Restoring TeleVantage Services

This procedure documents what actions to take when the phone system is down/does not come back up after a reboot, or a message box is displayed on the server saying "No stations or trunks were detected. You will be unable to place or receive any calls."

☐		Log on to \\TELEVANTAGE. Note that the server is part of the GOLD domain, so use your domain credentials.
☐		Check the event logs, especially the System log. You may see several error entries associated with DM3Config with scary messages starting with "General fault: MC_ERROR_STOP_BOARD" or "General fault: "MC_ERROR_INTERNAL". These are all bad.
☐		Open and log onto the TeleVantage Administrator application using your TeleVantage account credentials.
☐		Click on the Device Monitor button, which should appear in a "General" menu area down the left side of the application. You should see icons called "Users", "Workgroups", "Trunks", "Dialing Services", "Device Monitor" and others. You can also access the Device Monitor by navigating to View -> Device Monitor.
☐		The device monitor is divided into two panes – the top pane shows stations, and the bottom pane shows trunks. In the Trunks pane, the status may read something bad (e.g., "Not detected"), and the "Enabled" column may be blank. So chances are good it won't look like this:
☐		Open the Intel Dialogic Configuration Manager by navigating to Start -> Programs -> Intel Dialogic System Software -> Configuration Manager – DCM. The configuration manager is used to start, stop, and detect the DM3 boards.
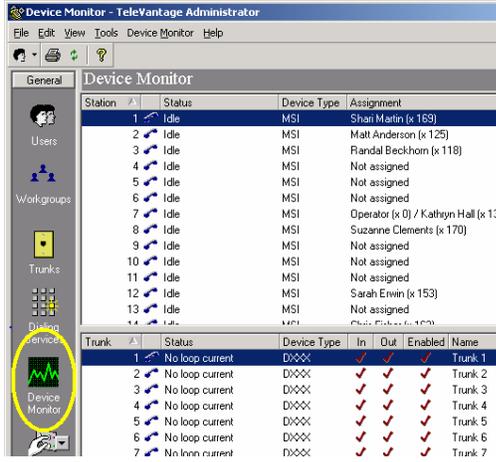
KEY:		RULES:
☐	Task was not performed	• Outside checkboxes denote parent tasks
☑	Task was performed	• Inside checkboxes denote child tasks
⊟	Task performance not required.	• Parent tasks are not complete unless each of the associated child tasks are complete.

☐		If the system service is running, you'll see a dialog box that says, "The Dialogic System Service (DSS) is running. You will not be able to perform device detection and certain system configuration actions unless DSS is completely stopped. If you need to detect or configure devices at this time, please stop DSS immediately." Chances are that if you're looking at this procedure, you're not going to see this dialog box.
☐		The Configuration Manager will display a list of items within the window. These items are trunks and cards that are currently in the server. Each of the items has an icon that appears similar to a network card, except with a large red or green dot overlaid atop the icon. The red represents devices that are in a stopped state; the green represents devices that are currently running. Chances are you're seeing an entire list worth of red dots which is the exact opposite of the screenshot below: (Consider this your goal.)
☐		Across the top of the Configuration Manager are a series of buttons, including what should appear to be one with a large green dot (Start Service), to the left of one with a dot of similar size that has been grayed out (Stop Service) – again, the opposite of what the above image shows. Click the button with the green dot to start services.
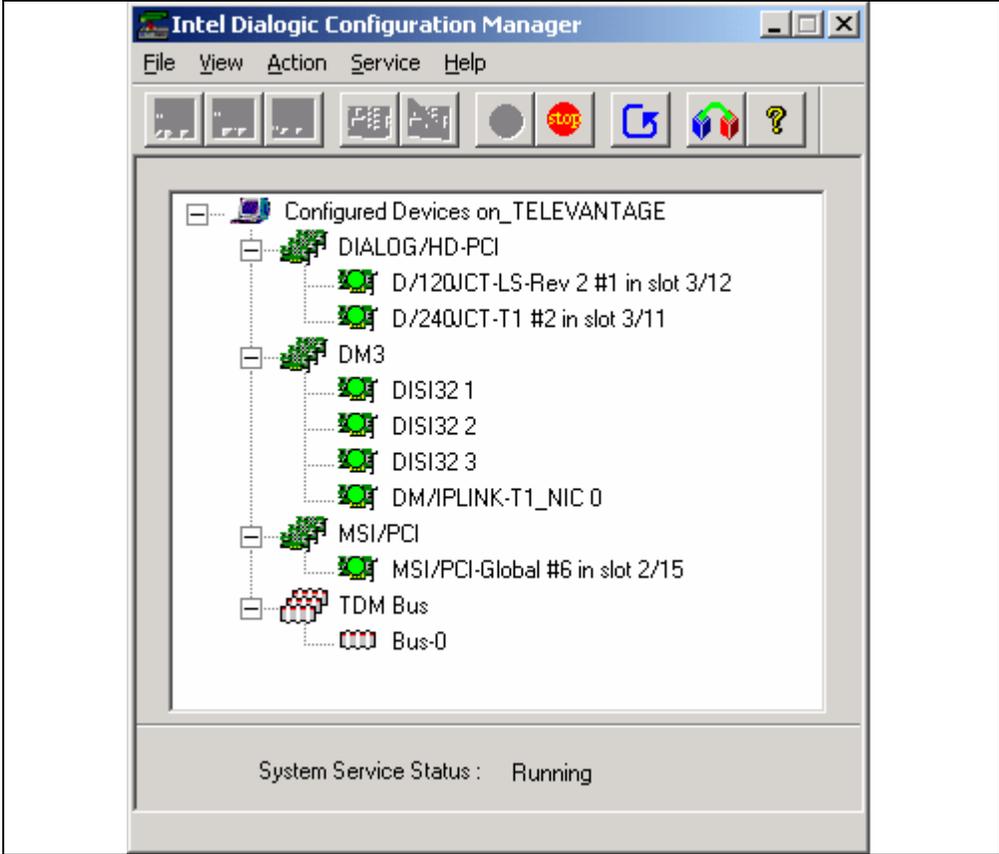
☐		Configuration Manager will take a few moments getting everything started. You should see a small form appear in the upper right corner of the screen with a progress bar and a status message. After a few moments, you should see the Configuration Manager display change to look very similar to the screen shot above.
☐		Back in the Device Monitor, select "Start Server" under the Tools menu. (If "Start Server" is grayed out and "Stop Server" is available, select "Stop Server", then "Start Server".) After a moment or two, you should see everything come up and your display should resemble the Device Monitor screenshot that appeared earlier.
☐		Pick up a nearby extension and check for dial tone. Once the tone has returned, take a deep breath, close out of the TeleVantage Administrator and DCM applications, log off of the TELEVANTAGE server, calmly exit the wiring closet, ensuring that you have your keys before you close the locked door behind you, then run away.