

Definity-G(x) Demystified:
By Walt Medak

Q: I am just getting my feet wet in the world of VoIP, and think I may have caused myself a problem. At this point we are just using static IP addressing since we have a fairly small office and are only setting up a handful of phones at first. I was experimenting with some of the settings in the 46xxsettings.txt file to see what effect they would have on my phones. Well, along the way I must have done something to take away the ability to address the phones statically. When I reset the phones, I no longer get the “* to program” option.

The setting I had changed immediately before that happened was “PROCSTAT”. I had changed it from a 0 (zero) to a 1 (one). I changed it back to a 0 (zero), but I still don’t get the “* to program” option. Did I ruin my phones?

A: Don’t feel bad, I ran into exactly the same issue here. You were correct in having to change the “PROCSTAT” option back to 0. However, I found that I also had to use the “PROCPSWD” option set to “” (null) to get the phone to give me that prompt again and let me do the static programming. Once the phones were working again, I was able to use the two pound signs (##) at the beginning of the line to remark out both of those settings in the 46xxsettings.txt file. The phones have continued to work correctly through many resets since then.

Q: I like to keep my switch clear of any alarms, and I’ve got one that I just haven’t been able to clear up. It’s a DIG-LINE warning. I’ve run all the tests I can, checked all the cabling, etc... The phone seems to be working just fine, so it’s not that big of a deal, but I just can’t stand having that warning there if I can help it. What should I try next?

A: My guess is since you said the phone appears to be working fine that you haven’t tried the simplest test of all, which is just swapping that phone for another one of the same type. My guess is the warning will follow that particular telephone. One of the tests that run when you test a digital station port is called an “ID Request Test”. The phone system sends a request to the phone, and it is supposed to respond with it’s configuration and health information. If the test result you are seeing is a failure of test 17 with an error code of 2, then the phone is sending back a bad health bit. I’ve seen many cases where the phone will fail this test even though it appears to be working correctly. I don’t know of any way to fix a phone that is returning a bad health bit other than possibly sending it to one of the many companies that repair and refurbish phones.

Q: One of my co-workers must have been in a hurry to get out of the office last night because he left his computer up with ASA logged in to the switch and in the middle of a change station command. That wouldn’t be a real problem except he is on vacation for the next couple days, and nobody can find a key to his office. Is there a graceful way of terminating his connection, or at least getting him out of that command so I can do the things I need to do? We have a Definity version 9.5.

A: There are a couple commands that will force out anybody that is logged in to the switch. One is “test processor long”, and another is “reset system 1”. Even though neither of those commands are supposed to be service affecting, there is a very rare chance that the reset system command could cause a service interruption by detecting something wrong and escalating the reboot to a more destructive level.

You did use the word “graceful”, so let’s look at it from that angle. Probably the best command for you to use would be “reset login-ID x”. To make the command work, you need to know the ID of the login that you want to terminate. To find the ID, use the command “status logins”. You should see his login name, connection information and the active command he is in. The column the farthest to the right is the login ID that you need. Let’s say the login ID associated with his login is “1”. You would run the command “reset login-ID 1”. That should immediately terminate his connection to the switch. Since he was in a command overnight, you will probably also have an alarm from the switch not being able to do a backup. I would perform a “save translation” command to clear the alarm and make sure your latest changes have been saved.