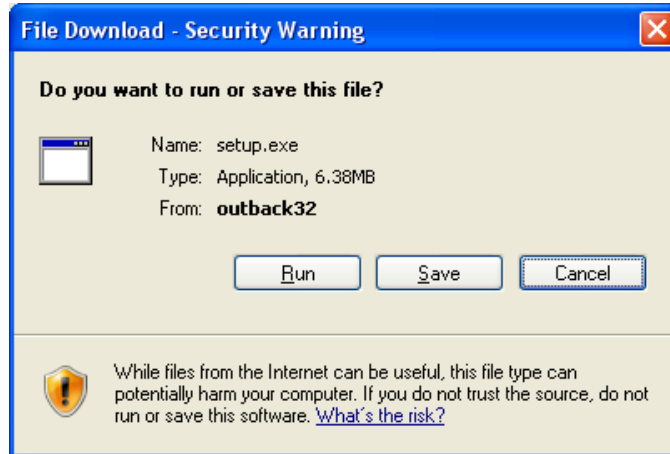
On each startup of the E-OSN Client, the client application verifies that the version being started is the same version as the client deployed on the server. If the version is older, it prompts for an upgrade. This ensures that the end user will never be running an older version or an out of sync database. The older version upgrades without the need for manual un-install or re-entry of information.

Use the steps below to install the application from a Server. The web site to download the E-OSN Client is always **http://<machine name>/eosn/setup.exe**, where **<machine name>** is the name of the server where the UCE Emergency On Site Notification application was installed.

Step 1 Place the following URL in your Web browser **http://<machine name>/eosn/setup.exe**. A **File Download - Security Warning** dialog box,

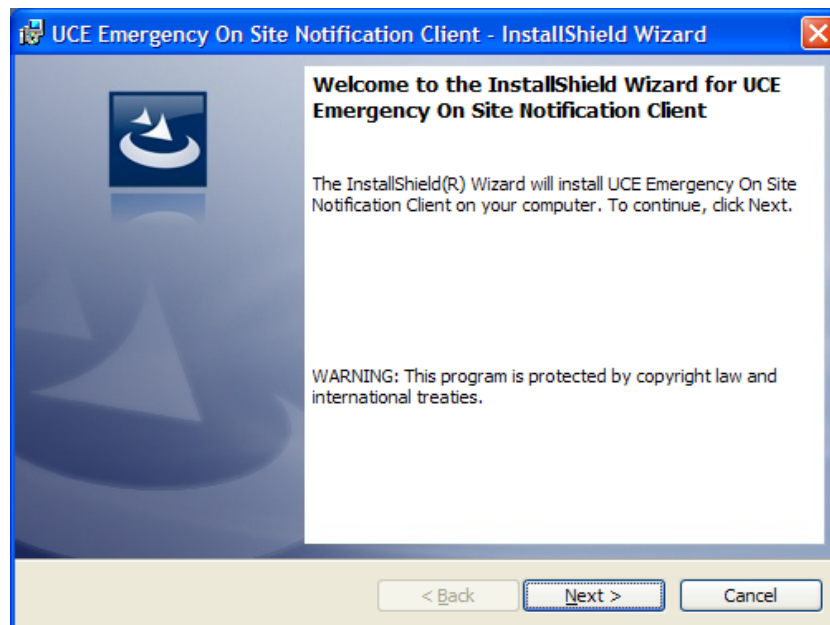
(Figure 2-5) displays. From here you can either run the program, save it to your PC for later installation, or cancel the installation.

Figure 2-5 File Download - Security Warning



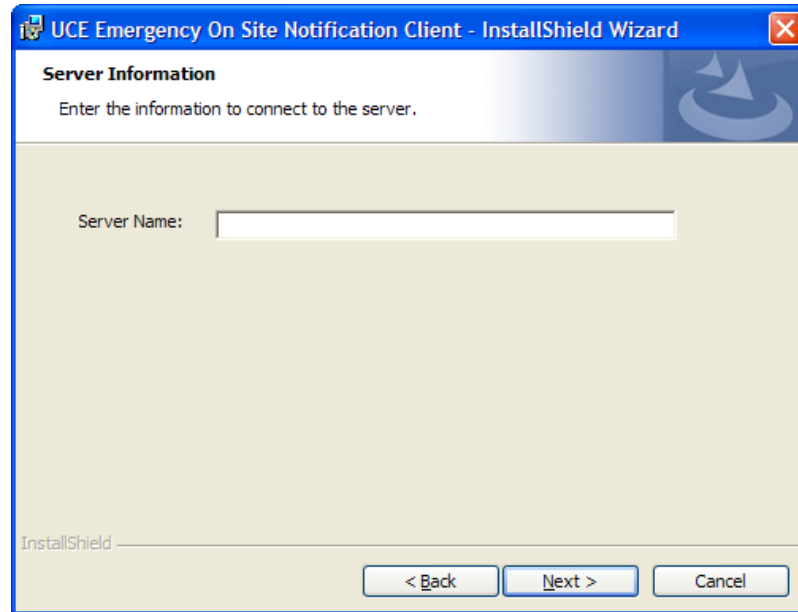
Step 2 Click **Run**. A **Preparing to Install** screen briefly appears then an **Install Shield Welcome** Screen, (Figure 2-6) displays.

Figure 2-6 Emergency Notification Client Welcome Dialog Box



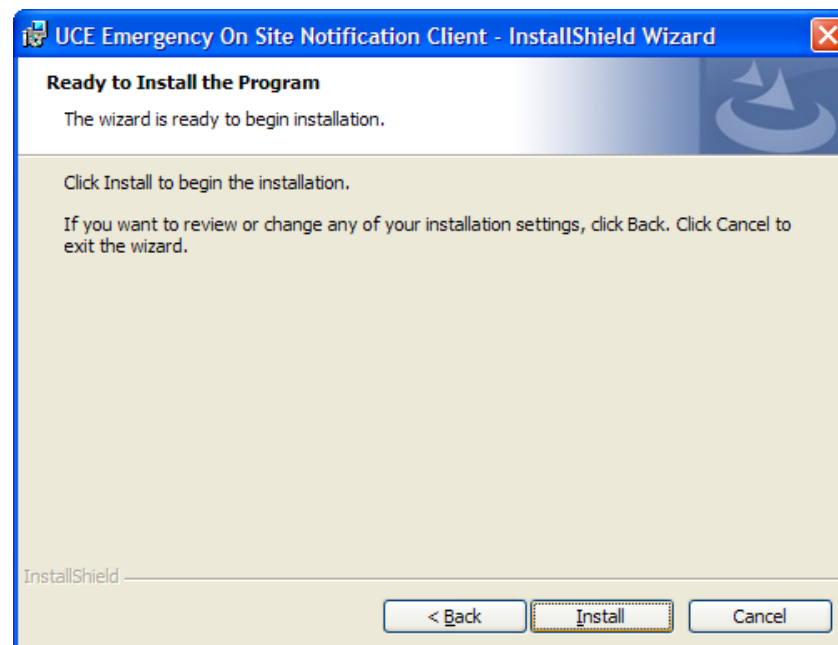
Step 3 Click **Next**. (Figure 2-7) displays.

Figure 2-7 Server Information

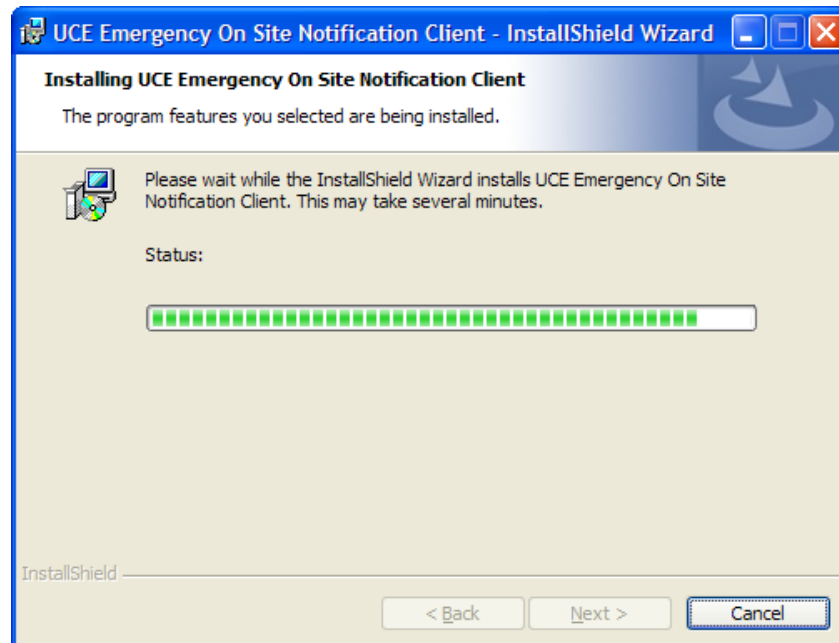


Step 4 Enter the Server name and click **Next**. A **Ready to Install** screen, displays.

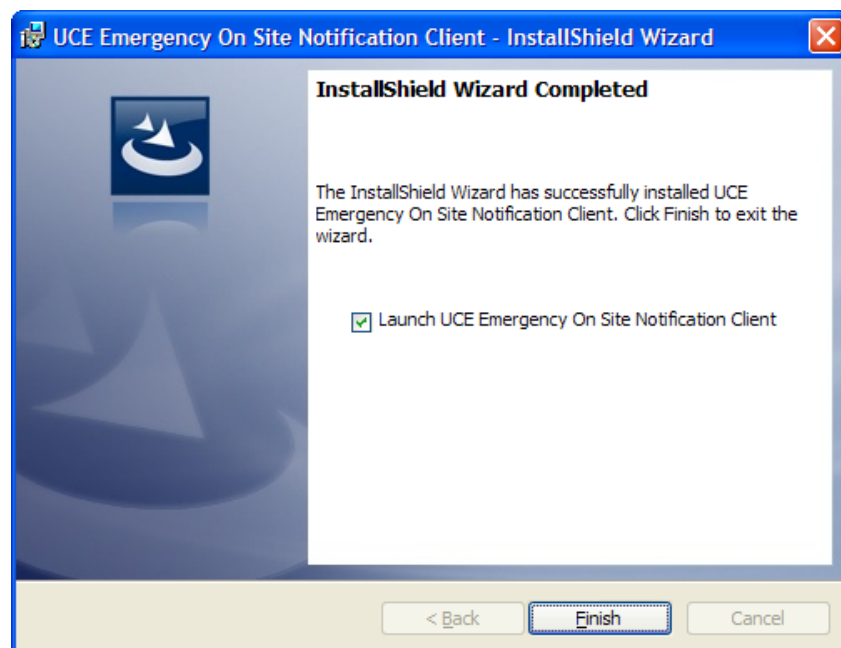
Figure 2-8 Emergency Notification Client Ready to Install



Step 5 Click **Install**. (Figure 2-9) displays.

