

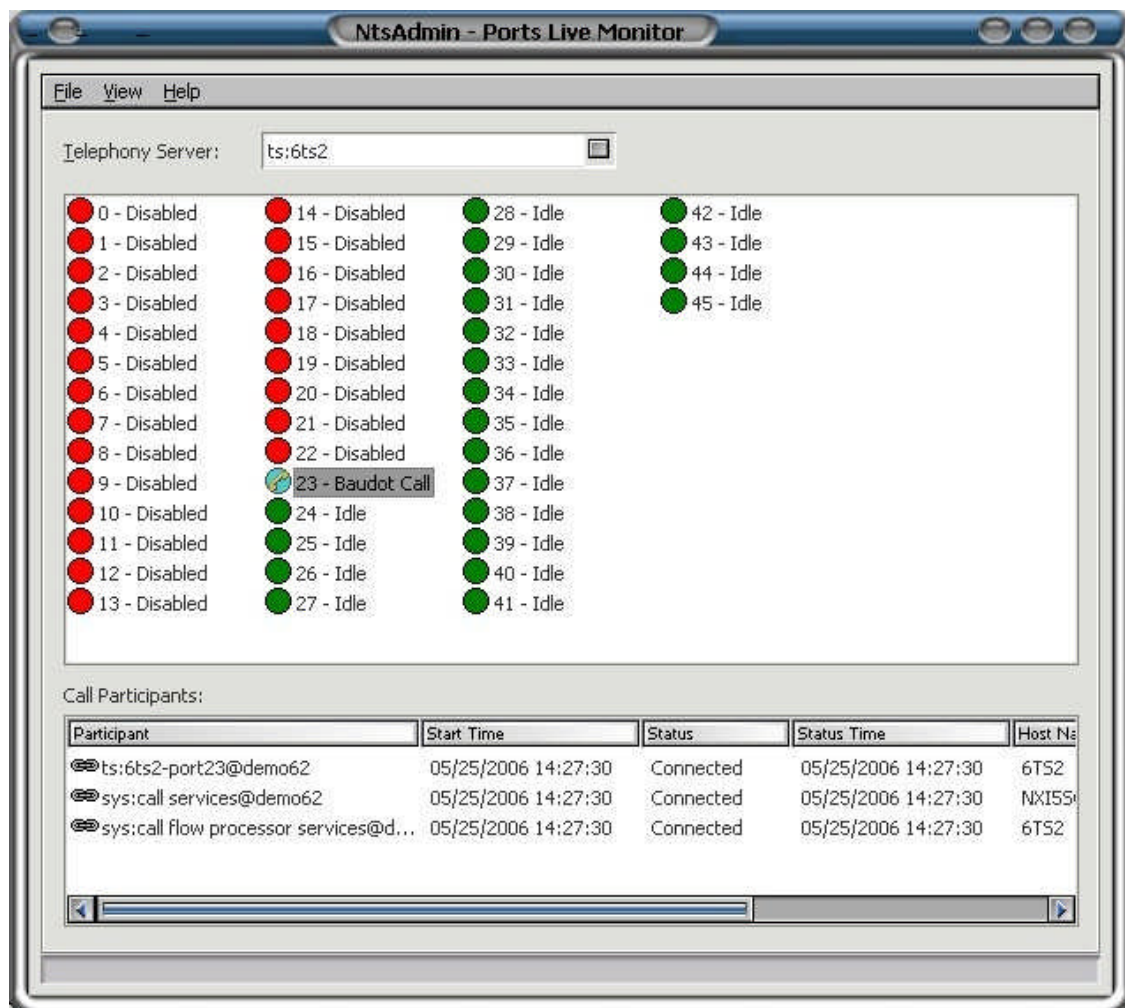
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Ports Live Monitor Overview

Overview

The **Ports Live Monitor** is normally run only by NexTalk administrators or supervisors and is not normally available to regular NexTalk users. The status of all telephony ports in the NexTalk system is displayed in the Ports Live Monitor. Ports are organized by the Telephony Server on which they reside. If the NexTalk system has multiple Telephony Servers, it may be useful to run multiple Ports Live Monitors, one for each server.



