



PBX Synchronizations

Following the creation of a Site/ System in TM, you must download all Terminal Numbers from the PBX. At the completion of this download, the TM database will exactly mirror the station records that are in the PBX. Keeping the TM database in this state is essential for proper administration with the software. If you process all moves, adds and changes via the TM software the databases will exactly mirror one another. However, as in most cases, some work is done from the PBX command line. The following synchronization tasks should be scheduled on a regular basis to keep the TM database in the “mirrored” state with the PBX station database.

It is important to schedule these tasks in the order as they are shown below.

Retrieve All Records

Scheduling of this option will update the TM database with any new phones which have been built outside of TM. It will also update changes to any existing phones which have been processed outside of TM, and in certain instances will remove Terminal Numbers which no longer exist in Telephone Manager.

1. From the CS 1000 main Web screen, select a PBX using the **Search** option as shown in **Figure 1**.
2. Use the down arrow at the “more actions” option to choose **Retrieve**.
3. From the **Schedule – Retrieve Telephones** page (**Figure 2**), choose the **Retrieve All** option.
4. Provide a Task Name, Date, Time and Interval at the bottom of the page. Choose an Interval of Daily or Weekly.
5. Click the **Submit** button.

Figure 1 – Retrieve all Records

The screenshot shows the CS 1000 Telephony Manager interface. On the left is a navigation menu with categories like Equipment, Telephones, Directory, and Web Administration. The 'Telephones' section is expanded, and the 'Search' option is highlighted with a red arrow. The main content area is titled 'Basic Search Telephones' and contains search criteria fields for 'Site - System' (ABC Company) and 'Sync Status' (All). Below the search criteria is a table of search results. A dropdown menu is open over the table, showing options like 'Restore', 'Retrieve', 'Reconcile CPND', etc. The table has columns for Customer, TN, Prime D, Telephone type, Sync Status, UXID, CPND Last Name, CPND First Name, and Assigned to Employee.

Customer	TN	Prime D	Telephone type	Sync Status	UXID	CPND Last Name	CPND First Name	Assigned to Employee
0	005 0 00 00	9001		Transmitted				No
0	005 0 00 03	9002		Transmitted				No
0	005 0 00 04	9003		Transmitted				No
0	005 0 00 05	9004	P13579	M3904	Transmitted			No
0	005 0 00 06	9005	P13579	M3904	Transmitted			No



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Figure 2 – Schedule Retrieve All

Schedule - Microsoft Internet Explorer

Schedule - Retrieve Telephones

Specify retrieve option, task details and click " Submit " to schedule retrieval of telephones

Retrieve Options:

Retrieve selected

Retrieve All

Retrieve since

Customer: 0

Date (MM/DD/YYYY): 6 / 6 / 2008

Retrieve specify

Customer: 0

Type: TNB

Terminal Number:

Card density:

Designator:

Tenant:

Changed on or after date (MM/DD/YYYY): / /

Retrieve reserved unit TNs

Retrieve parse only

Task Details:

Task Name: FULL TN DOWNLOAD *

Date (MM/DD/YYYY): 6 / 6 / 2008 *

Time (HH:MM): 12 : 00 *

Interval: Weekly day of the month: 1

Reconcile TN

The Reconcile TN option accesses the PBX in Load 81 and performs a listing of all sets and their Terminal Numbers. This list is then compared to the Terminal Numbers in the TM Telephone Manager database. Any TNs that exist in the TM database but do not appear in the Load 81 listing are removed from the TM database. This accurately updates the TM database by removing any phones that have been deleted outside of TM.

1. From the CS 1000 main Web screen, select a PBX using the **Search** option as shown in **Figure 1**.
2. Use the down arrow at the "more actions" option to choose **Reconcile TN** (**Figure 3**).



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- From the **Schedule – Reconcile Terminal Numbers** page (**Figure 4**), provide a Task Name, Date, Time and Interval.

Be certain to schedule this job with the same Interval option as the Retrieve – All option above. It is also critical to schedule this job to run **after** the full retrieval has processed.

- Click the **Submit** button.