Figure 2-9 E-OSN Client Installing

Step 6 Click **Next** when installation stops. An Installation Complete dialog box, (Figure 2-10) displays.

Figure 2-10 Install Shield Wizard Complete

Step 7 To immediately launch the UCE E-OSN Client, check the **Launch UCE Emergency On Site Notification Client** box or leave blank to launch later. Click **Finish**.

Installing SQL Server Report Service



IMPORTANT

If you already have the Full version of SQL installed, you do not need to run the SQL Server Advanced Services SP2 upgrade. The Full SQL already comes with the upgrade.

Follow the steps below to install the SQL Server Advanced Services SP2 with all options written to your hard drive.

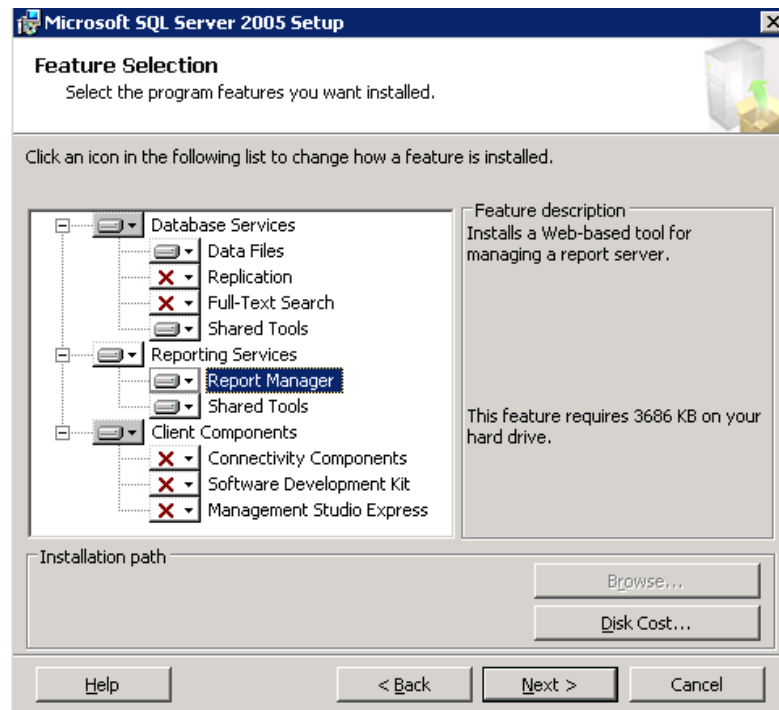


NOTE

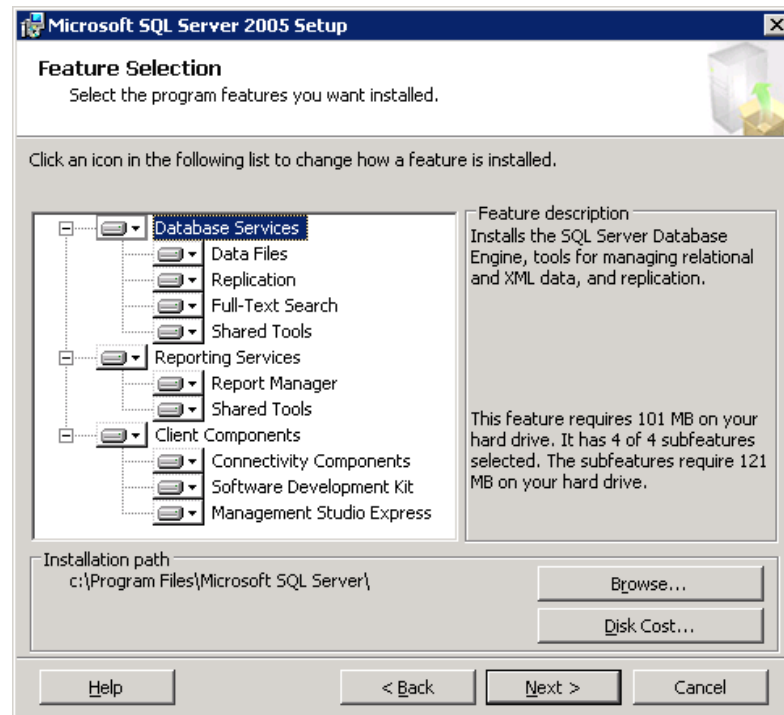
If the OW5000 platform is not yet installed, install SQL Server Advanced Services SP2 first. When running the OW5000 install, you will be able to pick this version to install the OW5000 database.

- Step 1** Place the 2005 Express Edition with Advanced Services SP2 CD into the computer's CD-ROM drive. Open Windows Explorer and double-click the CD-ROM drive icon.
- Step 2** In the CD-ROM file list, double-click the **SQLEXPRESS_ADV.EXE** file. A License Agreement dialog box displays. Accept the license agreement, click **Next**, and then click **Install**.
- Step 3** Your computer will run a configuration check and then an Install Wizard displays. Follow the prompts until a Feature Selection dialog box displays (Figure 2-11).

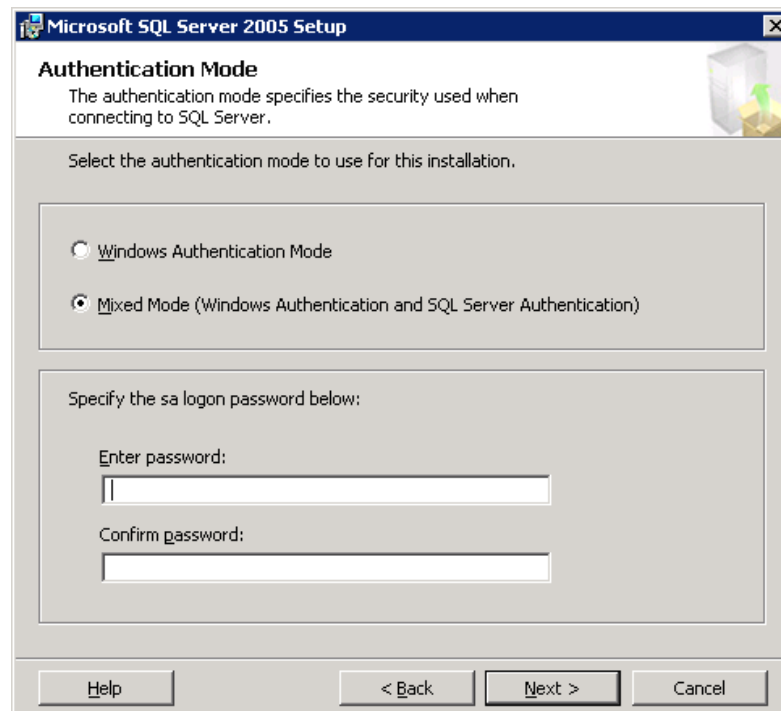
Figure 2-11 Feature Selection dialog box



- Step 4** Click each option and then select **Entire feature will be installed on local hard drive**.
- Step 5** Click **Next**. A Selected Feature dialog box displays (Figure 2-12).

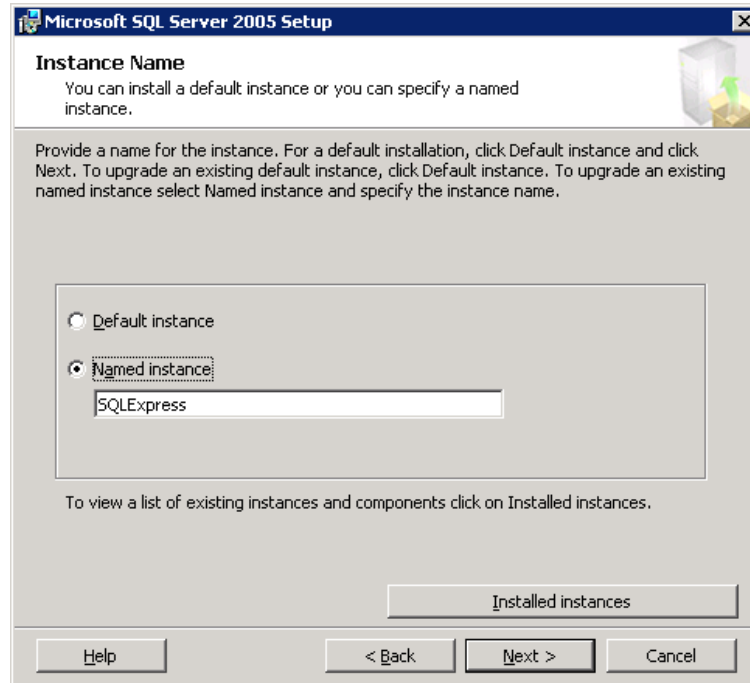
Figure 2-12 Selected Feature dialog box

Step 6 Click **Next**. Figure 2-13 displays.

Figure 2-13 Authentication Mode

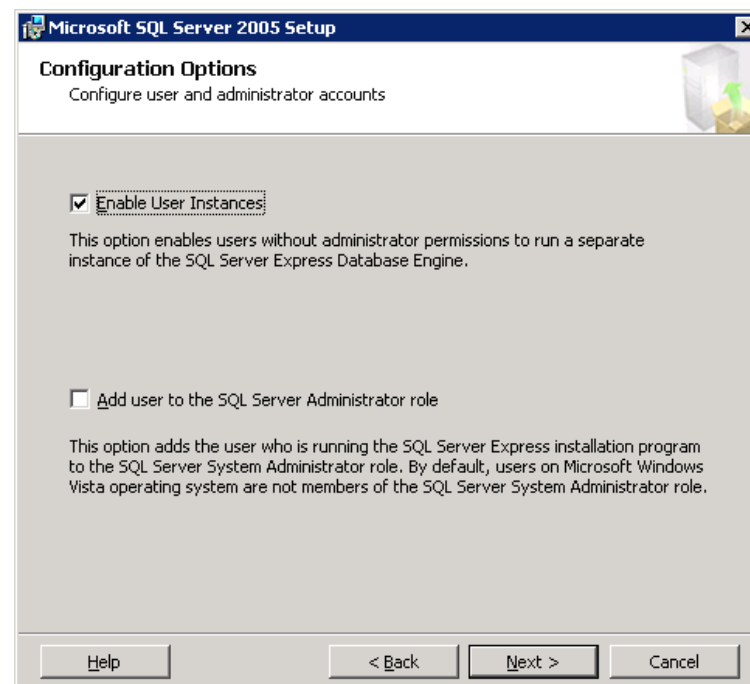
Step 7 Click **Mixed Mode Windows Authentication and SQL Server Authentication** and then enter your **Password**. [Figure 2-14](#) displays.

