CHAPTER 4

Performing Tasks and Displaying Information

This chapter describes how to perform various tasks and display information.

Accessing Device Information

This chapter describes how to access information and perform tasks by first selecting a component, then selecting a menu (such as **Configure)**, and finally selecting a menu option (such as **Port)**. Keep in mind that CiscoView also enables you to access device information in other ways:

- Double-click a component (such as a port, card, or the chassis) to open the Configure dialog box.
- Click the far-right mouse button when the cursor is positioned over a component to display a popup menu. Select the preferred option from the menu.

Selecting Groups of Components

You can display configuration or statistical information for a single component or for a group of the same type of components.

To select a group of components, do the following:

Step 1 Click and hold down the mouse button as you move the cursor over the same type of components, such as two ports of the same type, or two cards.

A highlighted border indicates the selected components.

Step 2 Select the preferred menu options.

Displaying AS5200 Modem Values

This section describes how to display modem values from the logical view.

Displaying the Modem System View

Follow these steps to display the Modem System View.

Step 1 In the logical view, select the chassis.

Step 2 From the **Configure** menu, select **logical device**.

The Modem System View window appears. This window displays information about the whole modem system.

Displaying the Modem Group Table

Follow these steps to display the Modem Group Table.

Step 1 In the logical view, select the chassis.

Step 2 From the **Configure** menu, select **logical device**.

The Modem System View window appears.

Step 3 Select the **CATEGORY** box.

Step 4 Select **Modem Group Table**.

The Modem Group Table lists the group identification number and the group size.

Displaying a Single Group

Follow these steps to display a single group.

Step 1 In the logical view, select the chassis.

Step 2 From the **Configure** menu, select **logical device**.

The Modem System View window appears.

Step 3 Select the **CATEGORY** box.

Step 4 Select **Modem Group Table**.

Step 5 In the Modem Group Table, select either a Group ID or a Group Size.

Step 6 Click the **Group View** button at the bottom of the window.

The Modem Group View appears, showing the Group No., Group members, Active Inbound, Active Outbound, Active, Available, and Not Functional modems.

Displaying Modem System Internal Parameters

Follow these steps to display the Modem System Internal Parameters.

Step 1 In the logical view, select the chassis.

Step 2 From the **Configure** menu, select **logical device**.

The Modem System View window appears.

Step 3 Select the **CATEGORY** box.

Step 4 Select **Modem System Internal Parameters**.

The Modem System Internal Parameters window displays the Watchdog Time (min), Status Poll Time (sec), and Max No. of Retries (maximum number of retries).

Displaying the Modem Port Status

Follow these steps to display the Modem Port Status.

Step 1 In the logical view, click a modem port (the box with a large M).

Step 2 From the **Configure** menu, select **modem port**.

The Modem Port Status window appears, showing port status.

Step 3 Select the **CATEGORY** box.

These options appear: Modem Port Configuration and Modem Port Statistics.

Step 4 For additional status, select **Modem Port Statistics**.

Displaying the Modem Port Configuration

Follow these steps to display the modem port configuration.

Step 1 In the logical view, click a modem port (the box with a large M).

Step 2 From the **Configure** menu, select **modem port**.

The Modem Port Status window appears, showing port status.

Step 3 Select the **CATEGORY** box.

These options appear: Modem Port Configuration and Modem Port Statistics.

Step 4 Select **Modem Port Configuration**.

This window lists configuration information. You can change the values by clicking the small box in each field.

Displaying the Modem Port Statistics

Follow these steps to display the Modem Port Statistics.

Step 1 In the logical view, click a modem port (the box with a large M).

Step 2 From the **Monitor** menu, select **modem port**.

The Modem Port Statistics window appears, displaying modem port statistics, including Completed Inbound, Completed Outbound calls, Failed Inbound, Failed Outbound calls, Unanswered Inbound calls, Failed Dial Out, No Dial Tone, Dial Time-out, and Watchdog Timeout.

