

1 Welcome

1.1 Introduction

ServerManager is a part of the PhonePad system. Like the name suggests, it is used to manage the operation of the PhonePad Server (DBServer). ServerManager is used to:

- Set up the server.
- Tweak the server configuration for optimum performance on your network.
- Check the server's status and settings.
- Access the server's log.
- Start and stop the server remotely.

Although ServerManager has a lot of settings and options that can be used, you don't need to be concerned about them for day-to-day usage of PhonePad. Many of the features are there to provide maximum flexibility, to assist in diagnosing problems, and to rectify any performance issues.

To get started, all you need to do is follow the steps under [Setting Up the PhonePad Server](#).



If you are not running PhonePad in Remote Mode then you do not need to run ServerManager.

2 Getting Started

2.1 Setting Up the PhonePad Server

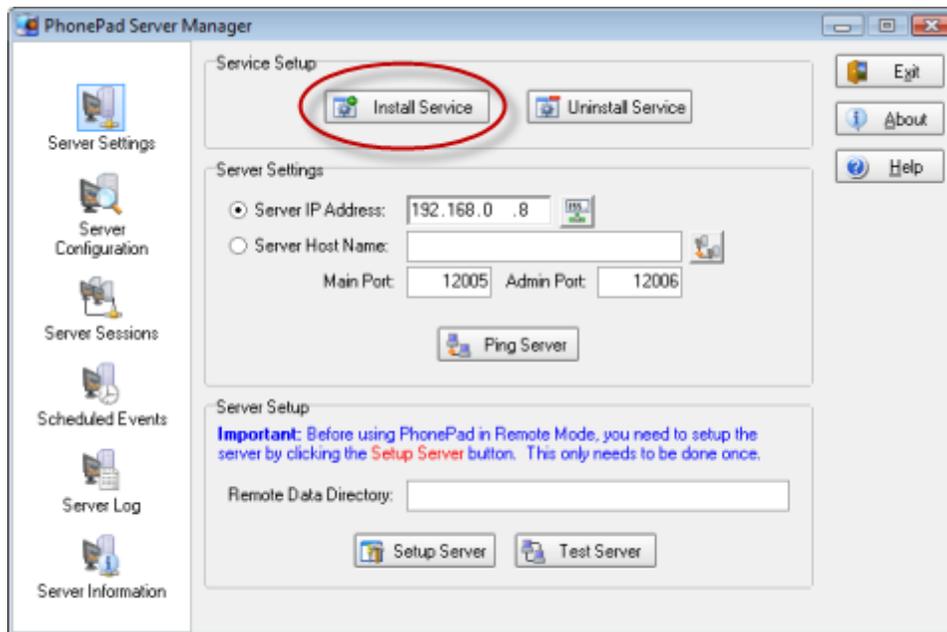
Before you can start using PhonePad in [Remote Mode](#), you need to get the PhonePad Server set up. This only needs to be done once, unless you change the location of the PhonePad database.

For these instructions, it's assumed that you will be performing these steps on your server or host computer.

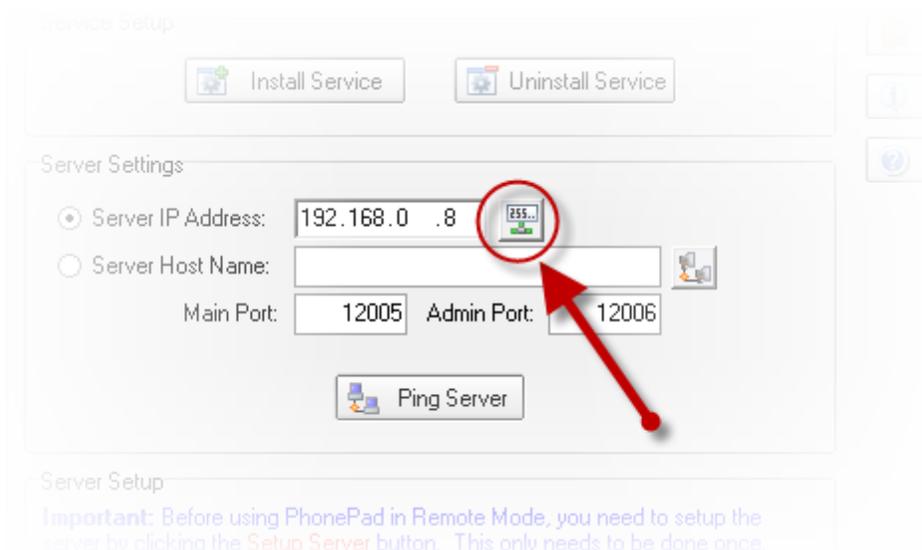
Step 1 - Install the PhonePad Server.

