InSite/iLinq Platform (IiP)

Service Information

IIP Release 3.0

Document Revision 3.0

Global Software Operation-Am

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Introduction

This document provides information that may be used in the troubleshooting of InSite related functionality. Information provided in the document is at the Engineering Level. Modalities may parse this documentation as deemed necessary for Service Documentation. All commands provided in this document are to be run as root (i.e., the user must login in as root by the command string: "su - root"). All commands are to be executed in a console, command, or terminal window and can be identified with a leading ">"character. The command to be typed is in bold typeface.

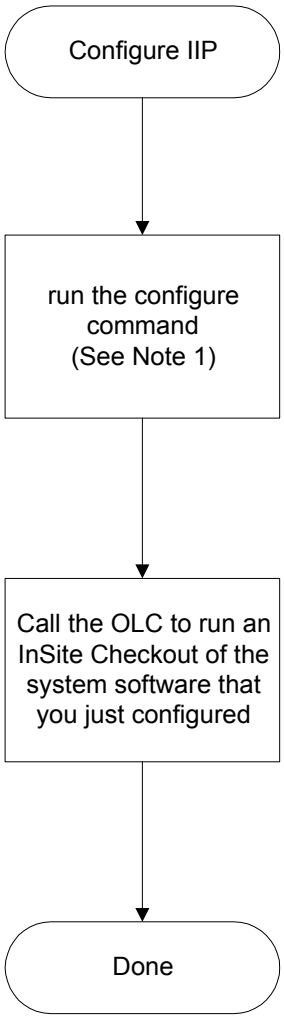
This document contains 4 Appendices. Appendix A Contains sample output from the execution of commands. Appendix B contains options for commonly used commands within the InSite Interactive Platform. Appendix C contains the same text provided in the IIP Configuration GUI Troubleshooting tab. Appendix D contains samples of configuration files used in IIP.

NOTE: Several of the flow diagram refer to the log $IIP_SESSION_LOG. This log is defaulted in IIP as ~insite/logfiles/iipsession_log. Modalities may override this definition in the ~insite/.insiterc.local file. To determine the real path and name of the $IIP_SESSION_LOG type**:**

> echo $IIP_SESSION_LOG [return]

This document is applicable for the IiP release indicated in the upper left corner of the document header.

IIP Software Configuration



Note 1: **Running the configure command**

Type:
> source ~insite/.insiterc
>
> iipadmin configure

IIP Configuration Tool

The following pages provide descriptions of the IIP Configuration Tool that starts up when the user executes the command “iipadmin config”.

Figure 1: Proprietary Tab with basic components labeled

Status bar indicates the status of an action or tools status

Exit button for the IIP Configuration GUI

The Authorization Tab, Figure 1, is a security confirmation screen. The user is prompted to click on DECLINE if not a GEMS employee or click on ACCEPT 3 times if the user is a GEMS employee. Basic components of the window are: 1) all tabs contain a title, 2) the status area that displays status of actions, and 3) an Exit button to exit the IIP Configuration Tool.

After ACCEPT has been clicked on three times, the main tabs are initialized. The main tabs can be customized by command line parameters or the non-existence of files required to complete the configuration.

Command line parameters that may be added to the "iipadmin config" to customize the main tabs are:

Command Line Parameter	Effects on Main Tabs
-prodiags	Only displays Information and ProDiags Tabs.
-noprodiags	Displays all tabs except ProDiags.
-healthpage	Only displays Information and Health Page Tabs.
-nohealthpage	Displays all tabs except Health Page.
-modem	Only displays Information, Modem, and Checkout Tabs.
-nomodem	Displays all tabs except Modem and Checkout Tabs.
-logs	Does not display or load the Information-Logs Tab

Table 1: Command Line Parameter affects on Configuration GUI Tabs

The following files are checked for existence before allowing a tab to be displayed:

Tab	File(s)
Information	None.
ProDiags	$INSITE_HOME/ProDiags/bin/pd_Install
Health Page	$IIP_HEALTHPAGE_DIR/healthpage
Custom Health Page	$IIP_HP_CONFIG_DIR/healthpg.cfg $IIP_HP_CONFIG_DIR/healthpg.pm (Note: does not prevent tab from initializing. Alternate means are executed to generate these files.)
Device Conneciton/ Custom Modem/ Network/ Checkout	$INSITE_HOME/bin/installinsite $INSITE_HOME/bin/installmodem

Table 2: Files required for a Tab to appear

Information Tab

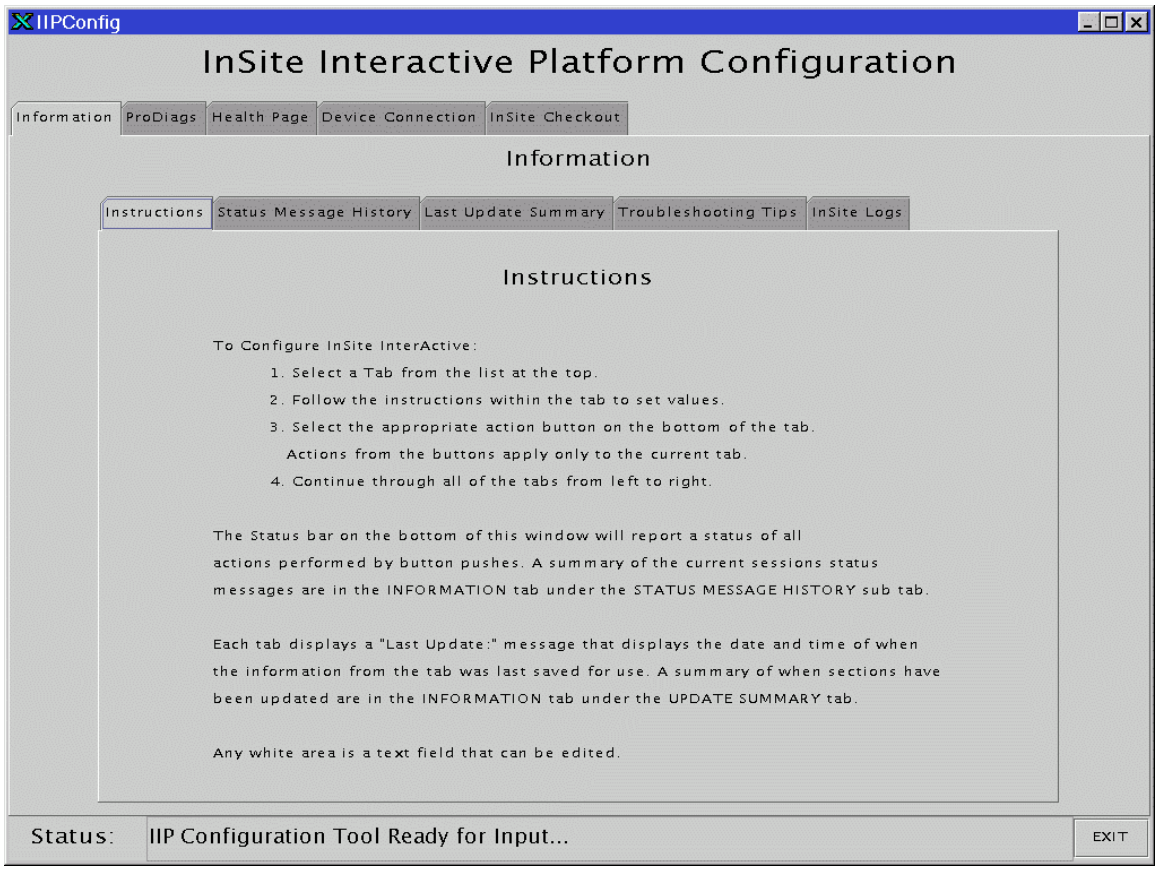


Figure 2: Information Tab, Instructions sub-tab

The Information tab contains 5 sub-tabs. The Instructions tab, Figure 2, provides the user with information on how to use the IIP Configuration Tool. Briefly, to Configure InSite the user is to select the tabs from left to right. Instruction in each of the tabs will assist the user in executing the tasks on that tab. When all tabs are completed, the user may exit the tool.

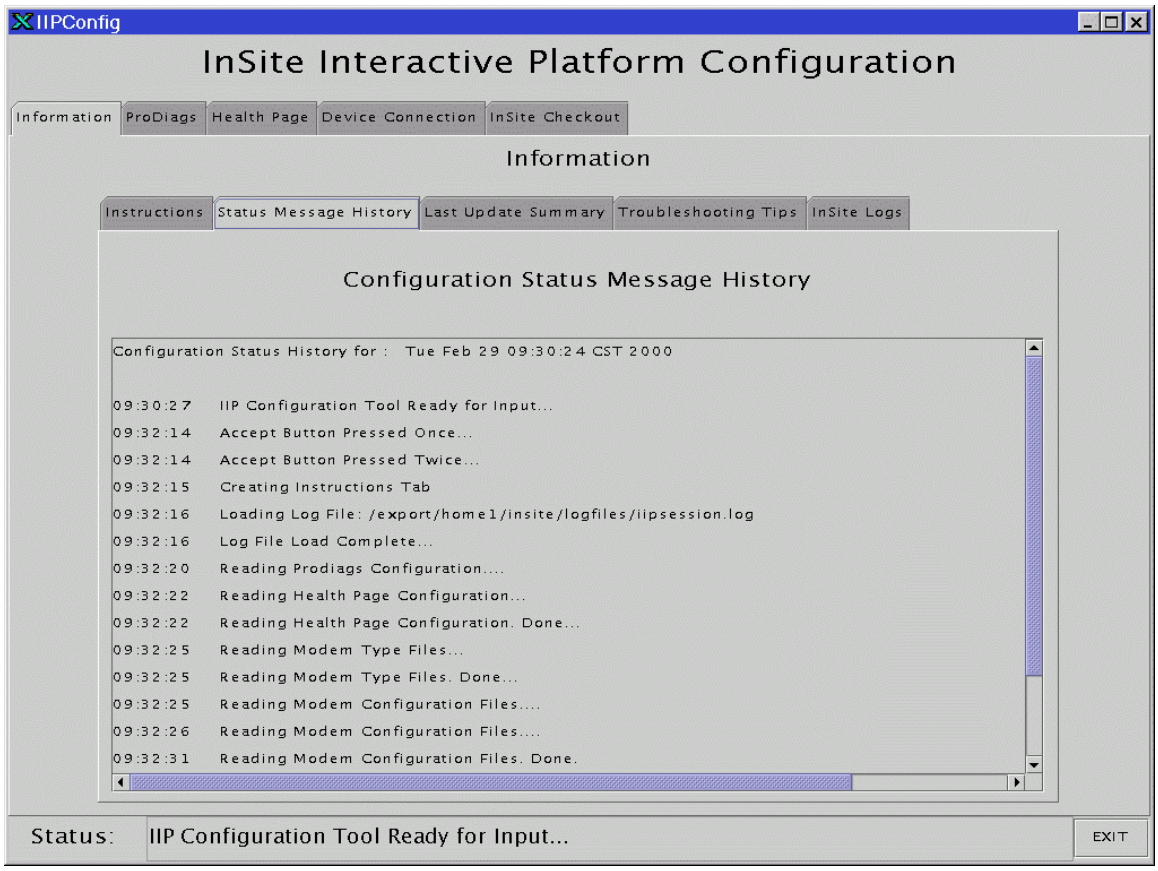


Figure 3: Information Tab, Status Message History sub-tab

The Information Tab, Status Message History sub-tab, Figure 3, provides the user an up-to-date listing of all the status messages that have appeared in the Status Message Line at the bottom of the Tool window. Text displayed in this window is for the current session only. All status messages are tagged with a time only stamp. When the IIP Configuration Tool is run using the -debug switch, additional messages are displayed here as well as logged to the file $INSITE_HOME/logfiles/configdebug.log.

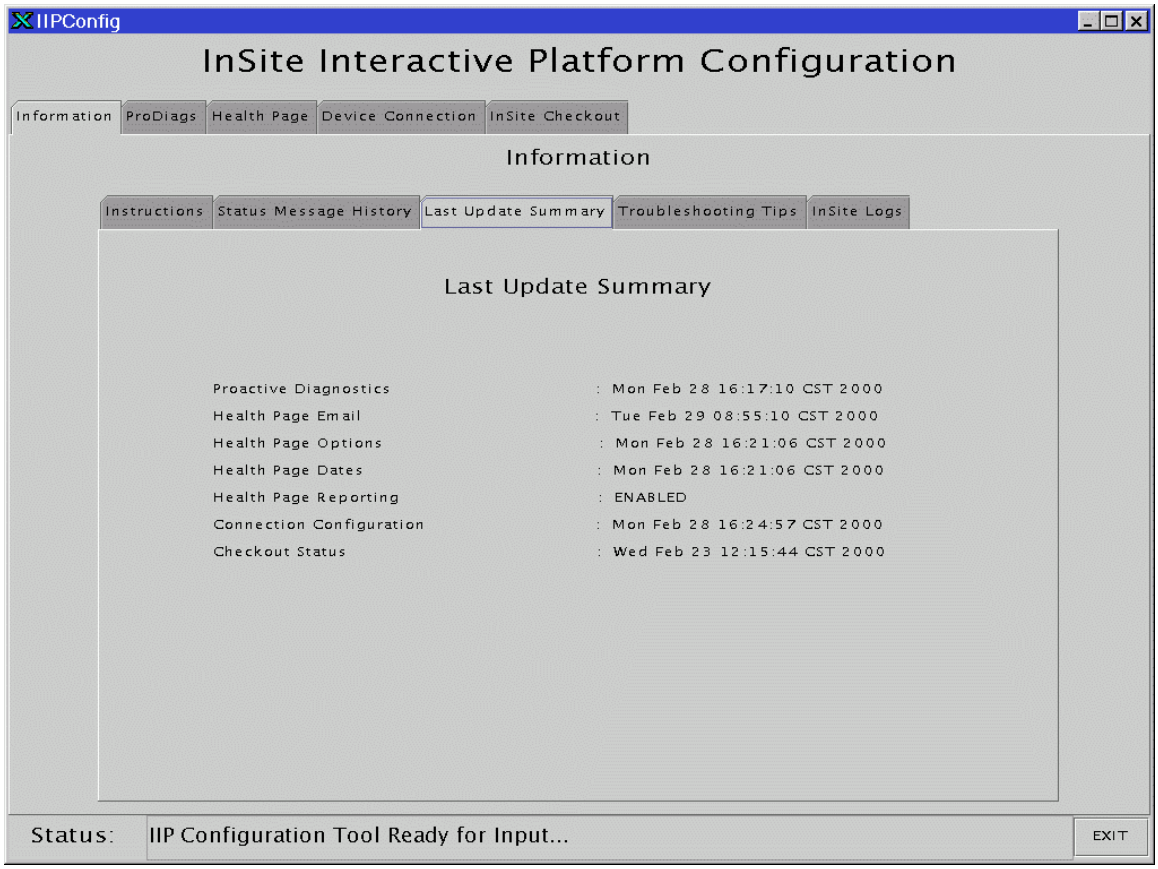


Figure 4: Information Tab, Update Status List sub-tab

The Information Tab, Update Status List sub-tab, Figure 4, provides the user with information on when each package was last configured. The Update Status displayed are determined by file dates as indicated in Table 3.

Package	Status retrieved by:
Proactive Diagnostics	Uses the date of the file $INSITE_HOME/ProDiags/schedule/bg_schedule_data
Health Page Email	Uses the date of the file $IIP_HP_CONFIG_DIR/healthpg.adr
Health Page Options	Uses the date of the file $IIP_HP_CONFIG_DIR/healthpg.cfg
Health Page Dates	Uses the date of the file $IIP_HP_CONFIG_DIR/healthpg.pm
Health Page Reporting	DISABLED if ProDiags/healthpg/bin/.norunhealthpage file exists ENABLED if ProDiags/healthpg/bin/.norunhealthpage file does not exist
Device Connection	Uses the date of the file $INSITE_HOME/.insiteINFO
Checkout Status	Uses the date of the file $INSITE_HOME/sclink.cfg
Has User Customized Modem Registers?	Uses an internal value “updateRegFlag”. *No* is displayed if updateRegFlag is false. *Yes* is displayed if updateRegFlag is true. updateRegFlag is initialized as false and can only be set to true if the user modifies a register by using the “Update Register” action on the Custom Modem Tab.
Custom Modem Registers Saved to NVRAM	Uses an internal value “updateRegFlag” and “updateNVRAMFlag”. *NOT APPLICABLE* is displayed if updateRegFlag is false. *NO* is displayed if updateRegFlag is true and updateNVRAMFlag is false. *YES* is displayed if updateRegFlag is true and updateNVRAMFlag is true. updateNVRAMFlag is initialized as false and can only be set to true if the user executes the “Update NVRAM” action on the Custom Modem Tab.

Table 3: File used to retrieve status information

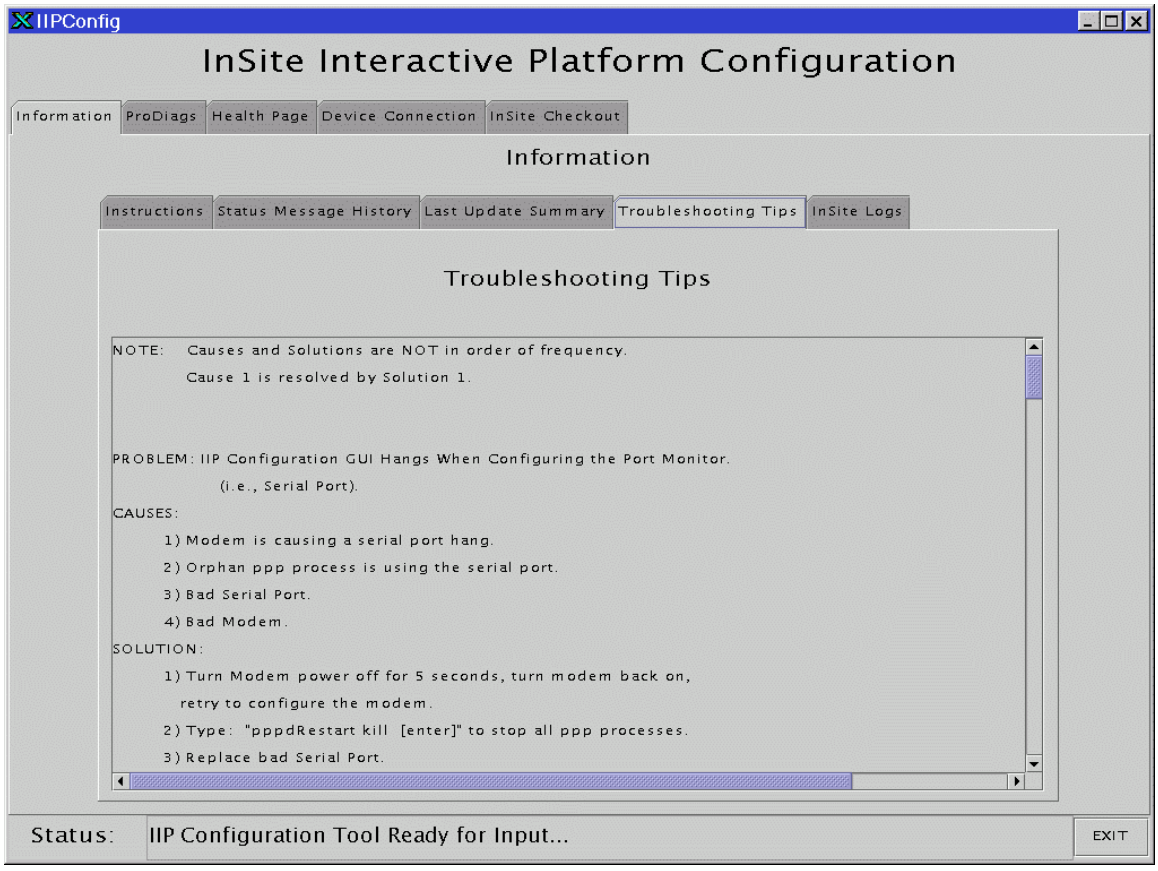


Figure 5: Information tab, Troubleshooting Tips sub-tab

The Information tab, Troubleshooting Tips sub-tab, Figure 5, provides the user with basic Problem/Cause/Solution for InSite related problems.

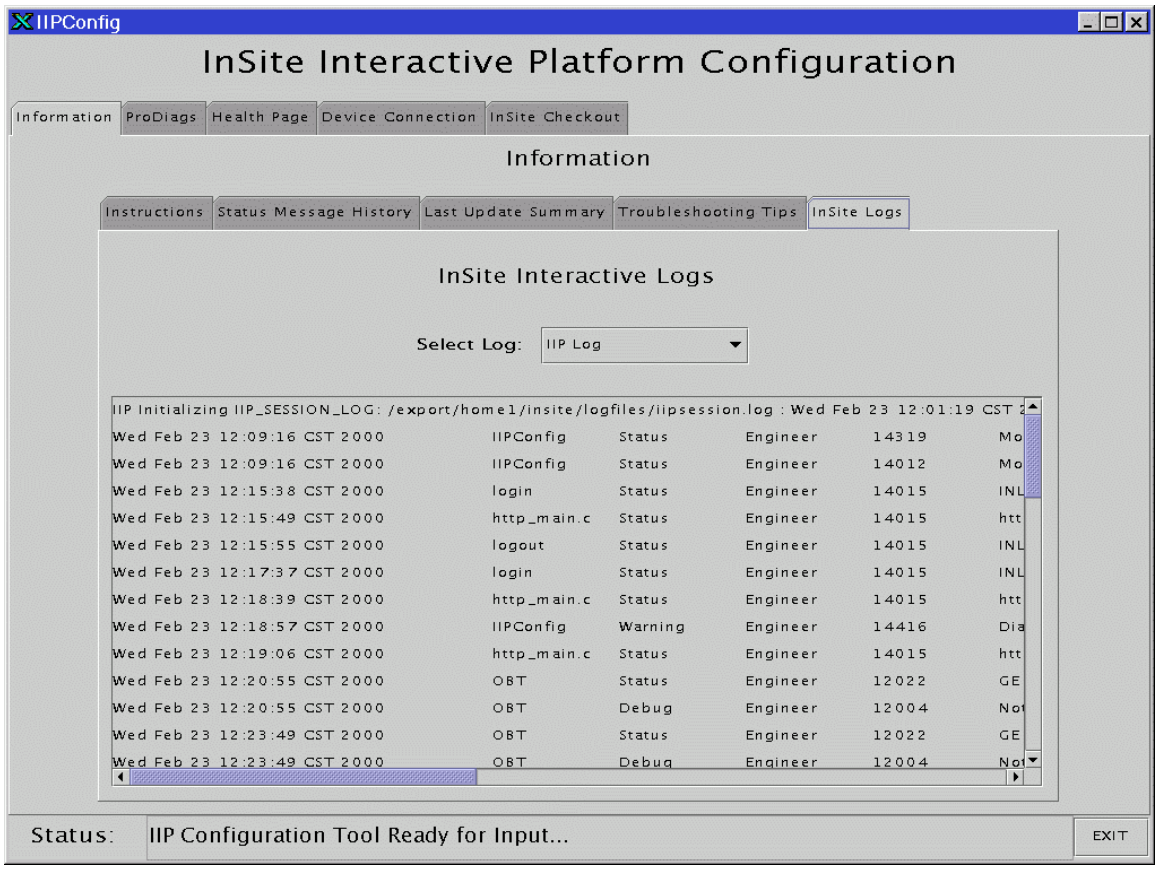


Figure 6: Information tab, Troubleshooting Tips sub-tab

The Information tab, Logs sub-tab, Figure 6, displays various InSite related logs to the user. Logs are selected from the :Select Log" pull down list. Logs in the vary by OS but typically include the $IIP_SESSION_LOG, server/logs/access_log, server/logs/error_log, ProDiags/proDiags.<hostname>.log, tds/tds.log, ppp log and the main OS specific error log.

ProDiags Tab

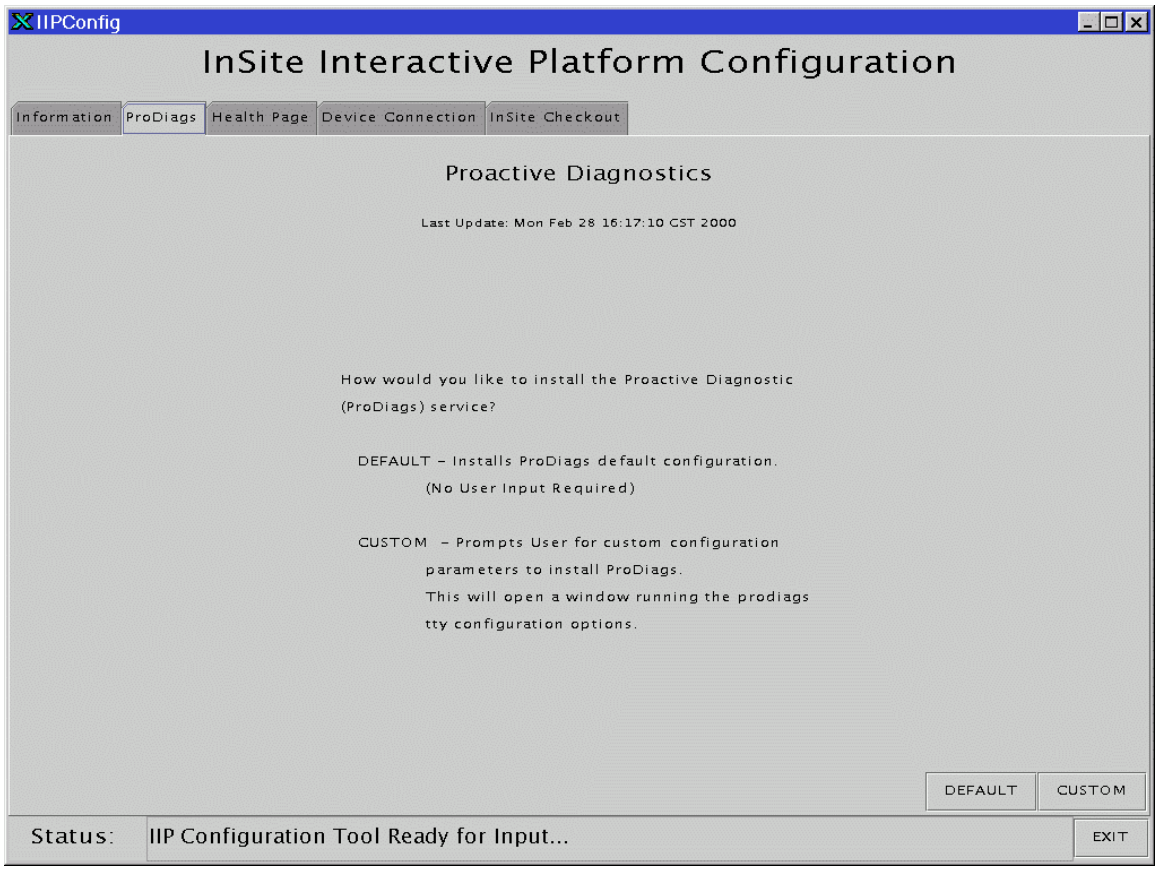


Figure 7: Proactive Diagnostics Tab

The ProDiags Tab, Figure 7, is for the configuration of Proactive Diagnostics. The user is to select either the DEFAULT button or the CUSTOM button to configure ProDiags.

Selecting the “DEFAULT” Button will configure ProDiags with the schedule files provided and no further user input. Selecting the DEFAULT button executes the command “pd_install -auto”. pd_Install is located in the $INSITE_HOME/ProDiags/bin directory.

Selecting the “CUSTOM” button executes the command “pd_install” in a shell window. This allows the user to modify the default ProDiags schedule for the site. pd_Install is located in the $INSITE_HOME/ProDiags/bin directory.