Displaying Manageable Stats

The Manageable Stats window is accessible from the Modem Port Statistics window described previously.

Step 1 In the logical view, click a modem port (the box with a large M).

Step 2 From the **Monitor** menu, select **modem port**.

The Modem Port Statistics window appears.

Step 3 Select the **CATEGORY** box.

Step 4 Select **Manageable Stats**.

The Manageable Stats window graphs Calls of various baud rates, No Carrier, Link Failure, Protocol Error, and Polling Time-out.

Displaying DS1 Line Configuration

Follow these steps to access the DS1 line configuration dialog boxes.

Step 1 In the rear view, click a DS1 port (a port on a PRI card represented by four small colored boxes).

Step 2 From the **Configure** menu, select **line-ds1**.

Step 3 Select the **CATEGORY** box.

These options appear:

- **DS1 Line Configuration**—Displays the DS1 Line Configuration dialog box.
- **DS1 Line Alarm Status**—Displays the DS1 Line Alarm Status dialog box.

Step 4 Select the preferred option to display the corresponding dialog box.

You can change the fields containing a selection box and those with empty field boxes. Note that the 1406 T1 MIB contains DS1 information.

Changing Values

You can change many values displayed in the AS5200 Manager. This section describes various values you can change.

Note If a **Modify** button appears in a window, you can change some and perhaps all of the values displayed in that window.

Changing the Watchdog Time Value

Follow these steps to change the watchdog time value.

Step 1 In the logical view, select the chassis.

Step 2 From the **Configure** menu, select **logical device**.

The Modem System View dialog box appears, displaying information about the whole modem system.

Step 3 Select the **CATEGORY** box.

Step 4 Select **Modem System Internal Parameters**.

The Modem System Internal Parameters dialog box displays the Watchdog Time (min), Status Poll Time (sec), and Max No. of Retries (maximum number of retries).

Step 5 To change the Watchdog Time, select the current number, and enter a new number.

Step 6 Click **Modify**.

Changing the Polling Frequency

You can change the polling frequency by using either method 1 or 2 described next.

Method: Using the DS1 Line Current Statistic Dialog Box

You can change the polling frequency from the DS1 Line Current Statistic dialog box as follows:

Step 1 In the logical view, click a DS1 port (a port on a PRI card represented by four small colored boxes).

Step 2 From the **Monitor** menu, select **line-ds1**.

The DS1 Line Current Statistic dialog box appears.

Step 3 Use the up and down arrows in the Polling Frequency (secs) field to increase or decrease the frequency.

Step 4 Click **Apply** to apply the changes.

Method 2: Using the Properties Dialog Box

You can change the polling frequency from the Properties dialog box as follows:

Step 1 In the logical or rear view, select the chassis, a card, or a modem.

Step 2 From the **Options** menu, select **Properties**.

The Properties dialog box appears, displaying values you can change, such as Polling Frequency, Retries, Timeout, Read Community, Write Community, Show MIB Label as, Launch CiscoView in, and Mwm Resize Bug.

Mwm is the *Motif Window Manager*. The Motif Window Manager, Release 1.*x* has a resize bug that prevents windows from being resized smaller without unmapping them. If you select **Yes, refresh** from the Mwm Resize Bug field, you will be able to resize a CiscoView window**.** However, this option slows down the window display so you have the option of not resizing. If you select **N/A** from the Mwm Resize Bug field, you will not be able to resize a CiscoView window.

Step 3 Enter the preferred value in the Polling Frequency field.

Step 4 Click **OK** to apply the changes.

Changing the Polling Retries Value

Follow these steps to change the polling retries value.

Step 1 In the logical or rear view, select the chassis, a card or a modem.

Step 2 From the **Options** menu, select **Properties**.

The Properties dialog box appears. This dialog box displays values you can change, such as Polling Frequency, Retries, Timeout, Read Community, Write Community, Show MIB Label as, Launch CiscoView in, and Mwm Resize Bug.