The first step is to install the PhonePad server.

1. Run **ServerManager**.
2. Click the **Install Service** button. The PhonePad Server will be installed as a Windows service.

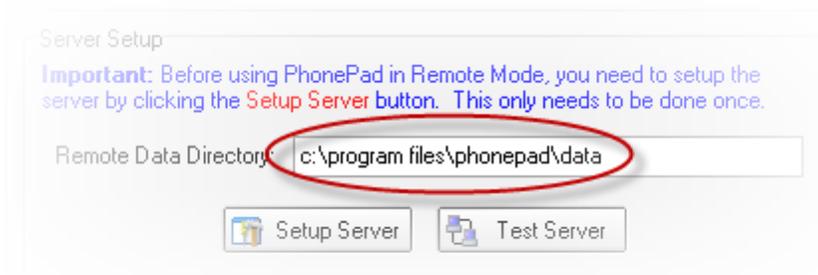


3. Click the button next to the *Server IP Address* field. ServerManager will insert the IP address of the server or host computer you are currently using.



Step 3 - Enter the Location of the PhonePad Database.

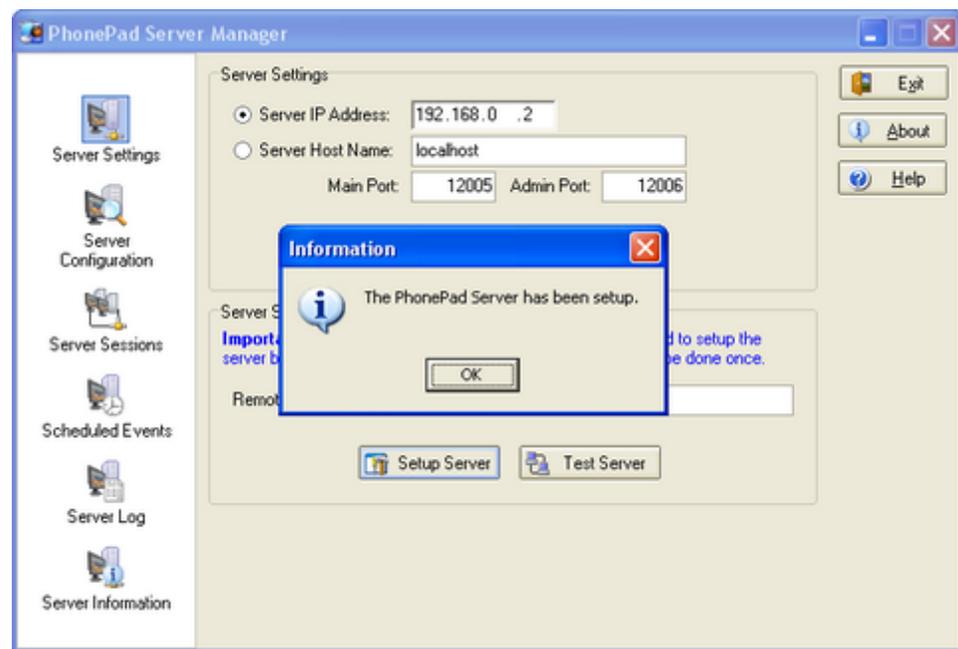
Enter the location of the PhonePad database under [Remote Data Directory](#). The default location is C:\Program Files\PhonePad\Data, but it may be different if you didn't install PhonePad directly on the server or host computer.



The PhonePad database is created and maintained by the DBUpdate utility. This is automatically run when you do a full install of PhonePad. If you have not yet setup your PhonePad database, or if you want to set it up in a different location, run DBUpdate and specify where the PhonePad database should be located.

Step 4 - Setup the Server.

Click the **Setup Server** button. Within a couple of minutes or so you should get a message that says the server has been setup.



If you get any error messages, please refer to [Troubleshooting Problems](#).

Step 5 - Test the Server Configuration.

