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

**Installation Guide** 

N E C NEC Corporation

September 2010 NDA-31053 Issue 2

### **Liability Disclaimer**

NEC Corporation reserves the right to change the specifications, functions, or features, at any time, without notice.

NEC Corporation has prepared this document for the exclusive use of its employees and customers. The information contained herein is the property of NEC Corporation and shall not be reproduced without prior written approval from NEC Corporation

NEAX and Dterm are registered trademarks of NEC Corporation.

#### © 2010 NEC Corporation

Microsoft and Windows are registered trademarks of Microsoft Corporation.

All other brand or product names are or may be trademarks or registered trademarks of, and are used to identify products or services of, their respective owners.

# Contents

# Introduction 1-1 Overview 1-1 How This Guide is Organized 1-1

# Installation

2-1

Before Installing UCE Emergency On-Site Notification	2-1
UCE Emergency On-Site Notification Limitations and Disclaimers.	
Server Requirements	
SQL Server Report Service	
Client and PBX Requirements	
Installing the UCE Emergency On-Site Notification Application	2-3
Installing the E-OSN Client	2-6
Installing SQL Server Report Service	2-9
Configuring the Reporting Services for SQL 2005	
Loading the SQL Service Report Service	. 2-15
Configuring the Reporting Services for SQL 2008	
Service Account	
Web Service URL	
Database.	
Report Manager URL	
Loading the SQL Service Report Service	. 2-32
Configuring the Reporting Services for SQL Services 2008 R2	. 2-36
Service Account	. 2-37
Web Service URL	
Database	
Report Manager URL	
Loading the SQL Service Report Service	. 2-47

# Configuration

Login Authorization	
Route Configuration	3-3
Adding/Editing UCE Emergency On-Site Notification Routes	
Emergency Notification Client Settings E-OSN Workstations	3-6
Notification Configuration	3-11
System Test Trunk Monitor Status	3-18
Email Notification	3-22
MA4000 Location Data Sync	3-24

3-1

# Figures

Figure

Title

### Page

2-1	E-OSN Welcome Dialog Box
2-2	Ready to Install Dialog Box
2-3	Installing Message Center Dialog Box
2-4	Installation Complete Dialog Box
2-5	File Download - Security Warning
2-6	Emergency Notification Client Welcome Dialog Box 2-7
2-7	E-OSN Client Ready to Install 2-8
2-8	E-OSN Client Installing 2-8
2-9	Install Shield Wizard Complete 2-9
2-10	2005 Reporting Services Configuration
2-11	2005 Instance Selection dialog box
2-12	2005 Report Server Status dialog box
2-13	Report Server Virtual Directory Settings dialog box 2-11
2-14	2005 Report Manager Virtual Directory dialog box 2-12
2-15	Task Status dialog box    2-12
2-16	Database Connection dialog box 2-13
2-17	New SQL Server Connection Dialog 2-14
2-18	Database Connection Confirmation dialog box 2-15
2-19	2005 Role Assignment dialog box 2-16
2-20	2005 New Role Assignment dialog box
2-21	2005 Settings dialog box
2-22	2005 Reports Confirmation dialog box 2-18
2-23	2008 Reporting Services Configuration
2-24	2008 Instance Selection dialog box
2-25	2008 Report Server Status dialog box
2-26	2008 Service Account dialog
2-27	2008 Web Service URL dialog box 2-22
2-28	Confirmation dialog box
2-29	2008 Report Server Database dialog box 2-24
2-30	Change Database—Action dialog box
2-31	Change Database—Database Server dialog box 2-26
2-32	Test Connection Confirmation dialog box
2-33	Change Database—Database dialog box
2-34	Change Database—Credentials dialog box
2-35	Change Database—Summary dialog box

2-36	Change Database—Progress and Finish dialog box	. 2-29
2-37	Report Server Database—Database option	. 2-30
2-38	2008 Report Manager URL dialog box	. 2-31
2-39	2008 SQL Server Reporting Services Home	. 2-31
2-40	2008 SSRS Properties Page	. 2-32
2-41	2008 New Role Assignment dialog box	. 2-33
2-42	2008 Settings dialog box	. 2-33
2-43	2008 Reports Confirmation dialog box	. 2-34
2-44	Reports Home page	. 2-34
2-45	2008 R2 Reporting Services Configuration	. 2-36
2-46	2008 R2 Instance Selection dialog box	. 2-36
2-47	2008 R2 Report Server Status dialog box	. 2-37
2-48	2008 R2 Service Account dialog	. 2-38
2-49	2008 R2 Web Service URL dialog box	. 2-39
2-50	2008 R2 Web Service URL—Confirmation dialog box	. 2-40
2-51	Report Service Database	. 2-40
2-52	Change Database—Action dialog box	. 2-41
2-53	Change Database—Database Server dialog box	. 2-42
2-54	Test Connection Confirmation dialog box	. 2-42
2-55	Change Database—Database dialog box	. 2-43
2-56	Change Database—Credentials dialog box	. 2-43
2-57	Change Database—Summary dialog box	. 2-44
2-58	Change Database—Progress and Finish dialog box	. 2-45
2-59	Report Server Database—Database option	. 2-45
2-60	2008 R2 Report Manager URL dialog box	. 2-46
2-61	2008 R2 SQL Server Reporting Services Home	. 2-47
2-62	2008 R2 Role Assignment dialog box	. 2-47
2-63	2008 R2 New Role Assignment dialog box	. 2-47
2-64	2008 R2 New Role Assignment Datafill.	
2-65	2008 R2 Settings dialog box	
2-66	2008 R2 Reports Confirmation dialog box	. 2-49
2-67	Report Manager—Home	
3-1	User Type Selection	
3-2	Route/Trunk Management	
3-3	Add/Edit Route/Trunk Management dialog box	
3-4	Add/Edit Route/Trunk confirmation	
3-5	E-OSN Administration application	
3-6	E-OSN Client Settings	
3-7	E-OSN Workstation Configuration	
3-8	E-OSN Client Workstations	
3-9	Add/Modify New Workstation.	
3-10	Notification Configuration.	
3-11	Group Management.	
3-12	Add a New Group	
3-13	Editing a Group	. 3-14

3-14	Add Email by Person	-14
3-15	Adding a new Email Prompt	
5-15		
3-16	Contact Method	-15
3-17	Reports	-16
3-18	Report Filters and Criteria 3-	-17
3-19	Emergency On-Site Call History Generated Report 3-	-17
3-20	Link Failure Notification	-19
3-21	Successful Emergency Call Test	-20
3-22	Trunk Monitor Status	-21
3-23	Path to Email Notifications	-22
3-24	Email Notification	-23
3-25	SHOW NENA DAtA	-25
3-26	Expanded NENA DATA	-26

vi Figures

# Tables

Table	Title		
2-1	VS-32 Requirements for Conference.	2-3	
3-1	Emergency Call Test Field Descriptions	3-20	

UCE Emergency On-Site Notification (E-OSN) Installation Guide - Issue 2

# 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

· How This Guide is Organized

Overview

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

*Chapter 2* This chapter describes the installation process of the UCE Emergency *Installation* On-Site Notification (E-OSN).

*Chapter 3* This chapter provides the steps and information needed to start and configuration configure the E-OSN.

#### 1-2 Introduction

# 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
- Configuring the Reporting Services for SQL 2005
- Configuring the Reporting Services for SQL 2008
- Configuring the Reporting Services for SQL Services 2008 R2

### **Before Installing UCE Emergency On-Site Notification**

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



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

#### **UCE Emergency On-Site Notification Limitations and Disclaimers**

- 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.
- In order to join a call in progress, an E-OSN Workstation must be configured on the PBX the caller originated from (with valid prime line and emergency line).
- E-OSN Audit log reports will not contain information on the person or user performing **Listen In**, **Conference**, or **Acknowledge** when picking up the emergency line. The only piece of information that will be logged is the E-OSN workstation name (description) that was used to monitor or conference the call. If the E-OSN Client was logged into the E-OSN workstation for that Dterm, then the E-OSN user information is available.
- If a caller originates an emergency call from a subline, the subline must be correctly mapped to the prime line in the OW5000 database in order to display the originating caller information.
- OW5000 does not allow assigning route 0.The 2000 IPS PBXs accept route 0 - the rest of PBXs (2400, SV7000, etc) do not. If an IPS has route 0 set in the PBX, E-OSN will not be able to monitor the trunks from that route. Do not use route 0 as an emergency route because E-OSN will not be able to monitor that route for emergency calls.

#### 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

#### Table 2-1 VS-32 Requirements for Conference

VS-32 Type	FlasRom Name	Min Rev
SN8075 (VSEA-A)	SP-3789 SP-3834	Prog-A 4A
SN8111 (VSEB-A)	SP-3834	Prog-B 5A
SN8132 (VSED-A)	SP-3834 SP-3901	7A 00.08
MG-VS32VA	SP-3891 SP-3901	6A 00.08
SCA-VS32VA	SP-3891 SP-3901	6A 00.08



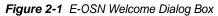
NEC legacy conference bridges support silent monitor and do not need to be upgraded.

### 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.





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

Ready to Install the Program The wizard is ready to begin installat	tion		
The wizard is ready to begin installat			
Click Install to begin the installation.			
If you want to review or change any exit the wizard.	y of your installati	on settings, click Ba	ack. Click Cano
stelišnield ————			

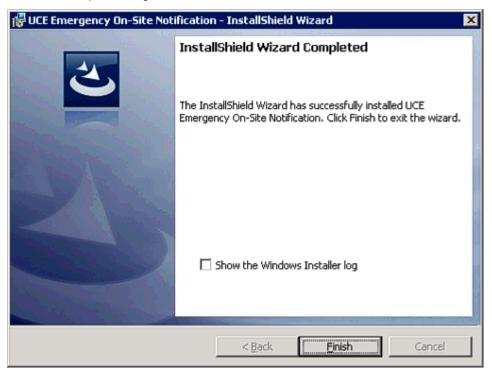
Figure 2-2 Ready to Install Dialog Box

*Step 4* Click **Install**. An Installing Message Center dialog box, Figure 2-3 displays.