Healthpage Tab

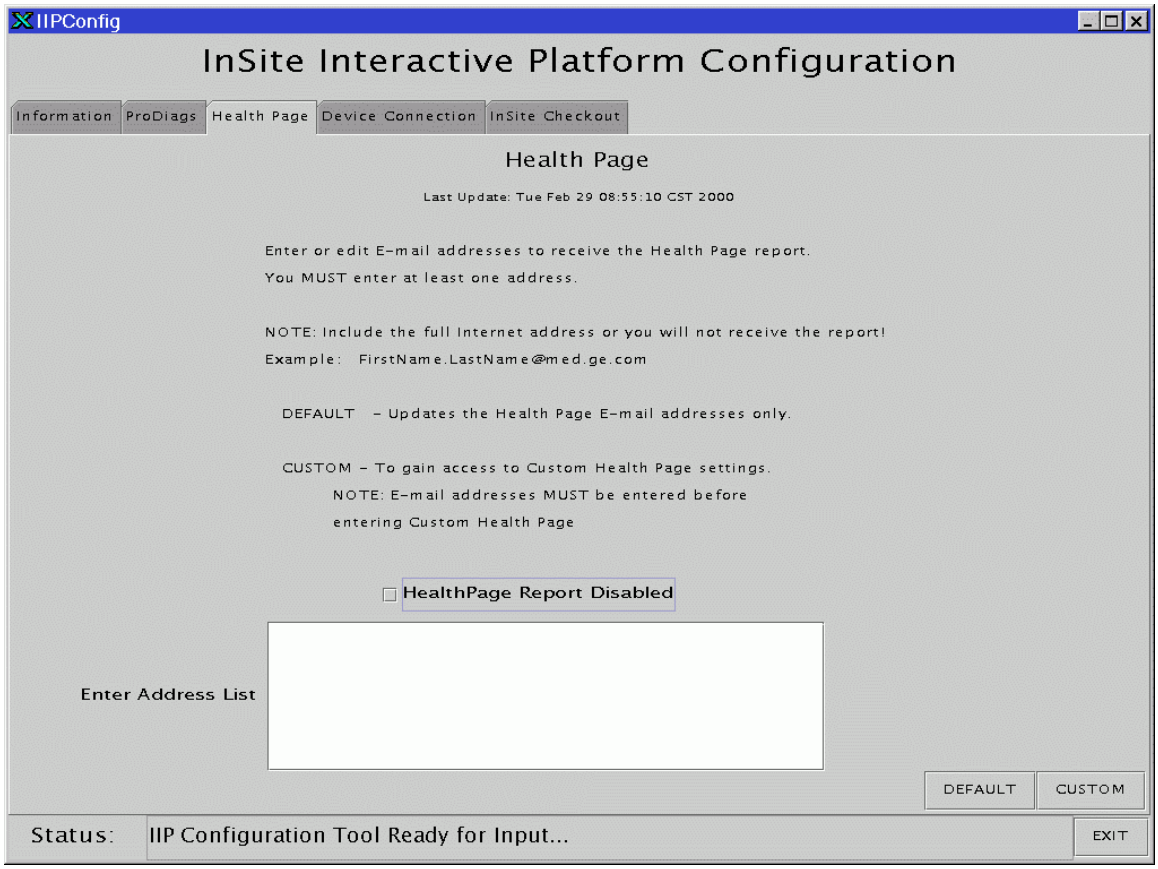


Figure 8: Health Page Tab

The Health Page Tab, Figure 8, is for the configuration of Health Page. The user is to select either the “DEFAULT” button or the “CUSTOM” button to configure Health Page.

The Health Page Reporting check box will manually enable or disable the Health Page Reporting option. The “DEFAULT” or “CUSTOM” Button do not need to be pressed to enable or disable. Although, pressing the “DEFAULT” or “CUSTOM” will automatically enable Health Page Reporting.

Selecting the “DEFAULT” Button will configure Health Page with the schedule files provided by the Modality. A valid e-mail address is required in the Enter Address List box for the DEFAULT configuration. A valid e-mail address is defined as a string in the format <name>@<location>.
A check is made for an “@” only. All e-mail addresses are saved to the $IIP_HP_CONFIG_DIR/healthpg.adr file in the format:

user<#>=<email address>

Selecting the “CUSTOM” button writes the e-mail address file and generates the Custom Health Page sub-tabs. If the configuration file $IIP_HP_CONFIG_DIR/healthpg.cfg does not exist, the configuration tool runs “$IIP_HEALTHPAGE_DIR/healthepage -c” in a command window. If the $IIP_HP_CONFIG_DIR/healthpg.pm file does not exist, a list of pm dates is created starting one month from the current date.

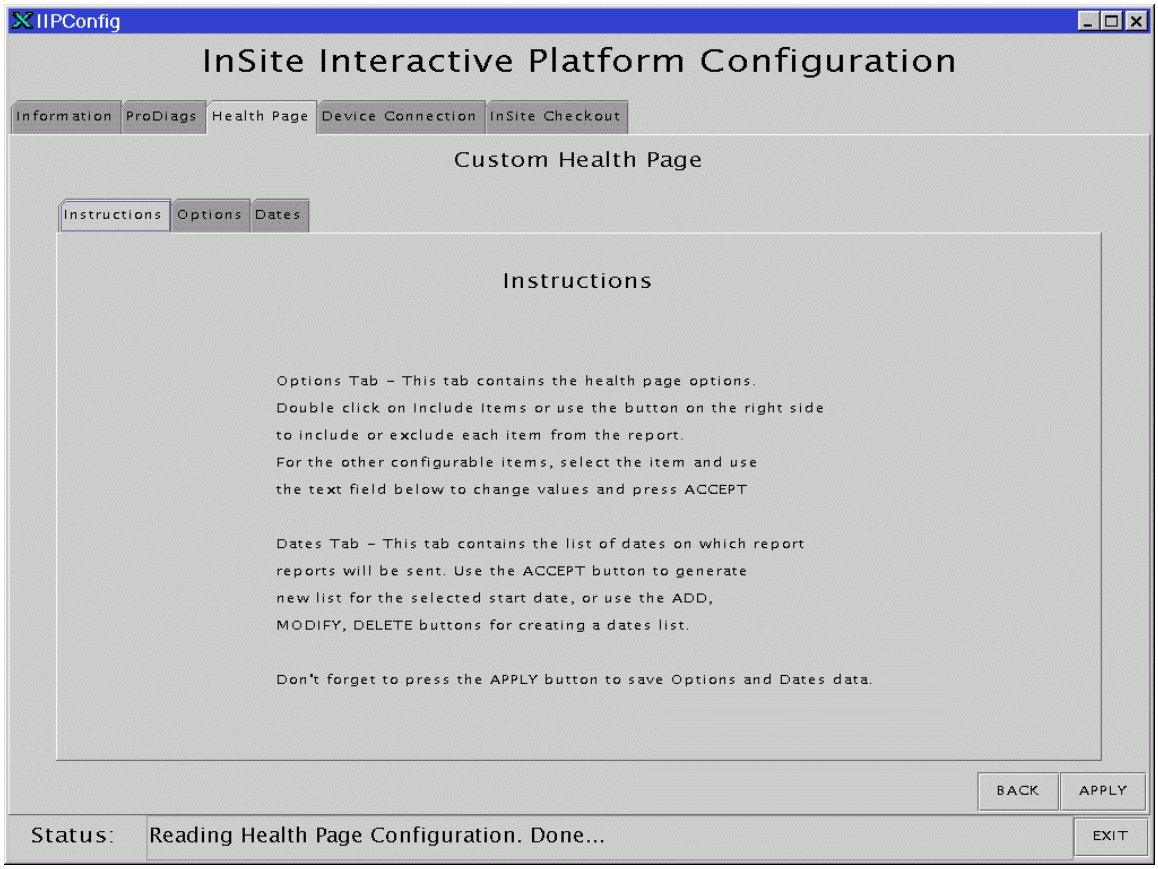


Figure 9: Custom Health Page Instructions Tab

The Custom Health Page Tab, Instructions sub-tab, Figure 9, provides the user with instructions on changing values in the Options and Dates sub-tabs.

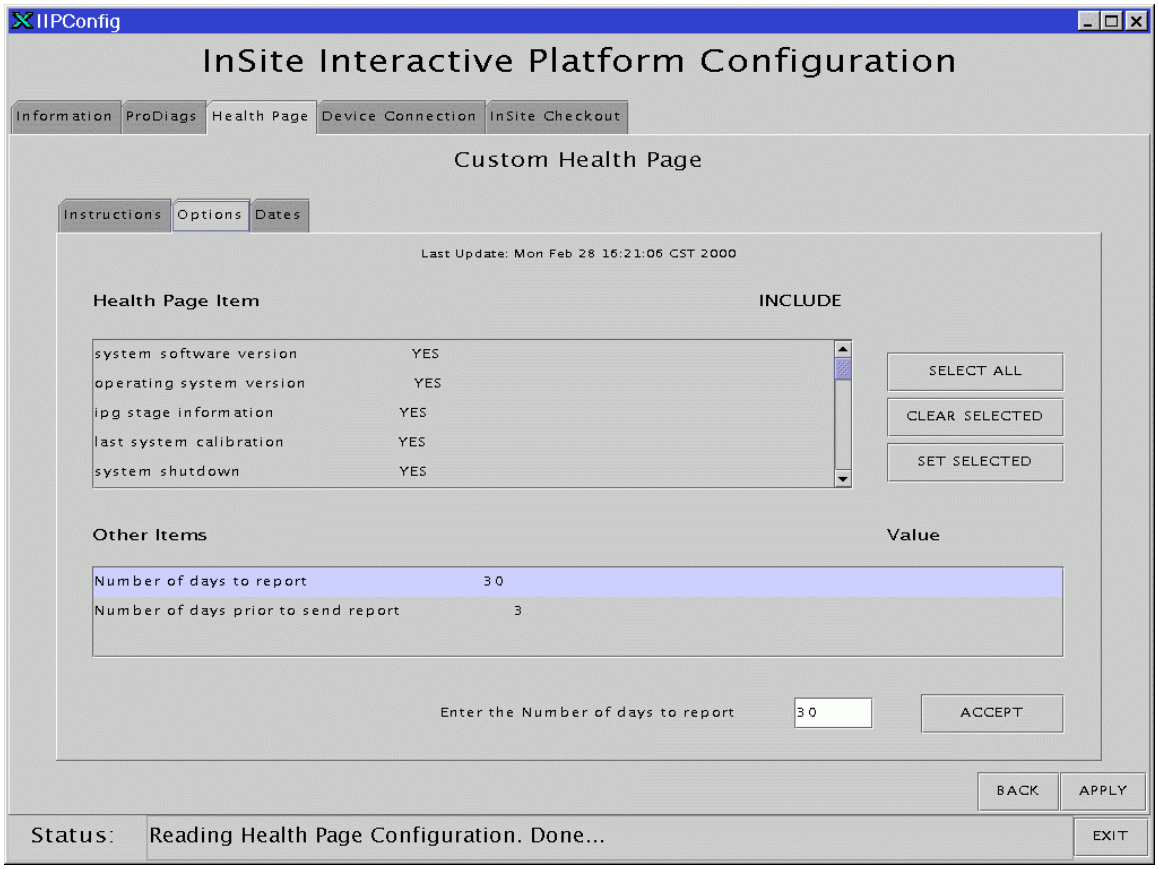


Figure 10: Custom Health Page Options Tab

In the Custom Health Page Options Tab, Figure 10, the user can configure Health Page contents. Items Health Page Item box can be changed by double clicking on the item to toggle from “YES” to “NO” or “NO” to “YES”. The “Select ALL” button will select all of the items. The “CLEAR SELECTED” button will set all selected items to “NO”. The “SET SELECTED” button will set all selected items to “YES”.

The “Other Items” box contains items which are value based. Click on the item to select, then edit the value in the box below. Select the Accept box to change the value in the list. Selecting the “APPLY” button will write the values to the $IIP_HP_CONFIG_DIR/healthpg.cfg file.

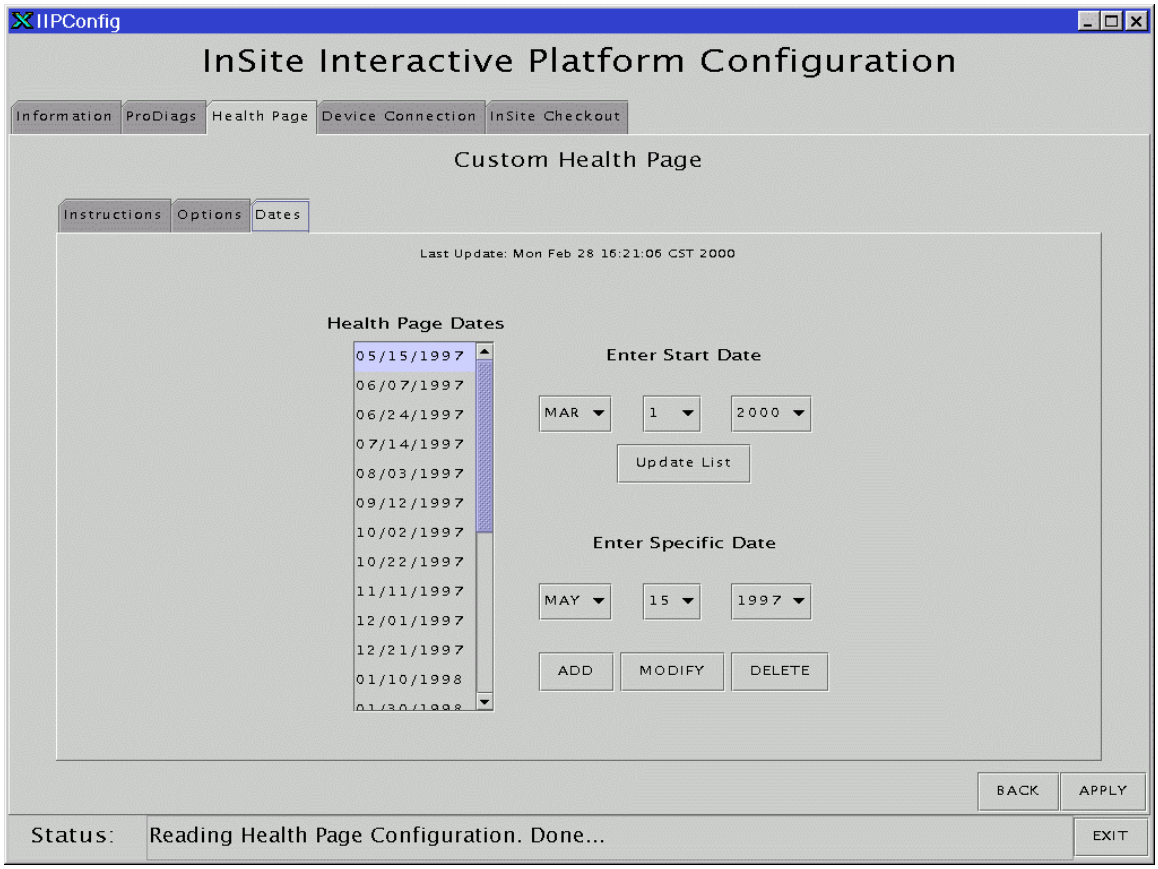


Figure 11: Custom Health Page Dates Tab

In the Custom Health Page Dates Tab, Figure 11, the user can configure Health Page pm dates. Health page reports will be generated several days prior to a pm date and e-mailed to the FE.

The Enter Start Date are generates a new pm date list based on the new date selected from the pull down menus. The “Update List” button will generate the new list in put it in the Health Page Dates list box.

By selecting a date in the Health Page List box, the user may modify or delete the date by selecting the “MODIFY” or “DELETE” buttons. The selected date appears in the “Enter Specific Date” pull downs. The “Enter Specific Date” pull downs may also by used to enter a single date into the list by changing the date in the pull downs to the desired date, then selecting the “ADD” button.

The “APPLY” button must be selected to update the changed dates into the $IIP_HP_CONFIG_DIR/healthpg.pm file.

Device Connection Tab

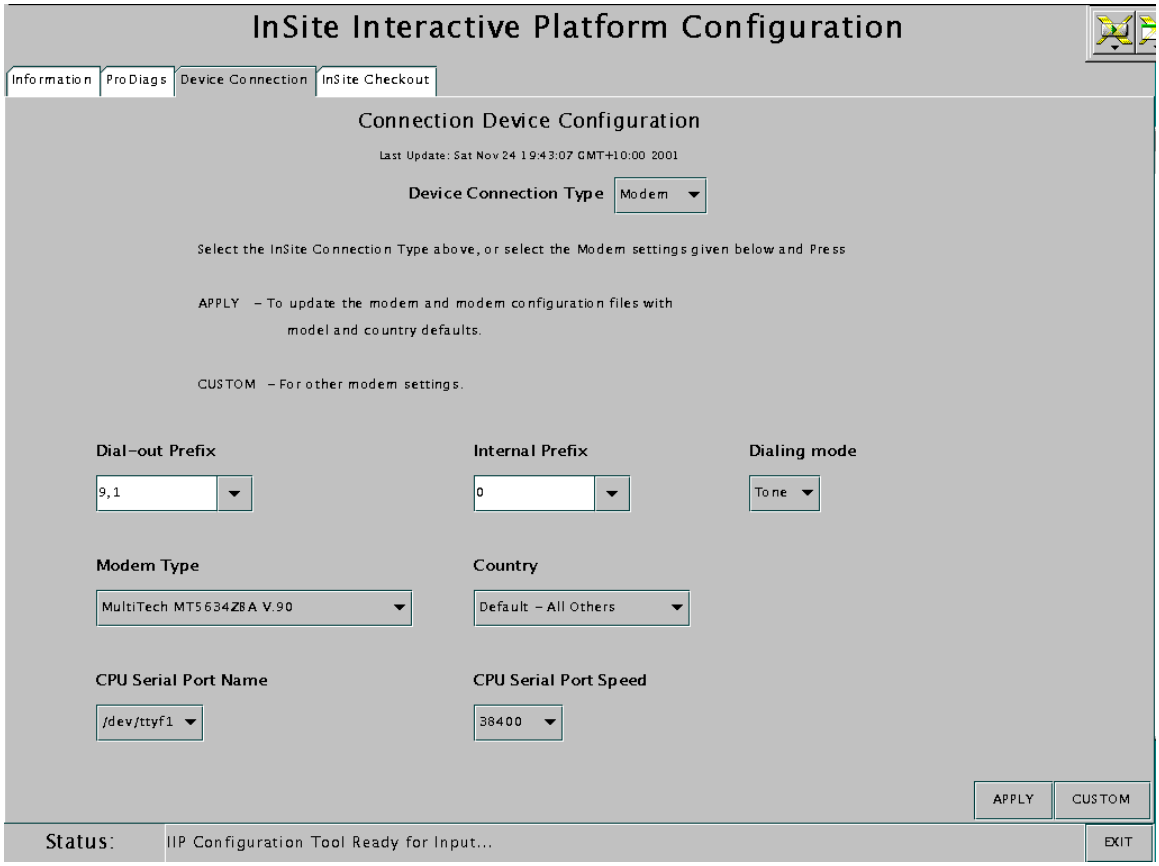


Figure 12: Device Connection Tab

The Device Connection Tab in Modem Configuration Mode, Figure 12, allows the user to select connection type, configure and set up the serial port, and configure and set up a modem, or indirect connection through a network for use with InSite. The user must set 4 items for configuration to be applied. They items are Dial-out Prefix, Internal Prefix, Dialing Mode, Modem Type, and Country.

The Device Connection Type pull down allows the user to configure the system to use a modem or to define the IP address of a system on the network that can connect to the OnLine Center. The Device Connection Type pull down defaults to the “Modem” selection.

The user must either select a Dial-out prefix or enter a site specific one if it is not in the list. Dial-out prefixes may be required on some sites to get a line outside of the hospital. “9,1” is the most common and is the default. Internal Prefix was added in order to make sure the number dialed does not coincide with an internal hospital number

The user must select a dialing modem of Tone or Pulse. Tone is selected by default.

The user must select one of the modem four supported modem types. See the table on Page 20 for a cross reference of modems listed in CT/MR versions of InSite prior to IIP and the IIP modem list.

The user must set a Country which the site is in. “Default - All Others” is selected by Default.

Most systems have more than one serial port. Currently, all modalities connect the InSite Modem to the first serial port. This is the default setting. The user may reconfigure this for the other serial port from the “CPU Serial Port Name” pull down. provided the modem connection has been moved. NOTE: SOME MODALITIES HAVE OTHER DEVICES ON THE SECOND SERIAL PORT IN WHICH CASE MOVING THE MODEM TO THE SECOND SERIAL PORT IS NOT RECOMMENDED.

The “CPU Serial Port Speed” pull down lists different speeds the serial port for the modem can be configured to. The fastest speed is the default. A slower speed may be selected if necessary.

After all selections are made the user is to select the “APPLY” button to set up the serial port and set up the registers on the modem. The “CUSTOM” button is to display a screen of custom modem selections that are not required in a normal setup.

Modem List Pre-IIP	IIP Modem List
Hayes_optimaFC	Hayes Optima V.FC and V.34
Hayes_optimaV34	Hayes Optima V.FC and V.34
Motorola_codexV34	Motorola Codex 3260 Fast V.34
Motorola_codexV34.europe	Motorola Codex 3260 Fast V.34 + Country
Motorola_codexV34.europe2	Motorola Codex 3260 Fast V.34 + Country
USR_courierV34	USRobotics Courier V.34 or V.Everything
	3Com DreamLine
	MultiTech MT5634ZBA V.90

Table 4: Modem cross-reference table

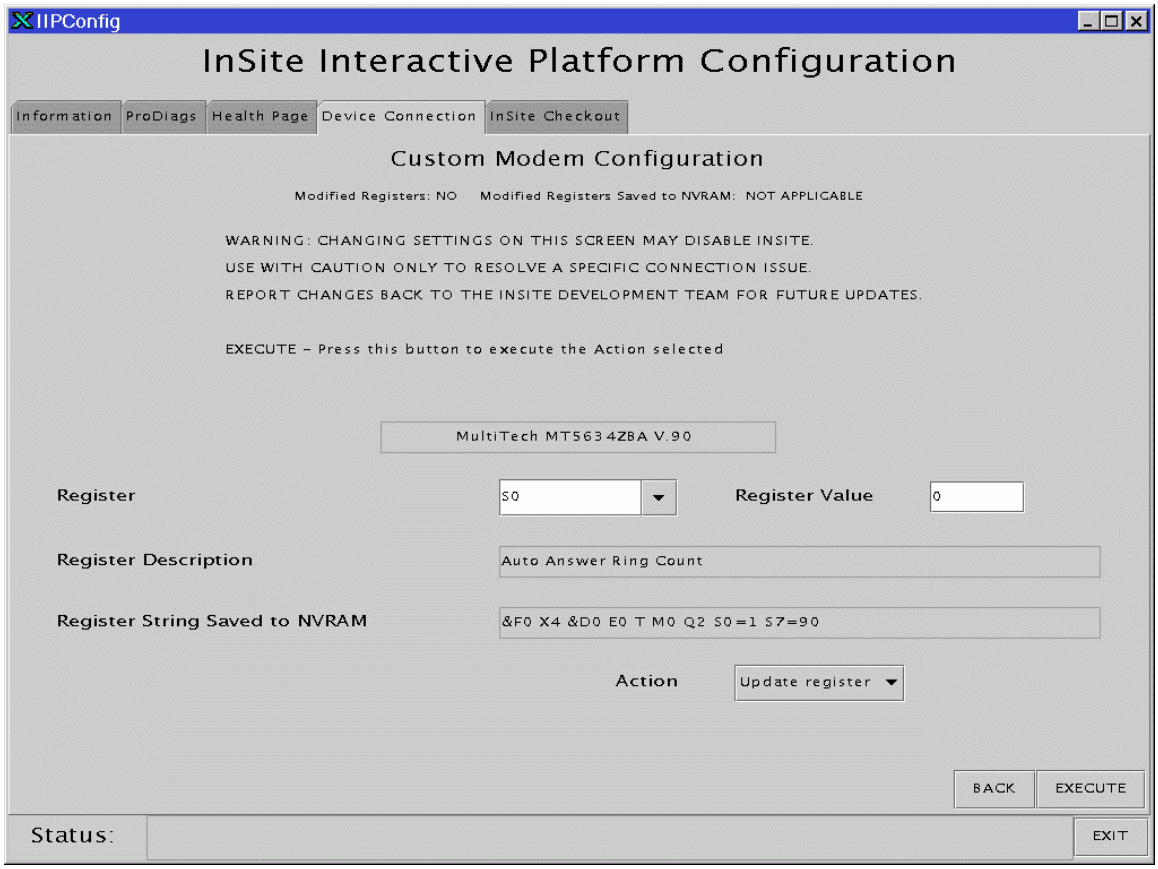


Figure 13: Custom Modem Configuration Tab

The Custom Modem Tab, Figure 13, allows the user to modify the serial port the modem may be connected to and set up registers on the modem. Extreme caution should be used when changing anything on tab. InSite will be disabled if improper settings are sent to the modem.

The Register and Register Value fields work as a pair. A user may select an “S” register to change a value or enter the name of a non-S register to be queried or modified. The Register Value Field is where to enter the new value of the register the user wants to change. If an “S” register is selected from the pull down menu, a description of that register will be displayed in the “Register Description”.

“Register String” is a list of registers and values set in the modem by default based on the Modem Type and Country selected in the Modem Tab. This string updates when a register has been modified in the from the Custom Modem Tab and the settings saved to NVRAM from the Custom Modem Tab.

The Action pull down menu provides 6 actions to be executed by the “EXECUTE” button. The actions are “Update Register”, “Read Register”, “Display All”, “Write to NVRAM”, “Factory Defaults”, and “Check Modem”.

"Update Register" tries to set the Register defined in the Register field to the value defined in the Register Value field.

"Read Register" takes the Register defined in the Register field and returns the value of the register in the status bar.

"Display All" opens a window with all the register settings.

"Write to NVRAM" forces the modem to take a temporary modem settings and save them to NVRAM with in the modem. These values in NVRAM are recalled when the modem's power is cycled.

"Factory Defaults" resets the modem to factory defaults using a hardware flow control template.

"Check Modem" is a simple check to see if commands can be sent to a modem.

Figure 14: Network Configuration Tab

The Network Option in the Device Connection Tab, Figure 14, updates the tab to ask for network specific information. What is needed is the IP of the system that will provide the connection to the OnLine Center. Or the user may select the Default Gateway box if that Default Gateway contains the routing necessary to get back the OnLine Center. Selection of the default gateway box will disable the IP Address entries. After all text areas are filled in or Default Gateway is selected, the user is to select the “APPLY” button. The “APPLY” button will ping the IP Address entered and update the .insiteINFO file if the ping was successful.

InSite Checkout Tab

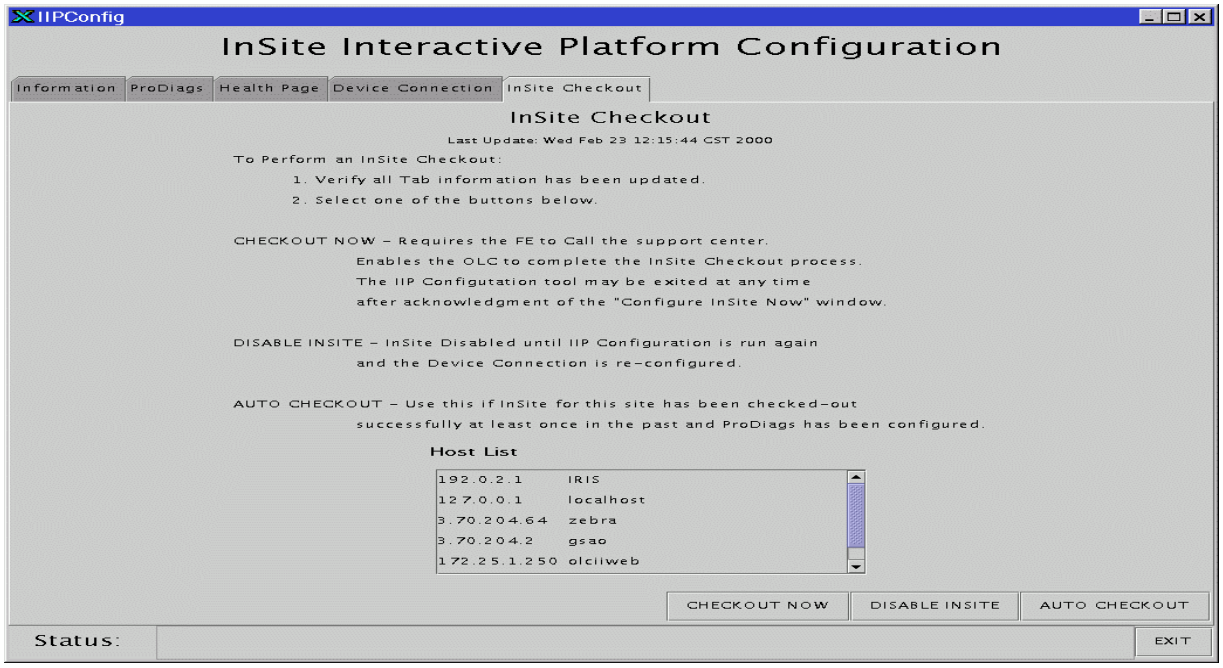


Figure 15a: InSite Checkout Tab (Unix, Linux, and Windows NT server platform)

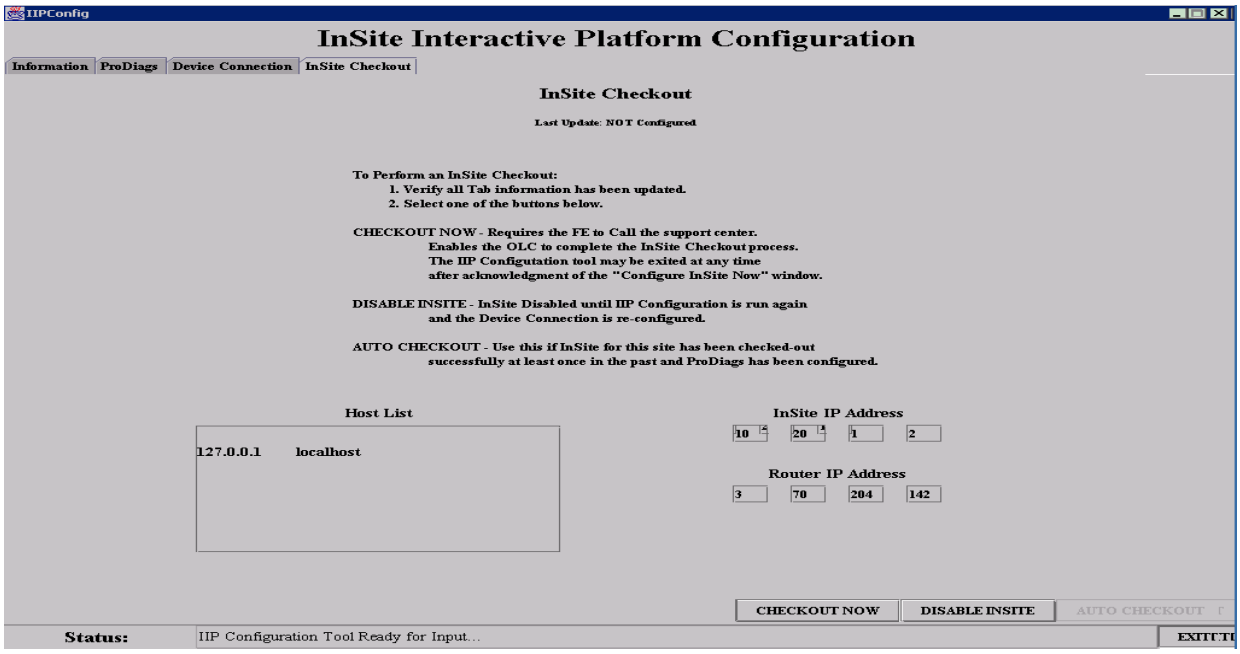


Figure 15b: InSite Checkout Tab Windows NT workstation, 2000 professional)

The InSite Checkout Tab, Figure 15a and 15b, allows the user to compete the InSite configuration process. The user has one of three options, “CHECKOUT NOW”, “DISABLE INSITE”, or “AUTO CHECKOUT”.