Click the **Test Server** button to test the configuration of the server to ensure that it has been setup

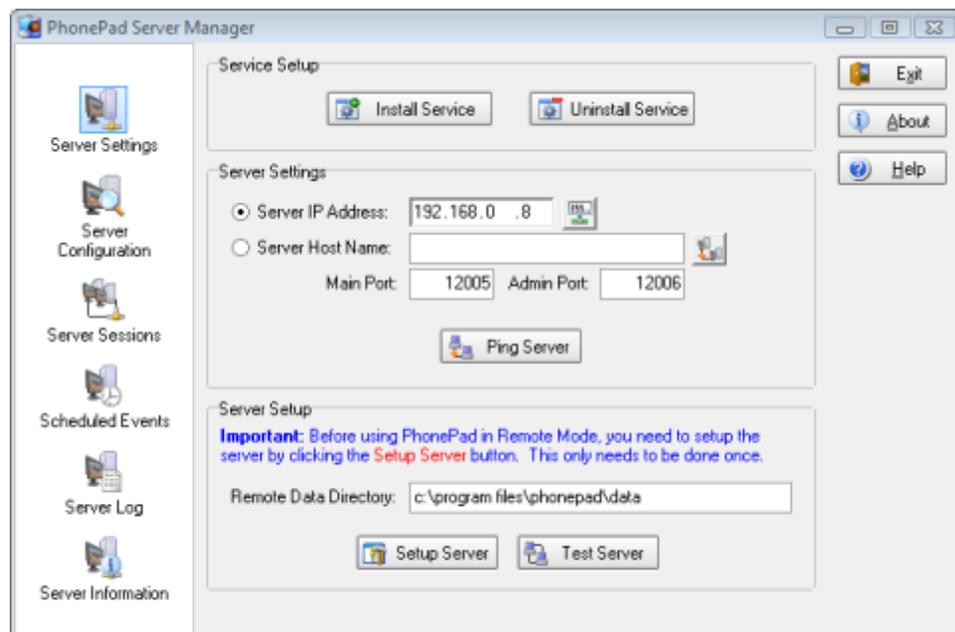
correctly. See [Testing the Server](#) for more information.

3 Using ServerManager

3.1 Server Settings

The [Server Settings](#) view is used to:

- Enter the settings for establishing connections with the PhonePad Server (DBServer).
- Set up the server.
- Test the configuration of the server.



Server IP Address

Enter the server's IP address.

Server Host Name

You can alternatively enter the server's host name instead of the IP address.

Main Port

Enter the main communication port for the server. The default value is 12005.

Admin Port

Enter the admin communication port for the server. The default value is 12006.

Ping Server

Click this button to see if you can communicate with the server.

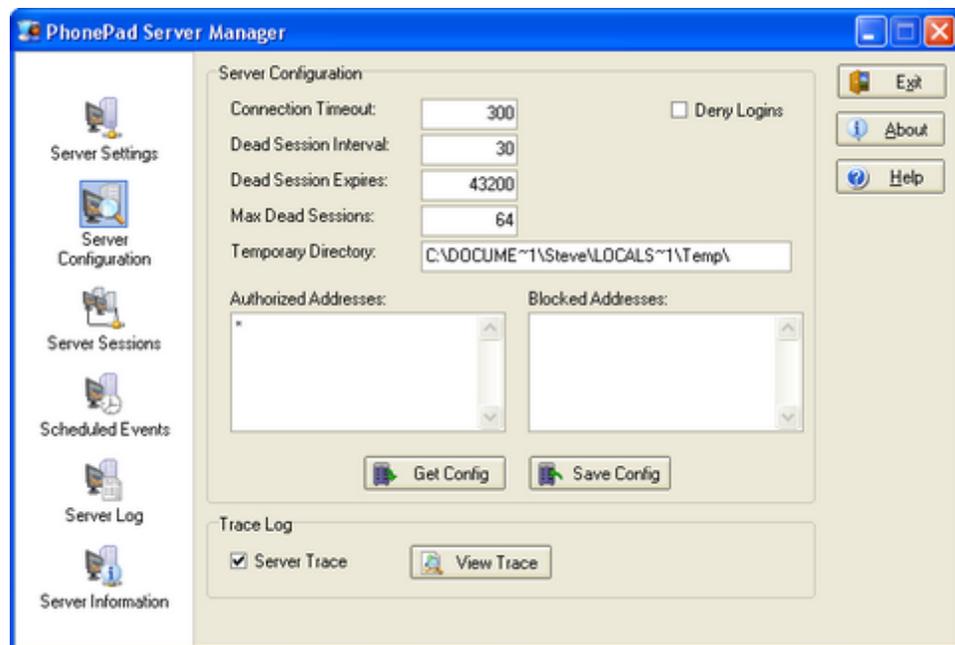
<i>Remote Data Directory</i>	Enter the location of the PhonePad database.
<i>Setup Server</i>	Click this button to configure the server. You cannot do this until all of the above setting have been specified.
<i>Test Server</i>	Click this button to test the server configuration.



Refer to [Setting Up the PhonePad Server](#) for step-by-step information.