Figure 2-3 Installing Message Center Dialog Box

🛃 UCE Eme	ergency On-Site Notification - InstallShield Wizard
_	UCE Emergency On-Site Notification ram features you selected are being installed.
	Please wait while the InstallShield Wizard installs UCE Emergency On-Site Notification. This may take several minutes. Status:
Instellőhield –	< Back Next > Cancel

- *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.

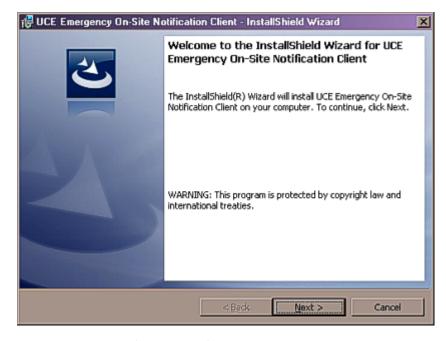
Step 1 Place the following URL in your Web browser http://<machine name>/ eosn/setup.exe. A File Download - Security Warning dialog box, (Figure 2-5) displays. From here you can either run the program, save it to your PC for later installation, or cancel the installation.

Figure 2-5 File Download - Security Warning

File Dow	mload - Security Warning 🛛 🛛 🔀
Do you	want to run or save this file?
	Name: setup.exe Type: Application, 6.38MB From: <b>outback32</b>
	<u>R</u> un <u>S</u> ave Cancel
۲	While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. <u>What's the risk?</u>

*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.

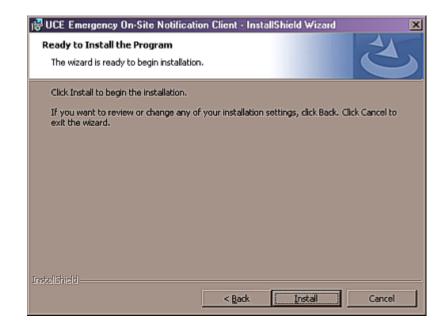
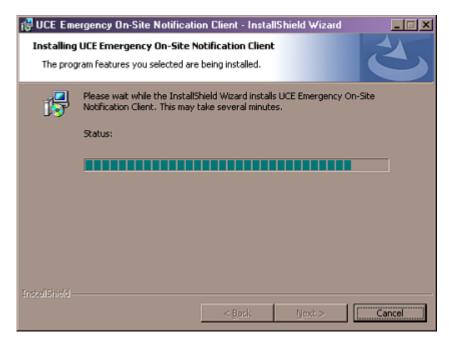


Figure 2-7 E-OSN Client Ready to Install

Step 4 Click Install. (Figure 2-8) displays.

Figure 2-8 E-OSN Client Installing



Step 5 Click Next when installation stops. An Installation Complete dialog box, (Figure 2-9) displays.

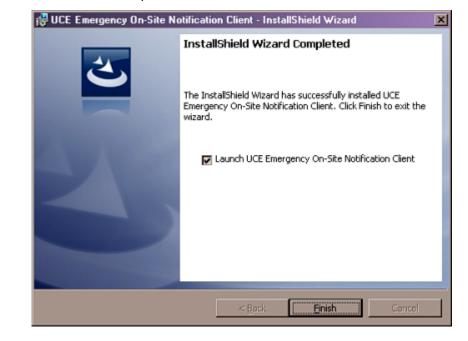


Figure 2-9 Install Shield Wizard Complete

Step 6 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



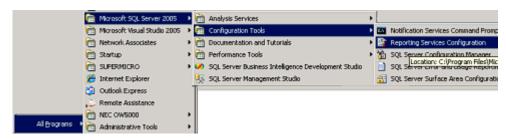
If you already have the Full version of SQL installed, you do not need to run the SQL Server Advanced Services SP2 upgrade. The Full SQL already comes with the upgrade.

If you have SQL Express installed you must upgrade to SQL Advanced Services to get SQL Server Report Service.

Refer to the *OW5000 Installation Guide* for information on installing SQL Express.

#### **Configuring the Reporting Services for SQL 2005**

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 2-10). Figure 2-10 2005 Reporting Services Configuration



An Instance Selection dialog box displays (Figure 2-11).

Figure 2-11 2005 Instance Selection dialog box

Instance Selectio		
To begin connect to a mach	ine, and then select an instance from the	e drop-down.
Machine Name:	OWX	End
Instance Name:	SQLEXPRESS	

Step 2 Click Connect. If this is an upgrade, a Report Server Status dialog box displays (Figure 2-12).

🖌 Cgnnect 📑 Befresh			
Server Status	Report Server State	15	
Report Server Witual Directory	Lise the Reporting Services Conf to open a configuration page.	iguration tool to configure a report server deployment. Click an item in the navigation pan	e
2 Report Manager Virtual Directory	Use this page to start or stop the	Report Server Windows service.	
Windows Service Identity	-Instance Properties		
🔇 Web Service Identity	Instance Name:	SQLEXPRESS	
🕃 Database Setup	Instance ID: Initialized:	M55QL.2 No	
SharePoint Integration	Service Status:	Running	
Encryption Keys		2.ct: 3gap	
🗿 Initialization	Legend		
📩 Email Settings	8 Not configured		
🛓 Ezecution Account	Optional configuration     A Recommended configuration     Mot supported in the curr		
	Balp	Spaly	Dit

Figure 2-12 2005 Report Server Status dialog box

*Step 3* Click **Report Server Virtual Directory**. A Report Server Virtual Directory Settings dialog box displays (Figure 2-13).

Figure 2-13 Report Server Virtual Directory Settings dialog box

Name:         Ethick Set>         Normality           Windows Service Identity         Webster:         Image: Secure Societ Layer (SSL) connections	
Windows Service Lidentity Website:  Website:  Rgguine Secure Societ Layer (SSL) connections	
Regular Secure Socket Layer (SS.) connections	
Database Schen	
	×
SharePoint Integration Certificate Name:	
Enaryption Keys	
notadusta E	
5 Enal Settings	
S Execution Account	

- 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 2-14).

Figure 2-14 2005 Report Manager Virtual Directory dialog box

Configure Report	Server
Connect 📑 Befresh	
Server Status	Report Manager Virtual Directory Settings
Prepart Server Virtual Directory	Specify a virtual directory used for accessing Report Manager. You can onit this step if you plan to integrate the report server with Windows Sharepoint Services. To create a new virtual directory, click New.
3 Report Manager Virtual Directory	Name: Kitot Set > New
Windows Service Identity	Website:
🔇 Web Service Identity	
🔇 Database Setup	
SharePoint Integration	
Charyption Keys	
3 Initialization	
🔔 Ernal Settings	
Account	
	tiele Cost

Step 6 Click New. Accept the default values and then click OK. A Task Status dialog box displays (Figure 2-15) confirming the directory was successfully created.

Figure 2-15 Task Status dialog box

Task Status	Arrange by: Default	2
Number of errors: 0		
Create Virtual Directory		
The virtual directory was created and assigned.		
tielp	Apply	Eat

- Step 7 If Windows Service Identity is marked with a green check mark, no changes are needed. If it is not marked with a green check mark, click Windows Service Identity and click Apply to accept the default values.
- *Step 8* Click **Web Service Identity**, click **New**, accept the default values and then click **Apply**.

Select Database Setup to display a Database Connection dialog box Step 9 (Figure 2-16).

Connect 🖸 Befresh			
Server Satus	Database Connection		
Report Server Vetual Directory	Specify a report server database and database does not already exist, your	connection oredentials used by this report server at runtime. If a an oreate one.	
Report Manager Witual Directory	Server None:	NEC-UCTODSERVERI/SQLEXPRESS V	
Windows Service Identity	Detabase Name:	ReportServer V	_
Web Service Identity	Database Version	C.O.B.54 Upgrad	e
② Database Setup	Sarver Node:	Native Cherge	
SharePoint Integration	Credentials Type:	Service Credentiels	×
Encryption Keys	Account Name:		
🖉 Initialization	Tank Status	Amonge by:	Default
🔥 Ornal Settings	Number of errors: 0		
🔔 Execution Account	Verifying Database Edition The task completed successfully.		
	Verifying Database Version		
	Oreating a Grant Rights script for NT.	AUTHORITY/NetworkService	
	Assigning Reporting Services Rights to	User	

Figure

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



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 2-17).

I New eque conver connection blaidy	
SQL Server Connection Dialog	×
Specify a SQL Server and administrator login creation.	lentials for performing Reporting Services
Specify a SQL Server instance:	
Server Name:	nec-uc700server\SQLEXPRESS
Specify an account with administrator privileges:	
Credentials Type:	Current User - Integrated Security
Username:	
Password:	
Specify the name of the new Reporting Services d	atabase:
Database Name:	ReportServer
Temp Database Name:	ReportServerTempDB
Language:	English (United States)
	<u>OK</u>

Figure 2-17 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 2-16) 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 2-18).

Configure Report	Server		
💱 Connect 🔄 Befresh			
Server Ratus	Database Connection		
Report Server Vetual Directory	Specify a report server database and connection oredentials used by this report server at runkine. If a database does not already exist, you can create one.		
Report Manager Witual Directory	Sgrver Name:	NEC-UCTIONSERVER/SQLEXPRESS V Sprinect	
Windows Service Identity	Detabase Name:	ReportServer Hew	
3 Web Service Identity	Database Version	C/0.8.54	
Oatabase Setup	Server Node:	Native Chepge	
SharePoint Integration	Credentials Type:	Service Gredentiek	
Encryption Keys	Account Name:		*
Initialization	Tack Status	Amenge hy: Default	
🔥 Email Settings	Number of errors: 0		
🔥 Execution Account	Werifying Database Edition The task completed successfully.		÷
	Verifying Database Version		1
	Creating a Grant Rights script for NT AUTHORITY/WetworkService		
	Assigning Reporting Services Rights to	User	•
	(Jelp	deply DR	

Figure 2-18 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 2-19).

Figure 2-19 2005 Role Assignment dialog box

<b>F</b>	SQL Server Reporting Services			
<u>Contents</u>	Propert	ies		
Security	×	Delet	e   🥸 New Role Assignment	
			Group or User+	Role(s)
		Edit	BUILTIN\Administrators	Content Manager

*Step 6* Click **New Role Assignment**. A New Role Assignment dialog box displays (Figure 2-20).