For windows NT 4.0 workstation and Windows 2000 professional, you need to fill the “Insite IP address” and “Router IP address”.
“Insite IP address” is the IP address assigned to the product by Online center, and you need contact the Online Center to obtain it.
“Router IP address is an IP address local to the network the computer attached to. Ask the network administrator to get an unused IP address and fill it into the edit boxes.
NOTE: 1. This IP address will be used by insite router and can’t be used by any other computer in the network; 2. the IP address should be reachable from command line (by ping command) after you click “CHECKOUT NOW” button or after checkout.

Selecting the “CHECKOUT NOW” button configures ppp to allow a dial in connection from the OnLine Center. The user must call the local OnLine Center to have complete the checkout. During this process, the OnLine Center will download a sclink.cfg configuration file and run ConfigLink to configure ppp to allow only the OnLine Center to be able to dial and login to the site.

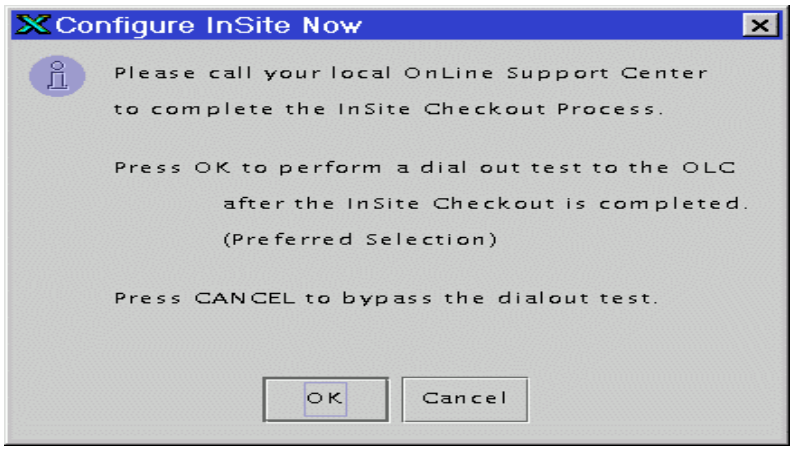


Figure 16a: Configure InSite Now Requester (Unix/Linux platform)

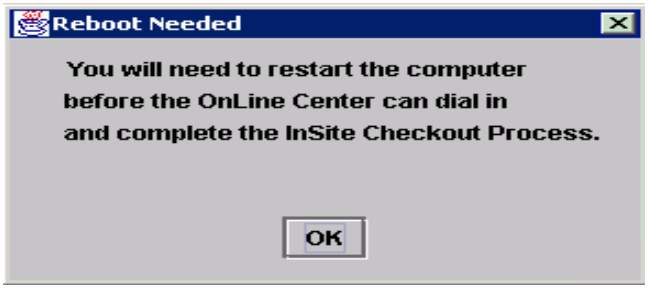


Figure 17b: Configure InSite Now Requester (Windows platform)

On unix and Linux platform, when the user selects the “Checkout Now” button, the “Configure InSite Now” requester, Figure 16a, is displayed providing the user the option to run a dial-out test upon completion of the InSite Checkout Process.

This test ensures the dial prefix provided by the user and the number of the OnLine Center are correct. This also ensures Proactive Diagnostics messages and Contact GE requests can be sent to the OnLine Center.
You can click Cancel at any time to bypass dialout test.
NOTE: You should click OK button only after checkout finished and line dropped. Otherwise, it can cause some conflicts, and checkout failure.

On Windows (NT and 2000) platform, a different dialog shows (Figure 16b) and asks to reboot the computer and then call Online Center to perform checkout.

The “AUTO CHECKOUT” button can only be used if a sclink.cfg file exists, (i.e., meaning the site has completed a checkout using the “CHECKOUT NOW” button. “AUTO CHECKOUT” will run ConfigLink, dial the AutoSC, queue a task with the AutoSC to dial back, and wait for the AutoSC to dial back and leave a file /tmp/autocheckout. The IIP Configuration Tool will wait only 12 minutes for the for the file to appear. Typically, the AutoSC will call back in 5-6 minutes. Note: When the dialout test is in the process of connecting to the AutoSC, the IIP Configuration GUI will not update and may appear locked up until the connection to the AutoSC is completed or the connection times out.

Selecting the “DISABLE INSITE” button will disable the serial port for the modem for a checkout at a later date. All previously saved information is retained. If this is selected the user MUST rerun the IIP Configuration Tool, select the “APPLY” button on the Modem Tab, then select the “CHECKOUT NOW” button.

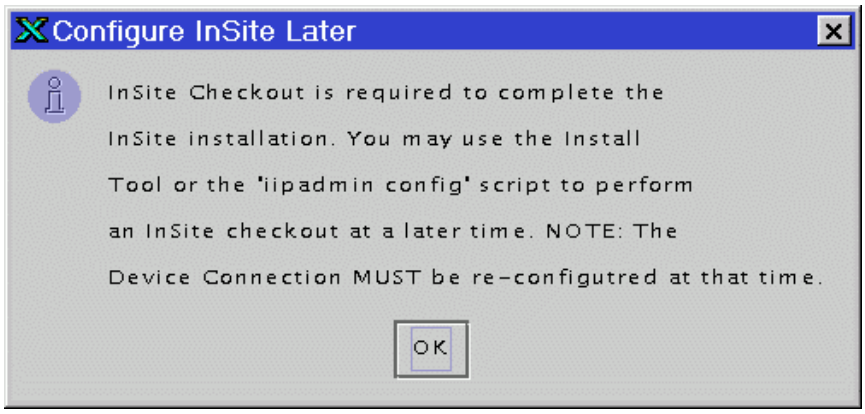


Figure 18: Configure InSite Later Requester

When the user selects the “Disable InSite” button, the “Configure InSite Later” requester, Figure 17, is displayed. The serial port is disabled and the IIP Configuration Tool will exit after the user selects the “OK” button.

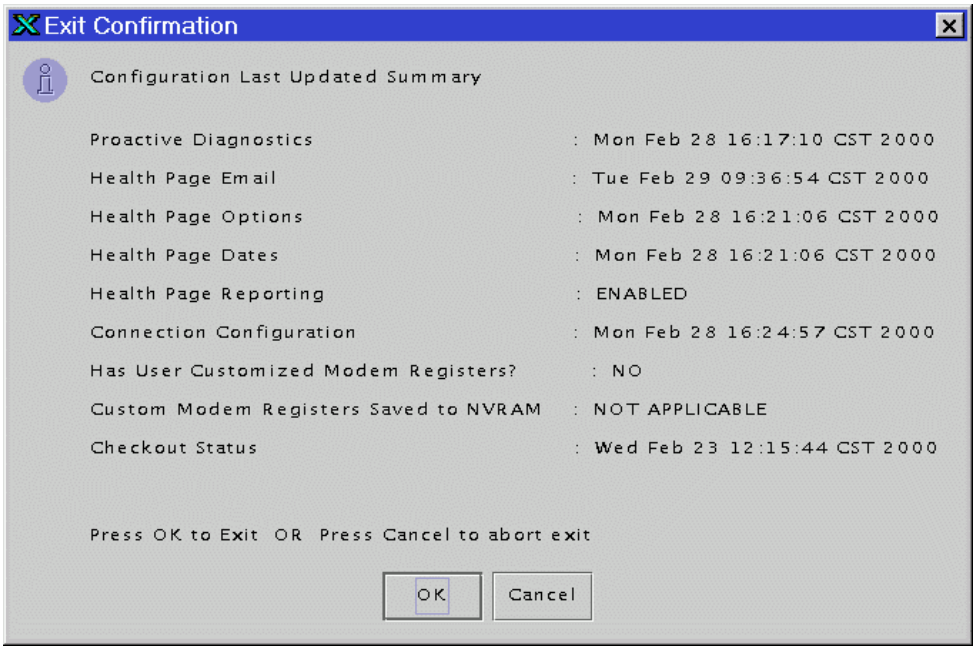


Figure 19: Exit Confirmation Requester

The exit Confirmation Requester, Figure 18, is displayed when the user presses the “Exit” button in the lower right corner of the IIP Configuration Tool Window. A Last Updated summary is provided to the user. The user can select the “OK” button to complete the exiting of the IIP Configuration Tool or select “Cancel” to return to the IIP Configuration Tool.

Configuring A Language for the Browser

To configure the browser for a different language, use the "iipadmin -l" option. "iipadmin -l" will display the current language setting similar to the output below:

Current Language is: en

Valid Language settings are:
de en es fr it pt zh ja

To set to a new language, use "iipadmin -l new_lang" where "new_lang" is one of the valis languages listed from the previous step. For example, "iipadmin -l fr" will set the language to French.

After setting the new language, the browser must be restarted.
Type: "iipadmin -kill" to kill the current browser. Then either select the iLinq icon or type "insite_browser &" to start a new browser.

Java ProDiags Scheduler/Engine

The ProDiags Scheduler and Engine have been converted to Java. To start the new scheduler, type:

prodiinsite_browser [enter]

This will start ProDiags inside the insite_browser as shown in Figure 19.

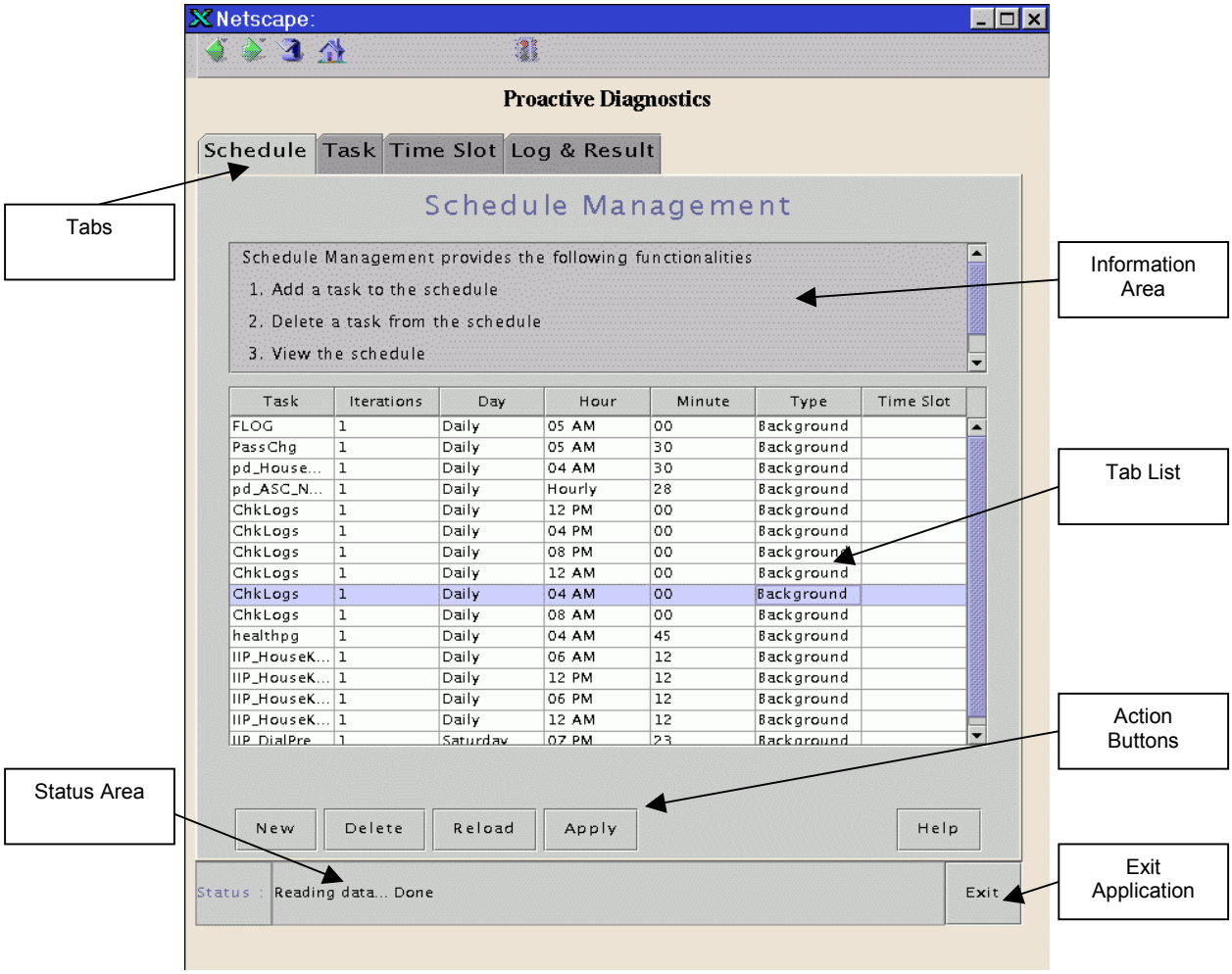


Figure 20: ProDiags Graphical User Interface

The ProDiags Graphical User Interface consists of six areas. They are Tabs, Information area, Tab List, Action buttons, Status Area and the Exit button.

There are 4 Tabs in the ProDiags GUI. They are Schedule, Task, Time Slot, and Log & Result. The tabs will be described in more detail later in this document.

The Information area contains a short description of what can be done on the Tab. More detailed help can be found by selecting the "Help" button in the Action Buttons area.

The Tab List area displays the list of information for that tab. In the case of the Schedule tab, the list presented is the ProDiags schedule of when tasks are to be executed.

The Action Buttons area provides a series of buttons that perform specific actions on a Tab. A more detailed explanation will be provided later. All Action Button areas have a "Help" button that provides more detailed description of what can be done on a specific tab.

The Status area provides information to the user on the status of an action that is being executed.

The Exit button is used to Exit the application.

ProDiags Schedule Tab

The ProDiags schedule tab, Figure 20, allows the user to view and modify the schedule. The user may add a new item, edit an existing item in the schedule, or delete an item in the schedule.

To add a new item to the schedule list:

1. Select the "New" button in the Action Button area.
2. A window will appear with the list of available tasks. Select the task to add to the schedule. Select the "OK" button. Then, select the "Yes" button to add the selection to the list.
3. The new item will now appear at the bottom of the schedule list. "Iterations", "Day", "Hour", and "minute" may be modified. If a change is detected a requestor window will appear to confirm the change. Iterations can be edited to the desired value. Day, Hour, and Minute have pull down selections.
4. When the schedule has been modified to the desired values, select the "Apply" button to save the changes to the ProDiags Schedule files.

To modify an item in the schedule list:

1. "Iterations", "Day", "Hour", and "minute" may be modified. If a change is detected a requestor window will appear to confirm the change. Iterations can be edited to the desired value. Day, Hour, and Minute have pull down selections.
2. When the schedule has been modified to the desired values, select the "Apply" button to save the changes to the ProDiags Schedule files.

To delete an item in the schedule list:

1. Select the item to delete from the list.
2. Select the "Delete" button.
3. Select the "Apply" button to save the changes to the schedule files.

If an error has been made in editing the schedule, the "Reload" button may be selected to return the schedule list to what resides in the schedule files.

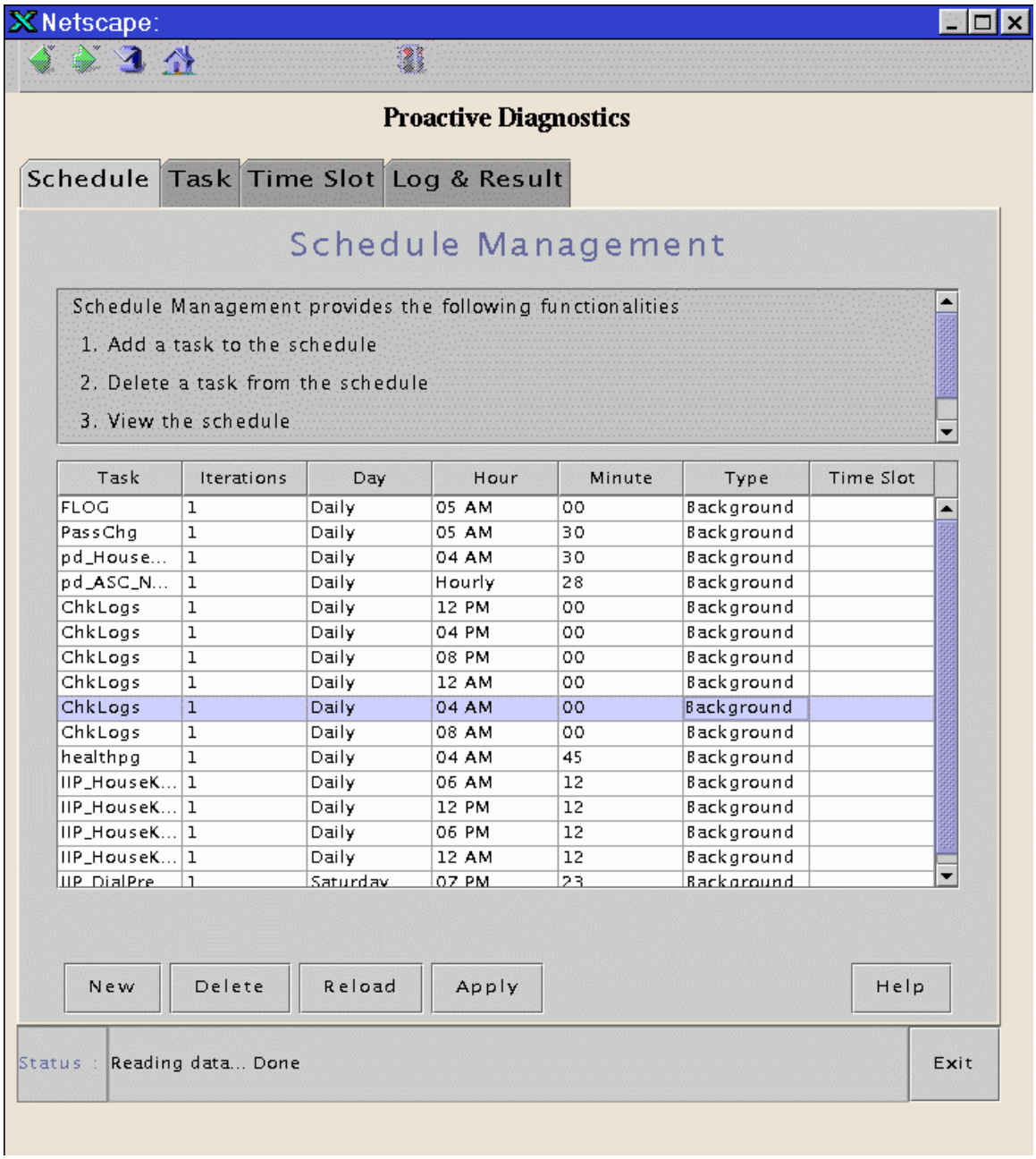


Figure 21: ProDiags Schedule Tab

ProDiags Task Tab

The ProDiags Task Tab, Figure 21, is where task management is done. From this screen the user may add a new task, delete a task, execute a task, view results of a task, or view the info file for a task.

To add a task:

1. Select the "Add" button on the Task tab.
2. Enter the full path and name of the tar file of the new task. Then, select the OK button. The task will be untarred and added to the task list.
3. Use the schedule tab to add the task to the schedule.

To delete a task:

1. Select the task to be deleted from the list.
2. Select the "Delete" button at the bottom of the task tab.
3. Select "OK" to confirm the delete. NOTE: Tasks that are defined as non-removable in the info file will post a message box indicating that the task cannot be removed.

To execute a task:

1. Select the task to execute from the list.
2. Select the "Execute" button at the bottom of the task tab.
3. Select the "Yes" button to confirm the execution of the task.
4. Results of the execution will be displayed in an "Information" window.

To view the results files of a task:

1. Select the task of results to view.
2. Select the "View Results" button at the bottom of the task tab.
3. A window will appear with the list of results for that task. Select the results file to view. Select the "OK" button.
4. When finished viewing the results file select the "OK" button at the bottom of the View File window,

To view the info file of a task:

1. Select the task of the info file to view.
2. Select the "View Info File" button at the bottom of the task tab.
3. When finished viewing the info file, select the "OK" button at the bottom of the View File Window.

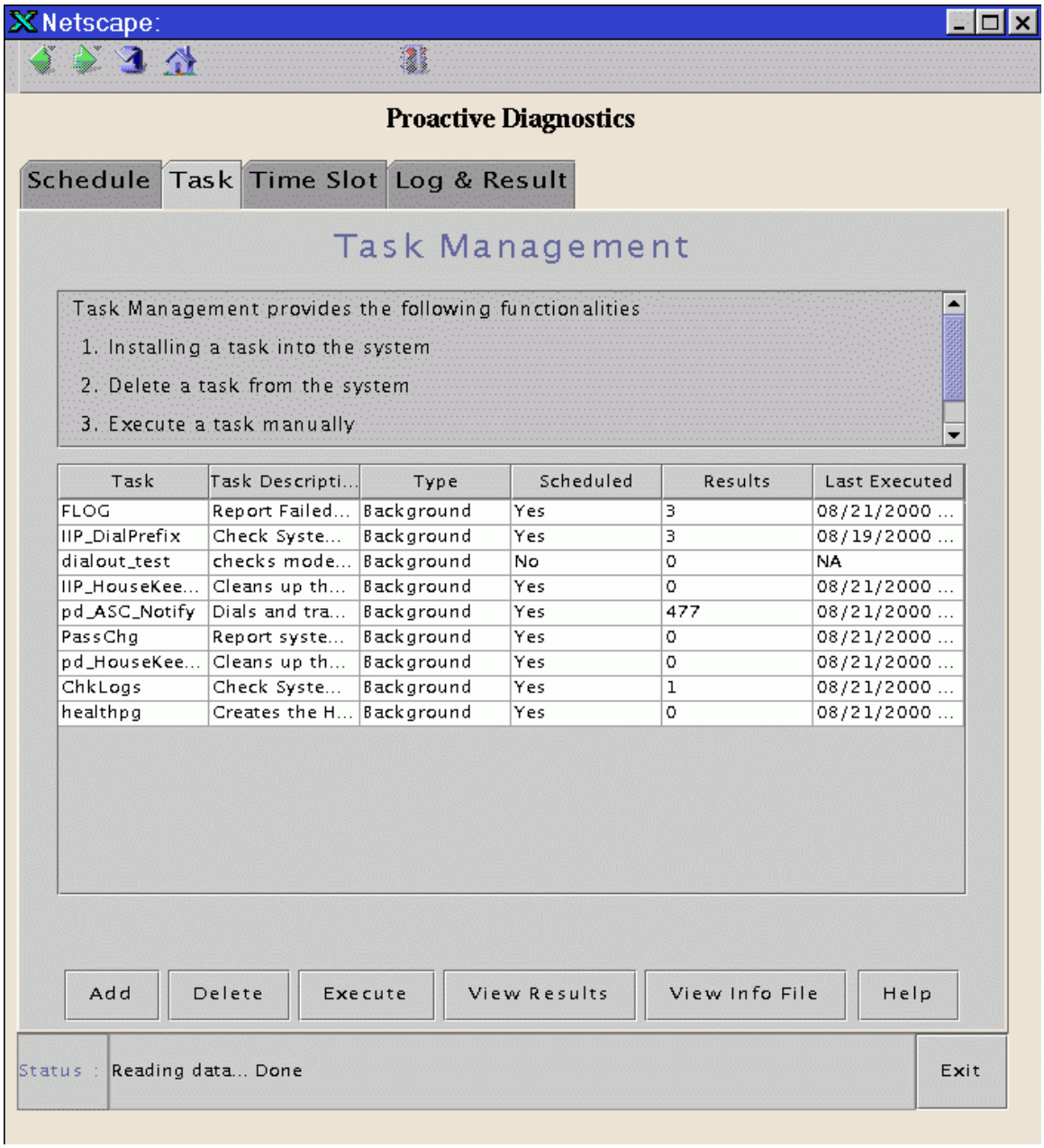


Figure 22: ProDiags Task Management Tab

ProDiags Timeslot Tab

The ProDiags Timeslot tab, Figure 22, allows the user to view, add and delete timeslots for intrusive tasks (i.e., tasks that are executed during non-scanning periods).

To add a new timeslot:

1. Select the "New" button at the bottom of the Timeslot Tab. Select "Yes" to the New Timeslot Confirmation box. A new default timeslot is added to the list.
2. Select the timeslot to edit from the list, and using the pull down lists provided for each column, configure the timeslot to the desired settings for Weekday, Start Hour, Start Minute, End Hour, End Minute, and Enabled.
3. Select the "Apply" button at the bottom of the Timeslot Tab to save the entry to the schedule files.

To delete a timeslot:

1. Select the timeslot from the list to be deleted.
2. Select the "Delete" button from the bottom of the Timeslot Tab.
3. Select the "Apply" button at the bottom of the Timeslot Tab to update the schedule files.

If an error has been made in editing the schedule, the "Reload" button may be selected to return the schedule list to what resides in the schedule files.