3.2 Server Configuration

The [Server Configuration](#) view is used to "tweak" the PhonePad Server. In other words it can be used to fine tune the server's performance. We highly recommend you don't change any of these settings unless advised to by Cybercom Software support.



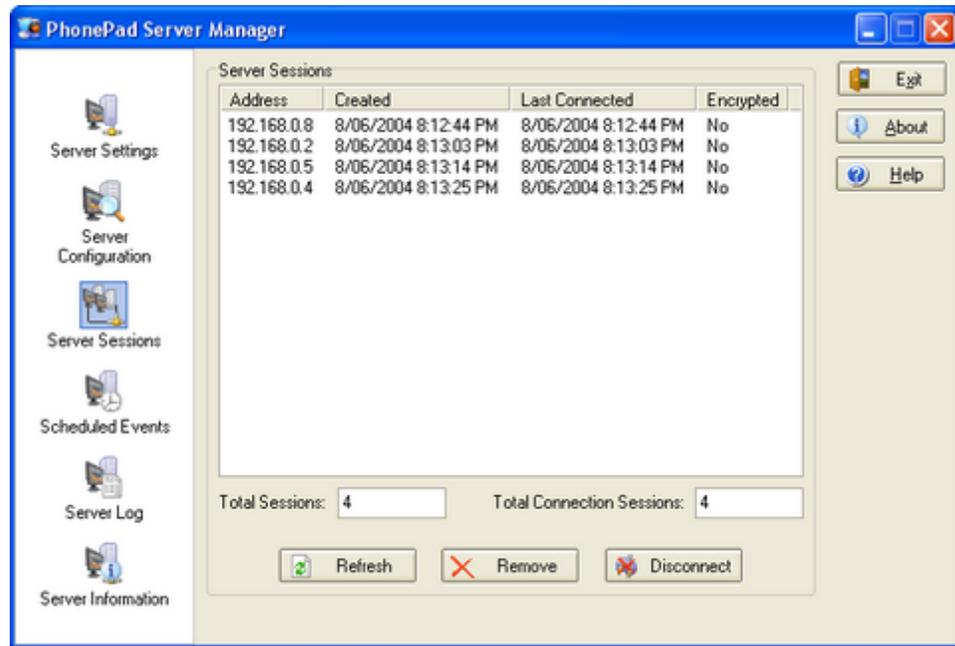
Click the [Get Config](#) button to retrieve these settings from the PhonePad server.

<i>Connection Timeout</i>	Specifies how long a session is allowed to remain idle before the session is disconnected automatically by the PhonePad server.
<i>Dead Session Interval</i>	Specifies how often the PhonePad server should check for dead sessions (sessions that have been disconnected for Dead Session Expires seconds).
<i>Dead Session Expires</i>	Specifies when a disconnected session is considered "dead" based upon the number of seconds since it was last connected. Specifying 0 for this parameter will cause the PhonePad server to never consider disconnected sessions as dead and instead will keep them around based upon the Max Dead Sessions setting alone.
<i>Max Dead Sessions</i>	Specifies how many dead sessions are allowed on the PhonePad server before the server will start removing dead sessions in oldest-first order.
<i>Authorized Addresses</i>	Lists the IP addresses that the server will accept connections from. You can specify individual IP addresses in this list if you prefer, although this is not necessary for correct operation. The default is * for all IP addresses.
<i>Blocked Addresses</i>	Lists the IP addresses that the server will not accept connections from. This is blank by default, which means that no IP addresses are blocked. Warning: If you block the IP address of the workstation you are running ServerManager on, you will be no longer be able to check or change any settings (trust me, I've done it).
<i>Temporary Directory</i>	Indicates where temporary tables are stored relative to the PhonePad server. This setting is global for all users.
<i>Deny Logins</i>	If checked, the PhonePad Server will prevent all logins.
<i>Get Config</i>	Retrieves the current configuration from the server.
<i>Save Config</i>	Saves the configuration to the server.
<i>Server Trace</i>	When checked, ServerManager will trace all communications between itself and the PhonePad server. This is only used to debug problems and so should normally be left unchecked.
<i>View Trace</i>	Click this button to view the trace file.

3.3 Server Sessions

The [Server Sessions](#) view displays details of all sessions running on the PhonePad Server. This allows

you to view a list of all the current connections to the PhonePad database.