Figure 2-14 Name Instance dialog box



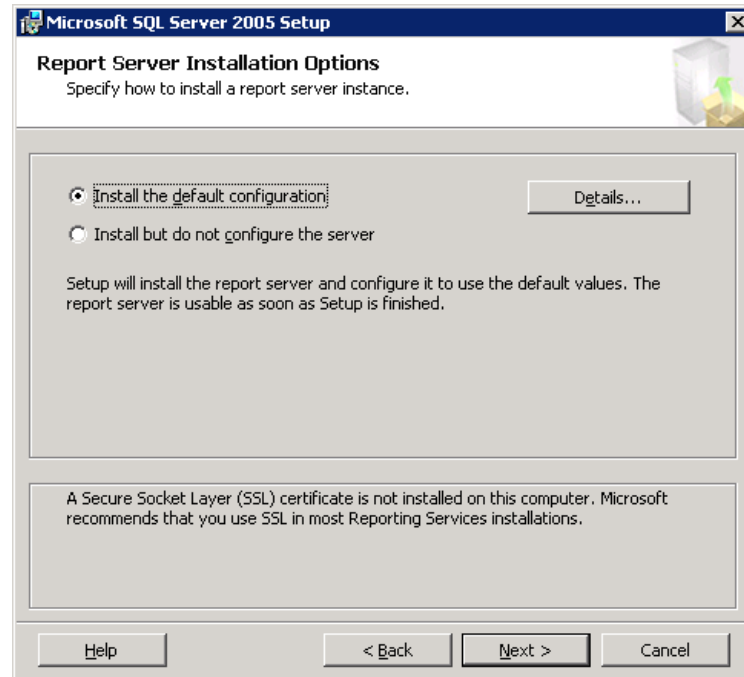
Step 8 Select **Named Instance** and then click **Next**. [Figure 2-15](#) displays.

Figure 2-15 Configuration Options dialog box



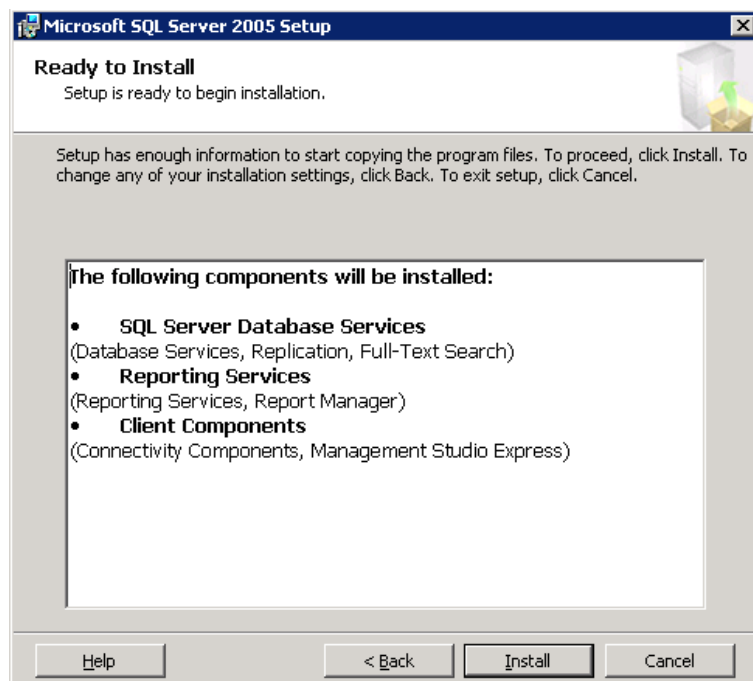
Step 9 Click **Enable User Instances** and then click **Next**. A Report Server Installation Options dialog box displays (Figure 2-16).

Figure 2-16 Report Server Installation Options dialog box



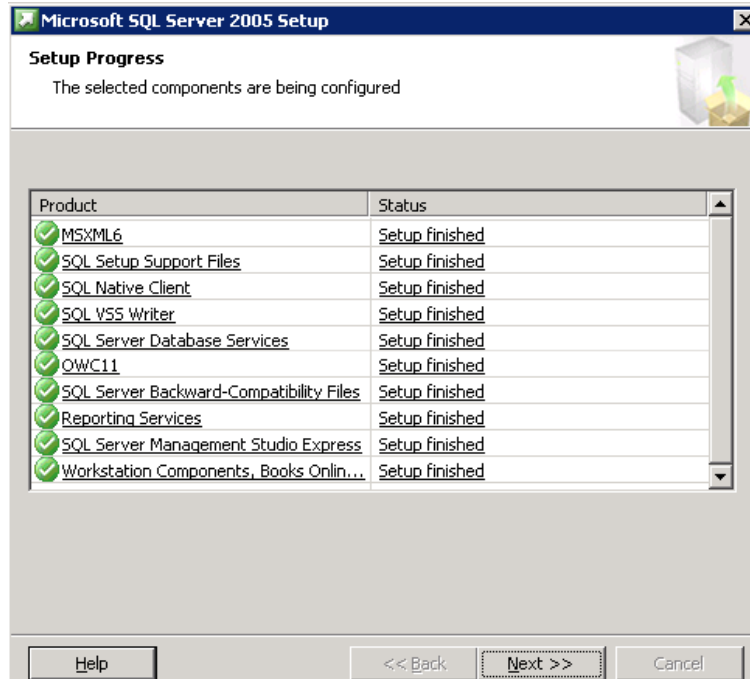
Step 10 Click to select **Install the default configuration** and then click **Next**. Figure 2-17 displays.

Figure 2-17 Ready to Install dialog box



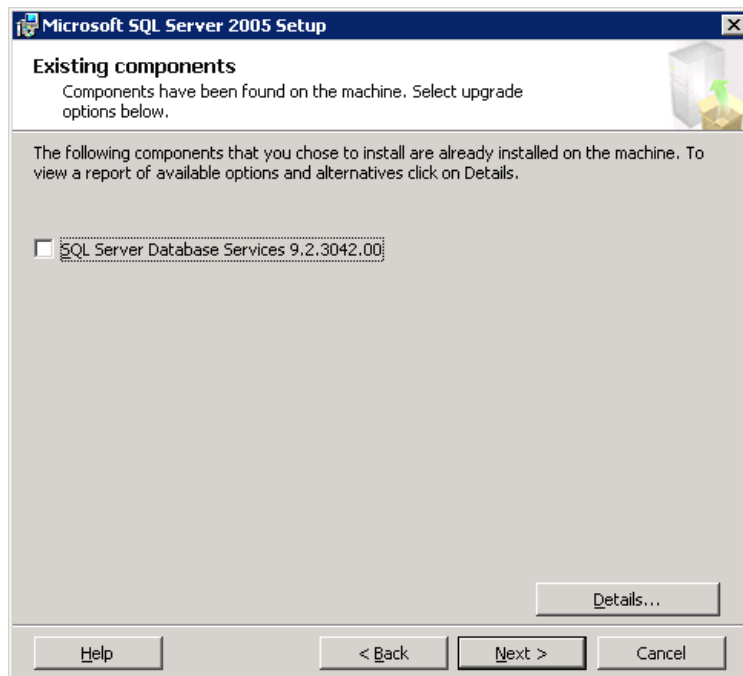
Step 11 After all the components are installed, click **Install**. Figure 2-18 displays.

Figure 2-18 Setup Progress



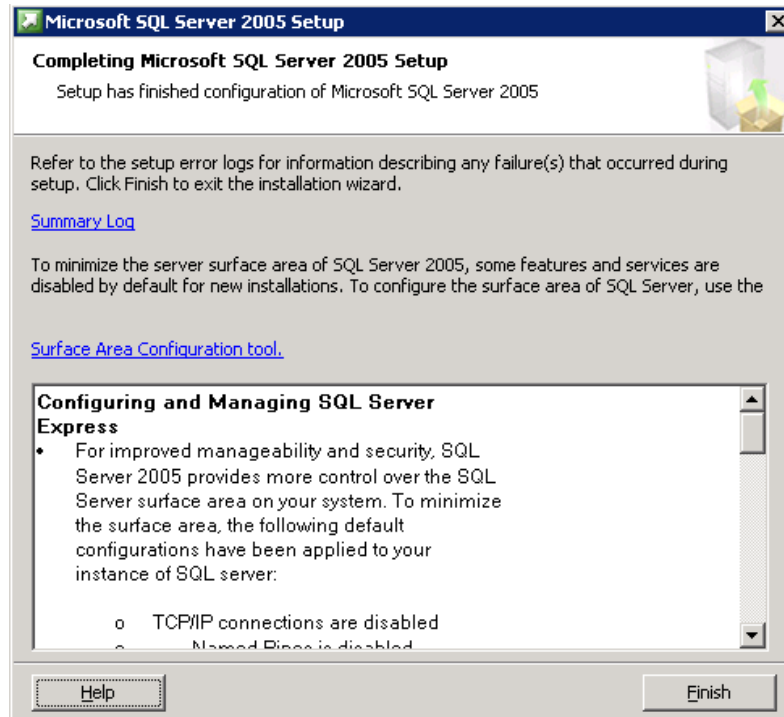
Step 12 Click **Next**. An Existing Components dialog box displays (Figure 2-19).

Figure 2-19 Existing Components dialog box



Step 13 Click **Next**. Figure 2-20 displays.

Figure 2-20 Completing Microsoft SQL Server 2005 Setup



Step 14 Click **Finish**.

Upgrading SQL 2005 Express

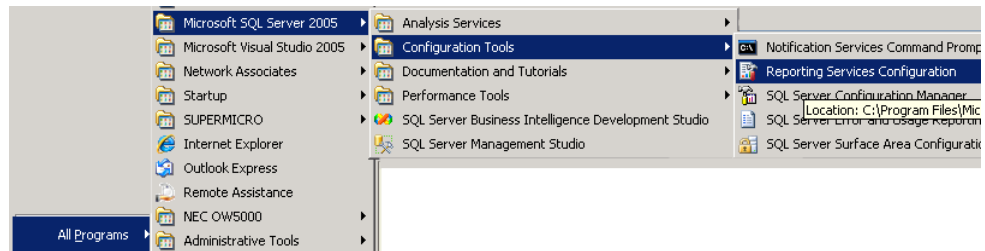
Follow the instructions below to upgrade SQL 2005 Express to SQL 2008 Express with Advanced Services

- Step 1** Place the 2008 Express CD into the computer's CD-ROM drive. Open Windows Explorer and double-click the CD-ROM drive icon.
- Step 2** In the CD-ROM file list, double-click the **SQLEXPRESS_ADV.EXE** file. A License Agreement dialog box displays. Accept the license agreement, click **Next**, and then click **Install**
- Step 3** Your computer will run a configuration check and then an Install Wizard displays.