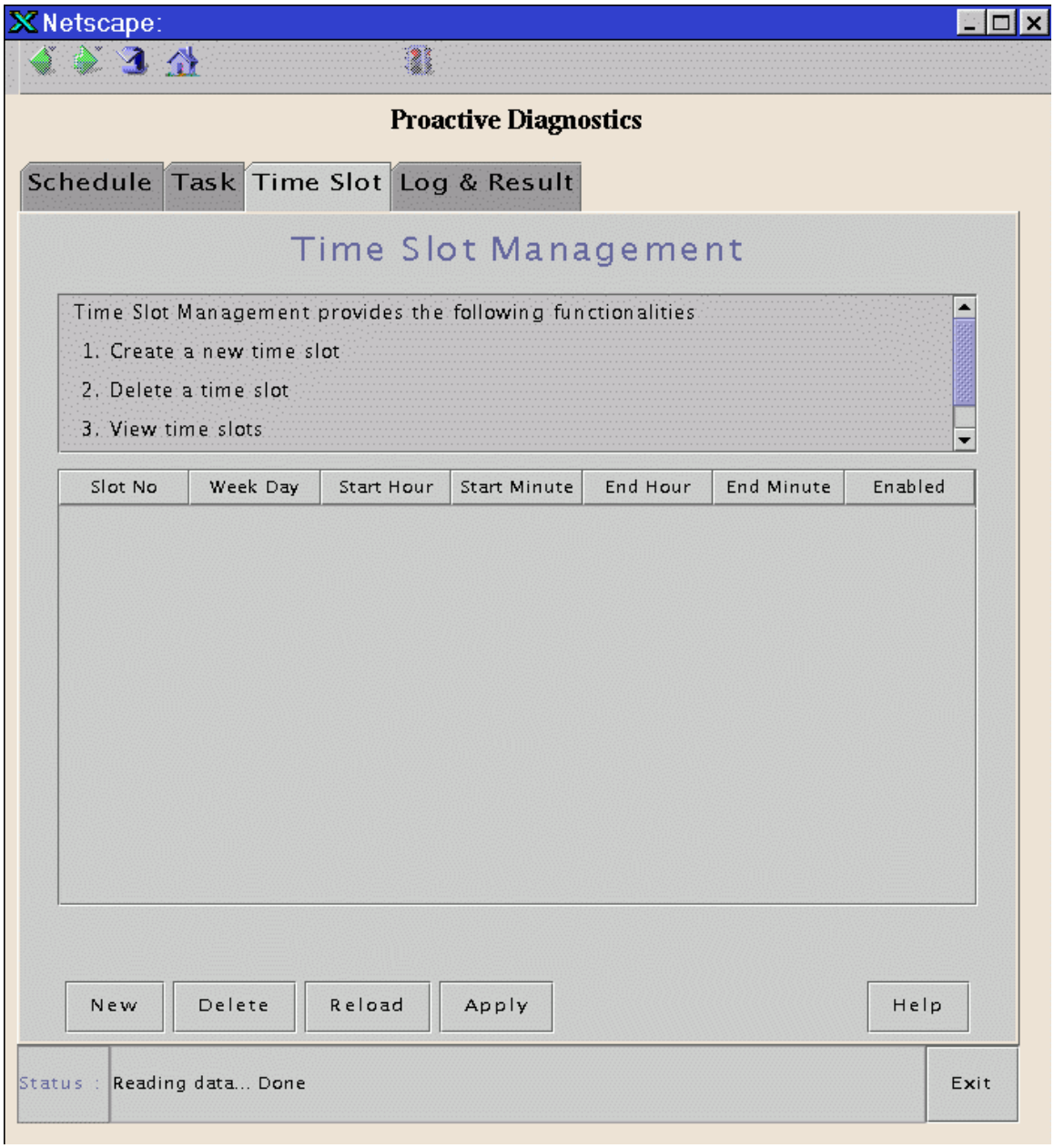


Figure 23: ProDiags Time Slot Tab

ProDiags Log & Result Tab

The ProDiags Log & Result Tab, Figure 23, Allows the user to views results of a task, delete results files, delete old results files, view the prodiags log, prune the prodiags log, and view the prodiags configuration file.

To view a results log:

1. Select the results log to view from the list.
2. Select the "View" button from the bottom of the Log And Result Tab.
3. When finished viewing the log file, select the "OK" button at the bottom of the View File Window.

To delete a results log:

1. Select the results file to delete.
2. Select the "Delete Selected" button from the bottom of the Log and Results Tab.
3. Select the "Yes" button from the confirmation box.

To delete old results logs:

1. Select the "Delete Old" button from the bottom of the Log and Results Tab.
2. Select the "Yes" button from the confirmation box.

To view the prodiags log:

1. Select the "View Prodiags Log" button from the bottom of the Log And Result Tab.
2. When finished viewing the log file, select the "OK" button at the bottom of the View File Window.

To prune the prodiags log:

1. Select the "Prune Prodiags Log" button from the bottom of the Log and Results Tab.
2. Select the "Yes" button from the confirmation box.

To view the prodiags configuration file:

1. Select the "View Config File" button from the bottom of the Log And Result Tab.
2. When finished viewing the log file, select the "OK" button at the bottom of the View File Window.

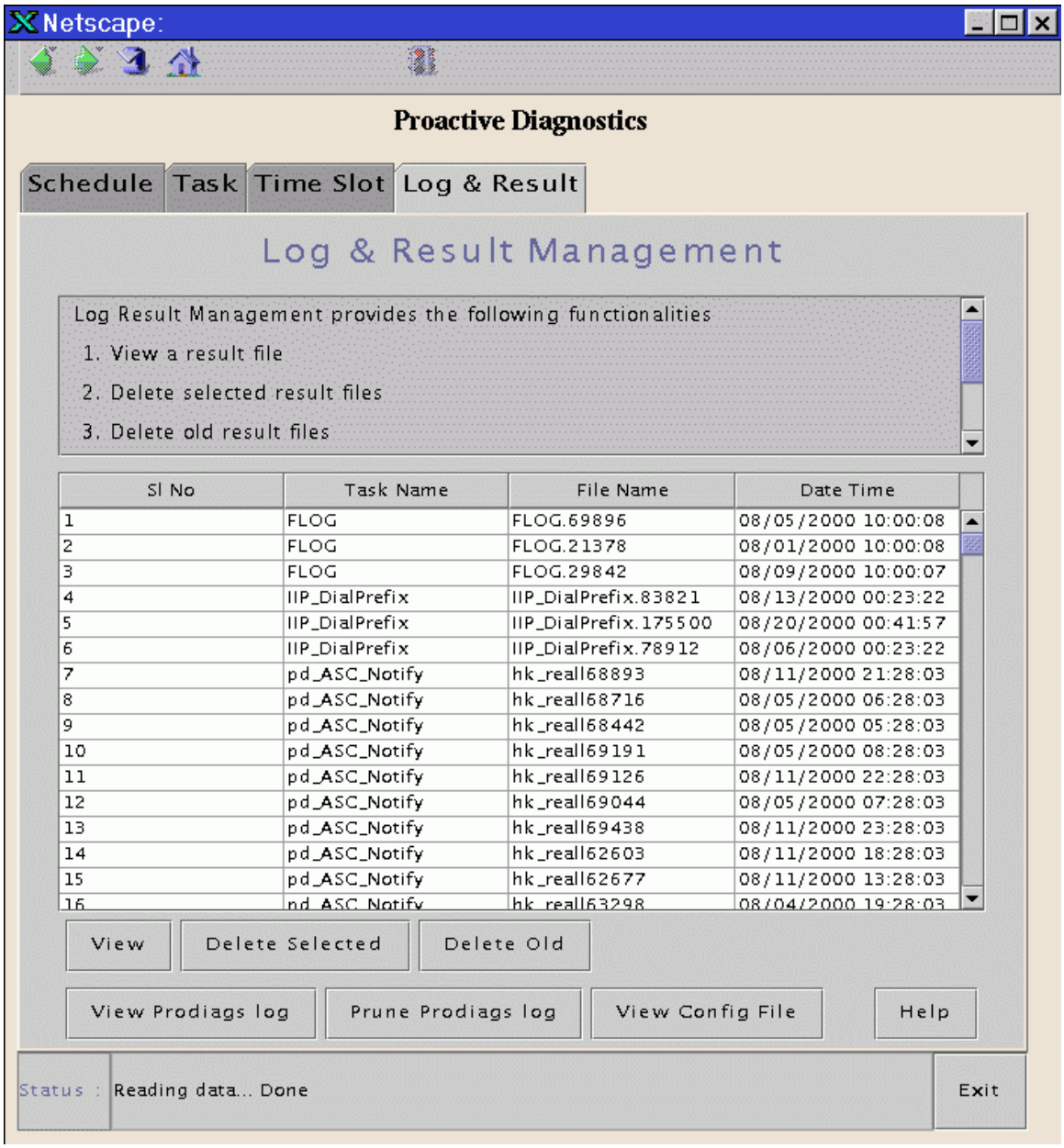


Figure 24: ProDiags Log and Result Management Tab

Manual Heartbeat

Manual Heartbeat is a tool to assist in troubleshooting connection problems.
Manual Heartbeat is started by typing:

Start_mhb [enter]

Figure 24 shows the Manual Heartbeat screen.

The manual Heartbeat application consists of five areas, System Information, Connection Information, Test Information, the status area, and the action buttons.

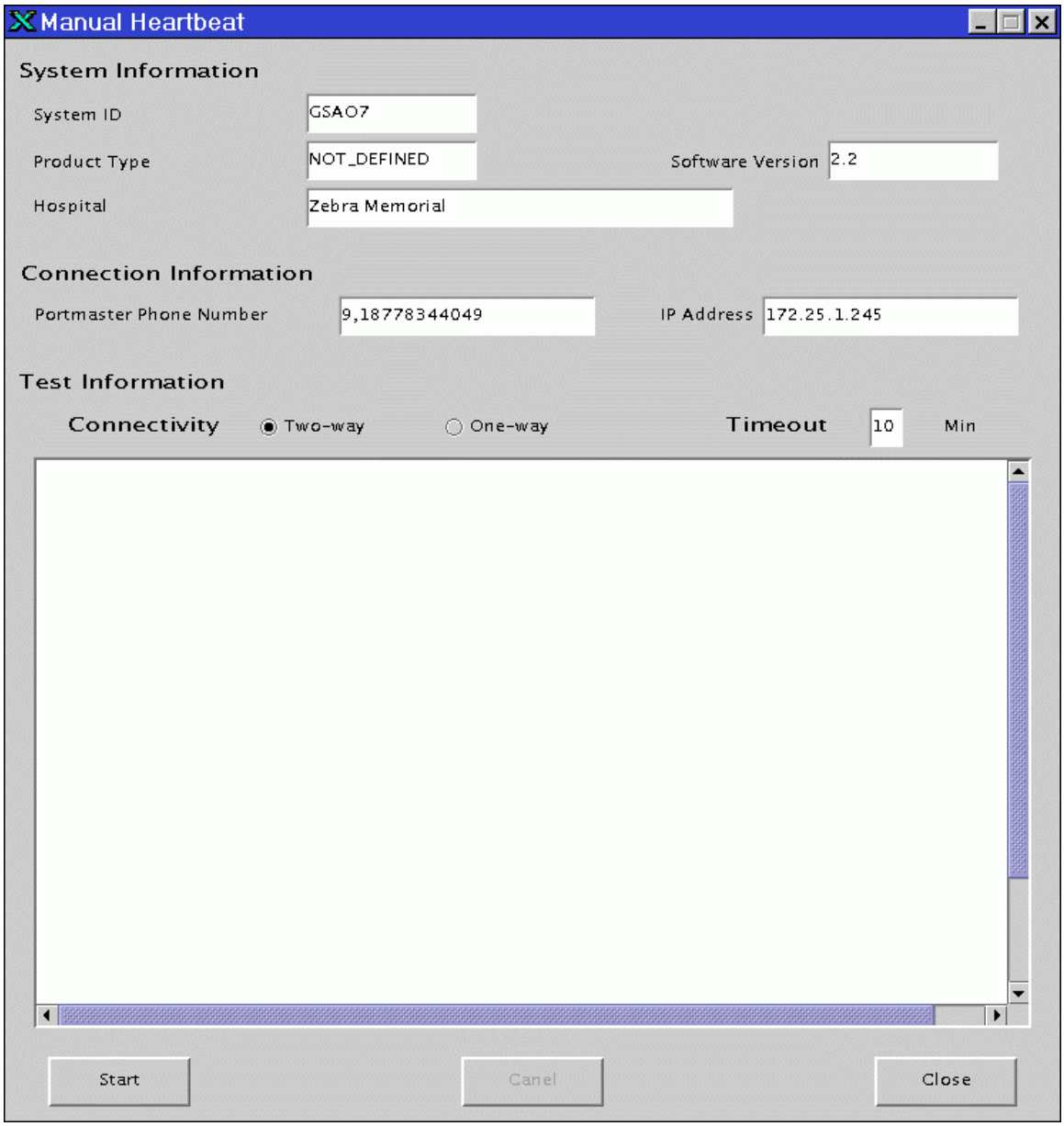


Figure 25: Manual Heartbeat User Interface

The System Information section displays InSite related information of the product it is running on. Information displayed is the System ID, the product type, the hospital name and the InSite Version number.

The Connection section displays information required to connect to the OLC. Information displayed is the prefix and phone number to reach the OLC and the IP address of the portmaster the product is dialing to.

The Test Information section consists of information that may be configured by the user. The two configurable items are Connectivity and Timeout. Connectivity is the type of test to run. Choices are a Two-way test, where the product dials the OLC, then the OLC dials the product, and a one-way test where the product only dials the OLC. Timeout is the other configurable item. This sets the time for the test to complete. By default this is 10 minutes which, in most cases, is sufficient time for a two-way test to complete.

The Status section, the large white area, is where connection information is displayed to the user as the test progresses. Generally, information from the ppp log will be displayed here during the test.

The action button section consists of three buttons. The "Start" button is used to start the test. The "Cancel" button is used to abort a test that has been started. And the "Close" button is used to close the Manual Heartbeat application.

Remote Boot

Remote boot is the ability to log into the system at the lowest level to be able to boot and watch the boot up messages to assist in troubleshooting potential CPU, disk, or software errors. (NOTE: Windows NT systems are incapable of supporting this option).

SGI Remote Boot Usage

To Start and Connect using Remote Boot:

1. Log out of the SGI, double click on the "down" icon at the login screen, select the "Restart" button, select the "Stop for Maintenance" button prompt, then select the "Enter Command Monitor" icon,
2. In the Command Monitor Window type:
   setenv console d [return]
   Push reset button on the SGI Computer.
3. Call into system using EAW connectTool "Boot Port Dial" button.
4. Once Connected hit enter then Select "Enter Command Monitor" from the menu, item #5, at the prompt type:
   sash [return]
   unix [return]

To Disconnect from the Remote session:

1. Wait for a login prompt to appear and at the login prompt type:
reboot [return]
And disconnect from the Calling side.
2. Call into system using the EAW connectTool "Connect to System" button.

SUN Remote Boot Usage

To Start and Connect using Remote Boot:

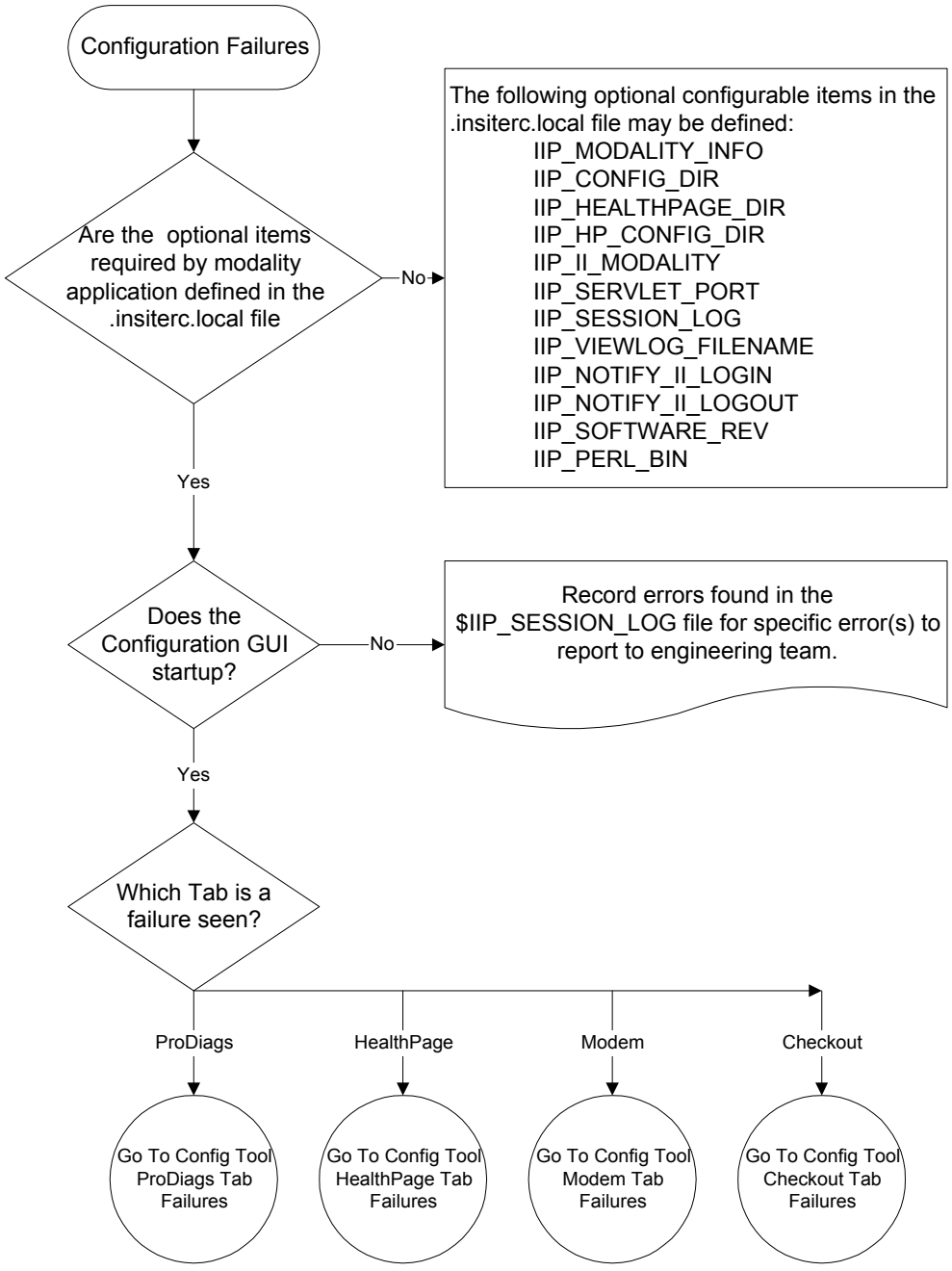
1. Shutdown the SUN to the "ok" prompt.
   Type: ua [enter]
   answer: y [enter] to all the questions
2. Call into system using EAW connectTool "Boot Port Dial" button.
3. Once connected, from the EAW , type:
   [enter]
   boota [enter]
   boot [enter]

To Disconnect from the Remote session:

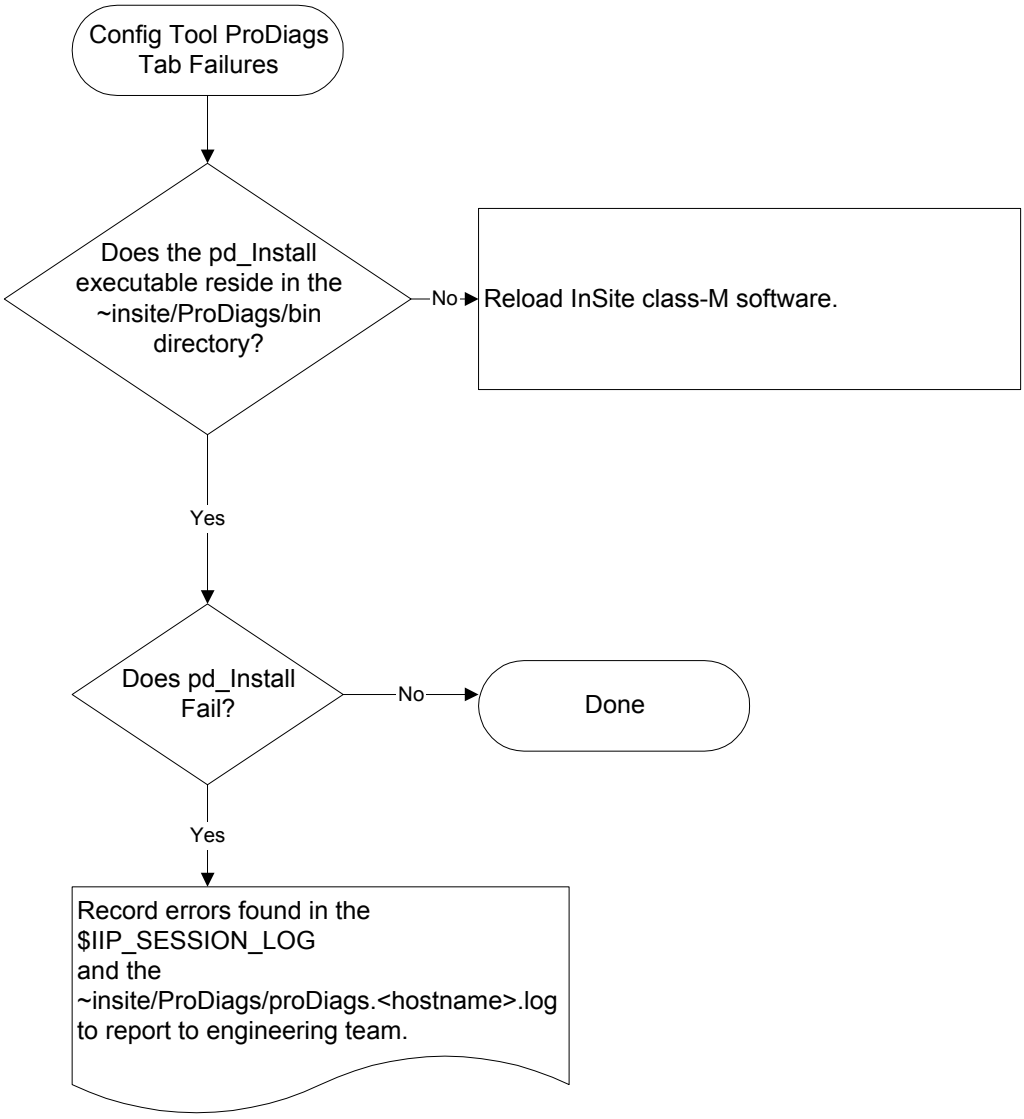
1. From the EAW or NT, at the login prompt, login as root and type:
   reboot [enter]
2. Disconnect from the calling side.