#### Figure 2-20 2005 New Role Assignment dialog box

SQL Server Report New Role Ass	
Use this page to define role-	based security for Home.
Group or user name: YVNET	WORK SERVICE
Select one or more roles to	assign to the group or user.
Role+	Description
R Browser	May view folders, reports and subscribe to reports.
Content Manager	May manage content in the Report Server. This includes folders, reports and resources.
	May publish reports and linked reports; manage folders, reports and resources in a users My Reports folde
My Reports	may publish reports and initial reports, manage rolders, reports and resources in a users my reports rolder
My Reports     Publisher	May publish reports and inked reports to the Report Server.

- 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.

#### **Uploading OW5000 Reports**

You must log on to the OW5000 Administrator in order to upload reports. 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 2-21).

Figure 2-21 2005 Settings dialog box

General Settings	Countries & States
DEFAULT COUNTRY	CODE
Select The Default Co	ntry Code: United States of America (1)
REPORT SETTINGS	
Reporting Services UR	http://ambassador32/ReportServer
Reports must be uploa	ded to the report server before they can be executed: Upload Reports
DEFAULT HOME PAG	E
	ne Page: 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 2-22).

Figure 2-22	2005 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.

### **Configuring the Reporting Services for SQL 2008**

Step 1 Open the Reporting Services Configuration Tool by following the path, Start > All Programs > Microsoft SQL Server 2008 > Configuration Tools > Reporting Services Configuration Manager (Figure 2-23).

Figure 2-23 2008 Reporting Services Configuration

🚔 Microsoft SQL Server 2000 🔹 🍋 Canfiguration Tools	🕨 📑 Reporting Services Configuration Manager
Al Erograms	
Log Off 💽 Shut Down	
2 Start	

An Instance Selection dialog box displays (Figure 2-24).

Figure 2-24 2008 Instance Selection dialog box

Reporting Services Configuration	Connection	×
Microsoft SQL Server 2008 Reporting	Services	
Connect to a report serve	er instance:	
Please specify a server name, click the instance to configure.	e Find button, and select a report server	
Server Name:	APP5LABMIKE4	Eind
Report Server Instance:	SQLEXPRES5	
0	Connect	Cancel

*Step 2* Specify a Server Name, select a Report Server Instance, and then click Connect. A Report Server Status dialog box displays (Figure 2-25).



If **Report Server Instance** is greyed out, re-run the SQL installation and ensure that the Report Server component is installed.

💱 Connect	Report Server Status			
APPSLABMDRE41,SQLEXPRESS				
😤 Service Account	Nanager. If you installed	Like the Reporting Services Configuration Newager tool to define or modify sattings for the Report Server and Report Nanager. If you installed Reporting Services in Newager tool to define or modify sattings for the Report LRS, the database, and the Report Hanager URL.		
🝠 Web Service URL	Current Report Server			
Database	SQL Server Instance:	SQUEXPRESS		
	Instance ID:	MSRS10.SQLEXPRES5		
🔮 Report Manager URL	Edition:	EXPRESS ADVANCED EDITION		
A	Product Versions	10.0.1600.22		
🚖 E-mail Settings	Report Server Database Names			
Precution Account	Report Server Node: Report Service Status:	Sated		
🐴 Encryption Keys		Sort Stop		
			_	
- Scale-out Deployment				
	Results			
			_	

Figure 2-25 2008 Report Server Status dialog box



If the If the **Stop** button is greyed out, the Report Server is not connected. Click the **Start** button.

The following topics are included for Configuring Reporting Services for SQL 2008:

- Service Account
- Web Service URL
- Database
- Report Manager URL

#### Service Account

**Service Account** identifies which account will run the report server service. The server account is selected during SQL installation.

To verify the account, select **Service Account** from the **Reporting Services Configuration Manager** dialog window. Figure 2-26 displays.

Figure 2-26	2008 Service Account dialog
-------------	-----------------------------

Reporting Services Configuration Mana Month SQLServer 2008 Reporting Services Reporting Services Config	ves	
Cgnnect HOLDEN/MSSQLSERVER  Service Account	Service Account Specify a built-in account or Windows domain user account to run the report server service.	
Web Service URL  Detabase	Report Server Service Account     Choose an option to set the service account and then click Apply.     (© Use built-in account:     Network Service	
<ul> <li>Report Manager LRL</li> <li>E-mail Settings</li> </ul>	(C Use built-in account: Network Service       (C Use another account:     Agcount (Domain)user):     Bessword:	
Execution Account		
्र <sup>थ</sup> ्रे Scale-out Deployment	Results	
	Apply	Exit

The default value for Use built-in account is Network Service.



The **Service Account** window is for verification purposes only. It is recommended that the **Use built-in account** value not be changed from the default.

Once verified, no further action is required.

In order to change the bullt-in account type, you must have an encryption key. It is recommended that you create a backup of the Report Server Database before selecting any account other than the default.



If the **Use built-in account** field is changed, the following error message may appear.

"The report server cannot decrypt the symmetric key used to access sensitive or encrypted data in a report server database. You must either restore a backup key or delete all encrypted content. Check the documentation for more information. (rsReportServerDisabled)"

If you receive this error, the Service login account has changed and a new encryption key file is needed to validate the new account. You should restore a symmetric key only if it is the same key that is currently used to encrypt and decrypt data in the report server database. If you restore a symmetric key that is not valid, you will no longer be able to access sensitive data. In this case, you must delete and re-create the key. Refer to documentation from Microsoft SQL Server on restoring encryption Key files. If the key file is not available, then go to the Encryption section and delete the current key file and re-do all steps.

#### Web Service URL

Follow the steps below to configure a URL to access the Report Server.

Step 1 From the Reporting Services Configuration Manager dialog box, select Web Service URL. Figure 2-27 displays.

Figure 2-27 2008 Web Service URL dialog box

Reporting Services Co		
💱 Connect	Web Service URL	
APPSLASMIDE-(ISQLE)/PRESS		
😤 Service Account	Configure a USL used to access the Report Server. Click Advanced to define multiple USLs for a single Report Server instance, or to specify additional parameters on the USL.	
28 Web Service URL	Report Server Web Service is not configured. Default values have been provided to you. To accept these defaults simply     press the Apply button, die diarge then and then press Apply.	
Detabase	Report Server Web Service Vetual Directory     Yortual Devectory:      PreportServer	
🚳 Report Nanager URI,	Report Server Web Service Site Identification	=
🚖 E-mail Settings	P Address: All Assigned (Recommended)	
Kecution Account	SSL Cettificato: (/last Selected)	_
Charyption Keys	SSLPort: Advanced	
and Scale-out Deployment	Report Server Web Service URLs     URLs: Ntpr//APPSLA8HD/EH/80/ReportServer	
	Renda	
a	25shy E	EoR



The Web Service URL dialog box is populated with data identified during the SQL installation. If no changes are needed, it is recommended that you accept the default settings. If you accept the default settings, no further action is needed.

If you need to make changes, notify your System Administrator and proceed with the steps below.

*Step 2* Enter a name for the Virtual Directory. This allows you to specify the virtual directory name for the Report Server Web service. You can only have one virtual name for each Report Server Web service instance on the same computer.



If the default value for **Virtual Directory** is **ReportServer\_SQLEXPRESS**, it is recommended that you change it to **ReportServer** by removing the **\_SQLEXPRESS** portion (to match the last qualifier of the default Report Server URL seen in OW5000 Settings).

- *Step 3* Select an **IP Address** from the drop-down list. It is normally OK to accept the default value, **All Assigned**.
- Step 4 Enter the TCP Port number. The default is 80.
- Step 5 Click Apply. A confirmation dialog box, Figure 2-28 displays.

#### Figure 2-28 Confirmation dialog box

Results	
Creating virtual directory ReportServer	
Reserving url http://+:80	
The url was successfully reserved.	

For information on Advanced settings, refer to *Microsoft's SQL Server* 2008 SQL Server Setup Help, Web Service URL (Reporting Services Configuration) Online Help.

#### Database

The **Report Service Database** stores all report content and application data and is accessed under **Database** on the **Reporting Services Configuration Manager** dialog window (Figure 2-29). Use the **Report Service Database** dialog window to verify report server database settings.

Figure 2-29	2008 F	eport Server	Database	dialog box
-------------	--------	--------------	----------	------------

eport Server Database	
	es all report server content and application data in a database. Use this page to create or or database or update database connection credentials.
Current Report Server Database —	
Click Change database to select a	different database or create a new database in native or SharePoint integrated mode.
SQL Server Name:	APP5LABMIKE4\SQLEXPRESS
Database Name:	ReportServer
Report Server Mode:	Native
	Change Databas
Current Report Server Database Cr	edential
The following credentials are used different account or update a pass	by the report server to connect to the report server database. Use the options below to choose word.
Credential:	Service Account
Login:	NT AUTHORITYWETWORK SERVICE
Password:	xe ésos ésos ésos éso
	Change <u>Cr</u> edentia



The fields in the **Report Server Database** dialog box are populated during SQL installation. If SQL Installation was performed correctly, no changes to this page are necessary.

*Step 1* If the fields in Figure 2-29 are blank, click **Change Database**. A Change Database—Action dialog box displays (Figure 2-30).

Report Server Database Configuration Wizard		
Change Database Choose whether to create or co	nnfigure a report server database.	
Action Database Server Database Credentials Summary Progress and Finish	Select one of the following options to create an empty report server database or select an existing report server database that has content you want to use. Select a task from the following list: © Cregile a new report server database. © Chgose an existing report server database.	
۷	<u>Previous</u> <u>Next</u> <u>Cance</u>	ł

Step 2 Click Next. A Change Database—Database Server dialog box displays (Figure 2-31).

Report Server Database Configuration Wizard			x
Change Database			
Choose whether to create or configure a report server database.			
Action			
Database Server	Choose a local or remote instance of a SQL Server Database Engine and specify credentials that have permission to connect to that server.		
Dalabase Server			
Credentials	Connect to the Database Server:		
Summary			
Progress and Finish	Server Name:	APPSLABMIKE4\SQLEXPRESS	
	Authentication Type:	Current User - Integrated Security	
	Usemame:	APPSLABMIKE 4\Administrator	
	Pass <u>w</u> ord:		
		Lest Connection	
			_
0		Previous Next Cancel	

Figure 2-31 Change Database—Database Server dialog box

Step 3 Click Test Connection. Figure 2-32 displays.