Mwm is the *Motif Window Manager.* The Motif Window Manager, Release 1.*x* has a resize bug that prevents windows from being resized smaller without unmapping them. If you select **Yes, refresh** from the Mwm Resize Bug field, you will be able to resize a CiscoView window. However, this option slows down the window display so you have the option of not resizing. If you select **N/A** from the Mwm Resize Bug field, you will not be able to resize a CiscoView window.

Step 3 Enter the preferred value for the Retries field.

Step 4 Click **OK** to apply the changes.

Changing the AT Mode Permit Value

Follow these steps to change the AT mode permit value.

Step 1 In the logical view, click a modem port (one of the boxes with a large M).

Step 2 From the **Configure** menu, select **modem port**.

The Modem Port Status window appears.

Step 3 Select the **CATEGORY** box.

These options appear: **Modem Port Configuration** and **Modem Port Statistics**.

Step 4 Select **Modem Port Configuration**.

Step 5 Click the small box in the field next to **AT Mode Permit**.

Step 6 Select **true** or **false**.

Changing the Status Polling Enabled Value

Follow these steps to change the status polling enabled value.

Step 1 In the logical view, click a modem port (one of the boxes with a large M).

Step 2 From the **Configure** menu, select **modem port**.

The Modem Port Status window appears.

Step 3 Select the **CATEGORY** box.

These options appear: Modem Port Configuration and Modem Port Statistics.

Step 4 Select **Modem Port Configuration**.

Step 5 Click the small box next to **Status Polling Enabled**.

Step 6 Select **true** or **false**.

Changing the Busy Out Request

Follow these steps to change the busy out request.

Step 1 In the logical view, click a modem port (one of the boxes with a large M).

Step 2 From the **Configure** menu, select **modem port**.

The Modem Port Status window appears.

Step 3 Select the **CATEGORY** box.

These options appear: Modem Port Configuration and Modem Port Statistics.

Step 4 Select **Modem Port Configuration**.

Step 5 Click the small box next to **Busy Out Request**.

Step 6 Select **true** or **false**.

Changing the Shutdown Request

Follow these steps to change the shutdown request.

Step 1 In the logical view, click a modem port (one of the boxes with a large M).

Step 2 From the **Configure** menu, select **modem port**.

The Modem Port Status window appears.

Step 3 Select the **CATEGORY** box.

These options appear: Modem Port Configuration and Modem Port Statistics.

Step 4 Select **Modem Port Configuration**.

Step 5 Click the small box next to **Shutdown Request**.

Step 6 Select **true** or **false**.

Changing the Reset Mode Request

Follow these steps to change the reset mode request.

Step 1 In the logical view, click a modem port (one of the boxes with a large M).

Step 2 From the **Configure** menu, select **modem port**.

The Modem Port Status window appears.

Step 3 Select the **CATEGORY** box.

These options appear: Modem Port Configuration and Modem Port Statistics.

Step 4 Select **Modem Port Configuration**.

Step 5 Click the small box next to **Reset Mode Request**.

Step 6 Select **true** or **false**.

Changing the Bad Mode Request

Follow these steps to change the bad mode request.

Step 1 In the logical view, click a modem port (one of the boxes with a large M).

Step 2 From the **Configure** menu, select **modem port**.

The Modem Port Status window appears.

Step 3 Select the **CATEGORY** box.

These options appear: Modem Port Configuration and Modem Port Statistics.

Step 4 Select **Modem Port Configuration**.

Step 5 Click the small box next to **Bad Mode Request**.

Step 6 Select **true** or **false**.

Other Tasks

Additional tasks follow.

Caller ID—Identifying the Incoming Caller

Step 1 In the logical view, click a modem port (one of the boxes with a large M).

Step 2 Select the **Configure** menu, then **modem port**.

The Modem Port Status window appears. This window displays information about the whole modem system, including the Caller ID of the incoming caller.

Using Telnet

From the toolbar near the top of the Main (logical or rear view) window, double-click the icon shaped like a computer monitor (the icon to the far right). This opens a Telnet session.