Troubleshooting Flowcharts

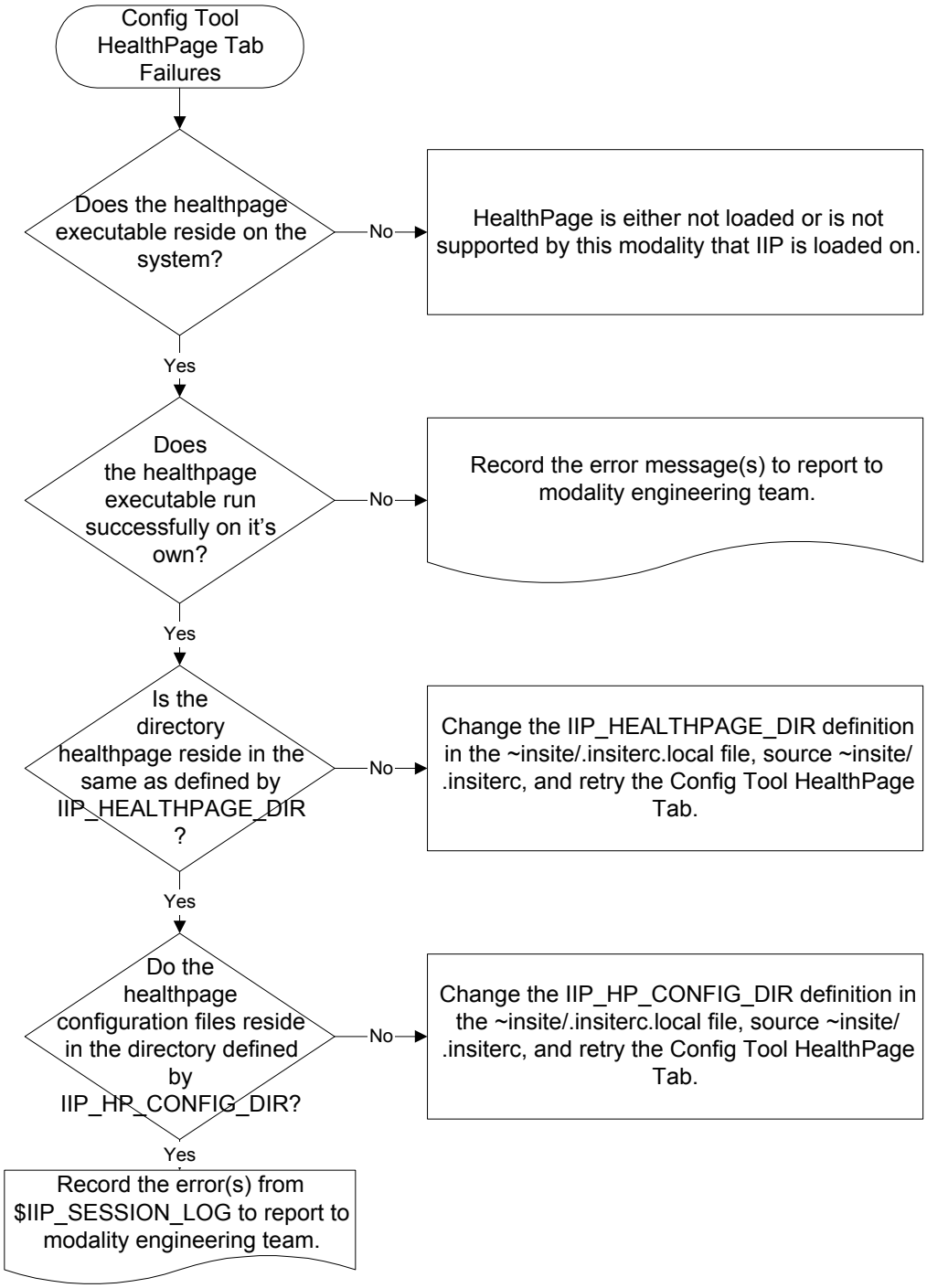
Configuration fails



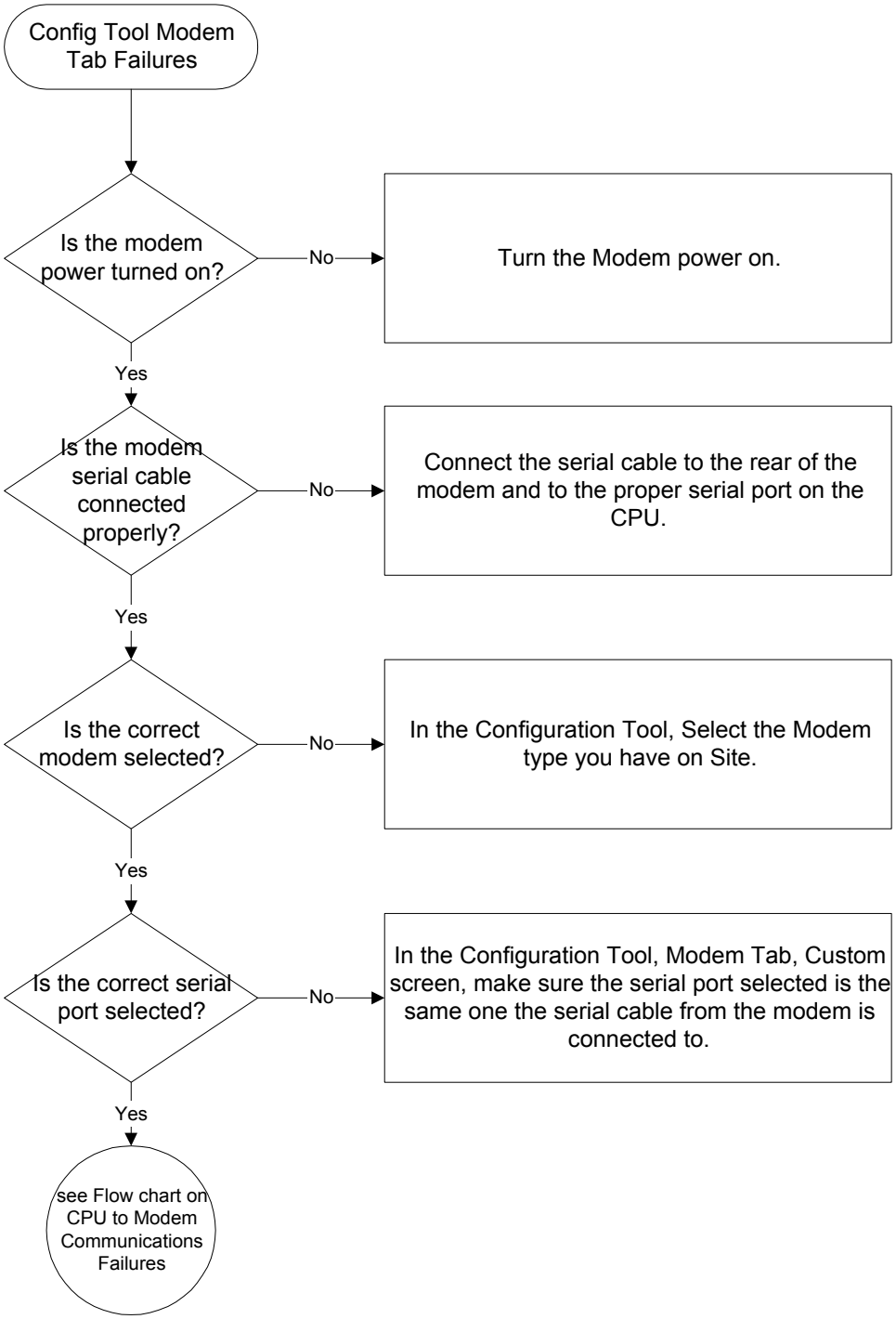
Config Tool ProDiags Tab Failures



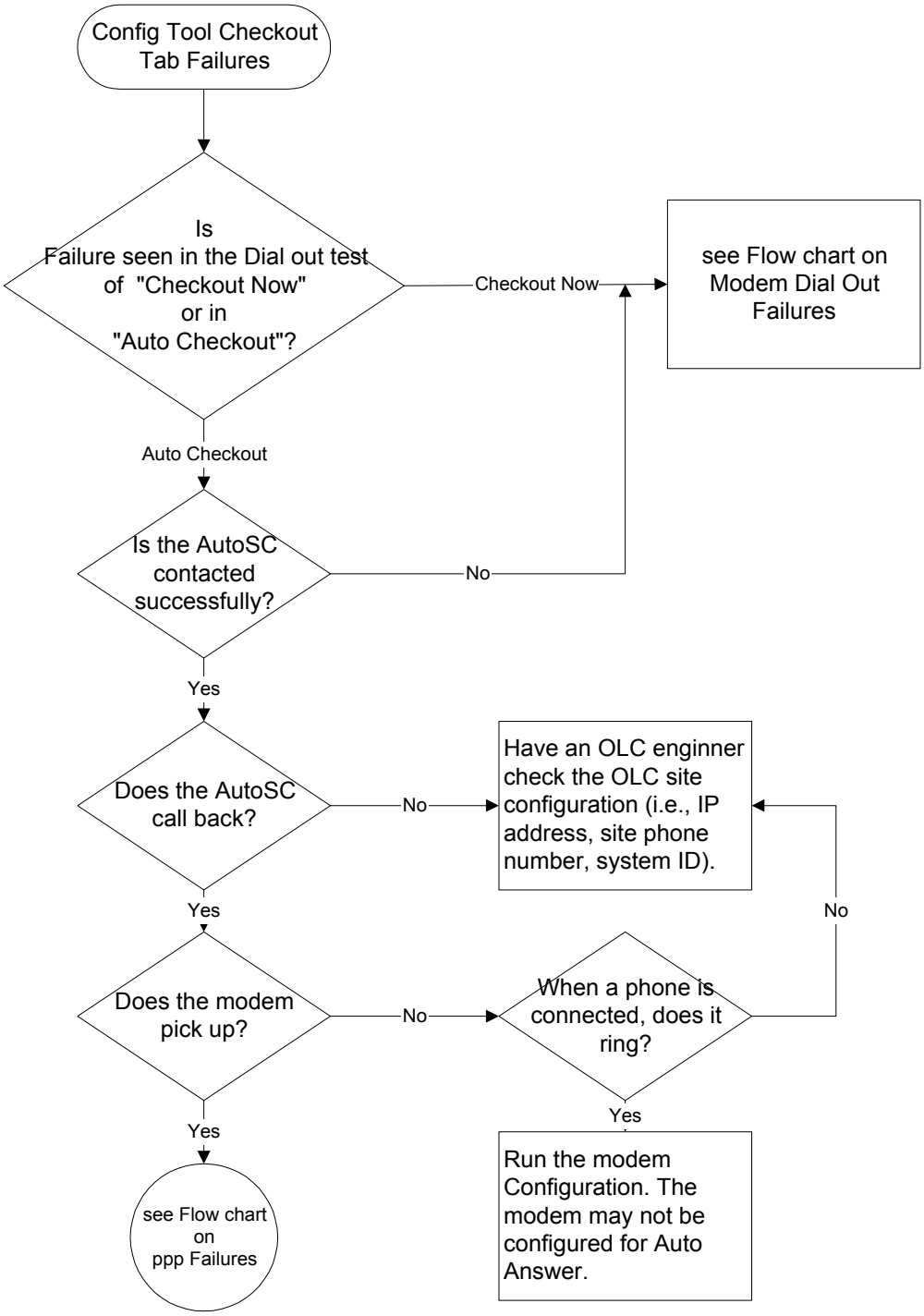
Config Tool Health Page Tab Failures



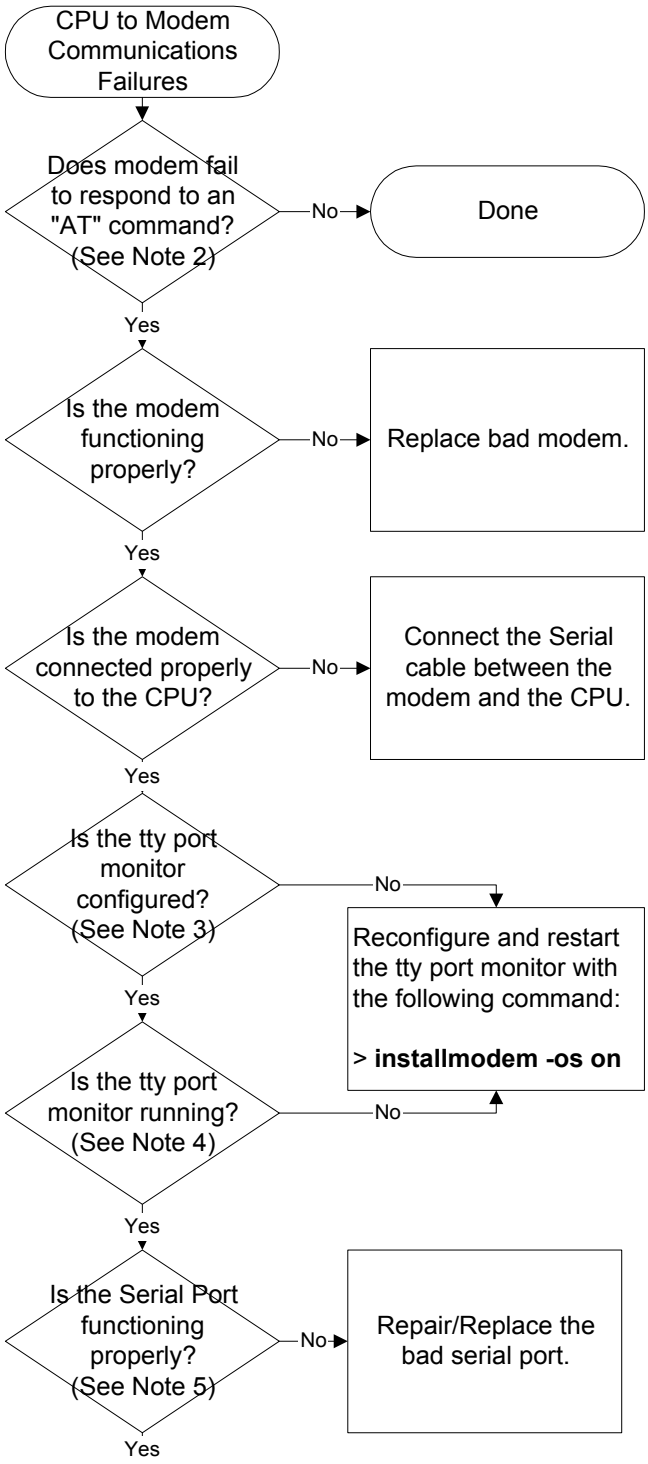
Config Tool Modem Tab Failures



Config Tool Checkout Tab Failures



Communications between modem and CPU



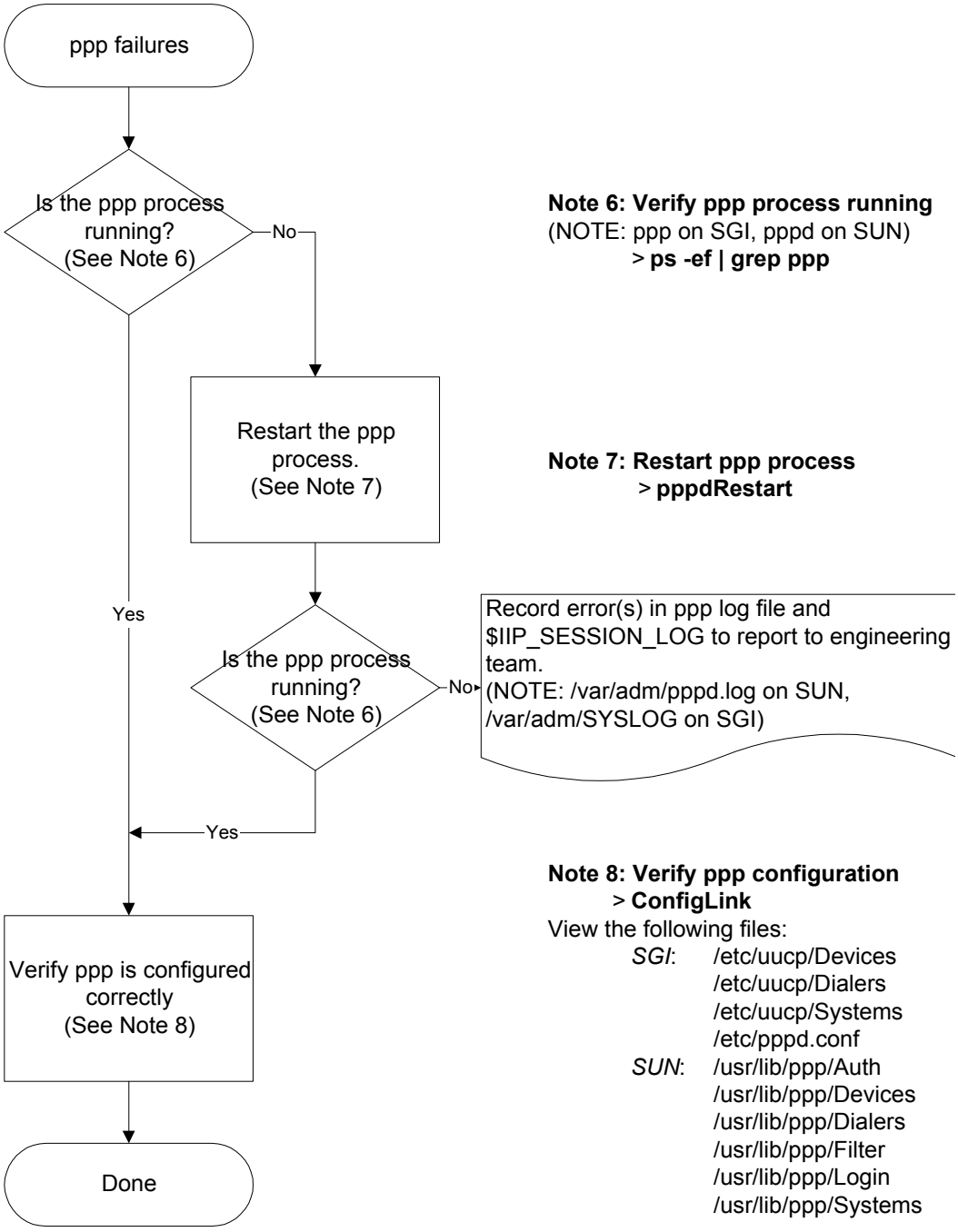
Note 2: Modem Check
> **setReg -r ""**

Note 3: Port Monitor Configuration Check
SGI
> **grep ttyf1 /etc/inittab**
(there return a line that has the word respawn, off means not configured.)
SUN
> **sacadm -l**
look for the zsmon pmtag
> **pmadm -l**
look for an ttya svctag

Note 4: Port Monitor Running Check
SGI
> **ps -ef | grep uugetty**
(verify there is a uugetty process running for ttyf1)
SUN
> **ps -ef | grep ttymon**
(verify there are 2 ttymon processes running)

Note5: Serial Port Check
Refer to the hardware manufacturer's documentation for troubleshooting the serial port.

ppp failures



Note 6: Verify ppp process running
(NOTE: ppp on SGI, pppd on SUN)
> **ps -ef | grep ppp**

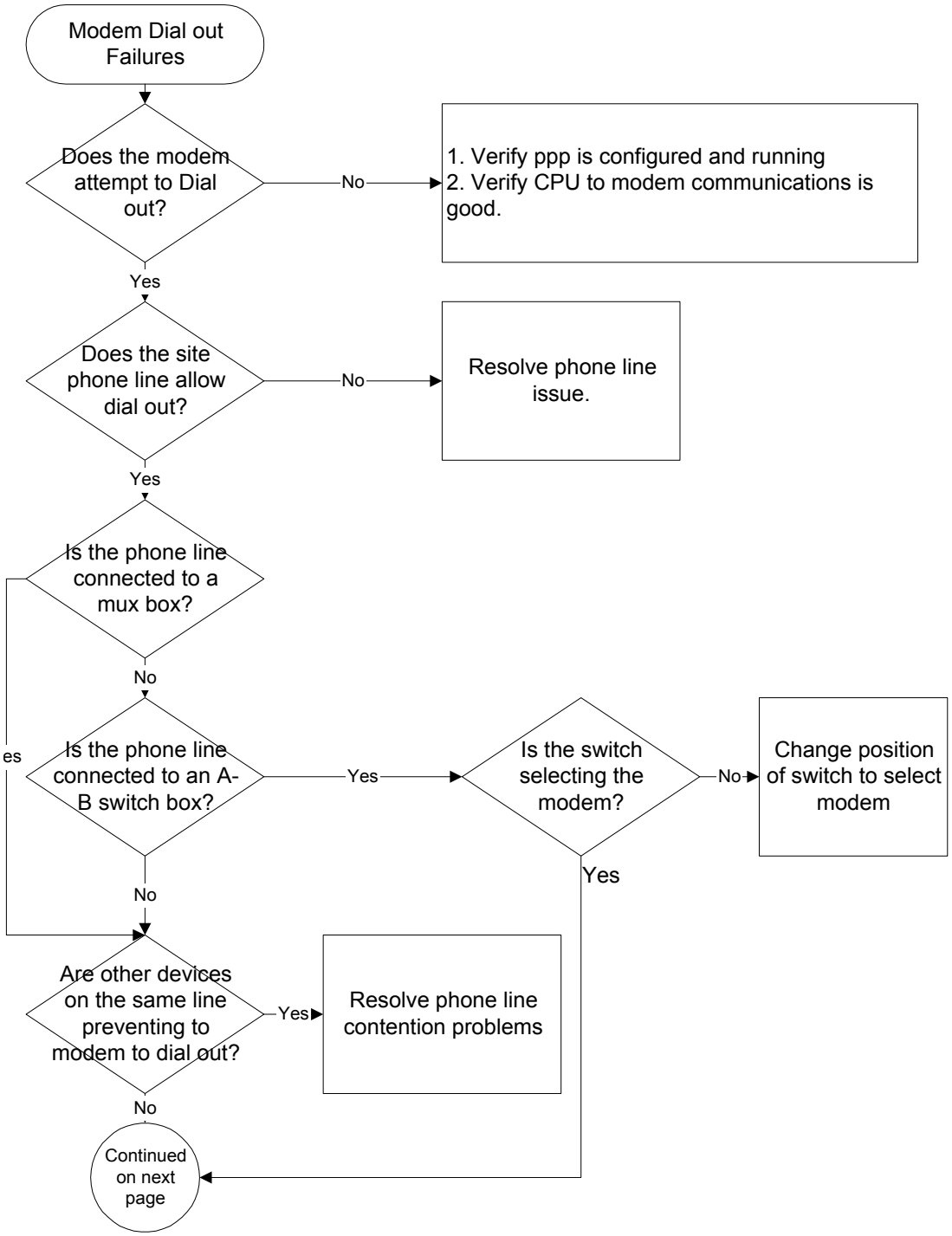
Note 7: Restart ppp process
> **pppdRestart**

Note 8: Verify ppp configuration
> **ConfigLink**
View the following files:

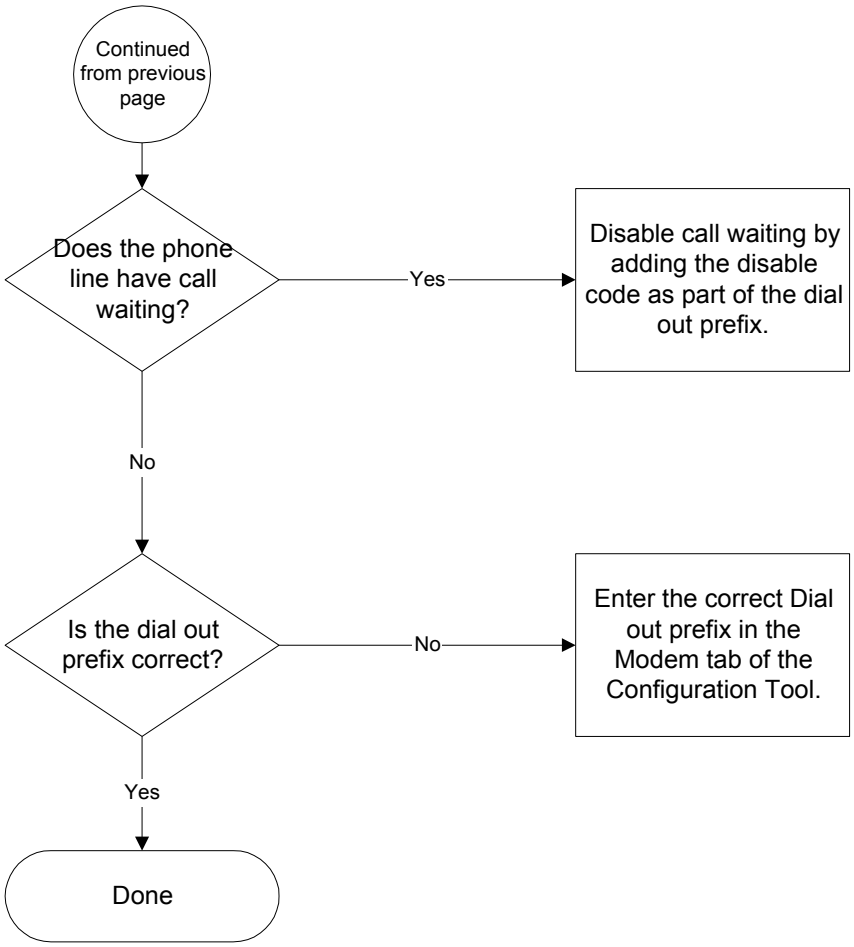
SGI: /etc/uucp/Devices
/etc/uucp/Dialers
/etc/uucp/Systems
/etc/pppd.conf

SUN: /usr/lib/ppp/Auth
/usr/lib/ppp/Devices
/usr/lib/ppp/Dialers
/usr/lib/ppp/Filter
/usr/lib/ppp/Login
/usr/lib/ppp/Systems

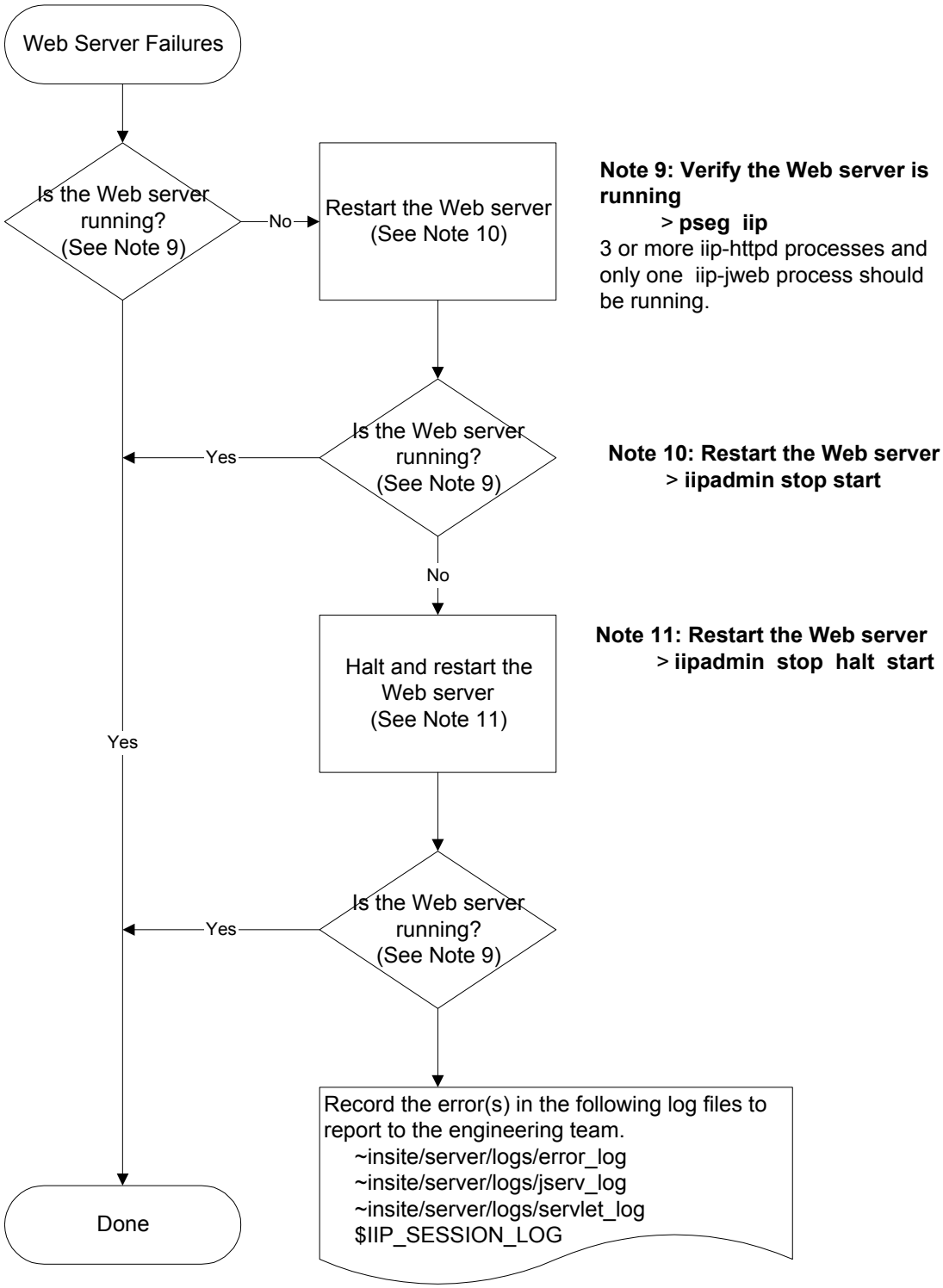
Modem Dial Out Failures



Modem Dial Out Failures (continued)



Web server problems

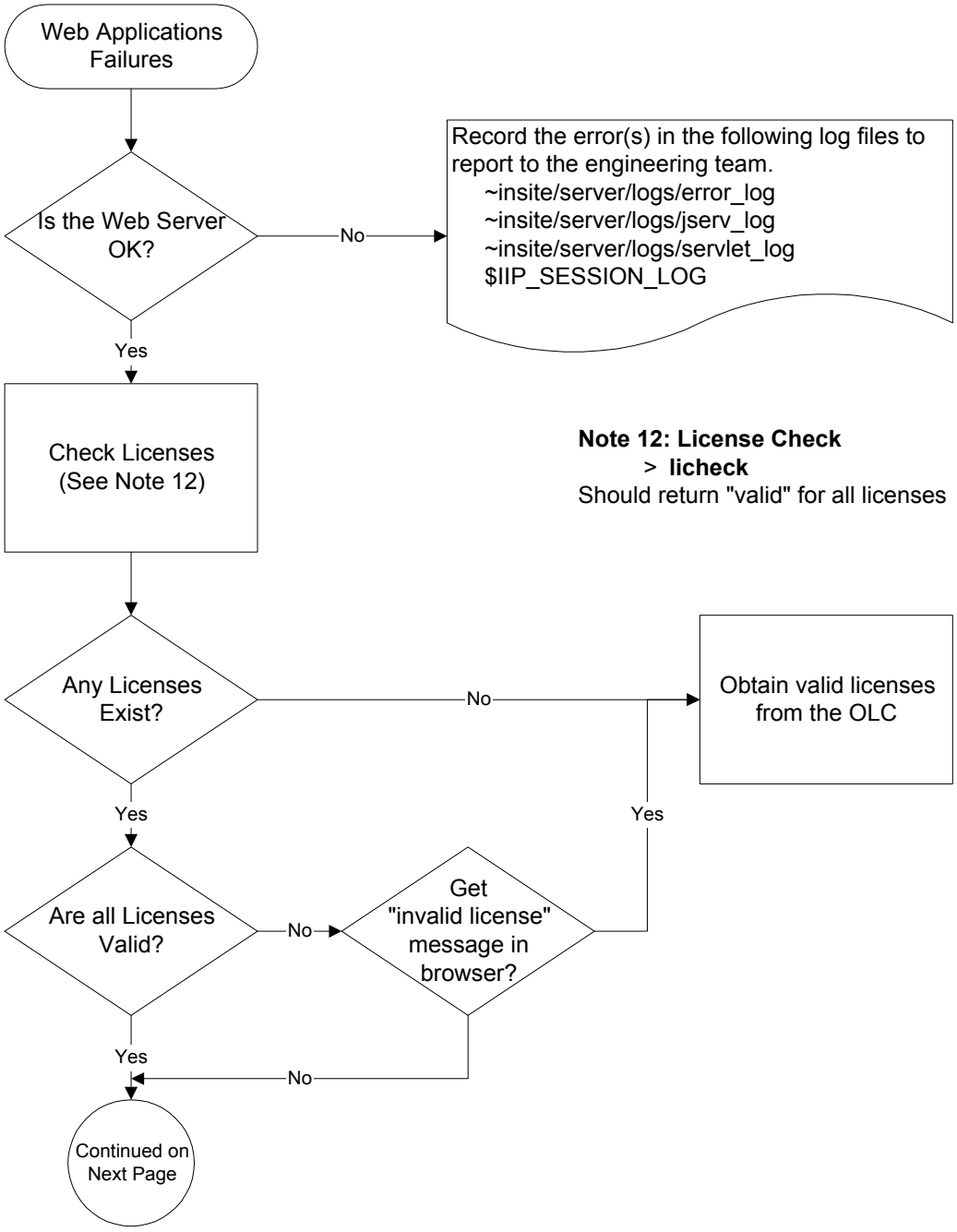


Note 9: Verify the Web server is running
> pseg iip
3 or more iip-httpd processes and only one iip-jweb process should be running.

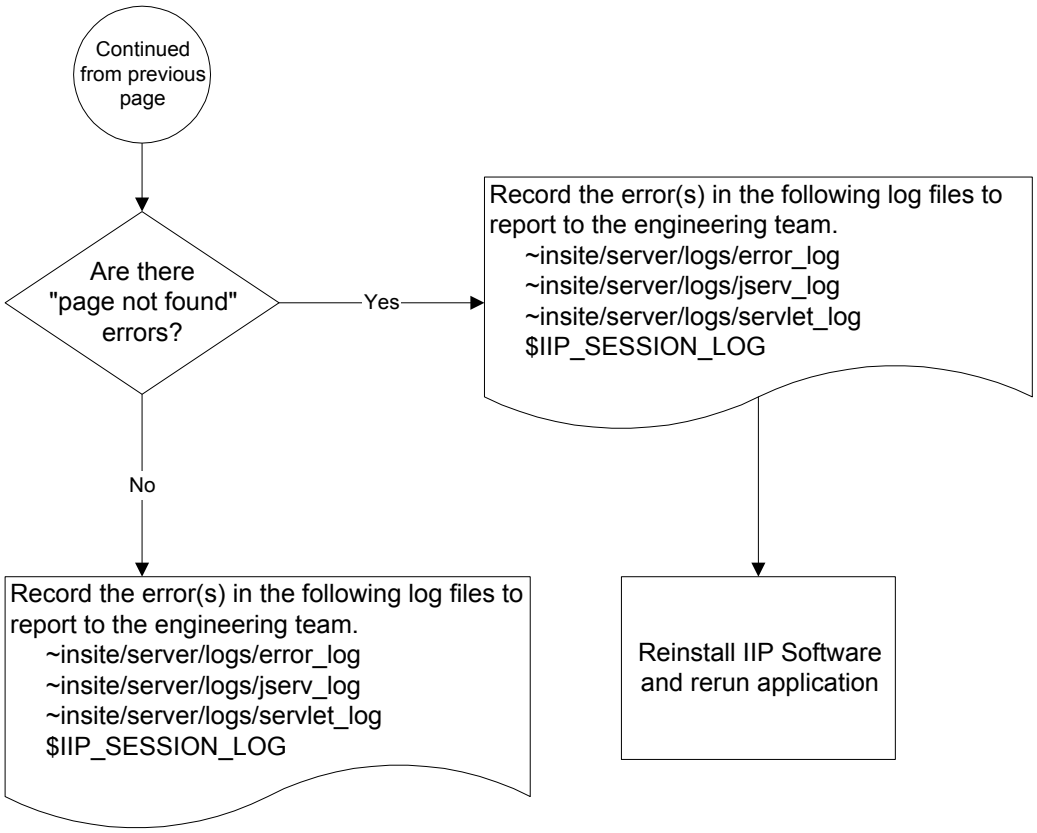
Note 10: Restart the Web server
> iipadmin stop start

Note 11: Restart the Web server
> iipadmin stop halt start

Web applications won't run



Web applications won't run (continued)



GLOSSARY

AutoSC - Automated Support Center. The automated support center accepts incoming requests from ProDiags or call out to sites to gather information.

CPU - Central Processing Unit.

daemon - Disk And Execution MONitor. A UNIX process that continuously runs to monitor or process requests or commands of a specific type.

GUI - Graphical User Interface.