Configuring the Reporting Services

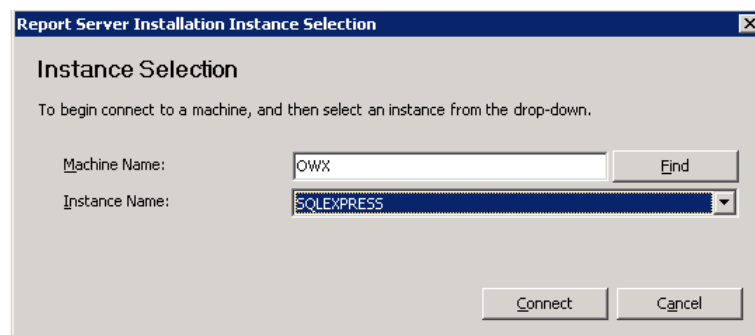
- Step 1** Open the Reporting Services Configuration Tool by following the path, **Start > All Programs > Microsoft SQL Server 2005 > Configuration Tools > Reporting Services Configuration Manager** (Figure 2-21).

Figure 2-21 Reporting Services Configuration

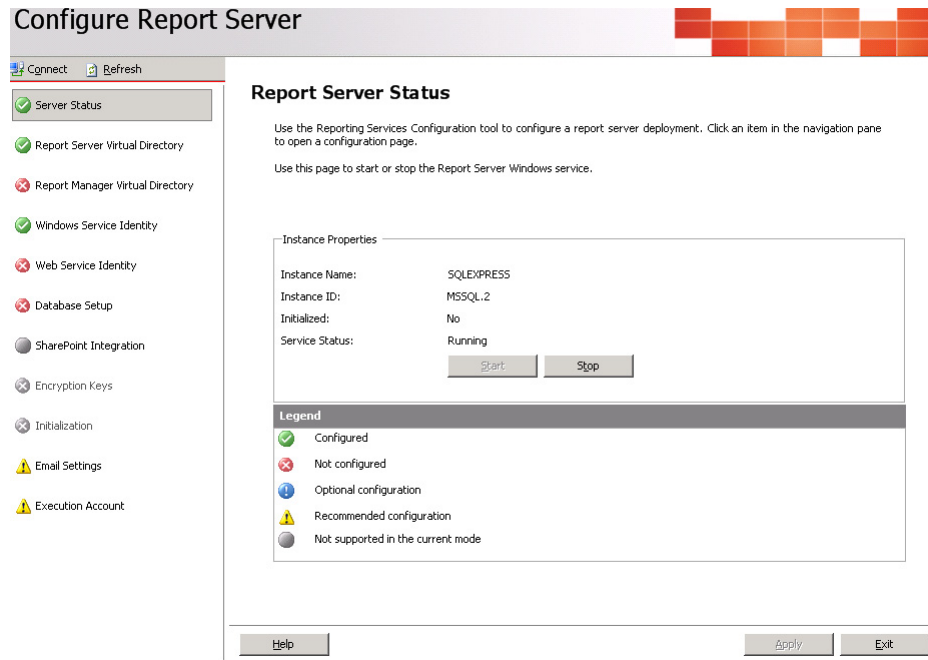


An Instance Selection dialog box displays (Figure 2-22).

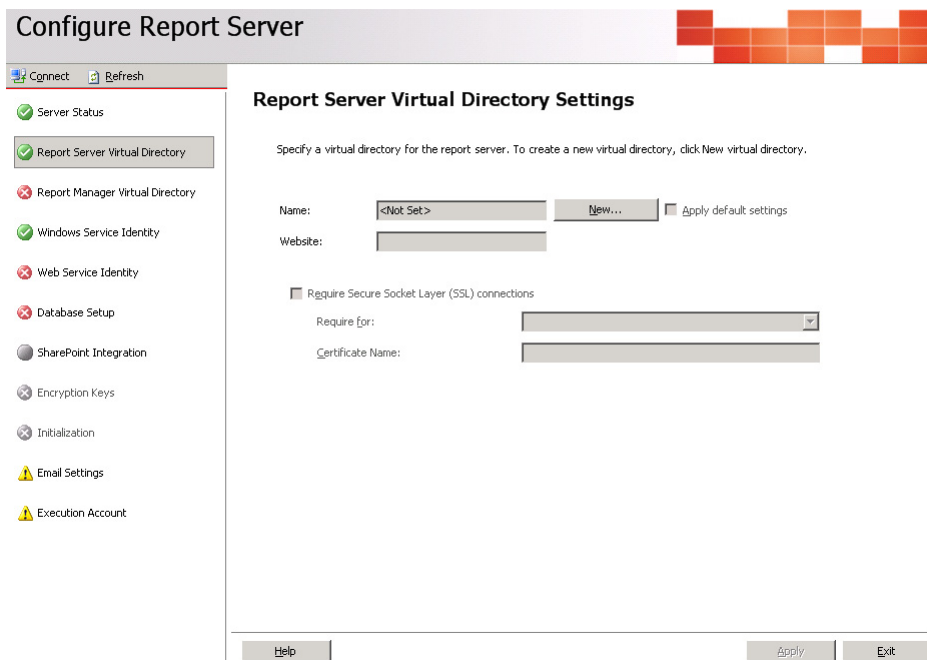
Figure 2-22 Instance Selection dialog box



- Step 2** Click **Connect**. If this is an upgrade, a Report Server Status dialog box displays (Figure 2-23).

Figure 2-23 Report Server Status dialog box

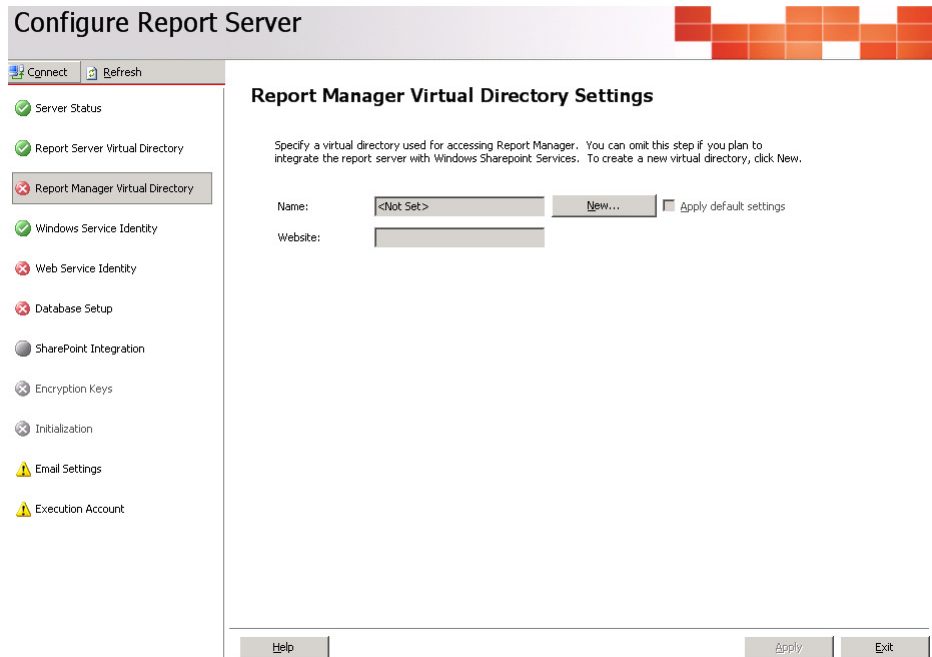
Step 3 Click **Report Server Virtual Directory**. A Report Server Virtual Directory Settings dialog box displays (Figure 2-24).

Figure 2-24 Report Server Virtual Directory Settings dialog box

Step 4 Click **New**. Accept the default values and then click **OK**.

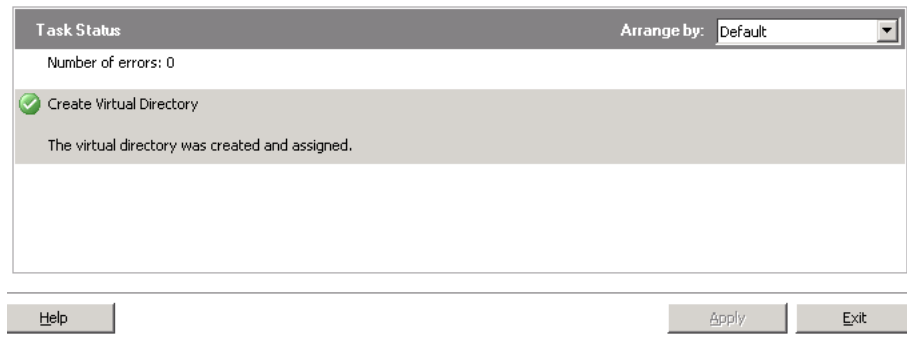
Step 5 Click **Report Manager Virtual Directory**. A Report Manager Virtual Directory dialog box displays (Figure 2-15).

Figure 2-25 Report Manager Virtual Directory dialog box



Step 6 Click **New**. Accept the default values and then click **OK**. A Task Status dialog box displays (Figure 2-26) confirming the directory was successfully created.

Figure 2-26 Task Status dialog box

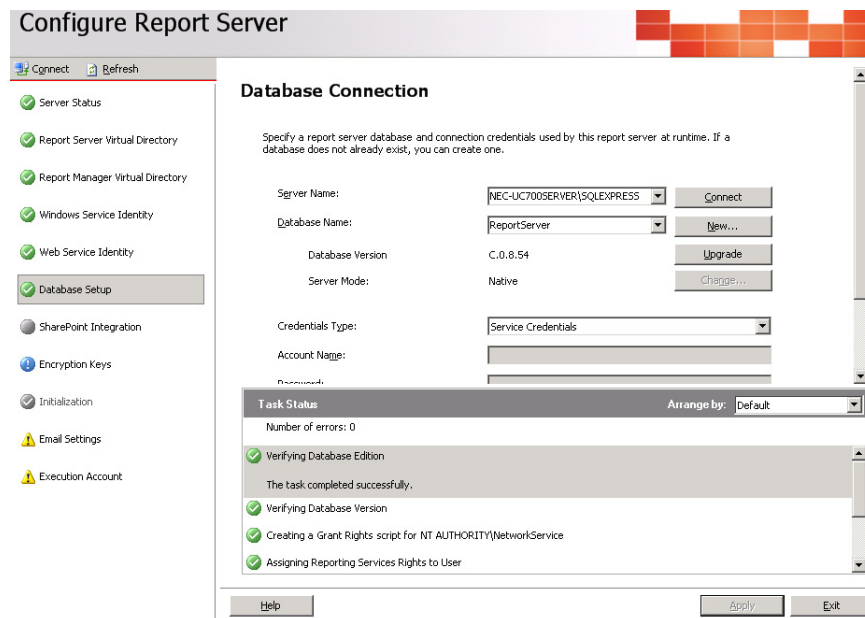


Step 7 No changes are needed for **Windows Service Identity** because it is marked with a green check.