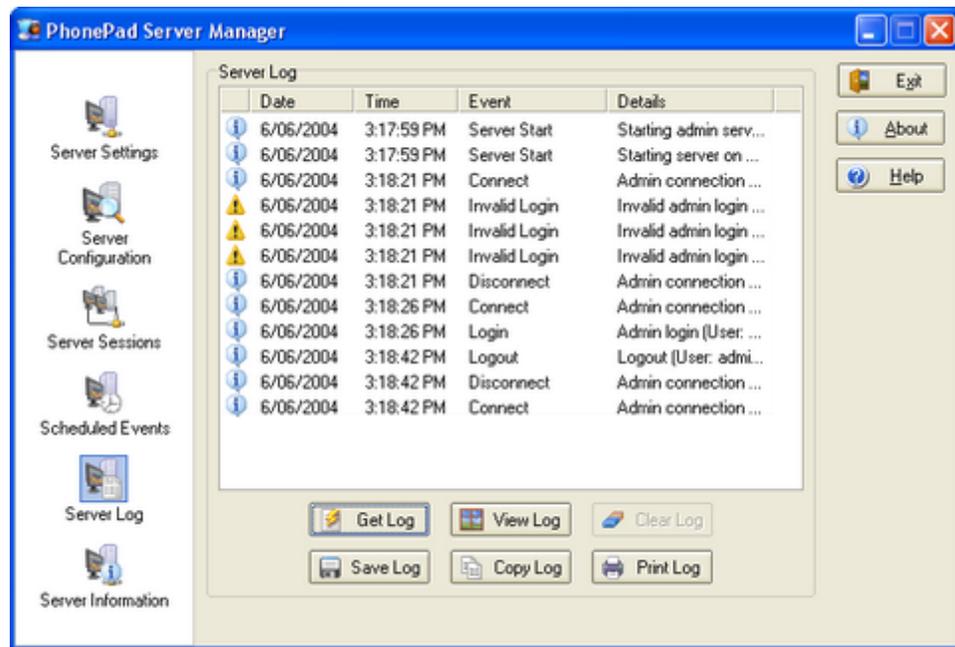
Refresh Updates the list of sessions.

Remove Removes a session from the server. This option terminates the connection, removes the session, and releases any resources allocated to the session.

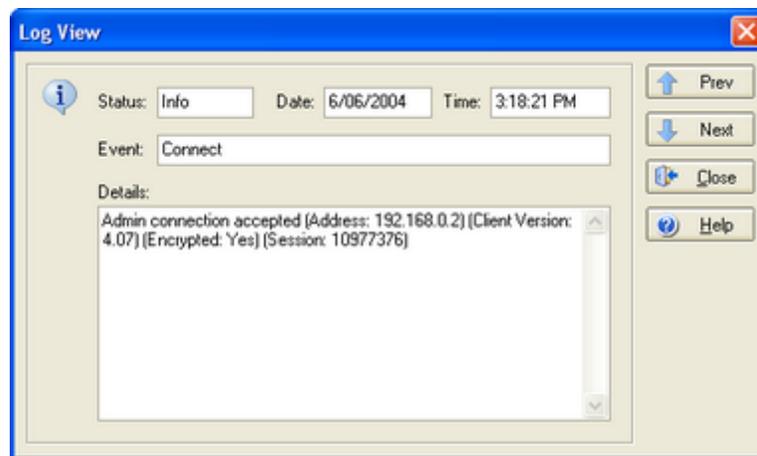
Disconnect Disconnects the session. This option terminates the connection but does not remove the session or release any resources.

3.4 Server Log

The [Server Log](#) view allows you to view the log automatically created by the PhonePad server. The server keeps track of all connections, disconnections, etc.



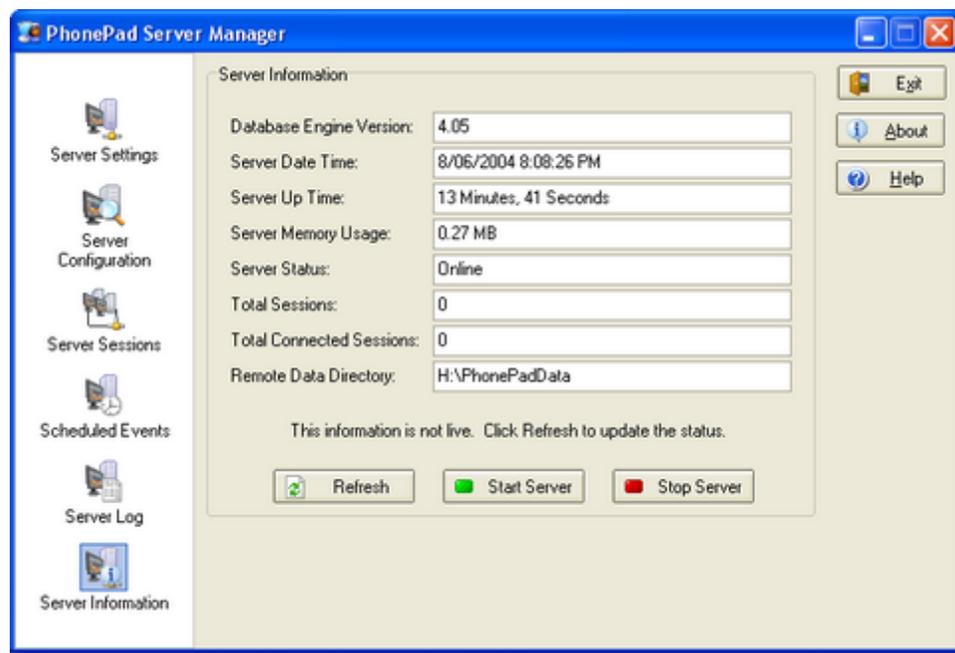
- Get Log* Retrieves the log from the PhonePad server.
- View Log* Allows you to view each log entry individually in a window (see image below).
- Clear Log* Not yet implemented.
- Save Log* Saves the log to a text file.
- Copy Log* Copies the log to the Windows clipboard.
- Print Log* Prints the log.