HTTP - Hypertext Transfer Protocol. Advanced protocol for the exchange of hypertext documents across the Internet, with destinations of all internal and external hyperlinks included.

II - InSite Interactive. This is the big program. Parts include the InSite Interactive Platform, customer applications provided by modalities, and applications and reports provided by the OnLine Center.

IIP - InSite Interactive Platform. This includes InSite connectivity, Proactive Diagnostics, Web Server, Web Browser, and Customer Applications.

IP - Internet Protocol. A layer three protocol used in a set of protocols to support a network. IP provides a connectionless datagram delivery service for transport layer protocols such as TCP.

OLC - OnLine Center.

PPP - Point-to-Point Protocol. A TCP/IP protocol used over a modem connection.

ProDiags - Proactive Diagnostics. A GEMS proprietary tool that runs small diagnostic programs to proactively identify a potential site problem. ProDiags notifies the OLC when a diagnostic identifies a “known” error.

SGI - Silicon Graphics Inc..

TCP - Transmission Control Protocol . TCP is the virtual circuit protocol of the Internet protocol family. It is a byte-stream protocol layered above the Internet Protocol(IP).

APPENDIX A - InSite Interactive Command Summary

pmadm -l

SUN specific command to list all the port monitors
Sample Output:

```
PMTAG    PMTYPE   SVCTAG   FLGS ID       <PMSPECIFIC>
zsmon    ttymon   ttya     u    root     /dev/term/a bc - /usr
/lib/ppp/Login - 38400 ldterm,ttcompat login:  - - n  #Modem - Bidirectional
```

sacadm -l

SUN specific command to list services used by the port monitor
Sample Output:

```
PMTAG    PMTYPE   FLGS RCNT STATUS     COMMAND
zsmon    ttymon   -    0    ENABLED    /usr/lib/saf/ttymon #IIP
```

pmadm -r -p zsmon -s ttya

SUN specific command to remove the port monitor for ttya or /dev/cua/a

tip /dev/cua/a

SUN specific UNIX command used to connect into a modem via the serial port.

ps –ef | grep mgetty

Linux command string to determine if port monitor is running
Sample output:

root 3509 3500 0 14:35 ? 00:00:00 /sbin/mgetty -D -s 38400 /dev/tttyS0

grep mgetty /etc/inittab

Linux command to determine the state of the port monitor
Sample Output:

```
# do not edit. iip0 starts mgetty
iip0:2345:respawn:/insite/bin/.iipDialIn
```

Where .iipDialIn starts an mgetty process

ps -ef | grep getty

SGI command string to determine if the port monitor is running
Sample Output:

```
root 15282     1  0   Dec 10 ttyf1   0:00 /usr/lib/uucp/uugetty Nt 60 ttyf1
dx_115200
```

grep uugetty /etc/inittab

SGI command to determine the state of the port monitor
Sample Output:

```
#for ports with modems.  See the getty(1M), uugetty(1M), init(1M),
t1:23:respawn:/usr/lib/uucp/uugetty -Nt 60 ttyf1 dx_115200 # Port 1 PPP (2)
```

setReg -r ""

InSite command to see if the modem is alive. returns OK on success.

licheck

InSite command to check license status of II applications.
Sample Output:

```
bad.iip_obt:    Not Valid: Hash check failed     ← Indicates file changed or file not for that machine
iip_cmesg:      Valid
iip_miia:       Valid                            ← Indicates License is good
iip_obt:        Valid
serviceHistory: Not Valid: Expired               ← indicates license expired, past date limit
systemUsage:    Not Valid: Expired
```

May also see a "java.net.UnknownServiceException: no content-type" message. This message indicates the Web server is not running.

showrev -a

SUN specific command to display OS software revisions.
The following SUN patches are **REQUIRED** for IIP to function properly:

Function \ Hardware	Ultra 2	Ultra 5	Ultra 10/60
insite_browser	103668-10 or	103663-10 or	103663-10 or
(Solaris 2.5 only)	103663-13	103663-13	103663-13
ttymon updates			104596-07
(Solaris 2.5 only)			105877-01
Java 1.1.6 support	103566-38	103566-38	103566-38
(Solaris 2.5 only)	103640-24	103640-24	103640-24
Java 1.2 support	103566-43	103566-43	103566-43
(Solaris 2.5 only)	103640-28	103640-28	103640-28
	103627-10	103627-10	103627-10
Java 1.2 support	106980-05	106980-05	106980-05
(Solaris 2.7 only)	107636-01	107636-01	107636-01
	107607-01	107607-01	107607-01
	107078-10	107078-10	107078-10

Table 5: SUN Patches

Sample Output:

```
Hostname: dv-cool
Hostid: 807a1e7a
Release: 5.5.1
Kernel architecture: sun4u
Application architecture: sparc
Hardware provider: Sun_Microsystems
Domain: sn
Kernel version: SunOS 5.5.1 Generic 103640-24 August 1998

OpenWindows version:
OpenWindows Version 3.5.1  3 August 1998
Patch: 103640-24  Obsoletes: 103591-09, 103658-02, 103920-05, 103600-18, 103609-
02, Requires:, Incompatibles:, iss_sparc-01  Packages: SUNWcsu, SUNWcsr, SUNWkvm
, SUNWcar
Patch: 103566-38  Obsoletes: 103508-01, Requires:, Incompatibles:  Packages: SUN
Wxwfnt, SUNWxwplt, SUNWxwopt
```

APPENDIX B - InSite Interactive Command Options

setReg options:

```
Modem Register Access Tool for InSite Interactive Platform

Usage: setReg -p port -r "register" [-s speed] [-d seconds]
       setReg -h

       -d seconds    delay in seconds. This is optional. Sometimes an
                     additional delay is needed to get a response back
                     from the modem. Default is 2 seconds.
       -h            this helpful output
       -p port       the port the modem is connected to. Example:
                     /dev/cua/a  or  /dev/ttyf1 .
       -r "register" register string to pass to the modem. MUST BE IN
                     DOUBLE QUOTES. May take the following forms:
                          -r "S0=1"
                          -r "S0=1S2=2S3=4"
                          -r "S0=1 S2=2 S3=4"
       -s speed      serial port speed. This is optional. Typical speeds
                             are 115200, 57600, 38400, 19200, 9600. Default is 38400.
       -c process_id internal use only. Used to cleanup if port hangs
```

ConfigLink options

```
usage: ConfigLink [-v] [-p] [-d] [-P]
        -v - verbose
        -P - append -ppp to hostname (GEMS devenv only)
        -p - pre-checkout (answer incoming calls only)
        -d - debug (set idle timeouts to 30 sec, log activity)
        -a - force ppp to restart
        -k - For Mobile Use Only - remove ppp setup, disable serial port
        -m - For Mobile Use Only - enable serial port, reconfigure ppp, start ppp
```

installinsite options

(NOTE: “iipadmin config” should be used to configure insite parameters instead of intallinsite)

```
usage: installinsite [Options]

Options:
[].................InSite Interactive Installation with GUI Interface
[-autocheckout].....Perform an autocheckout with the AutoSC
[-debug]............Turn Debugging ON
[-dn]...............Report Current Dialout Number
[-dp]...............Report Current Dialout Prefix
[-dp DialPre].......Set Current Dialout Number
[-healthpg].........Set up Health Page only with GUI Interface
[-ip]...............Report Scanner IP Address
[-ld]...............List Network Devices
[-ldp]..............Report Available Dial Prefixes
[-lms]..............List the Modem String used to set up the modem
[-logs].............Set up Logs only with GUI interface
[-modem]............Set up modem and InSite Checkout only with GUI Interface
[-nohealthpg].......Set up using the GUI Interface without Health Page
[-nomodem]..........Set up using the GUI Interface without modem and Insite Checkout
[-noprodiags].......Set up using the GUI Interface without Proactive Diags
[-p]................Report Current Phone Number Info
[-port].............List the Serial Port Name
[-prodiags].........Set up Proactive Diags only with GUI Interface
[-reload]...........Used after a restore to automate configure and checkout
[-spd]..............List the Serial Port Speed
[-tp]...............Report Current Line Type (TONE) or (PULSE)
[-tp t|p]...........Set Current Line Type (T)one or (P)ulse
{-tty]..............tty InSite Interactive Installation
```

installmodem options

(NOTE: "iipadmin config" should be used to configure modem parameters instead of installmodem)

```
Usage: installmodem [Options]

Options:
[].................Modem Installation
[-cm]..............Display Modem Type Currently Selected
[-debug]...........Turn Debugging ON
[-h]...............Remote Boot Modem Hangup
[-i]...............Current Configuration Inquiry
[-l]...............List Available Modem Types
[-ld]..............List Modem Menu Descriptions
[-m ModemType]......Install Specific Modem Type
[-os on|off]........Setup OS for Modem Dial In/Out
[-p]...............Program CPU Board NVRAM Only (SUN Only)
[-q]...............Query Modem Registers
[-r]...............Reinitialize Modem Registers
[-zsmon ]...........Check <zsmon> Port Monitor (SUN Only)
```

iipadmin options

```
Administration tool for InSite Interactive

Usage: iipadmin [-r root] [-f file] [-e extdir] [-m dir] [-k] install
       iipadmin [-r root] -b file {backup, restore}
       iipadmin [-r root] command
       iipadmin [-r root] [-m dir] M-command
       iipadmin -l [new_lang]
       iipadmin -h

       -e extdir  specify an extensions directory
       -b file    "IIP backup" file
       -f file    install "file" as $INSITE_HOME/.insiterc.local
                  this file must contain the "setenv INSITE_HOME ..." directive
       -r root    use the InSite Interactive root directory
                  (should end with "insite")
       -k         keep (do not /bin/rm) existing $INSITE_HOME directory
                  during installation
       -m dir     specify the directory that contains the class-M distribution
       -l [new_lang] no argument to display current language, add argument to set new.
       -h         this helpful output

       commands:
         backup      backup IIP files to standard out
         config      configure to set modem / PPP
         install     initial install and configure to set site parameters
                     if -m given, this will also do M-install
                     for Linux, if –squid given, this will install squid
         restore     restore previously backed-up files
         start       start all deamons
         stop        stop all deamons

       M-commands:
         M-install   install class M package only
         M-uninstall uninstall class M package only
```

iipadmin-basic options

```
Administration tool for iip-pppd

Usage: iipadmin-basic {install | start | stop | uninstall}

       install  initial install of iip-pppd to set site parameters
       start    start the iip-pppd
       stop     stop the iip-pppd
       uninstall uninstall the insite directory and associated files
```

iipadmin-server options

```
Administration tool for iip-httpd

Usage: iipadmin-server [-n nice] {install | start | stop | halt | uninstall}

       -n        set a nice value to lower the process priority
       install   initial install of iip-httpd to set site parameters
       uninstall unconfigure iip-httpd to original distributed state
       start     start the iip-httpd
       stop      stop the iip-httpd using SIGTERM
       halt      force exit the iip-httpd using SIGKILL
```

gzip options

```
gzip 1.2.4 (18 Aug 93)
usage: gzip [-cdfhlLnNtvV19] [-S suffix] [file ...]
 -c --stdout      write on standard output, keep original files unchanged
 -d --decompress  decompress
 -f --force       force overwrite of output file and compress links
 -h --help        give this help
 -l --list        list compressed file contents
 -L --license     display software license
 -n --no-name     do not save or restore the original name and time stamp
 -N --name        save or restore the original name and time stamp
 -q --quiet       suppress all warnings
 -S .suf  --suffix .suf     use suffix .suf on compressed files
 -t --test        test compressed file integrity
 -v --verbose     verbose mode
 -V --version     display version number
 -1 --fast        compress faster
 -9 --best        compress better
 file...          files to (de)compress. If none given, use standard input.
```

viewlog options

```
Usage:  [-h] [filename]

        -h              prints this help page of .

    filename            name of the log file to view

     allows an ascii terminal to view a log file.  If no filename is
    passed in, the gesyslog is viewed.
```

pppdRestart options

```
Usage:   pppdRestart
       Used to restart the ppp deamon

Options:
[].................Normal ppp restart
[kill].............Terminate all ppp precesses
[auto].............Restart ppp with delay before terminating the old processes
```

pd_Install options

```
Usage: pd_Install [Options]

Options:
[].................Normal ProDiags Installation
[-auto].............Auto ProDiags Install (No User Questions)
[-debug]............Turn Debugging ON


pd_Install: '-h' is not a valid command line option
```

gattention options

```
usage: gattention ["text message"]
```

```
This command creates a pop-up Attention! window.
Example: gattention "Test Message"
```

less options

```
                        SUMMARY OF COMMANDS

     Commands marked with * may be preceded by a number, N.
     Notes in parentheses indicate the behavior if N is given.

  h  H                 Display this help.
  q  :q  :Q  ZZ        Exit.

  e  ^E  j  ^N  CR  *  Forward  one line (or N lines).
  y  ^Y  k  ^K  ^P  *  Backward one line (or N lines).
  f  ^F  ^V  SPACE  *  Forward  one window (or N lines).
  b  ^B  ESC-v      *  Backward one window (or N lines).
  z                 *  Forward  one window (and set window to N).
  w                 *  Backward one window (and set window to N).
  d  ^D             *  Forward  one half-window (and set half-window to
                           N).
  u  ^U             *  Backward one half-window (and set half-window to
                           N).
  F                    Forward forever; like "tail -f".
  r  ^R  ^L            Repaint screen.
  R                    Repaint screen, discarding buffered input.
        ---------------------------------------------------
        Default "window" is the screen height.
        Default "half-window" is half of the screen height.
        ---------------------------------------------------
  /pattern          *  Search forward for (N-th) matching line.
  ?pattern          *  Search backward for (N-th) matching line.
  n                 *  Repeat previous search (for N-th occurrence).
  N                 *  Repeat previous search in reverse direction.
  ESC-n             *  Repeat previous search, spanning files.
  ESC-N             *  Repeat previous search, reverse dir. & spanning
                           files.
  ESC-u                Undo (toggle) search highlighting.
        ---------------------------------------------------
        Search patterns may be modified by one or more of:
        !  search for NON-matching lines.
        *  search multiple files.
        @  start search at first file (for /) or last file (for ?).
        ---------------------------------------------------
  g  <  ESC-<       *  Go to first line in file (or line N).
  G  >  ESC->       *  Go to last line in file (or line N).
  p  %              *  Go to beginning of file (or N percent into file).
  {                 *  Go to the } matching the (N-th) { in the top
                           line.
  }                 *  Go to the { matching the (N-th) } in the bottom
                           line.
  (                 *  Go to the ) matching the (N-th) ( in the top
                           line.
  )                 *  Go to the ( matching the (N-th) ) in the bottom
                           line.
  [                 *  Go to the ] matching the (N-th) [ in the top
                           line.
  ]                 *  Go to the [ matching the (N-th) ] in the bottom
                           line.
  ESC-^F <c1> <c2>  *  Go to the c1 matching the (N-th) c2 in the top
                           line
  ESC-^B <c1> <c2>  *  Go to the c2 matching the (N-th) c1 in the bottom
                           line.
  m<letter>            Mark the current position with <letter>.
  '<letter>            Go to a previously marked position.
  ''                   Go to the previous position.
  ^X^X                 Same as '.

  :e [file]            Examine a new file.
  ^X^V                 Same as :e.
  :n                *  Examine the (N-th) next file from the command line.
```

```
:p               *  Examine the (N-th) previous file from the command line.
:x               *  Examine the first (or N-th) file from the command line.
=  ^G  :f            Print current file name.
V                    Print version number of "less".

-<flag>              Toggle a command line flag [see FLAGS below].
_<flag>              Display the setting of a command line flag.
+cmd                 Execute the less cmd each time a new file is
                          examined.

!command             Passes the command to $SHELL to be executed.
|X_Xcommand          Pipe file between current pos & mark X_X to shell
                          command.
v                    Edit the current file with $VISUAL or $EDITOR.
      ---------------------------------------------------
                        FLAGS

      Most flags may be changed either on the command line,
      or from within less by using the - command.

-?            Display help (from command line).
-a            Forward search skips current screen.
-b [N]        Number of buffers.
-B            Don't automatically allocate buffers for pipes.
-c  -C        Repaint by scrolling/clearing.
-d            Dumb terminal.
-e  -E        Quit at end of file.
-f            Force open non-regular files.
-g            Don't highlight matches for previous search pattern.
-G            Highlight ALL matches for previous search pattern.
-h [N]        Backward scroll limit.
-i            Ignore case in searches.
-I            Ignore case in searches and in search patterns.
-j [N]        Screen position of target lines.
-k [file]     Use a lesskey file.
-m  -M        Set prompt style.
-n  -N        Use line numbers.
-o [file]     Log file.
-O [file]     Log file (unconditionally overwrite).
-p [pattern]  Start at pattern (from command line).
-P [prompt]   Define new prompt.
-q  -Q        Quiet the terminal bell.
-r            Output "raw" control characters.
-s            Squeeze multiple blank lines.
-S            Chop long lines.
-t [tag]      Find a tag.
-T [tagsfile] Use an alternate tags file.
-u  -U        Change handling of backspaces.
-V            Display the version number of "less".
-w            Display ~ for lines after end-of-file.
-x [N]        Set tab stops.
-X            Don't use termcap init/deinit strings.
-y [N]        Forward scroll limit.
-z [N]        Set size of window.
```

APPENDIX C - IIP Configuration Tool Troubleshooting Text

(NOTE: Causes and Solutions are NOT in order of frequency. Cause 1 is resolved by Solution 1.)

PROBLEM: IIP Configuration GUI Hangs When Configuring the Port Monitor. (i.e., Serial Port).

CAUSES:
1) Modem is causing a serial port hang.
2) Orphan ppp process is using the serial port.
3) Bad Serial Port.
4) Bad Modem.

SOLUTION:
1) Turn Modem power off for 5 seconds, turn modem back on, retry to configure the modem.
2) Type: \pppdRestart kill [enter]\ to stop all ppp processes.
3) Replace bad Serial Port.
4) Replace bad Modem.

PROBLEM: Check Hardware message During Modem Configuration.

CAUSES:
1) Modem is connected to a different serial port.
2) Bad modem to CPU serial cable.
3) Modem is not turned on.
4) Modem is off hook (i.e., connected to OnLine Center).
5) Bad Modem.
6) TTY port not configured correctly.

SOLUTIONS:
1) Connect the modem to the correct serial port.
2) Replace the serial cable between the modem and the CPU.
3) Turn on the Modem.
4) Press the button on the front of the modem to disconnect.
5) Replace the modem.
6) Start the IIP Configuration Tool, and select APPLY on the modem tab.

PROBLEM: Check Hardware message During Configuration of Motorola Modems.

CAUSES:
1) Modem is at unusual factory settings or went through a modem configuration as a USRobotics modem.

SOLUTIONS:
1) Need to reset DCD to Normal before configuring the modem. To do this, follow this procedure:
   a) Behind the Motorola modem front panel, select the Return key (diagonal arrow)until you see “Disconnect T/D?”
   b) Select the down arrow until you see Terminal Opts
   c) Select the right arrow button until you see DCD= 'value' this value must be “Normal”, otherwise ,
   d) Select the down button until the display reads, DCD = Normal.
   e) Press the enter button.

```
      f) Select the Return key (diagonal arrow) until you see
         "Disconnect T/D?"
      g) Reconfigure the modem using the IIP Configuraiton GUI.
```

PROBLEM: InSite Cannot Connect to the site.

```
CAUSES:
      1) Modem is not turned on.
      2) Phone Line to modem is disconnected or in wrong jack.
      3) Modem to CPU serial cable is not connected.
      4) Bad modem to CPU serial cable
      5) InSite phone number has changed or been disconnected.
      6) The insite user password has changed.
      7) CPU serial port is bad.
      8) PPP deamon is not running.
      9) In Europe with MultiTech Modem.
SOLUTIONS:
      1) Turn on the modem.
      2) Connect the phone line to the port labeled \Jack\ .
      3) Connect the cable between the Modem and the CPU.
      4) Replace the serial cable
      5) Verify the Phone Line used by InSite is functional.
      6) Cal the OLC to update the insite password in the database.
      7) Replace the CPU serial port used by the modem.
      8) Run the command \pppdRestart\ as root.
      9) On MultiTech, set S37=17 from the Custom Device Connection Tab.
```

PROBLEM: Dial out to AutoSC or OnLine Center Fails. Dial in is OK.

```
CAUSES:
      1) Wrong Dial out Prefix.
      2) Wrong Dial out Phone Number.
      3) PPP routing is incorrect or missing.
SOLUTIONS:
      1) Change Dial out Prefix in the IIP Configuration Tool.
      2) Call the OLC for an InSite Checkout.
      3) Call the OLC for an InSite Checkout.
```

PROBLEM: Web Browser not functioning properly.

```
CAUSES:
      1) Web browser not responding to requests or actions.
      2) Web browser at an unknown location and can't get to home page.
      3) Web browser distorts pages.
SOLUTIONS:
      ALL) Close the current Web Browser and start a new with the
           command:
                        insite_browser.
```

PROBLEM: Web Server not functioning properly.

```
CAUSES:
      1) New files added under the ~insite/classes/com directory tree.
      2) Too many iip-http processes running.
      3) Web server cannot find pages on system.
      4) Abandoned httpd processes.
SOLUTIONS:
      ALL) In the ~insite/server directory, run the command
                        \iipadmin stop halt start\.
```

PROBLEM: License error when trying to run an InSite Interactive Application.

```
CAUSES:
      1) License for an Application does not exist.
      2) License for an Application is invalid.
      3) License for an Application has expired.
SOLUTIONS:
      ALL) Call the OLC to refresh applicable InSite Interactive
           licenses.
```

IMPORTANT LOGS TO VIEW FOR INSITE PROBLEMS:

(NOTE: Use \viewlog\ found in the ~insite/bin to view these logs)

Error Log Name	Error Log Purpose
$IIP_SESSION_LOG	General InSite error log
~insite/logfiles/configdebug.log	Config Tool debug log
~insite/server/logs/access_log	Web server access log
~insite/server/logs/error_log	Web server error log
/var/adm/SYSLOG or /var/adm/pppd.log	ppp error log

IMPORTANT COMMANDS FOR INSITE INTERACTIVE:

Command	Command Purpose
iipadmin config	start InSite Configuration GUI
iipadmin config -debug	start InSite Config GUI and create debug log
iipadmin config -tty	InSite Configuration in tty mode
iipadmin stop start	Stop then restart Web server
insite_browser	start an InSite Interactive browser
viewlog <log name>	view a log with the viewlog utility

APPENDIX D - IIP and PPP Configuration Files

IIP Configuration Files

(NOTE: **BOLD** text indicates site specific information, ***BOLD Italic*** indicates site specific information supplied by the OLC in the sclink.cfg file.)

~insite/.insiteINFO file

```
INS_ConnectionType="Modem"
INS_ModemType="ModemMultiTech"
INS_PhoneNumber="8776900058"
INS_DialPrefix="8,"
INS_ToneOrPulse="T"
INS_Country="Default - All Others"
INS_ModemString="&F0 X4 &D0 E0 T M0 Q2 S0=1 S7=90 "
INS_TtyPort="/dev/ttyf1"
INS_TtySpeed="115200"
INS_GatewayIP=""
INS_GatewayMASK=""
```

~insite/.insiterc.local file

```
#==============================================================================
#
#------------------------------------------------------------------------------
# Copyright (c) 1998 The General Electric Company
#------------------------------------------------------------------------------
#
# This file contains site-specific Insite Interactive Platform (IIP) parameter
# settings to be used during installation, configuration and execution.
#
# The format of this file is a /bin/csh source-able file.
#
# Settings in this file (.insiterc.local) will override those set by the
# ~insite/.insiterc file.
#
# Do not source this file directly!  This file is automatically sourced
# from ~insite/.insiterc which MUST be used to source this file.
#
#
# NOTE: VERIFY ALL csh EXECUTABLE COMMAND STRINGS ARE CORRECT BEFORE RELEASE!
#
#------------------------------------------------------------------------------
# Uncomment and/or set variables below, as needed.
#------------------------------------------------------------------------------


# Additional .cshrc files your modality may need Insite Interactive to source
# ---------------------------------------------------------------------------
# source ~_YOUR_USER_HERE_/.cshrc

#==============================================================================
#
#                M A N D A T O R Y   S E C T I O N
#
#==============================================================================


# INSITE_HOME must be defined as a full path name, ending with "/insite".
# ---------------------------------------------------------------------------
setenv INSITE_HOME /export/home1/insite         # .../somewhere/insite

# Set file name for modality specific information
# -----------------------------------------------------------------------
```

```
# setenv IIP_MODALITY_INFO _YOUR_FILE_NAME_HERE_
# setenv IIP_MODALITY_INFO /usr/g/config/INFO # for CT

# Set Configuration directory
# ------------------------------------------------------------------------
# setenv IIP_CONFIG_DIR _YOUR_DIRECTORY_NAME_HERE_
# for CT...
# setenv IIP_CONFIG_DIR /usr/g/config
# for MR...
# setenv IIP_CONFIG_DIR /usr/g/w/config

# Set HealthPage executable directory, The directory where the healthpage
# executable can be found. Normally $INSITE_BIN
# ------------------------------------------------------------------------
# For CT is /usr/g/config;  MR is /usr/g/w/config
# setenv IIP_HEALTHPAGE_DIR _YOUR_DIRECTORY_NAME_HERE_
# setenv IIP_HEALTHPAGE_DIR $IIP_CONFIG_DIR

# Set HealthPage Config Files directory, The directory where the healthpage
# configuration files can be found. Normally, the same as $IIP_CONFIG_DIR
# ------------------------------------------------------------------------
# For CT is /usr/g/config;  MR is /usr/g/w/config
# setenv IIP_HP_CONFIG_DIR _YOUR_DIRECTORY_NAME_HERE_
# setenv IIP_HP_CONFIG_DIR $IIP_CONFIG_DIR

# Set list_select_ex executable directory, The directory where the
# list_select_ex  executable can be found. Normally $INSITE_BIN
# ------------------------------------------------------------------------
# For CT is /usr/g/config;  MR is /usr/g/w/config
# setenv IIP_LIST_SELECT_DIR _YOUR_DIRECTORY_NAME_HERE_
# setenv IIP_LIST_SELECT_DIR $IIP_CONFIG_DIR

# csh executable Command string to set Hospital Name
# ------------------------------------------------------------------------
# setenv IIP_HOSPITALNAME _YOUR_COMMAND_TO_GET_HOSPITAL_NAME_HERE_
# for CT...
# setenv IIP_HOSPITALNAME `grep hospitalName /usr/g/config/Suite.cfg | awk -F= '
{print $2}'`
# for MR...
# setenv IIP_HOSPITALNAME `grep hospitalName /usr/g/w/config/Suite.cfg | awk -F=
 '{print $2}'`
setenv IIP_HOSPITALNAME "Final 2.1 Memorial"

# Path and Filename of the systems password file.
# (used to check for changed passwords)
# ------------------------------------------------------------------------
# setenv IIP_PASSWD_FILE _YOUR_PASSWORD_FILENAME_HERE_
# setenv IIP_PASSWD_FILE /etc/shadow   # for MR
setenv IIP_PASSWD_FILE /etc/passwd   # for CT

# csh executable Command string to Set The Modality Software Revision of the
# Product - THIS MUST BE DEFINED TO AID THE OLC IN THE PROPER SELECTION
# OF APPLICATIONS HELP PAGES.
# ------------------------------------------------------------------------
# setenv IIP_SOFTWARE_REV _YOUR_COMMAND_TO_GET_IIP_SOFTWARE_REV_HERE_
# for CT...
# setenv IIP_SOFTWARE_REV `showprods | grep "Rhapsode_Product " | cut -d" " -f12
`
# for MR...
# setenv IIP_SOFTWARE_REV `whatRev |  grep "^MR Software release" | cut -d" " -f
4`
setenv IIP_SOFTWARE_REV "2.1-FINAL"

# csh executable Command string to Set The Modality Product Type - THIS MUST
# BE DEFINED TO AID THE OLC IN THE PROPER SELECTION OF APPLICATIONS HELP PAGES.
# ------------------------------------------------------------------------
# setenv IIP_PRODTYPE _YOUR_COMMAND_TO_GET_IIP_SOFTWARE_REV_HERE_

# csh executable Command string to set the locale (language, country)
# based on ISO 639:1988 (language) and ISO 3166 (country)
# ------------------------------------------------------------------------
# setenv IIP_LOCALE _YOUR_LOCALE_HERE_
```

```
# setenv IIP_LOCALE en     #for English
setenv IIP_LOCALE fr     #for French
# setenv IIP_LOCALE it     #for Italian
# setenv IIP_LOCALE de-DE  #for German
# setenv IIP_LOCALE ex-MX  #for Spanish, spoken in Mexico
# setenv IIP_LOCALE pt-BR  #for Portuguese, spoken in Brazil

#============================================================================
#
#               O P T I O N A L   S E C T I O N
#
#============================================================================


# IIP_II_MODALITY should be one of: CT, MR, XR, US, II (Insite Interactive), ...
# ---------------------------------------------------------------------------
# setenv IIP_II_MODALITY _YOUR_MODALITY_HERE_

# IIP_SERVLET_PORT defines the port for HTTP servlets.
# Default is port 8182 and does not need to be set if using the default.
# ---------------------------------------------------------------------------
# setenv IIP_SERVLET_PORT _not_8182_

# IIPNoProxies defines a space-separated list of IP addresses that
# are entered into the "No Proxies For" list of the browser.  If more than
# one address is used, the values must be in double quotes (").
# ---------------------------------------------------------------------------
# setenv IIPNoProxies

# IIP_SERVER_NICE defines the nice value for the web server
# Default is no NICE value given
# (Can also be set using -nice option on the iipadmin-server command line)
# ---------------------------------------------------------------------------
# setenv IIP_SERVER_NICE 10

# Additional paths your modality may need added to LD_LIBRARY_PATH.
# This is a colon separated list and must include the default definition.
# For IRIX 6.4 (and beyond?) LD_LIBRARYN32_PATH and LD_LIBRARY64_PATH
# must also be defined iff LD_LIBRARY_PATH is defined.
# ---------------------------------------------------------------------------
# setenv LD_LIBRARY_PATH ${LD_LIBRARY_PATH}:_YOUR_LIB_HERE_
# setenv LD_LIBRARY_PATH ${LD_LIBRARY_PATH}:/g/ctuser/lib
# setenv LD_LIBRARYN32_PATH ${LD_LIBRARYN32_PATH}:_YOUR_LIB_HERE_
# setenv LD_LIBRARY64_PATH ${LD_LIBRARY64_PATH}:_YOUR_LIB_HERE_

# Path and FileName of the InSite Session Log
# ---------------------------------------------------------------------------
# setenv IIP_SESSION_LOG _YOUR_SESSION_LOGNAME_
# setenv IIP_SESSION_LOG /usr/g/service/state/ssw.srv_activity.ref

# Path and Filename of the default log to be used by viewlog
# NOTE: include both lines (set HOSTNAME and setenv IIP_VIEWLOG_FILENAME).
# ---------------------------------------------------------------------------
# setenv IIP_VIEWLOG_FILENAME _YOUR_LOG_FILENAME_HERE_
# set HOSTNAME=`uname -n`
# setenv IIP_VIEWLOG_FILENAME /usr/g/service/log/gesys_${HOSTNAME}.log

# csh executable Command string to notify the user InSite is logged in
# ---------------------------------------------------------------------------
# setenv IIP_NOTIFY_II_LOGIN _YOUR_COMMAND_STRING_HERE_
# setenv IIP_NOTIFY_II_LOGIN "insite_msg 0 >&! /dev/null &"

# csh executable Command string to notify the user InSite is logged out
# ---------------------------------------------------------------------------
# setenv IIP_NOTIFY_II_LOGOUT _YOUR_COMMAND_STRING_HERE_
# setenv IIP_NOTIFY_II_LOGOUT "insite_msg 1 >&! /dev/null &"


# For Perl, if not using the IIP available Perl distribution,
#           set IIP_PERL_BIN to the full pathname to its binary and
#
# Defaults are already set for using the IIP Perl distribution:
```

```
#   IIP_PERL_BIN = $INSITE_HOME/perl/bin/perl
# ------------------------------------------------------------------------
# setenv IIP_PERL_BIN /usr/sbin/perl       ... for example

# csh executable Command string to obtain the Service ID from modality
# a configuration file
# ------------------------------------------------------------------------
# setenv IIP_SERVICE_ID _YOUR_COMMAND_STRING_HERE_
# for CT...
# setenv IIP_SERVICE_ID `grep ServiceID $IIP_CONFIG_DIR/host.cfg|awk -F= '{print
 $2}'`
# for MR...
# setenv IIP_SERVICE_ID `grep ServiceID $IIP_CONFIG_DIR/Host.cfg|awk -F= '{print
 $2}'`

# IIP_SCREEN_DISPLAY is used to define the screen number of the
# DISPLAY variable.  For a single screen system, just use 0.0.  For screen
# number 1 of a two screen system use 0.1.
# ------------------------------------------------------------------------
# setenv IIP_SCREEN_DISPLAY 0.1

# name of a Custom serial port name(s) to be included in the
# IIP Configuration GUI. For multiple ports use the format:
#         setenv IIP_CONFIG_PORTNAME "/dev/ttyf040,/dev/ttyf041,/dev/ttyf042"
# NOTE: that the portnames are seperated by a comma with NO spaces!
# ------------------------------------------------------------------------
# setenv IIP_CONFIG_PORTNAME _YOUR_CUSTOM_SERIAL_PORT_HERE_
# setenv IIP_CONFIG_PORTNAME "/dev/ttyf040"

# This is for mobile systems ONLY. The definition here MUST be the path AND
# filename to execute after ConfigLink executes.
# For Example:  /usr/g/service/bin/ConfigLink.post
# ------------------------------------------------------------------------
# setenv IIP_CFGLINK_POST _YOUR_CONFIGLINK_POST_FILENAME_HERE_

#========================================================================
#
#                End of .insiterc.local file
#
#========================================================================
```