Step 8 Click **Web Service Identity**, click **New**, accept the default values and then click **Apply**.

Step 9 Select **Database Setup** to display a Database Connection dialog box (Figure 2-27).

Figure 2-27 Database Connection dialog box



Step 10 Edit the **Server Name** field to read "<MACHINE NAME>\SQLEXPRESS" instead of "LOCALHOST\SQLEXPRESS".

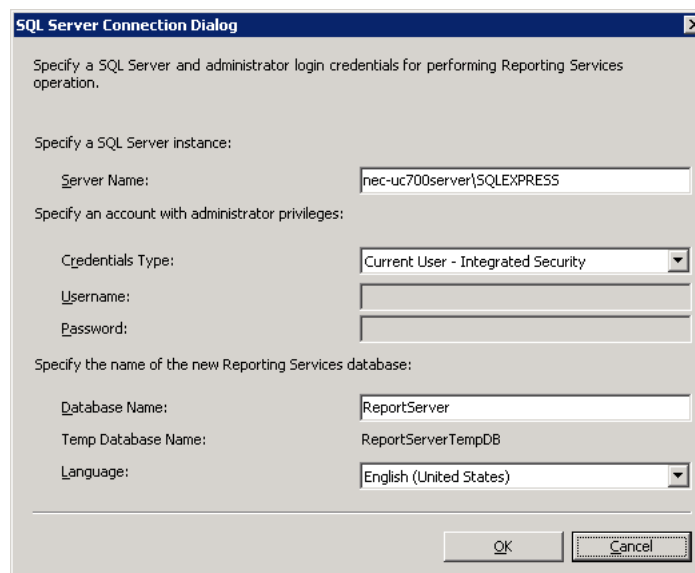


NOTE

If the full version for SQL is being used, then **SQLEXPRESS** will not be a part of the name unless some other named instance for the database was used.

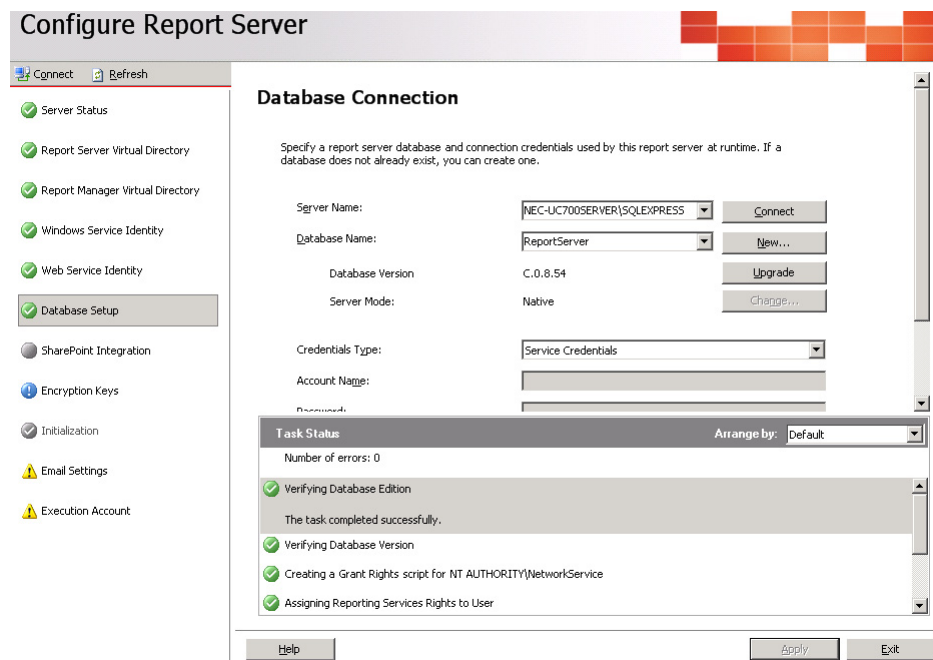
Step 11 Create a new Database Name by clicking **New**. A New SQL Server Connection Dialog displays (Figure 2-28).

Figure 2-28 New SQL Server Connection Dialog



- Step 12** Rename the new Reporting Service **ReportServer**. Use the defaults from the new database dialog.
- Step 13** Press the **Connect** button (Figure 2-27) to verify the database connectivity. If connectivity fails, verify that the SQL Server OW5000 is installed and is accessible. Also, verify that the **Server Name** field is correct.
- Step 14** Click **Apply**. A Database Connection Confirmation dialog box displays (Figure 2-29).

Figure 2-29 Database Connection Confirmation dialog box



- Step 15** Click **Exit**.

Loading the SQL Service Report Service

- Step 1** Open a Web Browser and type the URL: `://<Server Name>/Reports`
- Step 2** If the page fails to load, a configuration file must be manually edited by following the procedure below:
- Browse to **C:\Program Files\Microsoft SQL Server\MSSQL.X\Reporting Services\ReportManager**. Find the file named **RSWebApplication.config**.
 - Multiple MSSQL folders may appear, such as MSSQL.1, MSSQL.2, and MSSQL.3. Browse through all of them until you find one that has a **Reporting Services** sub folder.
 - Open the config file with NotePad and find the line containing `<ReportServerVirtualDirectory></ReportServerVirtualDirectory>`.

Modify the line by inserting the Virtual Directory Name **ReportServer** in the field. The line will now appear as follows:

—<ReportServerVirtualDirectory>ReportServer</ReportServerVirtualDirectory>

Step 3 Save and close the configuration file.

Step 4 Retry opening the URL **//<Server Name>/Reports**. A web page opens displaying the **Home** level.

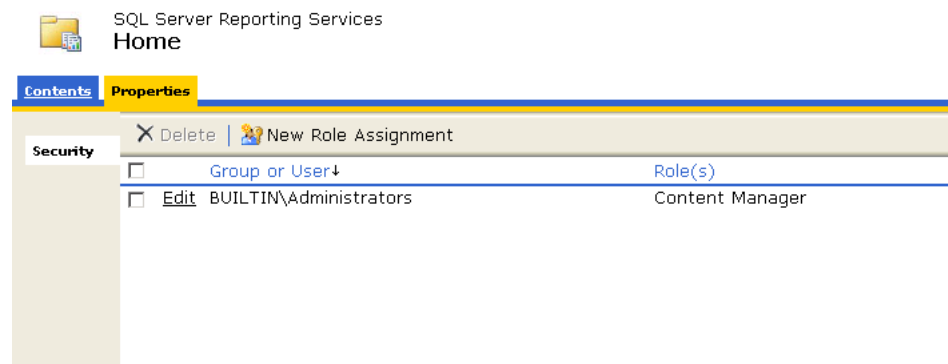


NOTE

If the web pages does not open, verify that IIS is running on your server.

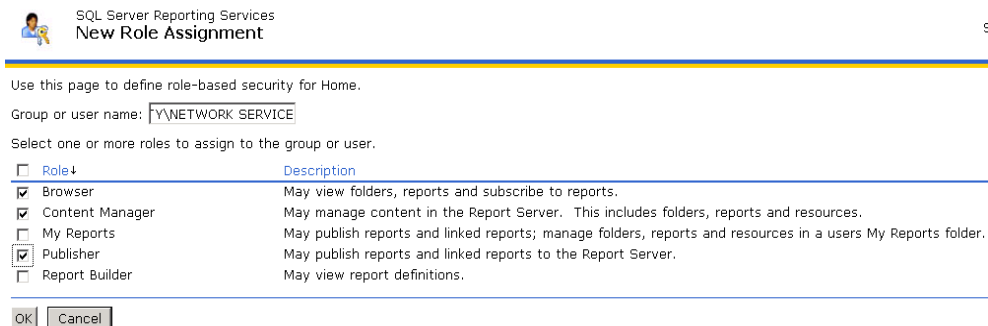
Step 5 Click **Properties** to display a Role Assignment dialog box (Figure 2-30).

Figure 2-30 Role Assignment dialog box



Step 6 Click **New Role Assignment**. A New Role Assignment dialog box displays (Figure 2-31).

Figure 2-31 New Role Assignment dialog box



Step 7 Enter **NT AUTHORITY\NETWORK SERVICE** in the **Group or user name** field. This field is case sensitive.

Step 8 Check the following check boxes:

- Browser
- Content Manager
- Publisher

Step 9 Click **OK**.

Report Settings Verification

You must log on to the OW5000 Administrator in order to verify the report settings. Refer to the *UNIVERGE OW5000 Configuration Guide* for information on how to log on to the OW5000 Administrator. When you have finished, you can either log out or just close your browser.

Step 1 Once you are logged on to OW5000 Administrator, follow this path to open the Report Setting configuration options: **OW5000 > Settings > General Settings**. A Settings dialog box displays (Figure 2-32).

Figure 2-32 Settings dialog box

The screenshot shows the 'General Settings' tab of the OW5000 Settings dialog box. It contains three main sections: 'DEFAULT COUNTRY CODE' with a dropdown menu set to 'United States of America (1)'; 'REPORT SETTINGS' with a text field for 'Reporting Services URL' containing 'http://ambassador32/ReportServer' and an 'Upload Reports' button; and 'DEFAULT HOME PAGE' with a dropdown menu set to 'Blank(default)'.

Step 2 Verify that the reporting services URL reads as follows:
http://<Machine Name>/ReportServer.

Step 3 Click **Upload Reports**. A Reports Confirmation dialog box displays (Figure 2-33).

Figure 2-33 Reports Confirmation dialog box


Reports uploaded successfully.

General Settings **Countries & States**

DEFAULT COUNTRY CODE
 Select The Default Country Code: United States of America (1)

REPORT SETTINGS
 Reporting Services URL: http://ambassador32/ReportServer
 Reports must be uploaded to the report server before they can be executed: [Upload Reports](#)

DEFAULT HOME PAGE
 Select The Default Home Page: Blank(default)

Step 4 If a confirmation dialog box does not display, verify that the **NT AUTHORITY\NETWORK SERVICE** account was correctly added to the Home level in the Report Manager web page by doing the following.

- Go to the Report Manager web page **//<Server Name>/Reports**. Verify the sub directory OW5000 was created under **Home**.
- Click **OW5000**, and then click **Admin**. All reports that OW5000 currently deploys and supports will display. All future reports will be uploaded to this location anytime the Upload button is pressed in Admin, assuming that the report to upload is residing in the reports deployment folder. The default deployment folder is **C:\Program Files\NEC\OW5000\Administrator\ReportFiles**.