3.5 Server Information

The [Server Information](#) view allows you to:

- Check the status of the PhonePad server.
- Start/stop the PhonePad server remotely.



Database Engine Version

Displays the version of the database engine running on the PhonePad Server. Generally, this should be the same version as the PhonePad database engine. Using different versions could cause problems, so it is important that you update the PhonePad server when you update PhonePad.

Server Date Time

Displays the date and time on the server.

Server Up Time

Displays how long the server has been up.

Server Memory Usage

Displays the amount of memory currently being used by the server.

Server Status

Displays the status of the server, ie. whether it is online or offline.

Total Sessions

Displays the total number of sessions on the server.

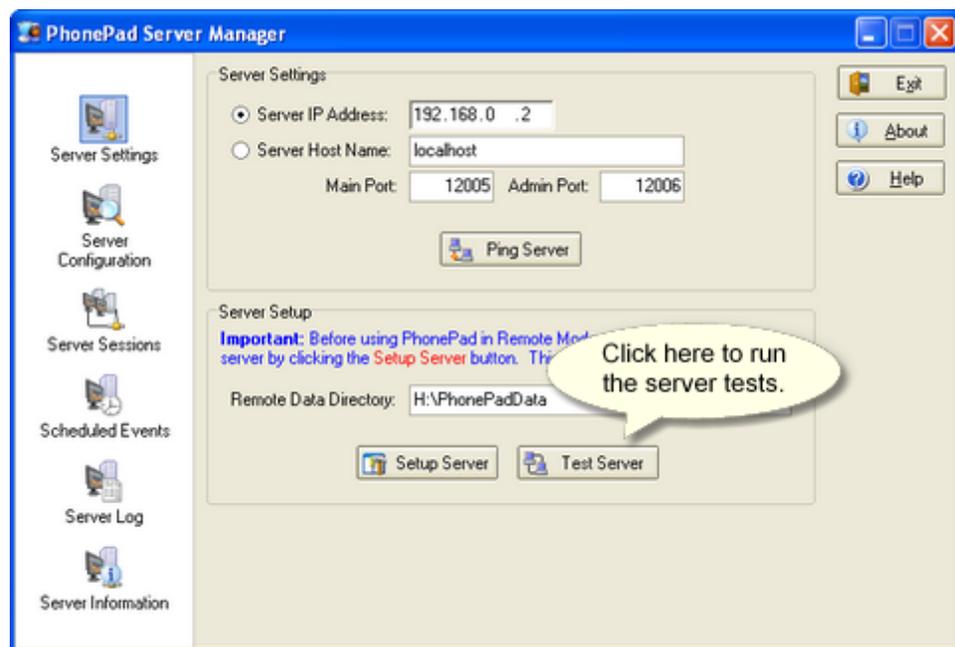
<i>Total Connected Sessions</i>	Displays the total number of connected sessions on the server.
<i>Remote Data Directory</i>	Displays the PhonePad data directory the server is linked to.
<i>Refresh</i>	Retrieves updated information from the server.
<i>Start Server</i>	Click this button to bring the server online and start accepting connections.
<i>Stop Server</i>	Click this button to take the server offline. Any existing connections will be dropped.