Figure 2-32 Test Connection Confirmation dialog box



*Step 4* If the test is not successful, edit the Server Name to match the instance name and try again.

11111	
E	-
1=1	
4	
NOTE	

Depending on the SQL edition you are using and how it was installed, one of the following should allow a successful connection:

<hostname>

<hostname>\<instance name> .\<instance name>

If you are in doubt as to whether or not a successful Test Connection is connecting to the correct SQL instance, try using Microsoft SQL Server Management Studio to connect to the value you have specified here. You should not only be able to connect, but also examine the Databases to find the OW5000 database residing there. (It's technically OK, however, to install the Report Server Database within a different instance of SQL than that where the OW5000 database resides.)

*Step 5* Click **Next**. A Change Database—Database dialog box displays (Figure 2-33).

Figure 2-33 Change Database—Database dialog box

Report Server Database Configuration Wizard		
Change Database Choose whether to create	or configure a report server database.	
Action Database Server Database	Enter a database name, select the language to use for running SQL scripts, and specify whether to create the database in native or SharePoint mode.	
Credentials Summary Progress and Finish	Database Name: Temp Database Name: Language: Report Server Mode:	ReportServer ReportServerTemp English (United States) © Native Mode © SharePoint Integrated Mode
0		Previous <u>N</u> ext <u>C</u> ancel

Step 6 Accept the defaults and click **Next**. A Change Database—Credentials dialog box displays (Figure 2-34).

Change Database         Choose whether to create or configure a report server database.         Action         Database Server         Database         Database	×			
Action Database Server Database Server Database Server Specify the credentials of an existing account that the report server will use to c the report server database. Permission to access the report server database w automatically granted to the account you specify.	Change Database			
Database Server Database Server automatically granted to the account you specify.	Choose whether to create or configure a report server database.			
Database Server Database Server automatically granted to the account you specify.				
Database Server the report server database. Permission to access the report server database w automatically granted to the account you specify.	connect to			
Database				
Credentials				
Summary Credentials:				
Progress and Finish				
Authentication Type: Service Credentiels				
User name: NT AUTHORITY/NETWORK SER	AVICE			
Password:				
Evenious <u>Next</u>	Cancel			

Figure 2-34 Change Database—Credentials dialog box

*Step* 7 Accept the default values and click **Next**. A Change Database— Summary dialog box displays (Figure 2-35).

Figure 2-35 Change Database—Summary dialog box

he following information will be use formation is correct before you con	ed to create a naw report server database. Verily this tinue.
QL Server Instance:	APPSLABMIKE4\SQLEXPRESS
eport Server Database:	ReportServer
Temp Database:	ReportServerTempDB
eport Server Language:	English (United States)
eport Server Mode:	Native
uthentication Type:	Service Account
Username:	NT AUTHORITY/WETWORK SERVICE
Password:	AB80008
	eport Server Database: Temp Database: eport Server Language: eport Server Mode: uthentication Type: Usernome:

UCE Emergency On-Site Notification (E-OSN) Installation Guide - Issue 2

*Step 8* Review the settings and click Next. The Change Database - Progress and Finish dialog box displays, Figure 2-36. (Wait for it to complete.).

Figure 2-36 Change Database—Progress and Finish dialog box

Report Server Database Configuration Wizard			
Change Database			
Choose whether to create or configure a report server database.			
	- 1		
Action	Please wait while the Report Server Database Configuration	wizard configures the	
Database Server	database. This might take several minutes to complete.	incard deringerete inte	
Database			
Credentials			
Summary			
Progress and Finish			
rights and riting	Veräying database sku	Success	
	Generating database script	Success	
	Running database script	Success	
	Generating rights scripts	Success	
	Applying connection rights	Success	
	Setting DSN	Success	
0	<u>P</u> revious	Einish <u>C</u> ancel	
-			

*Step 9* Confirm that a status of **Success** is shown for each step, and then click **Finish**.

Figure 2-37 Report Server Database—Data	abase option
---	--------------

Report Server Database		
Reporting Services stores all report server content and application data in a database. Use this page to create or change the report server database or update database connection credentials.		
Current Report Server Database –		
Click Change database to select a	different database or create a new database in native or SharePoint integrated mode.	
SQL Server Name: APPSLABMIKE4\SQLEXPRESS		
Database Name:	ReportServer	
Report Server Mode:	Native	
	Change Database	
Current Report Server Database O	edential	
The following credentials are used different account or update a pass	by the report server to connect to the report server database. Use the options below to choose a sword.	
Credential:	Service Account	
Login:	NT AUTHORITY[NETWORK SERVICE	
Password:	x+sok+sok+sok+so	
	Change <u>Cr</u> edentials	

# **Report Manager URL**

To access the Report Manager, you must configure a URL. Follow the steps below.

*Step 1* Select **Report Manager URL** from the Report Server Status dialog box. Figure 2-38 displays.

Figure 2-38 2008 Report Manager URL dialog box

2 Connect	Report Manager URL
APPSLASMUSER[SQLEXPRESS Service Account	Configure a URL to access Report Nanager. Click Advanced to define multiple URLs, or to specify additional parameters on the URL.
A Web Service URL	The Report Manager visual directory name is not configured. To configure the directory, enter a name or use the default value that is provided, and then dick Apply.
🔁 Detabase	Report Nanager Site Identification
😺 Report Nanager URL	Vyitud Directory: Reports UPLa: http://UPPS.ABMICE4:80/Reports advanced
🚖 E-mail Settings	URLs: http://APPSARMD24:80/Reports Adjourned
Everytion Account	
R Encryption Keys	
📲 Scale-out Deployment	
	<u> </u>
	Renda
	Est.

- *Step 2* Enter a value of **Reports** for the **Virtual Directory** name for **Report Manager Site Identification**.
- Step 3 Click Apply.
- Step 4 Test the URL by clicking the link in the URLs section of the Report Manager URL window. If the URL is correct, Figure 2-39 displays. (It can take 60 seconds or longer for this page to open in your browser).

If prompted, enter the User Name and Password of the person that has machine administrator privileges on that machine.

Figure 2-39 2008 SQL Server Reporting Services Home

- BR	SQL Se Home	rver Reporting Service	5
Content	s Prope	rties	
🖆 New	Folder	🍄 New Data Source	🔓 Upload File

There are no items in Home. Click Help for more information about this page.

#### Loading the SQL Service Report Service

- **Step 1** 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 2 Save and close the configuration file.
- Step 3 Retry opening the URL //<Server Name>/Reports. A web page opens displaying the Home level.



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

If the web page opens, the following error might be displayed: This page might not function correctly because either your browser does not support scripts or active scripting is disabled. If so, using Internet Explorer, go to Tools > Internet Options > Security tab > Local Intranet, click the Sites button, and add your Report Manager URL to the list of sites.

*Step 4* Click the **Properties** tab. Figure 2-40 displays.

Figure 2-40 2008 SSRS Properties Page

SQL Server Reporting Services Home						
Security	🗙 Delete   🎥 New Role Assignment					
· · · · · · · · · · · · · · · · · · ·	□ Group or User↓	Role(s)				
	Edit BUILTIN\Administrators	Content Manager				

Step 5 Click New Role Assignment. A New Role Assignment dialog box displays (Figure 2-41).

#### Figure 2-41 2008 New Role Assignment dialog box

SQL Server Reporting New Role Assign	
Use this page to define role-bas	red security for Home.
Group or user name: YVNETWO	RK SERVICE
Select one or more roles to assi	ign to the group or user.
Role+	Description
R Browser	May view folders, reports and subscribe to reports.
😥 Content Manager	May manage content in the Report Server. This includes folders, reports and resources.
My Reports	May publish reports and linked reports; manage folders, reports and resources in a users My Reports folder.
R Publisher	May publish reports and linked reports to the Report Server.
Report Builder	May view report definitions,
OK Cancel	

- *Step 6* Enter NT AUTHORITY\NETWORK SERVICE in the Group or user name field. This field is case sensitive.
- Step 7 Check the following check boxes:
  - -Browser
  - -Content Manager
  - -Publisher
- Step 8 Click OK.

### **Uploading OW5000 Reports**

You must log on to the OW5000 Administrator in order to upload reports. 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 2-42).

Figure 2-42 2008 Settings dialog box

(	DW5000 UA5200 Unified Communications
	Settings
	General Settings Countries & States
	DEFAULT COUNTRY CODE Select The Default Country Code: United States of America (1)
	REPORT SETTINGS         Reporting Services URL:       http://appslabmike4/ReportServer         Reports must be uploaded to the report server before they can be executed:       Upload Reports

- 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 2-43).

Figure 2-43 2008 Reports Confirmation dialog box

OW5000 UA5200 Unified Communications
Settings
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://appslabmike4/ReportServer
Reports must be uploaded to the report server before they can be executed: Upload Reports
<i>Step 4</i> If a confirmation dialog box does not display, verify that the <b>NT</b> <b>AUTHORITY\NETWORK SERVICE</b> 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. Figure 2-44 displays.

Figure 2-44 Reports Home page

Ē	SQL Server Reporting Services Home		
Contents	Properties		
道 New F	older New Data Source 🛛 🔓 Upload File		
<u>0W50</u>	DO INEW		

-Verify the sub directory **OW5000** was created under the **Contents** tab.

—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 Reports 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.

# **Configuring the Reporting Services for SQL Services 2008 R2**

Step 1 Open the Reporting Services Configuration Tool: Start > All Programs > Microsoft SQL Server 2008 R2 > Configuration Tools > Reporting Services Configuration Manager (Figure 2-45).

Figure 2-45 2008 R2 Reportin	g Services Configuration
	Microsoft SQL Server 2008 R2
	🚉 Import and Export Data (32-bit)
	🚉 Import and Export Data (64-bit)
	😭 SQL Server Business Intelligence Develo
	🍢 SQL Server Management Studio
	🌗 Configuration Tools 🚽 🚽
	Reporting Services Configuration Ma
	搹 SQL Server Configuration Manag
	📋 SQL Server Error and Usage Reporti
	髋 SQL Server Installation Center (64-t
	퉬 Integration Services 🛛 💽
4	Back
1	iearch programs and files
	Start 🔍 🏊

An Instance Selection dialog box displays (Figure 2-46).