Options

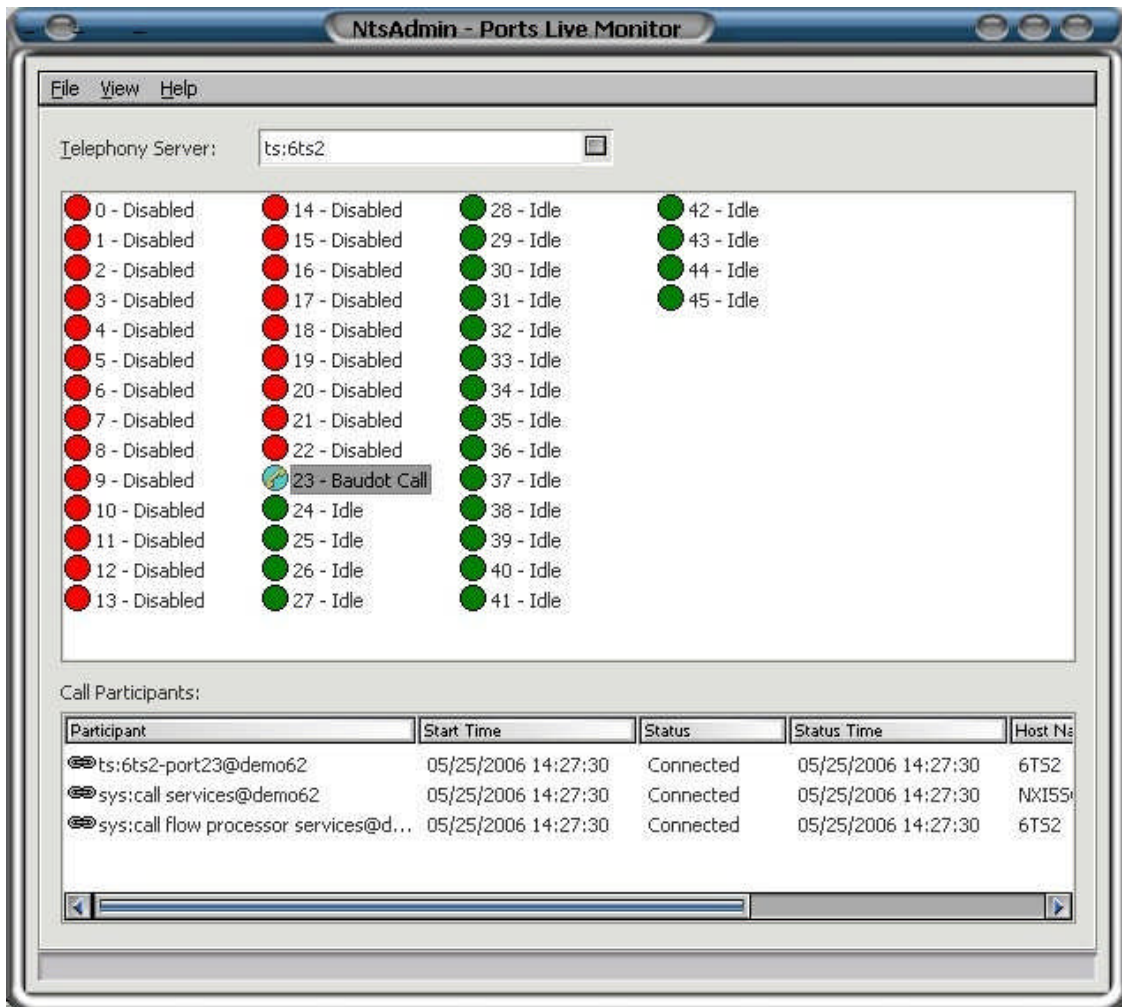
Menu Bar

File | Close

This option closes the Ports Live Monitor module.