~insite/sclink.cfg file

```
LinkID=352998
LinkSecret=fdcfhiad436
ProductPhone=8w414521-6420
ProductIP=172.23.184.3/255.255.255.0
CenterPortmasterName=olc-pm4
USN=00000GSAO3
ServiceID=GSAO3
MLN=9999
IIWebIP=172.25.1.250
IIWebPort=80
IIWebName=olciiweb
CenterPhone=8776900058
GESubnet=172.25.0.0/255.255.0.0
ASCIP=172.25.3.3
ASCIP=172.25.3.2
ASCIP=172.25.3.1
CenterPortmasterIP=172.25.1.244
DialPrefix=8,
```

SUN / MorningStar PPP files (for Solaris 2.5 systems)

(NOTE: **BOLD** text indicates site specific information, ***BOLD Italic*** indicates site specific information supplied by the OLC in the sclink.cfg file.)

/usr/lib/ppp/Auth file

```
#
# NOTE: This file automatically generated by:
#
#       ConfigLink
# on
#       Mon Dec 14 14:47:16 CST 1998
#
# Modifications made to this file will be lost the next time ConfigLink
# runs.
#

olc-pm1 jjhefedc929
```

/usr/lib/ppp/Devices file

```
#
# File: /usr/lib/ppp/Devices
# Created By: installmodem script
# Date: Mon Dec 14 14:44:25 CST 1998
#
# Notes: This file is automatically generated by
#        the 'installmodem' script.
#
# ** WARNING: Any Changes to this file will be lost! **
#

3COM    rtscts
```

/usr/lib/ppp/Dialers file

```
#
# File: /usr/lib/ppp/Dialers
# Created By: installmodem script
# Date: Mon Dec 14 14:44:25 CST 1998
#
# Notes: This file is automatically generated
#        by the 'installmodem' script.  Each of
#        the .pppdiler.* files in the insite
#        directory (/export/cdr/insite) are added to
#        this file.
#
# ** WARNING: Any Changes to this file will be lost! **
#


#
#       PPP MODEM DIALER
#
#       Modem: 3COM Modem Types
#       File: $INSITE_HOME/.pppdialer.3COM
#       Created By: Mike Suchecki
#       Date: 08/25/98
#
3COM    ABORT NO\sCARRIER ABORT ERROR ABORT NO\sDIALTONE \
        ABORT RING\r\n\r\nRING\r\n\r\nRING ABORT BUSY ABORT NO\sANSWER \
        TIMEOUT 5  ATQ0 OK-ATQ0-OK-ATQ0-OK ATDT\T TIMEOUT 90 CONNECT
#
#        PPP MODEM DIALER
#
#        Modem: Generic
#        File: $INSITE_HOME/.pppdialer.Generic
#        Created By: Michael L. Duda
#        Date: 03/30/95
#
# Notes:
# Use this if your modem uses AT commands but needs no special setup
# for each call.  It's also a good base for constructing your own
# dialer.
#
Generic ABORT NO ABORT BUSY TIMEOUT 5  AT OK-AT-OK ATDT\T TIMEOUT 90 CONNECT
```

```
#
#       PPP MODEM DIALER
#
#       Modem: Hayes Modem Types
#       File: $INSITE_HOME/.pppdialer.Hayes
#       Created By: Michael L. Duda
#       Date: 03/30/95
#
Hayes   ABORT NO\sCARRIER ABORT ERROR ABORT NO\sDIALTONE \
        ABORT RING\r\n\r\nRING\r\n\r\nRING \
        ABORT BUSY ABORT NO\sANSWER TIMEOUT 5  AT OK-AT-OK \
        ATDT\T TIMEOUT 90 CONNECT
#
#       PPP MODEM DIALER
#
#       Modem: Motorola Modem Types
#       File: $INSITE_HOME/.pppdialer.Motorola
#       Created By: Michael L. Duda
#       Date: 03/30/95
#
#       Note: The AT&C0 is essential for the Motorola to have
#             set when dialing out.  If this value is not set,
#             during the intiation of a call the Motorola momentarily
#             drops the carrier and the call fails.  The &C0 value
#             set DCD to be always high so the PPP software never
#             sees the minor toggle of DCD.
#
Motorola        ABORT NO\sCARRIER ABORT ERROR ABORT NO\sDIALTONE \
        ABORT RING\r\n\r\nRING\r\n\r\nRING ABORT BUSY ABORT NO\sANSWER \
        TIMEOUT 5  AT&C0 OK-ATQ0-OK-ATQ0-OK ATDT\T TIMEOUT 90 CONNECT
#
#       PPP MODEM DIALER
#
#       Modem: US Robotics Modem Types
#       File: $INSITE_HOME/.pppdialer.USRobotics
#       Created By: Michael L. Duda
#       Date: 03/30/95
#
USRobotics      ABORT NO\sCARRIER ABORT ERROR ABORT NO\sDIALTONE \
        ABORT RING\r\n\r\nRING\r\n\r\nRING ABORT BUSY ABORT NO\sANSWER \
        TIMEOUT 5  ATQ0 OK-ATQ0-OK-ATQ0-OK ATDT\T TIMEOUT 90 CONNECT
```

/usr/lib/ppp/Filter file

```
default
        bringup 7979/tcp                # Bring up for AutoSC traffic
                80/tcp                  # Bring up for IIP traffic
                8002/tcp                # Bring up for OLC Proxy Server
                5282/tcp                # Bring up for Castanet traffic

        pass    7979/tcp/syn/send       # Allow connections to AutoSC
                104/tcp/syn/send        # Allow connections to DICOM servers
                6000/tcp/syn/send       # Allow connections for X (diags, etc)
                20/tcp/syn/send         # Allow ftp data connections out
                80/tcp/syn/send         # Allow IIP traffic to OLC
                8002/tcp/syn/send       # Allow OLC Proxy Server
                5282/tcp/syn/send       # Allow Castanet Traffic
                tcp                     # Allow all other tcp traffic
                icmp                    # Allow pings in both directions
                !tcp/syn/send           # Disallow all other tcp connections out
                !ip-opt=srcrt           # Disallow source routing
                !login !shell !who      # Disallow other unused services that may
                !sunrpc !chargen        #    pose security risks for the
                !tftp !supdup !syslog   #    protection of the Site
                !all                    # Disallow all other traffic (udp, etc)

        keepup  !ntp !3/icmp !5/icmp    # Don't keep up the link
                !11/icmp !who !route    #    for minor packets

        log     !all                    # Don't log anything to avoid big logs
```

/usr/lib/ppp/Login file

```
#!/bin/sh

#
# NOTE: This file automatically generated by:
#
#       ConfigLink
# on
#       Mon Dec 14 14:47:16 CST 1998
#
# Modifications made to this file will be lost the next time ConfigLink
# runs.
#

exec /etc/pppd  asyncmap 0x00000000 172.23.184.4~:3.87.88.221~ requirechap nolqm
name 339020 idle 120
```

/usr/lib/ppp/Systems file

```
#
# NOTE: This file automatically generated by:
#
#       ConfigLink
# on
#       Mon Dec 14 14:47:16 CST 1998
#
# Modifications made to this file will be lost the next time ConfigLink
# runs.
#

3.87.88.221 Any;5-5-20 ACU 38400 T9,18005708878
```

SUN PPP files (for Solaris 2.7 systems)

(NOTE: **BOLD** text indicates site specific information, ***BOLD Italic*** indicates site specific information supplied by the OLC in the sclink.cfg file.)

/etc/asppp.cf

```
#
# FILE: /etc/asppp.cf
# NOTE: This file was automatically generated by:
#       ConfigLink on Tue Feb 22 18:25:06 CST 2000
#       Modifications made to this file will
#       be lost the next time ConfigLink runs.
#
ifconfig ipdptp0 plumb 172.28.184.9 172.25.1.245 up

path
        interface ipdptp0
        peer_system_name Pinsite
        negotiate_address on
        inactivity_timeout 90
        will_do_authentication chap
        chap_name 363077
        chap_secret bjefbdeb500
        require_authentication chap
        chap_peer_name olc-pm5
        chap_peer_secret bjefbdeb500
```

/etc/uucp/Devices

```
#
# FILE: /tmp/ConfigLink.26987.Devices
# NOTE: This file was automatically generated by:
#       ConfigLink on Tue Feb 22 18:25:06 CST 2000
#       Modifications made to this file will
#       be lost the next time ConfigLink runs.
#
ACU /dev/cua/a null 38400 USRobotics
```

/etc/uucp/Dialers

```
#
# FILE: /tmp/ConfigLink.26987.Dialers
# NOTE: This file was automatically generated by:
#       ConfigLink on Tue Feb 22 18:25:06 CST 2000
#       Modifications made to this file will
#       be lost the next time ConfigLink runs.
#
#
#        PPP MODEM DIALER
#
#        Modem: 3COM Modem Types
#        File: $INSITE_HOME/.pppdialer.3COM
#        Created By: Mike Suchecki
#        Date: 08/25/98
#
3COM =,-,  "" \dA\pAT\r\c OK\r \eATdT\T\r\c CONNECT
STTY=crtscts,crtsxoff
#
#        PPP MODEM DIALER
#
#        Modem: Generic
#        File: $INSITE_HOME/.pppdialer.Generic
#        Created By: Michael L. Duda
#        Date: 03/30/95
#
# Notes:
# Use this if your modem uses AT commands but needs no special
setup
# for each call.  It's also a good base for constructing your own
# dialer.
#
Generic =,-,  ""  \dA\pAT\r\c OK\r EATDT\T CONNECT
STTY=crtscts,crtsxoff

#
#        PPP MODEM DIALER
#
#        Modem: Hayes Modem Types
#        File: $INSITE_HOME/.pppdialer.Hayes
#        Created By: Michael L. Duda
#        Date: 03/30/95
#
Hayes_optima =,-,  "" \dA\pATE1\r\c OK\r \dA\pATE1\r\c OK\r
ATDT\T\r\c CONNECT S
TTY=crtscts,crtsxoff
```

```
#
#        PPP MODEM DIALER
#
#        Modem: Motorola Modem Types
#        File: $INSITE_HOME/.pppdialer.Motorola
#        Created By: Michael L. Duda
#        Date: 03/30/95
#
#        Note: The AT&C0 is essential for the Motorola to have
#               set when dialing out.  If this value is not set,
#               during the intiation of a call the Motorola
momentarily
#               drops the carrier and the call fails.  The &C0
value
#               set DCD to be always high so the PPP software
never
#               sees the minor toggle of DCD.
#
Motorola =,-,  ""  \dA\pAT&C0\r\c OK\r \dA\pATQ0\r\c OK\r EATDT\T
CONNECT STTY=c
rtscts,crtsxoff
#
#        Modem Dialer  : MultiTech Modem Types
#        File          : $INSITE_HOME/.pppdialer.MultiTech
#        Created By    : Mike Suchecki
#        Original Date : April 2, 1999
#
MultiTech =,-,  ""  \dA\pAT\r\c OK\r EATDT\T CONNECT
STTY=crtscts,crtsxoff
#
#        PPP MODEM DIALER
#
#        Modem: US Robotics Modem Types
#        File: $INSITE_HOME/.pppdialer.USRobotics
#        Created By: Michael L. Duda
#        Date: 03/30/95
#
#USRobotics     ABORT NO\sCARRIER ABORT ERROR ABORT NO\sDIALTONE \
        #ABORT RING\r\n\r\nRING\r\n\r\nRING ABORT BUSY ABORT
NO\sANSWER \
        #TIMEOUT 5 "" ATQ0 OK-ATQ0-OK-ATQ0-OK ATDT\T TIMEOUT 90
CONNECT

#usrv32-ec

# USRobotics =,-,  "" \dA\pTE1V1X1Q0S2=255S12=255&A0&H1&M5&B2\r\c
OK\r \EATDT\T\
r\c CONNECT STTY=crtscts,crtsxoff
#USRobotics =,-,  "" \pAT\r\c OK\r~2-\r\c-OK\r~2 ATdt\T\r\c
CONNECT~90
USRobotics =,-,  "" \dA\pTE1\r\c OK\r \EATdT\T\r\c CONNECT
STTY=crtscts,crtsxoff
```

/etc/uucp/Systems

```
#
```

```
# FILE: /tmp/Systems.26987
# NOTE: This file was automatically generated by:
#       ConfigLink on Tue Feb 22 18:25:06 CST 2000
#       Modifications made to this file will
#       be lost the next time ConfigLink runs.
#
# Add Definition for insite Modem
Pinsite Any ACU 38400 P8,1 8778344049
```

SGI PPP files

(NOTE: **BOLD** text indicates site specific information, ***BOLD Italic*** indicates site specific information supplied by the OLC in the sclink.cfg file.)

/etc/ppp.conf file

```
#
# FILE: /etc/ppp.conf
# NOTE: This file was automatically generated by:
#       /export/home/insite/ConfigLink on Tue Dec 15 16:04:16 CST 1998
#       Modifications made to this file will
#       be lost the next time ConfigLink runs.
#
olc-pm1 quiet remotehost=3.87.88.221
              localhost=172.23.184.3
              send_passwd=dadhcffc356
              send_name=336300
              send_chap
              inactive_timeout=90
              -mp -ccp
              debug=1

Pinsite  in   remotehost=3.87.88.221
              localhost=172.23.184.3
              recv_passwd=dadhcffc356
              send_name=336300
              send_chap
              rem_sysname=olc-pm1
              -mp -ccp

_INCOMING reconfigure
```

/etc/uucp/Systems file

```
#ident $Revision: 1.14 $
#
# Entries have this format:
#
#       Machine-Name Time Type Class Phone Login
#
# Machine-Name        node name of the remote machine
# Time                day-of-week and time-of-day when you may call
#                     (e.g., MoTuTh0800-1700). Use Any for any day.
#                     Use Never for machines that poll you, but that
#                     you never call directly.
# Type                device type
# Class               transfer speed
# Phone               phone number (for autodialers) or token (for
#                     data switches)
# Login               login sequence is composed of fields and subfields
#                     in the format [expect send] ....  The expect field
#                     may have subfields in the format expect[-send-expect].
#                     The special characters in the expect send pairs
#                     is documented in the Dialers file.
#
# Example:
#       cuuxb Any ACU 1200 chicago8101242 in:--in: nuucp word: panzer
#
```

```
# This example uses one of the example lines in Devices, with a Hayes 2400:
#sgi Any ACU   2400 14155551212  @\r\c ogin:--ogin:-\b\d-ogin:--ogin: @nuucp

# This example uses UUCP/TCP and the 't' protocol.  The 'e' protocol
# could be used instead.
#rhost Any TCP,t Any rhost.foo.com ogin: Urhost assword: guessit

# This example is for an ISDN connection for a PPP link.
#ishost Any ISDN Any   ISDNCALL[64]5551212 CONNECTED
# Add Definition for insite Modem
olc-pm1 Any ACU 115200 T9,18005708878
```

/etc/uucp/Devices file

```
# $Revision: 1.16 $

# All lines must have at least 5 fields.  Use '-' for unused fields.

# The Devices file is used with the Dialers file.
# The first field of a line in the Dialers file is the name.

# Types that appear in the 5th field must either name built-in
# functions (801 or 212) or name lines in the Dialers file.

# All modem lines should be of the form:
#Name device null speed 212 x dialer

# There can be one or more (dialer, arg) pairs following the 4th field.
# The arg fields (6th, 8th, and so on) are telephone numbers, optionally
# using the \D or \T escape sequences.
# If missing, the 6th field, the arg for the first dialer, is assumed to be
# \T.  Subsequent telephone numbers are assumed to be \D if missing.
# \T and \D have the same meanings in the arg strings here as they do
# in the Dialers file, the telephone number from the Systems file,
# translated thru the Dialcodes file if \T.

# Blank lines and lines that begin with a <space>, <tab>, or # are ignored.
#       Protocols can be specified as a comma-subfield of the device type
#       either in the Devices file (where device type is field 1)
#       or in the Systems file (where it is field 3).


# --Standard modem line
# ACU ttym2 null 1200 212 x hayes24

# --A direct line so `cu -lttyd2` will work
# Direct ttyd2 - 9600 direct

# --A Hayes 2400 modem, at 2400 bps
#       The phone number
# ACU ttym4 null 2400 212 x hayes24

# --A direct connection to a system
# systemx ttyd2 - Any direct
#
# --where the Systems file entry looks like:
# systemx Any systemx 9600 unused   in:-\r\d-in: nuucp word: nuucp
#       (The third field in Systems matches the first field in Devices)

# For UUCP over TCP
#       The 6th field is the port number.
TCP - - Any TCP uucp

# For PPP over ISDN
ISDN isdn/modem_b1 - Any direct
ISDN isdn/modem_b2 - Any direct


#ACU ttym2 null 1200 212 x hayes24
#ACU ttym2 null 2400 212 x hayes24
#Direct ttyd2 - Any direct
```

```
#ACU ttym3 null 1200 212 x hayes24
#ACU ttym3 null 2400 212 x hayes24
#Direct ttyd3 - Any direct

# Typical TB+ entry.  Notice the use of ttyf instead of ttym.
#ACU ttyf4 null 19200 212 x telebit
#ACUPEP ttyf4 null 19200 212 x telebitpep
#ACUCOM ttyf4 null 19200 212 x telebitcom
#ACUSLIP ttyf4 null 19200 212 x teleslip
#Direct ttyd4 - Any direct


# 1st optional SIO board

#ACU ttym5 null 1200 212 x hayes24
#ACU ttym5 null 2400 212 x hayes24
#Direct ttyd5 - Any direct

#ACU ttym6 null 1200 212 x hayes24
#ACU ttym6 null 2400 212 x hayes24
#Direct ttyd6 - Any direct

#ACU ttym7 null 1200 212 x hayes24
#ACU ttym7 null 2400 212 x hayes24
#Direct ttyd7 - Any direct

#ACU ttym8 null 1200 212 x hayes24
#ACU ttym8 null 2400 212 x hayes24
#Direct ttyd8 - Any direct

#ACU ttym9 null 1200 212 x hayes24
#ACU ttym9 null 2400 212 x hayes24
#Direct ttyd9 - Any direct

#ACU ttym10 null 1200 212 x hayes24
#ACU ttym10 null 2400 212 x hayes24
#Direct ttyd10 - Any direct

#ACU ttym11 null 1200 212 x hayes24
#ACU ttym11 null 2400 212 x hayes24
#Direct ttyd11 - Any direct

#ACU ttym12 null 1200 212 x hayes24
#ACU ttym12 null 2400 212 x hayes24
#Direct ttyd12 - Any direct
ACU /dev/ttyf1 null 115200 212 x USRobotics
```