Reports can now be generated for applications using SSRS reports.

3

Configuration

The functions and associated screen displays for configuring the UCE Emergency On Site Notification (E-OSN) application are described in this chapter.

Before configuring the E-OSN application, a user with OW5000 Administrator access rights must log in to the OW5000 Administrator application and create a user with E-OSN Administrator privileges. Once a user is given E-OSN Administrator access rights, that user can log in to OW5000 Administrator and configure the E-OSN application. Through the OW5000 Administrator, you select routes to be monitored and designate those routes as emergency notification routes. You also designate personnel to receive emergency notification events. From the OW5000 you can also create Emergency Call History reports. When you have finished configuring the application, you can either log out or just close your browser.

This chapter provides the procedures for starting and configuring the E-OSN application and UCE Emergency On Site Notification Client (E-OSN Client). Procedures are located in the following sections:

Chapter Topics

- [Login Authorization](#)
- [Route Configuration](#)
- [Emergency Notification Administration](#)
- [Email Notification](#)
- [MA4000 Location Data Sync](#)

Login Authorization

The following user roles are available for the UCE Emergency On Site Notification application.

- **Emergency On Site Notification Administrator** - Selecting this role allows you to login to OW5000 Admin and configure E-OSN options. You must also have OW5000 Admin authorization. The E-OSN Administrator has the same functionality as an Emergency On Site Notification User.
- **Emergency On Site Notification User** - An E-OSN User can log into an E-OSN Client.

Selecting Desired User Role

Follow the steps below to select the desired user role.

- Step 1** Navigate to **OW5000 > Directory > Users**. On this screen, select the user to be given Emergency On Site Notification privileges by clicking on the **Pencil** icon next to the name.
- Step 2** Scroll down to the section **APPLICATIONS AND ROLES**.
- Step 3** Click on the check box next to **Emergency On Site Notification** and select the desired user type from the drop list, [Figure 3-1](#).



NOTE

An E-OSN Administrator must also have OW5000 Administrator access rights; otherwise, the E-OSN Admin will not be able to properly configure the system.

Figure 3-1 User Type Selection

APPLICATIONS AND ROLES

<input type="checkbox"/> DbTool - Import/Export OW5000 Data	DbTool User ▼
<input checked="" type="checkbox"/> Emergency Onsite Notification	E-OSN Administrator ▼
<input type="checkbox"/> Message Center	E-OSN Administrator ▼
<input type="checkbox"/> On-Call Administrator	E-OSN User ▼
<input type="checkbox"/> OW5000 Administrator	On Call Admin User ▼
<input type="checkbox"/> Procedure Manager Administrator	OW5000 Administrator ▼
<input type="checkbox"/> RoomDirectDterm	Procedure Manager Admin ▼
<input type="checkbox"/> UA5200 Server	Room Direct Administrator ▼
<input type="checkbox"/> Wake-Up	UA5200 Administrator ▼
	Wake Up Administrator ▼

- Step 4** Click the **Apply** button.

Route Configuration

Configuring a route and assigning a name to it uniquely identifies incoming calls on this route for users of Attendant applications.

The main Route/Trunk Management screen, [Figure 3-2](#), is accessed from **OW5000 > Platform > Routes/Trunks** and contains a list of all existing Routes. A check box in the E-OSN check box column identifies the route as an Emergency On Site Notification route. The E-OSN check box is visible when Emergency On Site Notification is properly licensed and the logged in user has Emergency On Site Notification Administrator privileges.

Marking a route as an Emergency On Site Notification Route allows the system to monitor the route and report all activity on the route as an emergency call.

Figure 3-2 Route/Trunk Management

	Route Name ▲	PBX	Route Number	Begin Trunk	Ending Trunk	Tenant	E-OSN
	EADLab	SV7000-40-Hotel	6	1	10	1	<input checked="" type="checkbox"/>
	Initest	SV7000-40-Hotel	5	1	5	1	<input checked="" type="checkbox"/>
	SV7000_44EOSN	SV7000-44	6	1	10	1	<input checked="" type="checkbox"/>
	Test	SV7000-44	5	1	20	1	<input checked="" type="checkbox"/>

Adding/Editing UCE Emergency On Site Notification Routes

Perform the following steps to add or edit an UCE Emergency On Site Notification Route.

- Step 1** To edit a Route and designate it as an Emergency Notification route, browse to **OW5000 > Platform > Routes/Trunks**.
- Step 2** Select the Route to be changed by clicking on the **Pencil** icon. A screen, [Figure 3-3](#), opens displaying information for that Route. A check in the box under **UCE Emergency On Site Notification** identifies the route as an UCE Emergency On Site Notification route. Absence of a check in the box indicates the route is not an UCE Emergency On Site Notification route.

Figure 3-3 Add/Edit Route/Trunk Management dialog box

Route/Trunk Management

* Route Number:

* Name:

* Beginning Trunk:

* Ending Trunk:

* PBX:

* Tenant Number:

Marks the trunk range for this route as emergency trunks and will generate emergency notifications when used.

☒ Emergency Notification Route

UserDefined 1:

UserDefined 2:


UserDefined 3:

UserDefined 4:

Step 3 Make desired change and click **Apply**. A confirmation screen displays, [Figure 3-4](#).

Figure 3-4 Add/Edit Route/Trunk confirmation

Route/Trunk Management

 Trunk saved

* Route Number:

* Name:

* Beginning Trunk:

* Ending Trunk:

* PBX:

* Tenant Number:

Marks the trunk range for this route as emergency trunks and will generate emergency notifications when used.

☒ Emergency Notification Route

UserDefined 1:

UserDefined 2:

UserDefined 3:

UserDefined 4:



NOTE

When designating a route as an E-OSN route, ensure that the associated PBX is selected as a PBX for the OW5000 application called OAI Server. If OAI Server is not selected to get an OAI Association to that PBX, then a warning displays.



NOTE

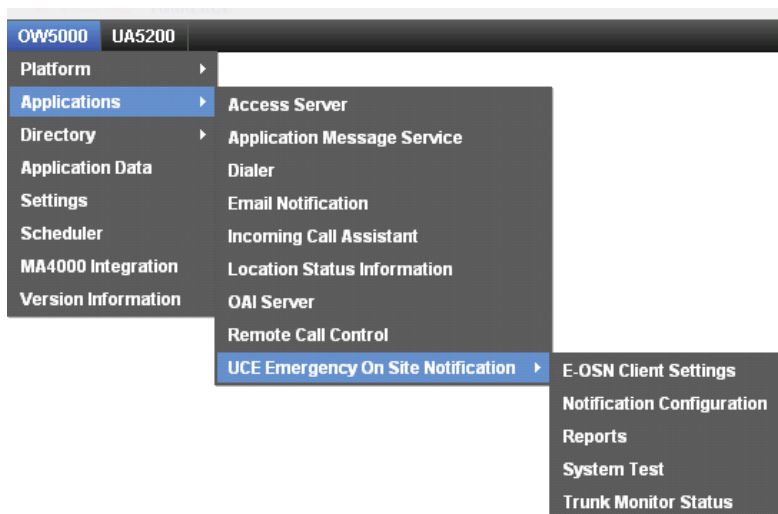
The TelEvent service must be restarted in order to have the new E-OSN route monitored.

Emergency Notification Administration

To access the UCE Emergency On Site Notification application, browse to **OW5000 > Applications > UCE Emergency On Site Notification**. This provides the following administration options, [Figure 3-5](#).

- E-OSN Client Settings
- Notification Configuration
- Reports
- System Test
- Trunk Monitor Status

Figure 3-5 E-OSN Administration application



NOTE

These menu options are only visible when UCE Emergency On Site Notification is properly licensed and the user has UCE Emergency On Site Notification Administrator privileges.

Emergency Notification Client Settings

The E-OSN Client can be configured to use Windows login or OW5000 User Role login. Use E-OSN Client Settings to configure the parameters for the E-OSN Client. Client Settings are accessed from **OW5000 > Applications > UCE Emergency On Site Notification > E-OSN Client Settings**. These parameters include:

- Login method
 - Windows Login (Default) (NTLM)
 - OW5000 login
- Screen saver suppression
 - Enabled- (Default) On receipt of notification, send "mouse move" to make screen saver go away.
 - Disabled - On receipt of notification do not attempt to make screen saver go away



NOTE

Some screen saver systems may not respond and continue to block dialog pop attempts.

- Audio notification
 - Pick one from a list of audio file names for the E-OSN Client to play upon receipt of emergency notification call.
 - The client comes installed with 10 "built in" wave files out of the box. The built in file names are listed in the Alert Sound drop down box, allowing you to choose which file to use.

These settings apply to all E-OSN Client instances. [Figure 3-6](#) provides an example of the E-OSN Client Settings screen.

Figure 3-6 E-OSN Client Settings

OW5000 UA5200

E-OSN Client Settings

Suppress Screen Saver: ☒

Login Method: OW5000

Alert Sound: Fogblast

Save

Notification Configuration

Notification Configuration is where an administrator goes to add E-OSN Client authorization and e-mail notification for emergency calls.

If an emergency call seizes a trunk that is in the Failed state, emergency notifications will not be sent.

When emergency routes are first defined, they will not display until the "OWTelephony Event Notification" service is restarted. The first time there is an attempt to monitor the trunks, the monitor status for those trunks displays.

The system does not attempt to re-monitor a trunk if it failed to be monitored at startup. If a trunk configuration is later fixed, the

Emergency Call Distribution List Creation

Emergency call notification recipients are configured by groups. Each group is associated with one or more PBX origination points.

The following illustrates an example of this concept. A customer's OW5000 Server has PBX connections to a PBX in Dallas, TX and Chicago, IL. A group called Dallas is configured to receive emergency call events from an extension in the Dallas PBX and a group called Chicago is configured to be notified of emergency calls from the Chicago PBX. A third group which is made up of the customer's management team is added to the default "All PBX Emergency Calls" to be notified of an emergency call originating from any PBX.

A recipient does not need to be in a particular PBX to be added to a group. E-OSN recipients can have locations or Email addresses anywhere. This way, the end-user can segment who gets notified based on call origination.

The main screen under **Notification Configuration**, [Figure 3-7](#) provides a list of already selected Email addresses and E-OSN Client users and administrators along with the following:

- Delete icon (trash can)
- Group Name
- PBX Name
- Method
- Owner (if applicable)



NOTE

Methods are either by e-mail or as an E-OSN client.