View | List

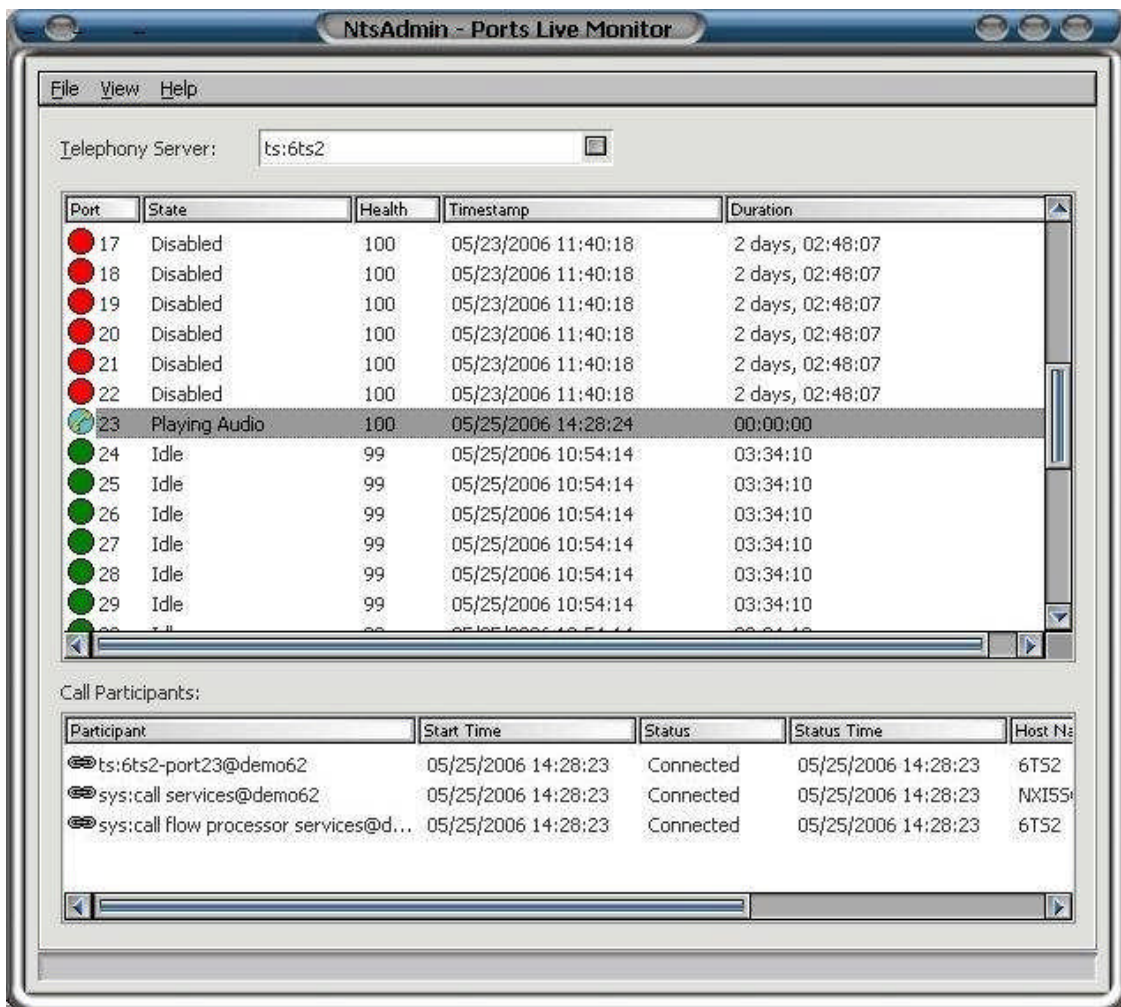
By selecting the list view, only the Port number and its current State are displayed in the main list window. States include “**Idle**” (which is the Available state), “**Hanging Up**”, “**Baudot**”, and so on.



View | Details

By selecting the details view, additional information for each telephony port is displayed, including:

- Time stamp (the date and time when this port entered its current state)
- Duration (the length of time this port has been in its current state)
- Health

View | Always on Top

This option keeps the Ports Live Monitor window in front of all other open windows.

Using the Ports Live Monitor

Using the Ports Live Monitor

To view port information for a particular telephony server, select it from the drop down menu. A list of the ports on that telephony server will be shown in the main window. In list view, only the number and status of the port is shown. Port statuses are associated with different symbols, shown below. Note that although an active port may have several different statuses during the course of a telephony call, the same two symbols are associated with each one.



In the details view, in addition to port number and status information, health, time stamp and duration data is displayed. The health value of a port is derived from the number of failed calls associated with it. If calls made using a particular port repeatedly fail, there may be a problem on this port. Therefore, for each failed call on a port, NexTalk reduces the health value. When NexTalk searches for an available port it will use healthier ports. It should be noted that a call could fail for many reasons aside from a defective port. For that reason, a reduced health value does not always indicate a faulty port. Also, NexTalk will use unhealthy ports if necessary. The health value simply biases NexTalk against using ports that have seen failed calls in the past.

If a port is active, additional information about the call participants can be obtained by selecting the port (from either the list or details view). In the lower display window, the call start time and status, host information, and remote IP address is displayed for each participant. This information is only available during the call and is not saved.