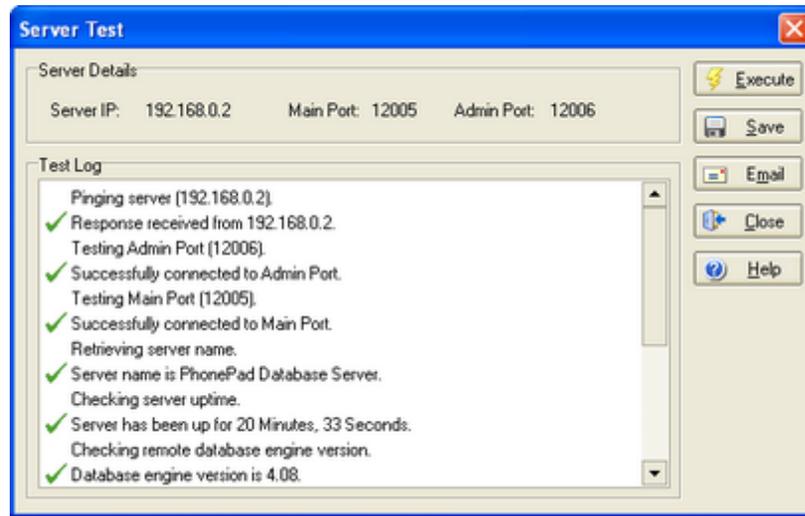
The information displayed in this view is not dynamic. You have to click the Refresh button to update the data.

3.6 Testing the Server

ServerManager has a facility for testing the connection to the PhonePad Server and the server's configuration. To use the testing facility, click on the **Test Server** button in the **Server Settings** view.



The [Server Test](#) window will then be displayed. To start testing, click the [Execute](#) button.



All successful tests will be marked with a green check mark. Failed tests will be marked with a red cross.

<i>Execute</i>	Runs the server tests.
<i>Save</i>	Saves the results of the tests to a text file.
<i>Email</i>	Emails the test results to Cybercom Software support.
<i>Close</i>	Close the Server Test window.
<i>Help</i>	Display online help (which you are now viewing).

3.7 Troubleshooting Problems

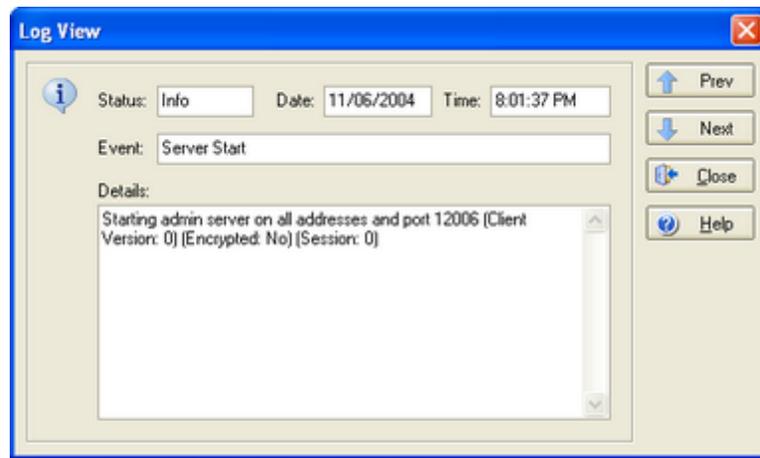
If you experience any problems communicating with the PhonePad server using ServerManager, or receive error messages, please check the following list for possible solutions. If you are unable to resolve the problem please contact support@cybercom-software.com.

Problem or Error	Cause	Solution
1. "Unable to connect to	<ul style="list-style-type: none">The PhonePad server	<ul style="list-style-type: none">Check to make sure the

server"	(DBServer) is not running. <ul style="list-style-type: none"> • A firewall, router or bridge is blocking the IP address or ports. 	PhonePad server is running and is online. <ul style="list-style-type: none"> • Check to make sure that any firewalls, routers or bridges between the workstation and server are not blocking the IP address of the server or the ports PhonePad uses to communicate (12005 and 12006).
<p>2. "Unable to retrieve server name"</p> <p>"Unable to retrieve server uptime"</p> <p>"Unable to retrieve database engine version"</p> <p>"Unable to check for PhonePad database on the server"</p> <p>"Unable to check for default login on the server"</p> <p>"Unable to retrieve remote database location"</p>	<ul style="list-style-type: none"> • The PhonePad server hasn't been setup. 	<ul style="list-style-type: none"> • Setup the server using the steps detailed under Setting Up the PhonePad Server.
3. No response from server.		<ul style="list-style-type: none"> • Close down both ServerManager and PhonePad server and restart them.

3.8 View the Server Log

Click the [View Log](#) button in the [Server Log](#) view to display individual records in the server log.