Figure 3-7 Notification Configuration

Notification Configuration

Add/Modify Group

Filter: Owner Starts With **Search**

1 - 2 of 2 records 20 Results per page

	Group Name	PBX Name	Method	Owner
	Group Name	DALPBX	Jsmith@salud.unm.edu	Smith, Joseph
	2nd Group	IPS		

1 - 2 of 2 records 20 Results per page

The **Add/Modify Group** button allows you to create and modify group names and manage recipients of a group. Clicking this button opens the Notification Configuration - Group Management page, [Figure 3-8](#). This page shows the following:

- Pencil icon - allows editing of existing group.
- Trash can icon - deletes existing group.
- Group Name
- PBX Name
- Member Count - total number of Email addresses and E-OSN clients that will be notified in this group.

Figure 3-8 Group Management

Notification Configuration - Group Management

New Group

All PBX Emergency Calls **Edit Group**

1 - 3 of 3 records 20 Results per page Page: 1 of 1

	Group Name	PBX Name	Member count
	All PBX Emergency Calls	All PBXs	5
	NEC Admins	SV7000-40-Hotel	8
	Group Alert 1	SV7000-44	0

1 - 3 of 3 records 20 Results per page Page: 1 of 1

Done

E-OSN comes with a default group called "All PBX Emergency Calls". This group cannot be deleted.

Adding a Group

Perform the following steps to add a new group.

- Step 1** Navigate to **OW5000 > Applications > UCE Emergency On Site Notification > Notification Configuration**.
- Step 2** To add a new group, click the **New Group** button. Identify a new group name and select the associated PBX from a drop-down list, [Figure 3-9](#).

Figure 3-9 Add a New Group

The screenshot shows a web-based form titled "Notification Configuration - Add New Group". It contains two main input areas: a text box labeled "Group Name" and a dropdown menu labeled "Available PBXs". The dropdown menu is open, showing two options: "SV7000-40-Hotel" and "SV7000-44". Below these fields are two buttons: "Save" and "Cancel".

- Step 3** Click the **Save** button. The screen returns to the Add/Modify Group page with the new group visible.

Editing a Group

Perform the steps below to edit a group.

- Step 1** Navigate to **> OW5000 > Applications > UCE Emergency On Site Notification > Notification Configuration**.
- Step 2** Click **Add/Modify Group** button. the **Notification Configuration - Group Management** screen opens.
- Step 3** There are two ways to edit a group.
 - Pick a group from the drop down list and click the **Edit Group** button.
 - Find an entry in the grid with the group name that matches the group you wish to edit and click on the **Pencil** icon.

A **Notification Configuration – Edit** (group name) screen opens, [Figure 3-10](#).

Figure 3-10 Editing a Group

OW5000 | UAS200

Notification Configuration - Edit All PBX Emergency Calls Group

Email Address: **Add** **Add Email by Person** **Add E-OSN Client User** **Add/Remove Group PBX** **Rename Group**

Filter: **Owner** **Starts With** **Search**

1 - 3 of 3 records 20 Results per page Page 1

	Full Name	Contact Method
	Schmidt, Jeremy T.	Jeremy.Schmidt@necam.com
	Schmidt, Jeremy T.	E-OSN Client
	Mohammed, Riza	E-OSN Client

1 - 3 of 3 records 20 Results per page Page 1

Done

Step 4 From this screen, you can delete a group member using the Delete (Trash Can) icon, add a new Email address to the group or individual, add an E-OSN user to the group, add or remove a Group PBX, and rename the group.

To add a new Email address to the group, type the Email address in the **Email Address** text box, then click **Add**.

To add a new Email Address for an individual, click **Add Email by Person**. Figure 3-11 displays.

Figure 3-11 Add Email by Person

OW5000 | UAS200

Notification Configuration - Add Email by Person

Filter: **All** **Last Name** **Starts With** **Search**

1 - 20 of 77 records 20 Results per page Page 1 of 4 > >>

	Last Name	First Name	Full Name	SIP URI	Contact Method
>	Alston	Wanda	Alston, Wanda		
>	Atkins	Garrett	Atkins, Garrett		
>	Aur	Titi	Aur, Titi		
>	Bracket	Cheryl	Bracket, Cheryl		
>	Brown	Brian	Brown, Brian	bb@necam.com	myhome@email2.com
>	Cotton	John	Cotton, John		
>	Crumb	Ed	Crumb, Ed		
>	Dascalu	Bogdan	Dascalu, Bogdan		
>	Dascalu	Bogdan	Dascalu, Bogdan		
>	Dascalu	Bogdan	Dascalu, Bogdan		
>	Davidson	Betty	Davidson, Betty		4006
>	Doe	John	Doe, John T.	John.Doe@nec.com	4020
>	Doe	Lucy	Doe, Lucy		
>	Doll	Barbie	Doll, Barbie		
>	Flacco	Joseph	Flacco, Joseph		
>	Flinstone	Wilma	Flinstone, Wilma		
>	Follis	George	Follis, George		
>	Follis	George	Follis, George		
>	Follis	George	Follis, George		
>	Follis	George	Follis, George		

1 - 20 of 77 records 20 Results per page Page 1 of 4 > >>

Cancel

Step 5 Click the > next to the name of the person getting a new Email contact method. [Figure 3-12](#) displays.

Figure 3-12 Adding a new Email Prompt

The screenshot shows a yellow confirmation box at the top with an information icon and the text: "Selected person does not have an email address. Do you want to add one?" with "Yes" and "No" buttons. Below this is a search and filter section with dropdowns for "Filter" (set to "All"), "Last Name", and "Starts With", a search button, and pagination information: "1 - 20 of 77 records", "20 Results per page", "Page 1 of 4". Below the search section is a table with columns: Last Name, First Name, Full Name, SIP URI, and Contact Method. The first row of data shows: > Alston, Wanda, Alston, Wanda.

Step 6 Click **Yes**. [Figure 3-13](#) displays.

Figure 3-13 Contact Method

The screenshot shows a "Notification Configuration" form. It includes the following fields: "Person Full Name" (Flintstone, Wilma), "* Contact Method:" (Home Email Address), "* Email:" (empty), "* Priority:" (1), and "Confidentiality Status:" (None). At the bottom are "Add" and "Cancel" buttons.

Step 7 Enter the information and click Add. [Figure 3-10](#) displays.

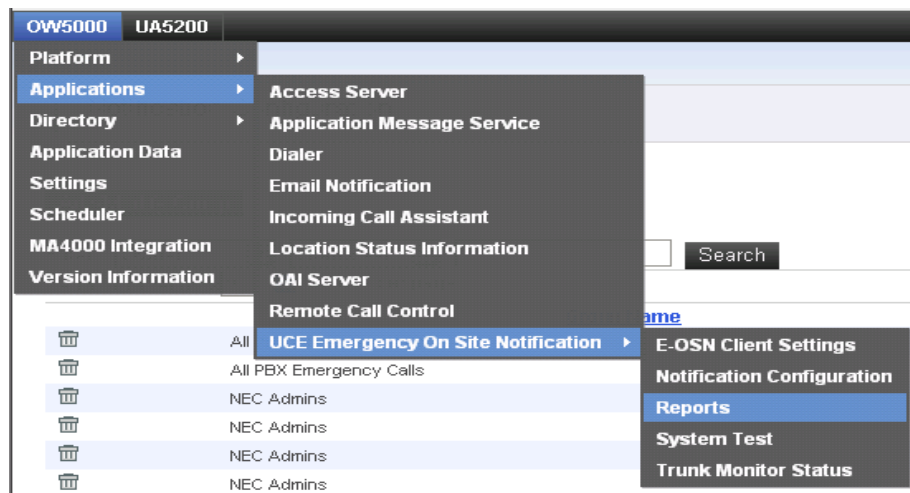
Step 8 Click **Done** when finished.

If a person has multiple Email contact methods, the Admin is given the opportunity to select from the list. A person can be selected multiple times for different Emails. They will be displayed multiple times in the edit group grid.

Reports

Emergency calls are recorded in the OW5000 database. OW5000 provides an Emergency On Site Notification report for emergency-related audit information, including a time line for each call. It also provides call information, location, notifications sent, and acknowledgements. The Reports function is accessed from **OW5000 > Applications > UCE Emergency On Site Notification > Reports** ([Figure 3-14](#)).

Figure 3-14 Reports



Emergency On Site Notification reports are based on SQL Reporting Services (SSRS). For more information see [Chapter 2, “Installing SQL Server Report Service”](#).

Generating an Emergency Call History Report

E-OSN Reports support Report Grouping. The Report Grouping option is Event Date.

The report filters on date and time. There is an option to include or exclude test emergency calls in the report. Follow the steps below to generate an Emergency Call History report

- Step 1** Navigate to **OW5000 > Applications > UCE Emergency On Site Notification > Reports**.
- Step 2** Select the **Report Type** and **Report Grouping** from the drop down lists.
- Step 3** Click on the **Calendar** icon to select the desired start and end date of calls to be included in the report. Use the **Trash Can** icon to clear the dates.
- Step 4** Input the start and end times to correlate to the dates.
- Step 5** To include Test Calls in the report, check the **include Test Calls** box. Leave the box empty if Test Calls are not to be included. See [Figure 3-15](#).

Figure 3-15 Report Filters and Criteria

Print and export features follow standard SRSS capabilities. Emergency calls are recorded in the database with the following information:

- Date and time call was initiated
- Location data for calling phone (location hierarchy)
- Address for the calling location
- Person making the call (if associated with the calling phone)
- Extension and route/trunk used for making the call
- Emergency number dialed (example: 911)
- Call duration (calculated from trunk seizure and trunk release time)
- Acknowledgement status
- E-OSN user who acknowledged the call (if acknowledged)
- Machine name used by E-OSN client when acknowledged

Figure 3-16 below represents an Emergency On Site Call History Generated Report.

Figure 3-16 Emergency On Site Call History Generated Report

Call Date Time	Location	Address	Full Name	Extension	Route	Trunk	Dialed Number	Call Duration	Ack'd	E-OSN User	Host Name
1/14/2010 10:47:25 AM				4012	6	4	8301202	00:00:00	True	Schmidt, Jeremy T.	WINCASW D01BL
1/14/2010 10:48:46 AM				4012	6	5	8301202	00:00:00	True	Schmidt, Jeremy T.	WINCASW D01BL



For optimal printing and viewing of data, exporting to MS Excel or MS Word is recommended.

NOTE

System Test

Notifications and configuration can be tested by generating test emergency events. The tests must be initiated by the Administrator and are logged and notified as normal, but are clearly marked as **"TEST"**.

The System Test page allows an E-OSN Administrator to conduct a system test using all notification systems, including E-OSN Client and Email. It also allows for testing of all E-OSN application events including:

- Emergency Call Link Failure
- Emergency Call Link Connected
- Emergency Call Service Stopped
- Emergency Call Service Started
- Emergency Call Event
- Emergency Trunk Monitor Failure
- License Failure Warning
- License Failure Grace Period End

Performing a System Event Test

Perform the following steps to conduct a System Event test.