Figure 2-46 2008 R2 Instance Selection dialog box

Reporting Services Configurati	on Connection		×
SQL Server 20 Reporting Service	008 R2 s		
Please specify a server name, clic instance to configure.	k the Find button, and sele	ct a report server	
Server Name:	MKD-UCE-64		Find
Report Server Instance:	SQLEXPRESS		
٢		Connect	Cancel

# *Step 2* Specify a Server Name, select a Report Server Instance, and click Connect. A Report Server Status dialog box displays (Figure 2-47).

NOTE -

If Report Server Instance is grayed out, re-run the SQL installation and ensure that the Report Server component is installed.

Figure 2-47 2008 R2 Report Server Status dialog box

tepurting Services Configuration	Manager: MED-UCE-64\SQLEXPRESS	_[
SQL Server 2008 R Reporting Services Cor	12 nfiguration Manager	
2) Cgmed	Report Server Status	
MkD-UCE-64(SQLEXPRESS		
🍕 Service Account	Use the Reporting Services Nanager. If you installed R database, and the Report P	Configuration Manager tool to define or modify settings for the Report Server and Report eporting Services in files-only mode, you must configure the Web service URL, the lanager URL.
🔑 Web Service URL	-Current Report Server	
Database	SQL Server Instance:	SQLEXPRESS
	Instance ID:	MER510_50.50,E0FR555
Report Manager URL	Edition:	EXPRESS ADVANCED EDITION
🚖 E-rual Settings	Product Version: Report Server Detabase Name:	10.50.1600.1
The second seconds	Report Server Node:	
Execution Account	Report Service Status	Started
😤 Encryption Keys	1	Stort Stop
2 Scale-out Deployment		
	Results	
		Capy
		Apply. Dat

—If the **Stop** button is grayed out, the Report Server is not connected. Click the **Start** button.

The following topics are included in this section:

- Service Account
- Web Service URL
- Database
- Report Manager URL

# **Service Account**

**Service Account** identifies which account will run the report server service. The server account is selected during SQL installation.

To verify the account, select **Service Account** from the **Reporting Services Configuration Manager** dialog window. Figure 2-48 displays.

2 Cgmedt	Service Account
MKD-UCE-64(SQLEXPRESS	
-3. Service Account	Specify a built-in account or Windows domain user account to run the report server service.
28 Web Service URL	Report Server Service Account. Choose an option to set the service account and then dick Apply.
🔰 Database	Use bult-in account: Network Service
Report Manager URL	C Use another account: Account (Domain/user):
🚖 E-mail Settings	Password:
Execution Account	
R Encryption Keys	
23 Scale-out Deployment	Results

Figure 2-48 2008 R2 Service Account dialog

The default value for Use built-in account is Network Service.



The **Service Account** window is for verification purposes only. It is recommended that the **Use built-in account** value not be changed from the default.

Once verified, no further action is required.

In order to change the bullt-in account type, you must have an encryption key. It is recommended that you create a backup of the Report Server Database before selecting any account other than the default. See .



If the **Use built-in account** field is changed, the following error message may appear.

"The report server cannot decrypt the symmetric key used to access sensitive or encrypted data in a report server database. You must either restore a backup key or delete all encrypted content. Check the documentation for more information. (rsReportServerDisabled)"

If you receive this error, the Service login account has changed and a new encryption key file is needed to validate the new account. You should restore a symmetric key only if it is the same key that is currently used to encrypt and decrypt data in the report server database. If you restore a symmetric key that is not valid, you will no longer be able to access sensitive data. In this case, you must delete and re-create the key. Refer to documentation from Microsoft SQL Server on restoring encryption Key files. If the key file is not available, then go to the Encryption section and delete the current key file and re-do all steps.

# Web Service URL

In order to access the Report Server, the Web Service URL must be configured. Use the Web Service URL page to configure or modify the URL used to access the report server. A URL reservation will be created based on the URL you specify.

Follow the steps below to configure a URL in order to access the Report Server.

Step 1 From the left panel of the Reporting Services Configuration Manager dialog window, select Web Service URL. Figure 2-49 displays.



The Web Service URL dialog box is populated with data identified during the SQL installation. If no changes are needed, it is recommended that you accept the default settings. If you accept the default settings, no further action is needed for this procedure.

If you need to make changes, notify your System Administrator and proceed with the steps below.

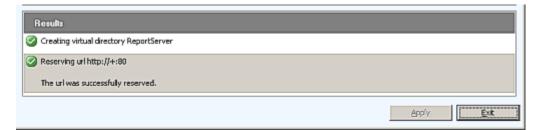
Figure 2-49 2008 R2 Web Service URL dialog box

E Reporting Services Configuration Mar	ager: MKD-LICE-64SQLEXPRESS		- 0 ×
SQL Server 2008 R2 Reporting Services Config	uration Manager		
🛃 Connect	Web Service URL		
NKD-UCE-64(SQLDPRESS	Configure of Discus	sed to access the Report Server. Click Advanced to define nultiple URLs for a single Report Server	-
Service Account	Configure a URL us Instance, or to spec	sed to access the report server. Click Advanced to denne nuclipe Units for a single report server ofly additional parameters on the URL.	
28 Web Service URL	A Report Server Web Ser press the Apply button,	nvice is not configured. Default values have been provided to you. To accept these defaults simply , else change then and then press Apply.	
🚺 Database	Report Server Web Service Va Virtual Decitory:	ReportServer	18
Report Manager URL	-Report Server Web Service Si	Re identification	: 11
🚖 E-mail Settings	[P Address:	All Assigned (Recommended)	
Cvecution Account	ICP Port: 55L Ceybficate:	80 (Not Selected)	
🔒 Encryption Keys	55L Port:	Agraned	
	Report Server Web Service U	RLs	5 11
2 <sup>1</sup> 2 Scale-out Deployment	UPLSI	http://WRD-UCE-64:80/ReportServer	_
	Results		
		Cooy	
٠		Boh	Ext

- **Step 2** Enter a name for the **Virtual Directory**. This allows you to specify the virtual directory name for the Report Server Web service. You can only have one virtual name for each Report Server Web service instance on the same computer.
- *Step 3* Select an **IP Address** from the drop-down list. It is normally OK to accept the default value, **All Assigned**.

- *Step 4* Enter the **TCP Port Number**. The default is 80.
- Step 5 Click Apply. Figure 2-50 displays.

Figure 2-50 2008 R2 Web Service URL—Confirmation dialog box



For information on Advanced settings, refer to *Microsoft's SQL* Server 2008 R2 Reporting Services Configuration Manager Online Help.

#### Database

The **Report Service Database** stores all report content and application data and is accessed under **Database** on the **Reporting Services Configuration Manager** dialog box. Use the **Report Service Database** dialog box to verify report server database settings.

Figure 2-51 Report Service Database

eport Server Database		
	s all report server content and application data in a ort server database or update database connection	
Current Report Server Database —		
Click Change database to select a o	ifferent database or create a new database in nat	ive or SharePoint Integrated mode
SQL Server Name;	\SOLEXPRESS	
Database Name:	ReportServer	
Report Server Mode:	Native	
		Change Databasi
Current Report Server Database Cre	dential	
The following credentials are used i below to choose a different account	by the report server to connect to the report serve or update a password.	r database. Use the options
Credential:	Service Account	
Login:	NT AUTHORITY/NETWORKSERVICE	
Password:	8404384043804048	



The fields in the **Report Server Database** dialog box are populated during SQL installation. If SQL Installation was performed correctly, no changes to this page are necessary. If the fields are blank on the Report Server Database dialog, follow the steps below.

Step 1 If the fields in the Report Server Database dialog are blank, click Change Database. A Change Database—Action dialog box displays (Figure 2-52).

Figure 2-52 Change Database—Action dialog box

Report Server Database C	onfiguration Wizard	×
Change Database Choose whether to create	or configure a report server database.	
Action Database Server Database Credentials Summary Progress and Finish	Select one of the following options to create an empty report server database or select an existing report server database that has content you want to use. Select a task from the following list: © Cregite a new report server database. © Chgose an existing report server database.	
۲	Previous <u>N</u> ext <u>Cance</u>	ł

Step 2 Click Next. A Change Database—Database Server dialog box displays (Figure 2-31).

Action	Choose a local or remote instance of a	a SQL Server Database Engine and specify
Database Server	credentials that have permission to cor	most to that server.
Detabase Credentials Summary Progress and Finish	Connect to the Database Server: Server Name: Authentication Type: Username: Password:	VSQLEXPRESS

*Figure 2-53* Change Database—Database Server dialog box

Step 3 Click Test Connection. Figure 2-32 displays.

Figure 2-54 Test Connection Confirmation dialog box



*Step 4* If the test is not successful, edit the Server Name to match the instance name and try again.

NOTE -

Depending on the SQL edition you are using and how it was installed, one of the following should allow a successful connection:

#### <hostname> <hostname>\<instance name>

.\<instance name>

If you are in doubt as to whether or not a successful Test Connection is connecting to the correct SQL instance, try using Microsoft SQL Server Management Studio to connect to the value you have specified here. You should not only be able to connect, but also examine the Databases to find the OW5000 database residing there. (It's technically OK, however, to install the Report Server Database within a different instance of SQL than that where the OW5000 database resides.) *Step 5* Click **Next**. A Change Database—Database dialog box displays (Figure 2-33).

Figure 2-55 Change Database—Database dialog box

Report Server Database Configuration Wizard		
Change Database		
Choose whether to cleate o	a conligure a report server database.	
Action Detabase Server	Enter a database name, select the whether to create the database in	a language to use for running SQL scripts, and specify native or SharePoint mode.
Database		
Credentials	Database Name:	ReportServer
Summary	Temp Database Name:	RepartServerTemp
Progress and Finish	Language:	English (United States)
	Report Server Mode:	Native Mode
		C SharePoint Integrated Mode
0		Provious <u>N</u> ext <u>C</u> ancel

Step 6 Accept the defaults and click **Next**. A Change Database—Credentials dialog box displays (Figure 2-34).