/etc/uucp/Dialers file

```
#ident $Revision: 1.39 $
#
# Each caller type that appears in the Devices file (5th field)
# should appear in this file except for the built in callers, 212 and 801.
# Each line consists of three parts:
# 1. the name of the caller,
# 2. the translation table for the phone number to translate from
#     the 801 codes (=-) to the code for the particular device,
# 3. a chat script with the same format and meaning as the login scripts
#     that appear in the Systems file.
#
# Meaning of some of the escape characters:
# \p - pause (approximately 1/4-1/2 second delay)
# \d - delay (2 seconds)
# \D - phone number/token
# \T - phone number with Dialcodes and character translation
# \N - null byte
# \K - insert a BREAK
# \E - turn on echo checking (for slow devices)
# \M - no modem control, set CLOCAL (ignore DCD)
# \m - modem control, clear CLOCAL (wait for DCD on open, hangup on DCD loss)
# \e - turn off echo checking
# \r - carriage return
```

```
# \c - no new-line
# \n - send new-line
# \s - send space
# \t - send tab
# \b - send backspace
# \\ - send \
# \nnn - send octal number
# ~nn - change the timeout from 45 to nn seconds for waiting for this string.
#       This setting must be at the end of expect string.

# The expect-send sequence 'ABORT BUSY' cause chatting to be aborted
# if the string 'BUSY' is received in subsequent chatting.  There can be
# as many as 5 'ABORT str' pairs.  The pair 'ABORT ' turns off all
# of the abort strings.  All of the abort strings are turned off at
# the start of chatting; abort strings set in the Dialers file have no
# effect when chatting is restarted in the Systems file.

# Blank lines and lines that begin with a <space>, <tab>, or # are ignored.


#   simple, direct connection, and ignore DCD
direct          \M\c

#   direct connection using uugetty with the -r option on both ends.
uudirect        \d\r\d in:--in:

#   Rixon Intelligent Modem -- modem should be set up in the Rixon
#   mode and not the Hayes mode.
rixon   =&-%    \d\r\r\d $ s9\c )-W\r\ds9\c-) s\c : \T\r\c $ 9\c LINE

penril  =W-P    \d > Q\c : \d- > s\p9\c )-W\p\r\ds\p9\c-) y\c : \E\TP > 9\c OK
ventel  =&-%    \d\r\p\r\c $ <K\T%%\r>\c ONLINE!
vadic   =K-K    \d\005\p *-\005\p-*\005\p-* D\p BER? \E\T\e \r\c LINE


###############################################################################
#   Hayes Smartmodem -- modem should be set with the configuration
#   switches as follows:
#       S1 - UP             S2 - UP         S3 - DOWN       S4 - UP
#       S5 - UP             S6 - DOWN       S7 - ?          S8 - DOWN
hayes   =,-,    \dAT\r\c OK \EATDT\T\r\c CONNECT~90


#    Hayes 2400, on a Touch-Tone line
#       This entry works on some 'Hayes compatible' modems.
#       This assumes the modem has been programmed by /usr/lib/uucp/fix-hayes
#
hayes24 =W-,    ABORT BUSY ABORT NO\sCARRIER ABORT NO\sDIALTONE
\dATe1q0&d3s2=128L0\r\c OK-ATe1q0&d3s0=0s2=128L0\r\c-OK atdt\T\r\c CONNECT~90

#   Tell uugetty how to ready a Hayes 2400 for incoming calls
#       This assumes the modem has been programmed by /usr/lib/uucp/fix-hayes
#       Security suggests turning off '+++'.
#       Some 'Hayes compatible' modems do not really reset when the call
#       is finished, but the '&d3' helps them.
#       It keeps the speaker muted.
hayes24in       =W-,    \dAT&d3s0=1s2=128L0\r\c OK-AT&d3s0=1s2=128L0\r\c-OK

#   Dial using a Hayes ACCURA
#       Try hard to turn off the Hayes Patented escape
hayes14 =W-,    ABORT BUSY ABORT NO\sCARRIER ABORT NO\sDIALTONE
\pATs2=128s12=255s0=0\r\c OK\r~2-ATs2=128s12=255s0=0\r\c-OK\r~2 ATdt\T\r\c
CONNECT~90

# incoming chatting for uugetty
hayes14in       =W-,    \pATs2=128s12=255s0=1\r\c OK\r~2-ATs2=128s12=255s0=1\r\c-
OK\r~2

###############################################################################
# Telebit Trailblazer
#       These assume the modem has been programmed by /usr/lib/uucp/fix-telebit
#
```

```
#       You want to turn off compression while sending pre-compressed.

#    UUCP
#    TB+, T2000, or T2500
#       Turn off compression, since with pre-compressed data that is faster.
telebit        =W-,    ABORT BUSY ABORT NO\sCARRIER ABORT NO\sDIALTONE  \dAT\r\c
OK\r~2-AT\r\c-OK\r~2 ATs0=0s110=0\r\c OK\r ATdtw\T\r\c CONNECT~90
#
#    A T1600.  A T2000 or T2500 would be faster.
t16    =W-,    ABORT BUSY ABORT NO\sCARRIER ABORT NO\sDIALTONE  \dAT\r\c OK\r~2-
AT\r\c-OK\r~2 ATdtw\T\r\c CONNECT~90
#
#    Using a TB, TB+, T2000, or T2500 for UUCP, call a machine which wants
#       things compressed, and may offer PEP last
telebitcom     =W-,    ABORT BUSY ABORT NO\sCARRIER ABORT NO\sDIALTONE  \dAT\r\c
OK\r~2-AT\r\c-OK\r~2 ATs0=0s50=255s110=1\r\c OK\r ATdtw\T\r\c CONNECT~90
#
#    Using a TB, TB+, T2000, or T2500, for UUCP call a machine which presents
#       the PEP tones last, so insist on PEP, but no compression.
telebitpep     =W-,    ABORT BUSY ABORT NO\sCARRIER ABORT NO\sDIALTONE  \dAT\r\c
OK\r~2-AT\r\c-OK\r~2 ATs0=0s50=255s7=60s110=0\r\c OK\r ATdtw\T\r\c CONNECT~90

#   QBlazer: SLIP and UUCP are the same since it does not spoof UUCP
tqb    =W-,    ABORT BUSY ABORT NO\sCARRIER ABORT NO\sDIALTONE  \dAT\r\c OK\r~2-
AT\r\c-OK\r~2 ATs0=0\r\c OK\r ATdtw\T\r\c CONNECT~90

#   SLIP over a TB+: compression on, UUCP off, and insist on PEP.
#       You may wish to turn off compression to improve latency.
teleslip       =W-,    ABORT BUSY ABORT NO\sCARRIER ABORT NO\sDIALTONE  \dAT\r\c
OK\r~2-AT\r\c-OK\r~2 ATs0=0s50=255s110=1s111=0\r\c OK\r ATdtw\T\r\c CONNECT~90
#
#   SLIP over a T2500, T1600, or T3000: UUCP off
#       The T2500 entries should be used with T1000's
t25slip =W-,    ABORT BUSY ABORT NO\sCARRIER ABORT NO\sDIALTONE  \dAT\r\c OK\r~2-
AT\r\c-OK\r~2 ATs0=0s111=0\r\c OK\r ATdtw\T\r\c CONNECT~90
t16slip =W-,    ABORT BUSY ABORT NO\sCARRIER ABORT NO\sDIALTONE  \dAT\r\c OK\r~2-
AT\r\c-OK\r~2 ATs0=0s111=0\r\c OK\r ATdtw\T\r\c CONNECT~90
t30slip =W-,    ABORT BUSY ABORT NO\sCARRIER ABORT NO\sDIALTONE  \dAT\r\c OK\r~2-
AT\r\c-OK\r~2 ATs0=0s111=0\r\c OK\r ATdtw\T\r\c CONNECT~90


# incoming chatting for uugetty
#    Tell uugetty about a TB+
telebitin      =W-,     \dAT\r\c OK\r~2-AT\r\c-OK\r~2 ATs0=1\r\c OK\r
#
#    Tell uugetty about a T2500 ready to do SLIP: PEP last
t25in   =W-,     \dAT\r\c OK\r~2-AT\r\c-OK\r~2 ATs92=1s0=1\r\c OK\r
#
#    Tell uugetty about a T1600, T3000, or QBlazer
t16in   =W-,     \dAT\r\c OK\r~2-AT\r\c-OK\r~2 ATs0=1\r\c OK\r
t30in   =W-,     \dAT\r\c OK\r~2-AT\r\c-OK\r~2 ATs0=1\r\c OK\r
tqbin   =W-,     \dAT\r\c OK\r~2-AT\r\c-OK\r~2 ATs0=1\r\c OK\r


###############################################################################
# Digicom Systems, Inc.
# 9624LE+ or Scout+
dsi960  =W-,    ABORT BUSY ABORT NO\sCARRIER ABORT NO\sDIALTONE  \pATs2=128s0=0\r\c
OK\r~2-ATs2=128s0=0\r\c-OK\r~2 ATdt\T\r\c CONNECT~90

# incoming chatting for uugetty
dsiin   =W-,     \pATs2=128s0=1\r\c OK\r~2-ATs2=128s0=1\r\c-OK\r~2


###############################################################################
# ZyXEL

# U-1496
zy1496  =W-,    ABORT BUSY ABORT NO\sCARRIER ABORT NO\sDIALTONE
\d\r\pATs2=128s0=0\r\c OK\r~2-\rATs2=128s0=0\r\c-OK\r~2 ATdtw\T\r\c CONNECT~90

# incoming chatting for uugetty, including strings to autobaud
```

```
zyin    =W-,     \d\r\pAT\r\c OK\r~2-\rAT\r\c-OK\r~2 ATS2=128s0=1\r\c OK\r


##############################################################################
# Intel

# Intel 14.4EX
intel14 =W-,    ABORT BUSY ABORT NO\sCARRIER ABORT NO\sDIALTONE  \dATs2=128s0=0\r\c
OK\r~2-\rATs2=128s0=0\r\c-OK\r~2 ATdt\T\r\c CONNECT~90

# incoming chatting for uugetty
intelin =W-,     \dAT\r\c OK\r~2-\rAT\r\c-OK\r~2 ATS2=128s0=1\r\c OK\r



##############################################################################
# DALLAS FAX

# Dallas Fax 14.4E Pro Plus
dalpro  =W-,    ABORT BUSY ABORT NO\sCARRIER ABORT NO\sDIALTONE  \dATs0=0\r\c
OK\r~2-\rATs0=0\r\c-OK\r~2 ATdt\T\r\c CONNECT~90

# incoming chatting for uugetty
dalproi =W-,     \dAT\r\c OK\r~2-\rAT\r\c-OK\r~2 ATs0=1\r\c OK\r



##############################################################################
# USRobotics

# Sportster 14,400 or Courier
usr     =W-,    ABORT BUSY ABORT NO\sCARRIER ABORT NO\sDIAL\sTONE ABORT
NO\sDIALTONE  \pATs2=128s0=0\r\c OK\r~2-\rATs2=128s0=0\r\c-OK\r~2 ATdt\T\r\c
CONNECT~90

# incoming chatting for uugetty
usrin   =W-,     \pAT\r\c OK\r~2-\rAT\r\c-OK\r~2 ATs2=128s0=1\r\c OK\r


##############################################################################
# AT&T Paradyne

# DataPort 14.4/FX
attdp   =W-,    ABORT BUSY ABORT NO\sCARRIER ABORT NO\sDIALTONE  \pATZ0s0=0\r\c
OK\r~2-\rATZ0s0=0-OK\r~2 ATS2=128S79=0X6&C1&D3&Y0\r\c-OK OK ATdt\T\r\c CONNECT~90

# incoming chatting for uugetty
attin   =W-,     \pATZ0\r\c OK\r~2-\rATZ0\r\c-OK\r~2 ATS0=1S2=128X6&C1&D3&Y0 OK\r


##############################################################################
# MultiTech
#  These modems do not like to keep DSR true; so ignore DCD while programming
#  them.

# ZDX
zdx     =W-,    ABORT BUSY ABORT NO\sCARRIER ABORT NO\sDIALTONE
\p\MAT&F0&D3&SF1&S0%CD1s0=0\r\c OK\r~2-AT&F0&D3&SF1&S0%CD1s0=0-OK\r~2
\mAT&E11%E0$F0X4S13=128S36=0S37=0\r\c-OK\r~2 OK ATdt\T\r\c CONNECT~90

# incoming chatting for uugetty
zdxin   =W-,     \p\MAT&F0&D3&SF1&S0%CD1\r\c OK\r~2-\rAT&F0&D3&SF1&S0%CD1\r\c-
OK\r~2 \mAT&E11%E0$F0X4S13=128S36=0S37=0S0=1 OK\r


##############################################################################
# look for CONNECT for uugetty.  Uugetty can use this to know whether
# to shutdown or to look for the username.  This significantly reduces
# the time the modem is off-hook after a wrong number.
conn    =W-,    ABORT NO\sCARRIER CONNECT
#
```

```
#       Modem Dialer  : Generic Modem Types
#       File          : $INSITE_HOME/.pppdialer.Generic
#       Created By    : George Tzortzos
#       Original Date : October 22, 1997
#
Generic  =W-, ABORT BUSY ABORT NO\sCARRIER ABORT NO\sDIAL\sTONE ABORT NO\sDIALTONE
\pAT\r\c OK\r~2-\r\c-OK\r~2 ATdt\T\r\c CONNECT~90
#
#       Modem Dialer  : Hayes Modem Types
#       File          : $INSITE_HOME/.pppdialer.Hayes
#       Created By    : George Tzortzos
#       Original Date : October 20, 1997
#
Hayes_optima  =W-,    ABORT BUSY ABORT NO\sCARRIER ABORT NO\sDIALTONE
\pATs2=128s12=255s0=1\r\c OK\r~2-ATs2=128s12=255s0=1\r\c-OK\r~2 ATdt\T\r\c
CONNECT~90
#
#        Modem Dialer  : Motorola Codex Modem Types
#        File          : $INSITE_HOME/.pppdialer.Motorola
#        Created By    : George Tzortzos
#        Original Date : October 20, 1997
#
Motorola =W-, ABORT BUSY ABORT NO\sCARRIER ABORT NO\sDIAL\sTONE ABORT NO\sDIALTONE
\pAT\r\c OK\r~2-\r\c-OK\r~2 ATdt\T\r\c CONNECT~90
#
#       Modem Dialer  : US Robotics Modem Types
#       File          : $INSITE_HOME/.pppdialer.USRobotics
#       Created By    : George Tzortzos
#       Original Date : October 22, 1997
#
USRobotics =W-, ABORT BUSY ABORT NO\sCARRIER ABORT NO\sDIAL\sTONE ABORT
NO\sDIALTONE  \pAT\r\c OK\r~2-\r\c-OK\r~2 ATdt\T\r\c CONNECT~90
#
#       Modem Dialer  : 3COM Modem Types
#       File          : $INSITE_HOME/.pppdialer.3COM
#       Created By    : Mike Suchecki
#       Original Date : August 25, 1998
#
3COM =W-, ABORT BUSY ABORT NO\sCARRIER ABORT NO\sDIAL\sTONE ABORT NO\sDIALTONE
\pAT\r\c OK\r~2-\r\c-OK\r~2 ATdt\T\r\c CONNECT~90
```

Linux PPP files

(NOTE: **BOLD** text indicates site specific information, ***BOLD Italic*** indicates site specific information supplied by the OLC in the sclink.cfg file.)

/etc/.iipln

```
# iip configure for dial-in from OLC.
lock -detach crtscts +chap idle 120
ipparam iipin
name 382690
172.29.104.12:172.25.1.243
```

/etc/.iipln

```
# iip configure for dial-in from OLC.
lock -detach demand noauth crtscts
/dev/ttyS0 38400
172.29.104.12:172.25.1.243
name 382690
idle 120 holdoff 30
maxfail 2
ipparam iipout
connect '/usr/sbin/chat -v ABORT BUSY ABORT "NO DIALTONE" ABORT "NO CARRIER" ""
ATZ OK ATDT9,18778344021  CONNECT "" '
```

/etc/mgetty+sendfax/login.config

```
# do not edit iip configure for dial-in from OLC.
/AutoPPP/ -    -    /usr/sbin/pppd file /insite/.iipIN
*         -    -    /usr/sbin/pppd file /insite/.iipIN
```

/etc/mgetty+sendfax/mgetty.config

```
#
# mgetty configuration file
# this is a sample configuration file, see mgetty.info for details
# comment lines start with a "#", empty lines are ignored
# ----- global section -----
#
# In this section, you put the global defaults, per-port stuff is below
# set the global debug level to "4" (default from policy.h)
debug 4
# set the local fax station id
fax-id 49 115 xxxxxxxx
# access the modem(s) with 38400 bps
speed 38400
#  use these options to make the /dev/tty-device owned by "uucp.uucp"
#  and mode "rw-rw-r--" (0664). *LEADING ZERO NEEDED!*
#port-owner uucp
#port-group uucp
#port-mode 0664

#  use these options to make incoming faxes owned by "root.uucp"
#  and mode "rw-r-----" (0640). *LEADING ZERO NEEDED!*
#fax-owner root
#fax-group uucp
#fax-mode 0640
# Here you can put things that are valid only for one line, not the others
#
# Zoom V.FX 28.8, connected to ttyS0: don't do fax, less logging
#
#port ttyS0
#  debug 3
#  data-only y

# some other Rockwell modem, needs "switchbd 19200" to receive faxes
# properly (otherwise it will fail with "timeout").
#
#port ttyS1
#  speed 38400
#  switchbd 19200

# ZyXEL 2864, connected to ttyS2: maximum debugging, grab statistics
#
#port ttyS2
#  debug 8
#  init-chat "" \d\d\d+++\d\d\dAT&FS2=255 OK ATN3S0=0S13.2=1 OK
#  statistics-chat "" AT OK ATI2 OK
#  statistics-file /var/log/statistics.ttyS2
#  modem-type cls2
# direct connection of a VT100 terminal which doesn't like DTR drops
#
#port ttyS3
#  direct y
#  speed 19200
#  toggle-dtr n
```

/etc/uucp/ip-up.local file

```
#!/bin/bash
```

```
# This scrite add insite/iip route
export PATH=/bin:/sbin:/usr/bin:/usr/sbin
if [ "$6" = "iipin" ] ; then
  route add -net 172.25.0.0 netmask 255.255.0.0 gw $5 dev $1
else
  if [ "$6" = "iipout" ] ; then
    route add -net 172.25.0.0 netmask 255.255.0.0 gw $5 metric 1 dev $1
    route del $5 metric 0
  fi
fi
```

NT PPP Files

(NOTE: **BOLD** text indicates site specific information, ***BOLD Italic*** indicates site specific information supplied by the OLC in the sclink.cfg file.)

winnt/system32/ras/rasphone.pbk (or rrasphone.pbk)

```
[olc_server]
Description=GEMS OLC
AutoLogon=0
DialParamsUID=632550
UsePwForNetwork=0
BaseProtocol=1
Authentication=2
ExcludedProtocols=3
LcpExtensions=1
DataEncryption=0
SwCompression=0
UseCountryAndAreaCodes=0
AreaCode=
CountryID=1
CountryCode=1
SkipNwcWarning=0
SkipDownLevelDialog=0
DialMode=1
DialPercent=90
DialSeconds=120
HangUpPercent=50
HangUpSeconds=120
IdleDisconnectSeconds=0
SecureLocalFiles=0
CustomDialDll=
CustomDialFunc=
AuthRestrictions=2
IpPrioritizeRemote=1
IpHeaderCompression=0
IpAddress=172.29.104.5
IpDnsAddress=0.0.0.0
IpDns2Address=0.0.0.0
IpWinsAddress=0.0.0.0
IpWins2Address=0.0.0.0
IpAssign=2
IpNameAssign=1
IpFrameSize=1006

MEDIA=serial
Port=COM1
OtherPortOk=1
Device=USRobotics Courier V.34 or V.Everything
ConnectBPS=38400

DEVICE=modem
PhoneNumber=T9,18778344020
PromoteAlternates=1
HwFlowControl=1
Protocol=1
Compression=0
```

```
Speaker=0

DEVICE=switch
Type=OLC Login
```

Winnt/system32/ras/switch.inf

```
; SWITCH.INF for Windows NT Dial-Up Networking/Remote Access Service
; Copyright 1995 Microsoft Corporation

; You should read all of the comments in this file before you
; activate a script. Complete information about using this file
; is available in RASPHONE.HLP.

; This file provides sample logon scripts for connections to
; remote computers. Connections to Windows NT RAS computers do not use
; this file, so this file is used only for connecting to
; non-Microsoft computers.

; SEE   Dial-Up Networking now supports the Windows 95 scripting
; ALSO  language which you may find easier to use than SWITCH.INF
;       scripts.  The language is described in
;       <winnt>\system32\ras\script.doc.

; The most common use of scripts is an after-dialing script that
; logs you on to a remote computer, such as an Internet connection
; provider.  You activate the scripts in this file by editing the
; Script settings in the Dial-Up Networking phonebook entry
; properties of the remote computer.

; The Generic logon script can be activated and used immediately.
; The additional scripts in this file are provided as examples from
; which you can cut and paste relevant sections into your own scripts.
; The comment marker (;) in column one of the non-generic scripts must
; be removed before the scripts will work.

; These scripts assume the remote computer uses the words login and
; password followed by a colon (eg "login:" and "password:") to prompt
; you for your username and password.  If the remote computer prompts
; you with words other than login and password,  you must
; replace ogin: and assword: in the scripts below with the exact
; text the remote computer uses. Note: The text in the script does not
; include the first few letters because the remote computer may respond
; with <Password> or <password>.

;============================================================

[Generic login]

; This script will automate many logons when the remote computer
; prompts only for login (username) and password. This script requires
; Windows NT 3.51 or later.

; When you first dial this entry, the "Connect to" window will
; prompt for your username and password.  The username and password
; entered on that window will be used by the <username> and <password>
; macros in this script.  By requiring the username and password on
; initial dial, this script is secure.

; The "Use current username and password" check box on the
; Dial-Up Networking phonebook entry properties Security page must be
; cleared when using this script (cleared by default), because the
; clear password is not available in that case.  Passwords saved with
; the "Save Password" checkbox will work.


; Each script is a sequence of alternating COMMANDs and responses.
; Here, we start communication with the remote computer by saying
; we have nothing to send before expecting a response.

      COMMAND=
```

```
; The following two lines cause RAS to ignore all responses
; until the remote computer requests your login name. If the remote
; computer prompts you with a word other than login you must
; replace ogin: in the line below with the exact text the
; remote computer uses.

     OK=<match>"ogin:"
     LOOP=<ignore>


; This is the equivalent of typing the same username you filled in
; on the "Connect to" window or saved with the "Save password"
; checkbox.

     COMMAND=<username><cr>


; The following two lines cause RAS to ignore all responses
; until the remote computer requests your password. If the remote
; computer prompts you with a word other than password you must
; replace assword: in the line below with the exact text the
; remote computer uses.

     OK=<match>"assword:"
     LOOP=<ignore>


; This is the equivalent of typing the same password you filled in
; on the "Connect to" window or saved with the "Save password"
; checkbox.

     COMMAND=<password><cr>


; Ignore the final responses from the computer.

     OK=<ignore>

; ===================================================================
; ADDITIONAL EXAMPLE SECTION

; This additional script is provided as an example from which you can
; cut and paste relevant sections into your own scripts.  The comment
; marker (;) in column one must be removed before the ; script will
; work.

;====================================================================

; [Sample SLIP login]

; Because SLIP connection logon sequences vary widely, it is difficult
; to provide even a generic version for you to use. The following script
; was used to connect to an actual SLIP provider.

;  Start communication with remote computer by sending COMMAND=
;      COMMAND=


; The following two lines cause RAS to ignore all responses
; until the remote computer requests your login name. If the remote
; computer prompts you with a word other than login you must
; replace ogin: in the line below with the exact text the
; remote computer uses.

;     OK=<match>"ogin:"
;     LOOP=<ignore>


; You must replace YourLoginHere in the line below
; with your actual login.
```

```
;      COMMAND=YourLoginHere<cr>


; The following two lines cause RAS to ignore all responses
; until the remote computer requests your password. If the remote
; computer prompts you with a word other than password you must
; replace assword: in the line below with the exact text the
; remote computer uses.

;      OK=<match>"assword:"
;      LOOP=<ignore>


; You must replace YourPasswordHere in the line below
; with your actual password.

;      COMMAND=YourPasswordHere<cr>


; Provide 4 carriage returns to ignore 4 questions.
;    COMMAND=<cr>
;    COMMAND=<cr>
;    COMMAND=<cr>
;    COMMAND=<cr>

; Wait for Home prompt.
;    COMMAND=
;    OK=<match>"Home"
;    LOOP=<ignore>

; Request SLIP connection.
;   COMMAND=SLIP<cr>

; At this point the script successfully ends and the SLIP Login Terminal
; window appears. You would enter the IP address provided by the remote
; computer (in the SLIP Login Terminal window) in the IP Address box and
; press the Done button.


;


[OLC Login]

; Here, we start communication with the remote computer by saying
; we have nothing to send before expecting a response.

     COMMAND=

; The following two lines cause RAS to ignore all responses
; until the remote computer requests your login name. If the remote
; computer prompts you with a word other than login you must
; replace ogin: in the line below with the exact text the
; remote computer uses.

     OK=<match>"ogin:"
     LOOP=<ignore>

; This is the equivalent of typing the same username you filled in
; on the "Connect to" window or saved with the "Save password"
; checkbox.

     COMMAND=358809<cr>

; The following two lines cause RAS to ignore all responses
; until the remote computer requests your password. If the remote
; computer prompts you with a word other than password you must
; replace assword: in the line below with the exact text the
; remote computer uses.

     OK=<match>"assword:"
```

```
            LOOP=<ignore>

      ; This is the equivalent of typing the same password you filled in
      ; on the "Connect to" window or saved with the "Save password"
      ; checkbox.

            COMMAND=feiiegbi100<cr>

      ; Ignore the final responses from the computer.

            OK=<ignore>
```

APPENDIX E - Revision History

Revision	Date	SW Release #	Subsystems Affected	Sections Changed	Summary/Description of Change	Author(s) of Change
0	01/15/1999	1.0	N/A	ALL.	First Draft	Mike Suchecki
1	02/01/1999	1.3	N/A	All flow charts	Eliminated Flow/Commands headers. Changed instructions to notes. Added references to notes in flow chart.	Mike Suhcecki
				All Tables	Added Caption and included in Table of Figures.	
				All	Added printed date to footer.	
				Pg 6	Removed page.	
				Pg 8	corrected spelling of user.	
				Pg 16	deleted line healthpg.adr will be created.	
				Pg 20	Add table to map old modem listings to new listings.	
				Pg 22	Reword to InSite will be disabled….	
				Pg 23	corrected spelling of retained.	
				Pg 24	Added text to state configuration information is saved.	
				Pg 25	Added text about screen being locked.	
				Pg 27	Removed page.	
				Pg 29	Change Reload Insite Software to Reload InSIte Class-M Software	
				Pg 32	Fixed missing arrow	
				Pg 33	Added Blocks for bad serial port	
				Pg 34	Fixed Yes path of PPP running decision	
				Pg 37	Reworked flow chart. Changed command for process check	
				Pg 38	Fixed missing arrow and spelling	
				Pg 41	Changed tip definition. Added text to explain licheck ouput	
				Pg 43	Added notes to not use insatllinsite or installmodem.	
2	04/06/1999	1.3-P0	N/A	Pgs 19 - 21	Updated Screen Gifs for Modem Tab and Custom Modem Tab. Moved ttyport and	Mike Suhcecki

					ttyspeed text to Modemtab.	
2.1	06/14/1999	1.3-P0	N/A	Pg 38	Added section on Remote Boot Usage	Mike Suchecki
2.2	08/26/1999	1.5	N/A	Pg 7-25 Pg 13 Pg 25 All All Pg 45 Pg 47 Appendix B Appendix C	Updated all Figures Added Figure with Logs Tab Added Figure with Network Tab Updated Release Number to 1.5 Updated Doc Revision to 2.2 Update setReg Options Updated ConfigLink Options Updated installinsite Options Updated installmodem Options Update pppdRestart Options Updated Text in Appendix C with content of IIPConfigData class Updated .insiteINFO information Updated .insiterc.local information Updated sclink.cfg information Updated /usr/lib/ppp/Filter information	Mike Suchecki
2.3	02/29/2000	2.1	N/A	Pg 7-28 All All Pg 25 Pg 26-28 Appendix B Appendix C Appendix D	Updated all Figures Updated Release to IIP Release 2.1 Updated Doc Revision to 2.3 Updated text to remove mention of Netmask and add use of Default gateway. Changed name of "Checkout Later" button to "Disable InSIte" Updated Table 5 with new SUN patches for Java 2 Updated Troubleshooting text with that of GUI file. Updated .insitrc.local file contents Added section of SUN PPP files for Solaris 2.7.	Mike Suchecki
2.4	04/21/2000	2.1.1	N/A	New	Added section for configuring a language in the browser.	Mike Suchecki
2.5	08/21/2000	2.2	N/A	General New Removed	Fixed Headings and TOC listings Added section for Java ProDiags Added section for Manual Heartbeat Added section for NT ppp files Added Figures 19-24 Prodiags Options from Appendix B	Mike Suchecki

2.6	11/26/01	3.0	N/A	General Changed New	Fixed Headings Changed the GUI snapshot p 22 in order to reflect the GUI change made Added section for Linux ppp (page 83 to 85) Added section for Linux in Appendix A (p. 57) Added japanese and chinese languages as new languages that are being supported by IIP	Lara Khansa

APPENDIX F - Review Minutes and Action Items

Item	Reviewer	D/-/I Type	Location	Defect	Res Code	Author's Comments
1.	kh	-	pg 8, line 2	use - > user	F	Will correct
2.	kh	-	pg 12	The screen title, will it be clearer : Last Update Summary instead of Update Summary ?	N	Will take this into account in the IIP Configuration GUI SDD and plan to change this in release 2
3.	kh	I	pg 24, par 3	When selecting CHECKOUT LATER, will it mean the previous configuration that has been made will be retained ? Perhaps should add that information.	F	Will add text to indicate previous data has been saved.
4.	kh	I	pg 33	Some boxes under Commands/Instructions from former page has connection to the flow, but in this page there is no connection at all. What does it mean ? It's confusing to have some boxes without connection to the others. There is some other pages have this kind of condition also.	Discuss/ F	• delete headers • number/label Instructions as Notes • Remove boxes around notes • Reference note numbers in flow chart
5.	kh	-	pg 41, par 4	Does everybody understand the meaning of to tip ?	F	Will change to connect to serial port.
6.	kh	-	pg 41, last par	Should the condition of license check and its meaning explain here ?	F	Yes. Will add text to explain.
7.	LK	D	pg 33	Missing Check for Bad serial port	F	Will add to flow chart
8.	DS/LK	-	pg 41	change licheck sentence to: check license status of II Applications	F	Will correct
9.	DS	-	pg 22 par 1	last line should be: InSite will be disabled	F	Will correct
10.	DS	D	ALL	Add date printed in document	F	Will correct
11.	DS	-	pg 29	Reload InSite Software => Reload InSite Class-M software	F	Will correct
12.	DS	-	pg 32	In AutoSC decision block, arrow missing on NO branch	F	Will correct
13.	DS	-	pg 34	in flow chart ppp running yes should go to check config	F	Will correct
14.	DS	-	pg 37	Web server running Yes go to done,	F	Will correct
15:	DS	-	pg 37	ps -ef command should be pseg iip	F	Will correct
16.	DS	-	pg 37	Modify flow chart to add second check after restart, if fail run iipadmin-server halt	F	Will correct
17.	DS	-	pg 37	processes running are iip-httpd 3 or more and iip-jweb only one	F	Will correct
18.	DS	-	pg 38	arrow missing on Yes branch of invalid license	F	Will correct
19.	LK	-	pg 38	mis-spelled invalid	F	Will correct
20.	DS	-	pg 49	add #4 causes - Abandoned httpd processes add solution run ~insite/server/iipadmin-server stop halt start	N	Will update text in IIPConfigData.java for release 2
21.	LK	-	pg 49	add solution hit reload on browser	N	Will update text in IIPConfigData.java for release 2
22.	LK	-	pg 6	This is integration type information. Remove page.	F	Will remove page
23.	LK	-	pg 16	delete line indicating file healthpg.adr will be created if it does not exist	F	Will correct
24.	LK	D	pg 20	add a mapping of old modem selections to new modem selections	F	Will correct
25	DS	-	pg 23	spelling - retained	F	Will correct
26.	LK	D	pg 25	add text to indicate screen is locked while establishing connection to the ASC	F	Will correct

27.	LK	-	pg 27	delete page integration inormation, same as issue 21.	F	Will remove page
28.	lk	-	Appendix B	indicate not to use installinsite or installmodem	F	Wiil add text.

Review Completed on Revision 0

- Fill out columns: ***Reviewer, Defect Type, Location*** and ***Defect*** using Microsoft Word, if available, and give the Word document to the author.
- Copy and paste rows to expand table as needed (the item number is automatically enumerated)
- Classify defects as Major Defect (D), Minor Defect (-), or Issue (I). Only major defects and issues will be discussed at the review.
- Keep descriptions informative but short (no editorials, please).
- You can optionally propose a resolution. This will help the authors predispose as many items as possible prior to the review.
- If there is content missing from the document, add your suggestions at the end.
- This template can be found under /data/davinci/docs/hii-log-iip.doc

ANALYSIS LOG

Package Name: Document Name - HII Log
PACKAGE COMPREHENSIBILITY (please choose one):

__ Very Easy
_x_ Easy
__ Moderate
__ Difficult
__ Very Difficult

If moderate or harder, identify up to 2 major causes:
__ Inadequate background knowledge
__ Inadequate information in packet
__ Poor workproduct description
__ Poor workproduct design
__ Significant workproduct complexity

Number of:
__ Examination hours
_2_ Issues
_4_ Major Defects
_22_ Minor Defects

Analysis Techniques: (was there anything specifically that you were doing or concentrating on, which assisted your inspection of the workproduct package? E.g. error handling, testability, etc.).

Recommendation:
___ Accept as is - no changes needed, no verification needed, HII is complete
_**X**_ Accept with conditions - fix the defects, no verification needed
___ Accept with revisions - fix the defects, verify as decided in the Discussion
___ Revise and reinspect - fix the defects and issues, re-HII