- Step 1** Navigate to **OW5000 > Applications > UCE Emergency On Site Notification > System Test**. The System Test page displays with two tabs: **Link Failure** and **Emergency Call**.
- Step 2** Click on the **Link Failure** tab.
- Step 3** Select the event type to test from the **Event** drop-down list.
- Step 4** Click on the **Send Event** button. An e-mail is sent to the displayed Distribution List and a notification is sent to all E-OSN Clients. The E-OSN Clients will display the message as a test event. The test event will continue to be displayed on the E-OSN Client until a test message is sent to turn it off. For Example, an Emergency Call Link Failure notification would need an Emergency Call Link Connected message to be sent to turn it off. See [Figure 3-17](#).



Any information related to the event selected displays as read-only.

NOTE

Figure 3-17 Link Failure Notification

The screenshot shows the 'System Test' window with the 'Emergency Call' tab selected. The form contains the following fields:

- Event:** A dropdown menu showing 'Emergency Call Link Failure'.
- Distribution List:** A text field containing 'me@nec.com;'. There is a small asterisk next to the label, indicating it is mandatory.
- Email Subject:** A text field containing 'Test: Emergency Call Link Failure'.
- Email Body:** A large text area containing the message: 'This is a test event message!!!
The connection to a PBX containing routes designated as emergency notification routes is disconnected. Check the logs of the PBX connection status for the OWOaiServer service and the be OWTelephony Event Notification Service.'

Performing an Emergency Call Test

Emergency calls are tested from the **Emergency Call** tab on the **System Test** window. Fields marked with an asterisk are mandatory. The Emergency call test is a test of the notification system that does not use live phones or PBX trunks. This procedure tests the part of the system at the point where E-OSN has been notified by the PBX of an emergency call and the database is updated with the call information. This test system simulates the updating of the database and exercising all notifications that are executed as a result of a emergency call log entry to the database.

To test the telephony aspect of the emergency call system, coordination should be arranged with the local emergency service providers for making a live test call.

Perform the following steps to conduct an Emergency Call test.

- Step 1** Navigate to **OW5000 > Applications > UCE Emergency On Site Notification > System Test > Emergency Call**.
- Step 2** Enter the applicable information into the fields on the **Emergency Call** tab. [Table 3-1](#) provides a description of the fields.
- Step 3** Click on the **Send Event** button. [Figure 3-18](#) represents a successful emergency call test.

Figure 3-18 Successful Emergency Call Test

System Test

Test event successfully sent.

Link Failure **Emergency Call**

* Calling Party First Name:

* Calling Party Last Name:

Calling Party Middle Name:

* Origination PBX:

* Calling Party Route:

* Calling Party Trunk:

* Calling Party Extension:

* Dialed Number:

Send Event

Table 3-1 Emergency Call Test Field Descriptions

Field	Description
Calling Party First Name	Mandatory fields representing the first and last name of the person that initiates the emergency call. These are free form type fields.
Calling Party Last Name	
Calling Party Middle Name	Field representing the middle name of the person initiating the emergency call. This field is not mandatory.
Origination PBX	A drop-down list of all PBXs containing emergency routes. Selecting a location automatically fills in the Calling Party Route , Calling Party Trunk , and the Calling Party Extension fields.
Calling Party Route	Contains all emergency routes that are defined for the current PBX. This is autofilled when the Origination PBX is selected.
Calling Party Trunk	Contains all the emergency trunks that are defined for the selected route. This is autofilled when the Origination PBX is selected.
Dialed Number	Number being called.

Trunk Monitor Status

This screen allows an administrator to quickly see the failed/success monitor status of all emergency trunks. The following information displays:

- PBX name
- Route #
- Trunk #
- Status
- Last Monitor Attempt

The information can be sorted on any field. The default sort is on the Status field with failed trunks listed first. The information can also be filtered on PBX Name, Route Number, and Status. See [Figure 3-19](#) for an example of the Trunk Monitor Status page.

Figure 3-19 Trunk Monitor Status

Trunk Monitor Status				
Filter:	PBX Name	Contains		Search
21 - 40 of 44 records 20 Results per page				
<< < Page: 2 of 3 > >>				
PBX Name	Route #	Trunk #	Status ▲	Last Monitor Attempt
SV7000-40-Hotel	5	1	Failed	1/24/2010 4:05:00 PM
SV7000-40-Hotel	5	2	Failed	1/24/2010 4:05:00 PM
SV7000-40-Hotel	5	3	Failed	1/24/2010 4:05:00 PM
SV7000-40-Hotel	5	4	Failed	1/24/2010 4:05:00 PM
SV7000-40-Hotel	5	5	Failed	1/24/2010 4:05:00 PM
SV7000-40-Hotel	6	1	Success	1/24/2010 4:05:00 PM
SV7000-40-Hotel	6	2	Success	1/24/2010 4:05:00 PM
SV7000-40-Hotel	6	3	Success	1/24/2010 4:05:00 PM

The Status field indicates whether or not the trunk has successfully been monitored. The four possible outcomes are:

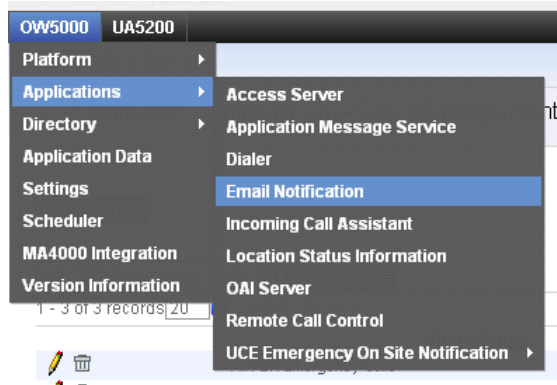
- Success - This status means the trunk was successfully monitored.
- Failed - This status means the trunk failed to be monitored.
- Stopped - This status means that the "OWT Telephony Event Notification" service has stopped running and is no longer monitoring the emergency trunks.
- Initialized - Briefly displays. This the state of a trunk just before a monitor attempt is about to occur.

Email Notification

Email Notification allows a user with OW5000 Administrator access right privileges to configure Email Notifications.

The **Email Notification** application is found under **OW5000 > Applications > Email Notification** in the OW5000 Administrator, [Figure 3-20](#).

Figure 3-20 Path to Email Notifications



When UCE Emergency On Site Notification is installed, the application name becomes visible in the "Available Applications" list box and when selected, the following E-OSN Events display. This is shown in [Figure 3-21](#).

- Emergency Call Link Failure
- Emergency Call Link Connected
- Emergency Call Service Stopped
- Emergency Call Service Started
- Emergency Trunk Monitor Failure
- License Failure Warning
- License Failure Grace Period End

Figure 3-21 Email Notification

Email Notification

Available Applications:
UCE Emergency On Site Notification

E-OSN Events:

1 - 7 of 7 records 20 Results per page Page 1 of 1

Event	Active	Default Message Text	User Message Text
> Emergency Call Link Failure	<input checked="" type="checkbox"/>	The connection to a PBX containing routes designated as emergency notification routes is disconnected. Check the logs of the PBX connection status for the OWOnServer service and the OWTelephony Event Notification Service.	Add this test to my notification
> Emergency Call Link Connected	<input checked="" type="checkbox"/>	The connection to a PBX containing routes designated as emergency notification routes is now connected.	
> Emergency Call Service Stopped	<input checked="" type="checkbox"/>	The OWTelephony Event Notification service that provides PBX connectivity for the UCE Emergency On Site Notification application has stopped.	
> Emergency Call Service Started	<input checked="" type="checkbox"/>	The OWTelephony Event Notification service that provides PBX connectivity for the UCE Emergency On Site Notification application is now running.	
> Emergency Trunk Monitor Failure	<input checked="" type="checkbox"/>	The start monitoring attempt of an emergency trunk was not successful.	
> License Failure Warning	<input checked="" type="checkbox"/>	The license can no longer be validated. If the license communication is not restored before the grace period expires, the application will no longer run.	
> License Failure Grace Period End	<input checked="" type="checkbox"/>	The failed license grace period has ended. All service and PBX oriented applications will no longer run.	

1 - 7 of 7 records 20 Results per page Page 1 of 1

Save Cancel

The Email Notification screen lists the applications available for Email Configuration in a drop down list. The events are listed along with the associated **Default Message Text**. Clicking the **Pencil** icon next to each event allows **User Message Text** to be appended to the **Default Message Text** that comes with the application.

Change in System Status Event Notifications

These notifications are sent by email through the Email Notification distribution lists based on an application event. They also display through the E-OSN client in a status bar.

For applications with PBX connections such as an OWTelephony Event Notification, these applications trigger link failure notifications when a problem occurs.

When E-OSN is installed, any of the following events can bring about a Change in System Status Notification:

- Emergency Call Link Failure -The OWTelephony Event Notification connection to the PBX(s) containing E-OSN routes is disconnected. If an OAI connection not containing E-OSN routes is disconnected, no event notification occurs.
- Emergency Call Link Connected - The OWTelephony Event Notification re-establishes connection to the PBX.
- Emergency Call Service Stopped - OWTelephony Event Notification is intentionally shutdown.
- Emergency Call Service Started - OWTelephony Event Notification service is restarted.

MA4000 Location Data Sync



MA4000 should be installed and configured according to MA4000 documentation.

NOTE

Extensions for emergency services support are entered into the MA4000 and stored in the selected National Emergency Number Association (NENA) format.

NENA (<http://www.nena.org/>) is an organization whose mission is to foster the technological advancement, availability, and implementation of a universal emergency telephone number system.

MA4000 currently supports two NENA XML formats, version 2.1 and version 3.1. MA4000 stores the location data for an extension in one of these formats.

OW5000 DBSync is a service in OW5000 platform which synchronizes certain MA4000 data fields such as PBX, Extensions, Users, Organizations, Voice Mail boxes, etc., into the OW5000 database. MA4000 serves as the master repository for this data and DBSync synchronizes this data real-time into OW5000.

MA4000 will send a notification to DBSync for Extension update whenever the location data changes for the Extension. OW5000 DBSync will handle this notification and re-synchronize the location data to the OW5000 database.

This extension location data will be used by the E-OSN Client and e-mail notifications to provide details about an emergency call.

OW5000 does not have a view of the extension location data imported from MA4000. It can only be seen when testing or executing the E-OSN notification system.

For additional information or support on this NEC Corporation product, contact your NEC Corporation Representative.



UCE Emergency On Site Notification (E-OSN) Installation Guide

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