Figure 2-56 Change Database—Credentials dialog box

Change Database Choose whether to create	or conligure a report server database.	
Action	Specily the credentials of an existin	ng account that the report server will use to connect to
)atabase Server	the report server database. Permi automatically granted to the account	ssion to access the report server database will be
)atabase		
Tredentials		
dummaiy	Credentials;	
Progress and Finish		
	Authentication Type:	Service Credentials
	User name:	NT AUTHORITY/NETWORK SERVICE
	Password:	

*Step 7* Accept the default values and click **Next**. A Change Database— Summary dialog box displays (Figure 2-35).

lation		
Database Server	The following information will be used to create a new report server database. Veri information is correct before you continue.	
Database		
Credentials	SQL Server Instance:	.\SQLEXPRESS
Summary	Report Server Database:	RepailServer
Progress and Finish	Temp Database: Report Server Language:	ReportServerTempDB English (United States)
	Report Server Mode:	Native
	Authentication Type:	Service Account
	Username:	NT AUTHORITY/NETWORKSERVICE
	Password:	PERCON

Figure 2-57 Change Database—Summary dialog box

*Step 8* Review the settings and click **Next**. A Change Database—Progress and Finish dialog box displays (Figure 2-36). Wait for it to complete.

Action	Please wait while the Report Server Database Con	
Database Server	database. This might take several minutes to compl	lete.
Database		
Credentials		
Summary		
-		
Progress and Finish	be well as a second sec	
	Verifying database sku	Success
	Generating database script	Success
	Running database script	Success
	Generating rights scripts	Success
	Applying connection rights	Success
	Setting DSN	Success

Figure 2-58 Change Database—Progress and Finish dialog box

*Step 9* Confirm that a status of **Success** is shown for each step, and then click **Finish**.

Figure 2-59 Report Server Database—Database option

	is all report server content and application data in port server database or update database connect	
Current Report Server Database —		
Click Change database to select a	different database or create a new database in n	native or SharePoint integrated mod
SQL Server Name:	.\SOLEXPRES5	
Database Name:	ReportServer	
Report Server Mode:	Native	
		Change Databa
Current Report Server Database Cro	dential	
	by the report server to connect to the report ser t or update a password.	ver database. Use the options
below to choose a different account		
Credential:	Service Account	
	Service Account NT AUTHORITY\NETWORKSERVICE	P.

# **Report Manager URL**

Use the Report Manager URL page to configure or modify the URL used to access Report Manager. Report Manager listens on the same IP address and port as the Report Server Web service. By default, the Report Manager URL inherits the prefix, IP address, and port of the Report Server **Web Service URL**. If you configured Report Manager to point to a different Report Server Web service, you must modify the Report Manager URL settings. Follow the steps below.

#### Step 1 Select Report Manager URL from the Reporting Services Configuration Manager dialog box. Figure 2-60 displays.

Figure 2-60 2008 R2 Report Manager URL dialog box

Reporting Services Configuration	Manager: MKD-UCE-64\SQUEXPRESS	
SQL Server 2008 R Reporting Services Cor	2 Ifiguration Manager	
Convert	Report Manager UR.	
Service Account	Cardigues a UFL to access Report Nanager. Click Advanced to define multiple UFLs, or to specific on the UFL.	y additional parameters
🐊 Web Service URL	The Report Manager virtual directory name is not configured. To configure the directory, enter a name that is provided, and then Cick Apply.	e or use the default val
🚺 Database	Report Nanager Ste Identification	
😡 Report Manager LIRL	Virtual Directory: Reports URLs: http://W02-UCE-64300/Reports	Advanced
E-mail Settings		1010100
Execution Account		
🕺 Encryption Keys		
Scale-out Deployment	Repults	
		Сору
>	fee	pły Est

- *Step 2* Enter a value of **Reports** for the **Virtual Directory** name for the Report Manager Site Identification.
- Step 3 Click Apply.
- Step 4 Test the URL by clicking the link in the URLs section of the Report Manager URL window. If the URL is correct, Figure 2-61 displays. (It can take 60 seconds or longer for this page to open in your browser.)



If prompted, enter the User Name and Password of the person that has machine administrator privileges on that machine.

Figure 2-61 2008 R2 SQL Server Reporting Services Home

SQL Server Reporting Services Home	Search	٩
🔛 New Folder 🕴 💆 New Data Source 🕕 🍇 Report Builder 👘 🌌 Folder Settings 👘	🎕 Upload File	🛄 Details View



If the web page does not open, verify that IIS is running on your server. If the web page opens, the following error might be displayed: **This page might not function** correctly because either your browser does not support scripts or active scripting is disabled. If so, using Internet Explorer, go to **Tools** > Internet Options > Security tab > Local Intranet, click the Sites button, and add your Report Manager URL to the list of sites.

# Loading the SQL Service Report Service

Step 1 Click Folder Settings (Figure 2-61) to display a Role Assignment dialog box (Figure 2-62).

Figure 2-62 2008 R2 Role Assignment dialog box

SQL Server Reporting Services		Search	Q	
	🗙 Delete 🧯 🎥 New Role Assign	ment		
Security	□ Group or User ↓ □ Edit BUILTIN/Administrators	Role(s) Content Manager		

*Step 2* Click **New Role Assignment**. A New Role Assignment dialog box displays (Figure 2-63).

Figure 2-63 2008 R2 New Role Assignment dialog box

New Role Assignment		Search	٩		
	this page to define role-bas p or user name:	ed security for Home.			
Sele	ct one or more roles to ass	gn to the group or user.			
	Role 🕹	Description			
	Browser	May view folders, reports and subscribe to reports.			
	Content Manager	May manage content in the Report Server. This includes folders,	reports and resources.		
	My Reports May publish reports and linked reports; manage folders, reports and resources in a users My Report folder.			eports	
	Publisher	May publish reports and linked reports to the Report Server.			
	Report Builder	May view report definitions.			
	OK Cancel				

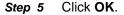


*Step 4* Check the following check boxes, as shown in Figure 2-64.

- —Browser
- -Content Manager
- —Publisher

#### Figure 2-64 2008 R2 New Role Assignment Datafill

7	SOL Server Reportin New Role As	•			
Use	this page to define role-bas	ed security for Home.			
Grou	p or user name: NT Autho	rityWetworkSer			
Sele	ct one or more roles to ass	ign to the group or user.			
	Role +	Description			
R	Browser	May view folders, reports and subscribe to reports.			
M	Content Manager	May manage content in the Report Server. This includes folders, reports and resources.			
	My Reports	May publish reports and linked reports; manage folders, reports and resources in a users My Reports folder.			
M	Publisher	May publish reports and linked reports to the Report Server.			
	Report Builder	May view report definitions.			
	OK Cancel				



#### **Uploading OW5000 Reports**

You must log on to the OW5000 Administrator in order to upload reports. 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 2-65).

#### Figure 2-65 2008 R2 Settings dialog box

General Settings	Countries & States	
DEFAULT COUNTRY	CODE	
Select The Default Country Code: United States of America (1)		
REPORT SETTINGS		
Reporting Services URL: http://mkd-uce-64/ReportServer		
Reports must be uploa	aded to the report server before they can be executed: Upload Reports	

Step 2 Verify that the reporting services URL matches the Virtual Directory value in the Reporting Services Configuration Manager. The default is http://<Machine Name>/ReportServer. Step 3 Click Upload Reports. A Reports Confirmation dialog box displays (Figure 2-66).

Figure 2-66 2008 R2 Reports Confirmation dialog box

🝘 Reports uploa	ded successfully.
General Settings	Countries & States
DEFAULT COUNTRY Select The Default Cou REPORT SETTINGS	
Reporting Services UR	L: http://mkd-uce-64/ReportServer
Reports must be uploa	aded to the report server before they can be executed: Upload Reports

- 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**. Figure 2-67 displays.

Figure 2-67 Report Manager—Home

GHome - Report Manager - Windows Internet Explorer	
🚱 🔄 🔻 🔊 http://mkd-uce-64/Reports/Pages/Folder.as 🔽 🗲	• •
😭 Favoritos 🛛 🚖 🙋 Suggested Sites 🔹 🙋 Web Site Gallery 🔹	
🍘 Home - Report Manager 👘 🔹 🔂 🔹 🖾	🗄 🔹 Page 🔹 Safety 🕶 Tools 🔹 🔞 🔹
	Home   Site Settings   Help 📧
SQL Server Reporting Services	
Home	Search
📸 New Folder 🕴 🧕 New Data Source 🕴 🖬 Folder Settings 👘 🎕 Up	oload File 🔠 Details View
0000 OW5000	

- 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.

# 2-50 Installation

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 and is able to view emergency calls, perform Listen In, Conference, and Acknowledge.

• Emergency On-Site Notification Observer - an E-OSN Observer can log into an E-OSN Client and is able to view emergency calls, but is not able to perform Listen In, Conference, or Acknowledge.

# **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 UCE Emergency On-Site Notification and select the desired user type from the drop list, Figure 3-1.



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

DbTool - Import/Export OW5000 Data	DbTool User 💌
Message Center	MC Admin Recipient
CW5000 Administrator	OW5000 Administrator
OW5000 Platform Web Directory	Web Directory User 💌
Procedure Manager Administrator	Procedure Manager Admin
UA5200 On-Call	On-Call Admin User 💌
UA5200 Room Direct for Health Care	Room Direct Administrator
UA5200 Server	UA5200 Administrator
L 0C200	UC700 ACD User
UCE Emergency On-Site Notification	E-OSN Administrator
Wake-Up	E-OSN Administrator

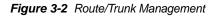
Step 4 Click the Apply button.