Figure 3 – Reconcile TN

Basic Search Telephones [Advanced Search](#)

Search criteria

Site - System: ABC Company CS 1000E

Search Field: Telephone Type Value: M3904

Show telephones modified by me

Search Results

Delete Transmit Edit Validate <more actions> Results per page 20

Customer	TN	Prime D	Telephone Type	Sync Status	UXID	CPND Last Name	CPND First Name	Assigned to Employee
<input type="checkbox"/>	0	005 0 00 01	9002	Transmitted				No
<input type="checkbox"/>	0	005 0 00 02	9003	Transmitted				No
<input type="checkbox"/>	0	005 0 00 00	9001	Transmitted				No

Figure 4 – Schedule Reconcile TN

Schedule - Microsoft Internet Explorer

Schedule - Reconcile Terminal Numbers

Enter task details below and click "Submit" to schedule reconcile of terminal numbers

Task Name : RECONCILE TN *

Date (MM/DD/YYYY) : 6 / 6 / 2008 *

Time (HH:MM) : 16 : 00 *

Interval : Weekly **Day of the month :** 1

(Task will be run only in the months where the day is valid)



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Reconcile CPND

The Reconcile CPND option accesses Load 95 in the PBX and prints a listing of all extensions and their associated names. Then it does a comparison with the CPND names in the Telephone Manager and will remove any records not found on the PBX from the TM database.

1. From the CS 1000 main Web screen, select a PBX using the **Search** option as shown in **Figure 1**.
2. Use the down arrow at the “more actions” option to choose **Reconcile CPND** (**Figure 5**).
3. From the **Schedule – Reconcile Directory Numbers** page (**Figure 6**), provide a Task Name, Date, Time and Interval.
4. Click the **Submit** button.

Figure 5 – Reconcile CPND

Basic Search Telephones [Advanced Search](#)

Search criteria
Site - System: ABC Company CS 1000E
Search Field: Telephone Type Value: M3904
 Show telephones modified by me

Search Results

Results per page 20

Customer	TN	Prime D	Telephone	Sync Status	UXID	CPND Last Name	CPND First Name	Assigned to Employee
<input type="checkbox"/>	0	005 0 00 01	9002	Transmitted				No
<input type="checkbox"/>	0	005 0 00 02	9003	Transmitted				No
<input type="checkbox"/>	0	005 0 00 00	9001	Transmitted				No

Context menu options: Restore, Retrieve, Reconcile CPND, Reconcile TN, Designation Strip, Swap

Figure 6 – Schedule Reconcile CPND

Schedule - Reconcile Directory Numbers

Enter task details below and click "Submit" to schedule reconcile of directory numbers

Task Name : RECONCILE CPND *

Date (MM/DD/YYYY) : 6 / 6 / 2008 *

Time (HH:MM) : 17 : 00 *

Interval : Weekly **Day of the month :** 1

(Task will be run only in the months where the day is v



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After the tasks are scheduled, open the **Sync Tasks** window from the CS 1000 main Web screen as shown in **Figure 7** to verify operations. Also, use the **Sync Logs** option shown in **Figure 8** to check the outcome of the scheduled tasks. Note that the Reconcile CPND log appears under the **Reconcile DN** option.

Figure 7 – Scheduled Jobs in Sync Tasks

The screenshot shows the 'Sync Tasks' interface in the CS 1000 Telephony Manager. The left sidebar contains a navigation menu with categories: Equipment, Telephones, Directory, and Telecom Billing Reports. The main content area is titled 'SyncTasks' and includes a 'Refresh Interval' set to 20 seconds, a 'Change' button, and a 'RefreshNow' button. Below this is a 'Task Status' section with 'Run' and 'Delete' buttons. A table lists three tasks:

<input type="checkbox"/>	Name	Site - System:	Schedule
<input type="checkbox"/>	FULL TN DOWNLOAD	ABC Company-CS 1000E	Every week starting 6/6/2008 12:00:00 PM
<input type="checkbox"/>	RECONCILE TN	ABC Company-CS 1000E	Every week starting 6/6/2008 4:00:00 PM
<input type="checkbox"/>	RECONCILE CPND	ABC Company-CS 1000E	Every week starting 6/6/2008 5:00:00 PM

Below the table is a 'Queue Status' section with a 'Name' field and a 'TasksWaiting' field. The text below reads: 'No Queues are in Use.'

Figure 8 – View Sync Logs

The screenshot shows the 'Sync Logs' interface in the CS 1000 Telephony Manager. The left sidebar is the same as in Figure 7. The main content area is titled 'Sync Logs' and includes a 'Site' dropdown menu set to 'ABC Company' and a 'System' dropdown menu set to 'CS 1000E'. Below these are radio buttons for 'View log for': Transmit, Retrieve, Reconcile DN (which is selected), and Reconcile TN. At the bottom are 'View' and 'Clear' buttons.