There are three status levels:

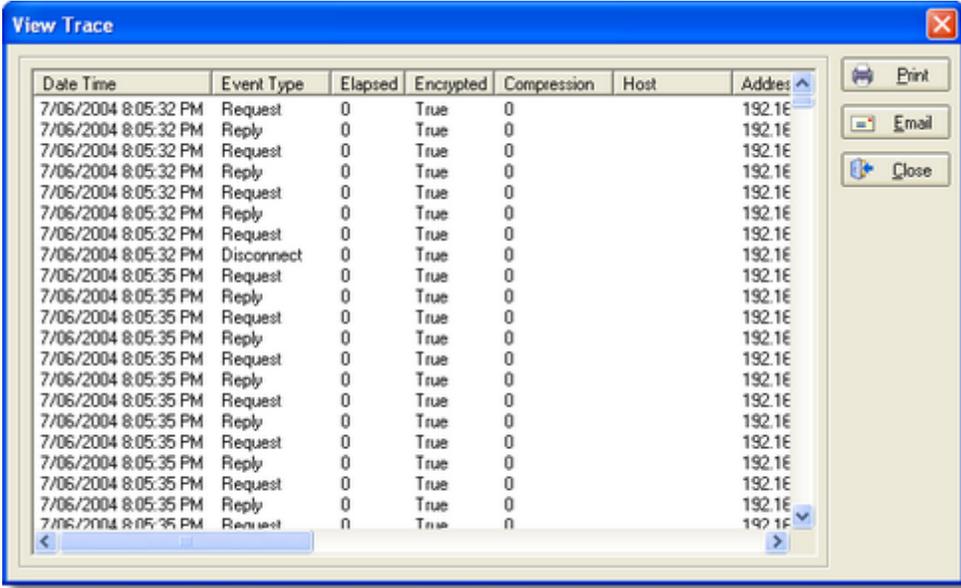
- Info* Indicates the log entry is information about a normal event that has occurred.
- Warning* Indicates an event has occurred that may require attention. For example, it could indicate that the server has not been setup correctly.
- Error* Indicates an error has occurred that should be investigated.

Buttons

- Prev* Displays the previous log record.
- Next* Displays the next log record.
- Close* Closes the log view window.
- Help* Displays the online help (which you are now viewing).

3.9 View the Trace File

This window allows you to view the trace file, if one has been generated. A trace is used to diagnose any problems that you may experience communicating with the PhonePad server.



The screenshot shows a 'View Trace' window with a table of network events. The table has columns for Date Time, Event Type, Elapsed, Encrypted, Compression, Host, and Address. The events are listed in chronological order, showing a sequence of requests and replies, followed by a disconnect event. To the right of the table are three buttons: Print, Email, and Close.

Date Time	Event Type	Elapsed	Encrypted	Compression	Host	Address
7/06/2004 8:05:32 PM	Request	0	True	0		192.1E
7/06/2004 8:05:32 PM	Reply	0	True	0		192.1E
7/06/2004 8:05:32 PM	Request	0	True	0		192.1E
7/06/2004 8:05:32 PM	Reply	0	True	0		192.1E
7/06/2004 8:05:32 PM	Request	0	True	0		192.1E
7/06/2004 8:05:32 PM	Reply	0	True	0		192.1E
7/06/2004 8:05:32 PM	Request	0	True	0		192.1E
7/06/2004 8:05:32 PM	Disconnect	0	True	0		192.1E
7/06/2004 8:05:35 PM	Request	0	True	0		192.1E
7/06/2004 8:05:35 PM	Reply	0	True	0		192.1E
7/06/2004 8:05:35 PM	Request	0	True	0		192.1E
7/06/2004 8:05:35 PM	Reply	0	True	0		192.1E
7/06/2004 8:05:35 PM	Request	0	True	0		192.1E
7/06/2004 8:05:35 PM	Reply	0	True	0		192.1E
7/06/2004 8:05:35 PM	Request	0	True	0		192.1E
7/06/2004 8:05:35 PM	Reply	0	True	0		192.1E
7/06/2004 8:05:35 PM	Request	0	True	0		192.1E
7/06/2004 8:05:35 PM	Reply	0	True	0		192.1E
7/06/2004 8:05:35 PM	Request	0	True	0		192.1E
7/06/2004 8:05:35 PM	Reply	0	True	0		192.1E
7/06/2004 8:05:35 PM	Request	0	True	0		192.1E
7/06/2004 8:05:35 PM	Request	0	True	0		192.1E

Print Prints the trace file.

Email Emails the trace file to Cybercom Software support. If you use this option, please include comments and a contact email address.

Close Closes the trace window.