# **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.



	Ro	ute/Trunk Manageme	ent					
Ad	d N	ew Trunk						
1 -	11 0	f 11 records 20 📴 Result	ts per page			F	age 1	of 1
		Route Name	PBX	Route Number	Begin Trunk	Ending Trunk	Tenant	E-OSN
1		10	AcdPBX	10	10	12	.4	M
ļ		10	AcdPBX	252	10	100	1	厦
1	面	24	AcdPBX	24	1	23	1	肩
1	団	26	AcdPBX	26	1	23	1	肩
1	面	3	AcdPBX	3	1	1	1	<b>E</b>
1	田	67868	AcdPBX	768	67	69	1	肩
1	Ē	DonTest	DonTest-PbxIntercept	3	1	2	1	E
1	団	EOSNTestTrunk	DEV40	6	1	10	1	M
1	面	iuyo	AcdPBX	1	1	86	1	E
1	田	Route/Trunk.to.send.LIN.info	Jon Lacy LIN PBX	10	1	2	1	M
1	前	Trunk.to.75 PBX	SV7000-44	6	1	31	1	M

# 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.



OW5000 does not support route 0 as a valid route. Route 0 should not be used as an emergency route in a PBX since E-OSN will not be notified when an emergency call is made on that route.

Route/Trunk M	anagement
* Route Number:	252
* Name:	10
* Beginning Trunk:	10
* Ending Trunk:	100
* PBX:	AcdPBX
* Tenant Number:	1
	Marks the trunk range for this route as emergency trunks and wi generate emergency notifications when used.
	Emergency Notification Route
UserDefined 1:	
UserDefined 2:	
UserDefined 3:	
UserDefined 4:	

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

*Step 3* Make desired change and click **Apply**. A confirmation screen displays, Figure 3-4.

Trunk saved	
	<u>New Marketon</u>
* Route Number.	10
* Name:	10
* Beginning Trunk:	10
* Ending Trunk:	12
* PBX:	AcdPBX
* Tenant Number:	
	Marks the trunk range for this route as emergency trunks and v emergency notifications when used.
	Emergency Notification Route
UserDefined 1:	
UserDefined 2:	
UserDefined 3:	
UserDefined 4:	



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.

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

Figure 3-4 Add/Edit Route/Trunk confirmation

Trunk Monitor Status

Figure 3-5 E-OSN Administration application

NEC	UNIVERGE OW5000	Access Server	
Platform	•	ACD	Log Out
Applications	•	Application Message Service	
Directory	•	Dialer	
Application Dat	а	Email Notification	E-OSN Client Settings
Settings		Incoming Call Assistant	E-OSN Workstations
Scheduler		Location Status Information	Notification Configuration
Templates	•	OAI Server	Reports
MA4000 Integra	ation	Remote Call Control	System Test
Version Inform	ation	UCE Emergency On-Site Notification	Trunk Monitor Status



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
- Suppress Screen Saver
  - 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.



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

#### Alert Sound

- 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.



Preview alert sounds using the System Test for Emergency Calls. An E-OSN Client will play the configured sound when the test call is received.

# Allow Listen In

- Enabled (Default) E-OSN Users are allowed to perform Listen In actions using their E-OSN Clients and/or their configured workstation Dterms.
- Disabled E-OSN Users are not allowed to perform Listen In actions, from either their E-OSN Client or from their configured workstation Dterms.

NOTE -

Listen In provides the ability to silently monitor an emergency call in progress.

### Allow Conference

- Enabled E-OSN Users are allowed to perform conference actions using their E-OSN Clients and/or their configured workstation Dterms.
- Disabled E-OSN Users are not allowed to perform conference actions from either their E-OSN Clients and/or their configured workstation Dterms.
- **Default Phone Action** describes the action executed when handling emergency calls via the configured workstation Dterms.
  - Listen In (Default) When joining an emergency call using the phone, the E-OSN User will silently listen to this call. This option is not available when Listen In is not selected.
  - Conference When joining an emergency call using the phone, the E-OSN User will enter into a conference with this call. This option is not available when Conference is not selected.

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

ection wit

# **E-OSN Workstations**

In order to use the E-OSN Client in combination with a Dterm extension (thus being able to perform **Listen In** and **Conference**), an E-OSN workstation must be configured for each machine that is running the E-OSN Client. Access the E-OSN workstation's configuration page from **OW5000** > **Applications** > **UCE Emergency On-Site Notification** > **E-OSN Workstations**, see Figure 3-7.

OW5000 UA5200 **Unified Communications** Platform Þ Access Server Applications • ACD Directory Application Data Application Message Service Settings Dialer Scheduler Email Notification Templates Incoming Call Assistant MA4000 Integration Location Status Information Version Information OAI Server Remote Call Control 司 holden 同 UCE Emergency E-OSN Client Settings VivekTest E-OSN Workstations 同 WNCASWD016L 2020 Notification Configuration 1 - 3 of 3 records 20 Results per page Reports System Test Trunk Monitor Status

Figure 3-7 E-OSN Workstation Configuration

The main screen under **E-OSN Client Workstations** is depicted in Figure 3-8. To add a new workstation item, click the **Add New Workstation** button. The grid under this button contains a list of already configured workstations. This grid contains the following items:

- · Modify icon (pencil) modifies an existing workstation
- Delete icon (trashcan) deletes an existing workstation
- Machine Name name of the PC that will run the E-OSN Client
- · Prime Line extension number used as prime line
- Emergency Line extension number used as emergency line (subline)
- Tenant tenant number for prime line/emergency line

Figure 3-8 E	-OSN Client	Workstations
--------------	-------------	--------------

Ad	d Ne	w Workstation			
1-:	3 of 3	records 20 B Res	sults per page	Page: 1	🔁 of 1
1-:	3 of 3	Res	sults per page Prime Line		
1-:	3 of 3		10.000	Page: 1 Emergency Line 4333	
1-:		Machine Name	Prime Line	Emergency Line	Tenant 1 1

Pressing Add New Workstation or the modify icon (the pencil icon) opens a new page where the administrator can define the Machine Name, the PBX, the Prime Line and the Emergency Line, see Figure 3-9.

Figure 3-9 Add/Modify New Workstation

E-OSN Client Workstations
Machine Name: EOSN_MachineName PBX: SV7000-44
Prime Line: 2020
Emergency Line: 2021
Apply Done Cancel

The PBX can be picked from a drop down list populated with PBXs that are selected to be monitored by the Oai Server application. Choosing the PBX populates the Prime Line and Emergency Line drop down boxes with extensions from that PBX, which can be used as prime line or emergency line.

The emergency line must be defined in the PBX and in OW5000 Admin as a subline for the Dterm that uses the above mentioned prime line as main line. This subline should be labeled "Emergency Line on E-OSN Workstation's Dterm".

The **Machine Name** can be entered only when a new workstation is created (related text field is disabled when modifying an existing workstation). Normally this field has to take the name of an existing PC. There are some situations when the machine has to take a fictive name, as depicted in the Note below.



Customers must configure one E-OSN Workstation (with valid prime line and emergency line) for any PBX if they want the ability to join the call in progress on any PBX. The machine name does not have to be valid if it is not intended to run an E-OSN Client. Only the Dterm prime line and emergency line (subline) need to be valid. This will help when a single security guard station needs to be able to support a building with multiple PBX's. In that case, the customer will need to drop multiple Dterms near the main E-OSN Workstation so that the guard can still monitor/ conference into an emergency call regardless of which PBX it originated from. It is recommended that the name of the fictive E-OSN Workstation be a descriptive name, such as "Building A Emergency Line".

In the event the configured E-OSN workstation PCs are not usable (e.g. due to network problems), the following backup ringing and emergency call processing options are provided.

# **Backup Ringing**

- The Dterms of the configured **E-OSN Workstations** page sounds the Alert chime and displays the text "Emergency Call" whenever there are new, unacknowledged calls in progress.
- After adding a new workstation using the **E-OSN Workstations** page, when new, unacknowledged calls in progress occur, the Dterm of the newly added workstation sounds the Alert chime and displays the text "Emergency Call".
- After removing an existing workstation using the E-OSN Workstations page, when there are new, unacknowledged calls in progress, the Dterm of the removed workstation stops chiming and it no longer displays the text "Emergency Call".

# **Emergency Call Processing**

- When the security guard takes the prime line off-hook, the E-OSN Server application executes the default phone action (as defined in E-OSN Client Settings page), from the configured emergency line (subline) to the originating emergency caller.
- The security guard switches lines from the prime to the emergency line by pushing the flashing line and is placed into the emergency call.
- Picking up the receiver counts as an acknowledgement for the call that is joined.
- The line used to join the emergency calls should be labeled as the emergency line by the customer.

# **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 3-10 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)

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



Figure 3-10 Notification Configuration

No	tification Configuration		
Add/M	lodify Group		
Filter:	Owner Starts With	-	Search
1 - 3 of	3 records 20 📑 Results per pa	ge	Page: 1 🔁 of 1
	Group Name	Method	Owner
Ē	All PBX Emergency Calls	E-OSN Client	Schmidt, Jeremy T.
Ξ	All PBX Emergency Calls	E-OSN Client	Feng, Hui h.
Ē	All PBX Emergency Calls	E-OSN Client	Dascalu, Bogdan
1 - 3 of	3 records 20 📑 Results per pa	ge	Page: 1 📑 of 1

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 3-11. 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 3-11 Group Management

Notif	ication Configuration – G	roup Manageme	nt	
	-			
New Grou	up			
All PBX E	mergency Calls 💌 Edit Group	p		
1 - 1 of 1 r	ecords 20 🔁 Results per page		Page: 1	🔁 of 1
	Group Name	PBX Name	Member count	
/ 🖬	All PBX Emergency Calls	All PBXs	3	
1 - 1 of 1 re	ecords 20 📑 Results per page		Page: 1	🔁 of 1
Done				

UCE Emergency On-Site Notification (E-OSN) Installation Guide - Issue 2

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 3-12.

Figure 3-12 Add a New Group

Group Name	Available PBXs	
	SV7000-40-Hotel SV7000-44	

*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 3-13.

#### Figure 3-13 Editing a Group

mail Address	:	Add Add Email by Person	Add E-OSN Client User	Add/Remove Group PBX	Rename Gro
Querry	Starts With				
ter: Owner	Starts with	Search			
- 3 of 3 recor	is 20 🔋 Results per page				Page: 1 🚺
- 3 of 3 recor	fs 20 Results per page		Contact Method		Page 1 🔋
			Contact Method E-05N Clent		Page 1 🔋
- 3 of 3 recor 8 8	Full Name				Page 1

**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 3-14 displays.

Figure 3-14 Add Email by Person

lter	: All	Last Name	Starts	With	Searc
20	) of 77 records 20	🔁 Results p	erpage	P	'age: 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
>	Catton	John	Cotton, John		
>	Crumb	Ed	Crumb, Ed		
>	Dascalu	Bogdan	Dascalu, Bogdan		
>	Dascalu	Bogdan	Dascalu, Bogdan		
>	Dascelu	Bogdan	Dascalu, Bogdan		
>	Davidson	Betty	Devidson, Betty		4005
>	Doe	John	Doe, John T.	John.Doe@nec.com	4020
>	Doe	Lucy	Doe, Lucy		
>	Doll	Barbie	Doll, Barbie		
>	Flacco	Joseph	Flacco, Joseph		
>	Finstone	Wina	Flinstone, Wima		
>	Follis	George	Follis, George		
>	Folis	George	Follis, George		
>	Folis	George	Follis, George		
>	Folis	George	Follis, George		

UCE Emergency On-Site Notification (E-OSN) Installation Guide - Issue 2

Step 5 Click the > next to the name of the person getting a new Email contact method. Figure 3-15 displays.

Figure 3-15 Adding a new Email Prompt

-				
Selected per	son does not	have an email addr	ess. Do you want t	o add one?
Yes No				
Filter: All	Last Name	Starts V	Vith 💌	Search
1 - 20 of 77 records 20	🔁 Results p	erpage	P	age:1 🔁 of 4 > >>
Last Name 🔺	First Name	Full Name	SIP URI	Contact Method
<ul> <li>Alston</li> </ul>	vVanda	Alston, Wanda		

Step 6 Click Yes. Figure 3-16 displays.

Figure 3-16 Contact Method

Notification Configuration
Person Full Name: Flinstone, Wilma
* Contact Method: Home Email Address 💌
* Email:
* Priority: 1 💌
Confidentiality Status: None
Add Cancel

- *Step 7* Enter the information and click Add. Figure 3-13 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 emergencyrelated 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 3-17).

```
UA5200 Unified Communications
OW5000
 Platform
                         Þ
 Applications
                         ы
                            Access Server
                            ACD
 Directory
 Application Data
                            Application Message Service
 Settings
                            Dialer
 Scheduler
                            Email Notification
 Templates

    Incoming Call Assistant

 MA4000 Integration
                            Location Status Information
                                                                                       3 of 1
                                                                            Page: 1
 Version Information
                            OAI Server
        Last Name 🔺 🛛 Fir
                                                                    E-OSN Client Settings
                            Remote Call Control
       Samson
                        Jill
                                                                    E-OSN Workstations
                            UCE Emergency On-Site Notification
    >
       Sanchez
                        Sa
                                                                    Notification Configuration
    >
        Schmidt
                        Jeremy
                                     Schmidt, Jeremy T. jschmidt_sip(
    >
        Shetlar
                        Aaron
                                     Shetlar, Aaron
                                                       ashetlar_sip
                                                                    Reports
    >
       smith
                        frank
                                     smith, frank
                                                                     System Test
                        frank
                                     smith, frank
        smith
                                                                    Trunk Monitor Status
```

Figure 3-17 Reports

Emergency On-Site Notification reports are based on SQL Reporting Services (SSRS). For more information see Chapter 2, "Installing SQL Server Report Service".

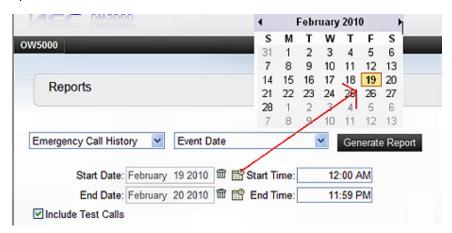
#### **Generating an Emergency Call History Report**

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 3-18.

Figure 3-18 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 3-19 below represents an Emergency On-Site Call History Generated Report.

#### Figure 3-19 Emergency On-Site Call History Generated Report

Emergency Call History	Event Date	Generate Report						
	4 2010 🖶 😭 Start Time: 27 2010 🖶 😭 End Time:	12:00 AM 12:00 AM						
14 4 1 of 2 > >1	100%	Find   Next Sele	ct a format	Expor	6			
EmergencyOnSiteCallHistory								
Call Date Time Location	Address	Full Name Extens	ion Route	Trunk Dialed Number	Call Duration	Ack'ed	E-OSN User	Host Name
I/14/2010 10:47:25 AM		4012	6	4	00:00:00	True	Schmidt, Jeremy T.	WNCASW D016L
1/14/2010							Second Pro-	o o nac



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

#### 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



An Email notification distribution list must be created before the link failure test can be executed. Distribution List, Email Subject and Email body will be empty until this configure is done.

#### 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 3-20.

E	_
1=1	
4	
NOTE	

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

Figure 3-20 Link Failure Notification

Link Failu	re Emergency Call
	Emergency Call Link Failure
Email Subject:	Test: Emergency Call Link Failure
Email Body:	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 3-21 represents a successful emergency call test.

Figure 3-21 Successful Emergency Call Test

Test event success	lly sent.	
Link Failure Emerge	cy Call	
* Calling Party First Name:	lohn	]
* Calling Party Last Name:	)oe	
Calling Party Middle Name:		
* Origination PBX: S	V7000-40-Hotel 🔽	
* Calling Party Route:	~	
* Calling Party Trunk: 1	~	
Calling Party Extension: 4	000 💌	
* Dialed Number: 5	5-5555	

 Table 3-1
 Emergency Call Test Field Descriptions

Field	Description
Calling Party First Name Calling Party Last 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 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 <b>Origination PBX</b> is selected.
Calling Party Trunk	Contains all the emergency trunks that are defined for the selected route. This is autofilled when the <b>Origination PBX</b> 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. To access this screen, navigate to **OW5000 > Applications > UCE Emergency On-Site Notification > Trunk Monitor Status**. 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 3-22 for an example of the Trunk Monitor Status page.

Figure 3-22 Trunk Monitor Status

Trunk Monitor Status									
Filter: PBX Na		tarts With 💌		Search					
41 - 45 of 45 records 20 Results per page << < Page: 3 of 3									
PBX Name	Route #	Trunk #	Status 🔺	Last Monitor Attempt					
SV7000-44	6	27	Success	9/1/2010 9:10:58 AM					
SV7000-44	6	28	Success	9/1/2010 9:10:58 AM					
SV7000-44	6	29	Success	9/1/2010 9:10:58 AM					
SV7000-44	6	30	Success	9/1/2010 9:10:58 AM					
SV7000-44	6	31	Success	9/1/2010 9:10:58 AM					

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

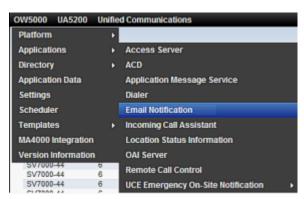
- Success This status means the trunk was successfully monitored.
- Failed This status means the trunk failed to be monitored.
- Stopped This status means that the "OWT Telephony Event Notification" service has stopped running and is no longer monitoring the emergency trunks.
- Initialized Briefly displays. 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 3-23.

Figure 3-23 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 3-24.

- 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 3-24 Email Notification

		a an an an an				
		Ile Applications: mergency On-Site Notification				
05	N	Events:				
1-70	aľ	7 iecorde 20 📑 Results per	paga		Page 1	
		Event	Active	Default Message Text	User Messa Text	age
.,	1	Emergency Call Link Failure	7	The connection to a FBX containing insultes designated as energency notification routes is disconnected. Che the logs of the FDX connection status for the OWDatServer service and the OWTelephony Event Notification Service.	ck	
> /	1	Emergency Call Link Connected	R	The connection to a PBX containing routes designated as emergency notification routes is now connected.		
> 1	1	Energency Call Service Blopped	R	The OWTelephony Event Notification service that provides PBX connectivity for the UCE Emergency On Sile Notification application has stopped.		
> /	1	Emergency Call Service Started	R	The DWTeleptory Event Notification service that provides PBX connectivity for the UCE Emergency On Sile Notification application is now running.		
> /	1	Emergency Trank Nontor Failure	R	The start monitoring attempt of an emergency trunk was not successful.		
> /	1	License Failure Warning	R	The locense can no larger be validated. If the locense communication is not restared before the grace period expires, the epolosition will no longer run.		
> 1	1	License Falure Grace Period Ecd	F	The failed license prace period has ended. All service and FBX oriented applications will no longer run.		

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-establishs 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.

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.

To review MA4000 imported extension location data, login to OW5000 Administrator and navigate to **OW5000 > Platform > Extension** and search for an extension that had location data imported.

Select the **SHOW NENA DATA** drop list (Figure 3-25) to display the values that were imported from MA4000. Figure 3-26 provides an example of expanded data.

Figure 3-25	SHOW NENA DAtA	
	*Extension:	4009
	* PBX:	DEV40
	* PhoneType:	DTerm
	* Tenant:	1 🗸
	Country:	United States of America (1)
	DID Number:	
	telURI:	Auto Input
	SIPURI:	Auto Input
	SIP Access Server	Not Assigned
	Collaboration:	4000 🗸
	Is Monitored:	✓
	Sublines:	Add Subline
		There are no sublines defined.
	😻 SHOW NENA DATA	
	Apply & Add New Apply	Done Cancel

Figure 3-26 Expanded NENA DATA

#### 🔗 HIDE NENA DATA

ANI: 2624009 Location Name: Irving Location Address: 4009 NE 6555 Highway 161 EXPY Irving Campus TX 78888-6666 Comments: Comment1 NPA: 214 Calling Number: 2624009 House Number: 4009 Prefix Directional: NE Street Name: 6555 Highway 161 Street Suffix: EXPY Post Directional: NW Community Name: Irving Campus State: TX Location: Irving Customer Name: NECAM Class of Service: 2 Type of Service: 1 Exchange: 262 Main NPA: 214 Main Number: 2624009 Order Number: 111111 Extract Date: 062910 County ID: 1 Source ID: Zip Code: 78888 Zip + 4: 6666 Customer Code: 121 Comments: Comment1 Expanded Extract Date: 20100629 End of Record: \* Apply & Add New Apply Done Cancel

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

# N E C NEC Corporation

UCE Emergency On-Site Notification (E-OSN) Installation Guide NDA-31053, Issue 2