

# Avaya, iPatch Training Script

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## 1 Splash Page Training Overview (How training works)

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Welcome to the iPatch System Manager software training CD-ROM. This program teaches you how to create and manage a simple System Manager database. You can move through it sequentially, or jump directly to a specific point of interest.

Begin

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## 2 System Overview

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### 2.1 The iPatch System

- provides real-time management and monitoring of patch connections that deliver Voice and Data services,
- traces existing patch connections at the touch of a button,
- issues electronic work orders and guides technicians performing Moves, Adds, and Changes,
- tracks patching changes, and
- alerts technicians and administrators to error conditions that might require attention.

### 2.2 iPatch System Components

#### 2.2.1 iPatch Panels

The iPatch Panel is built on the best-in-class SYSTIMAX 1100 patch panel platform. It monitors patch connections made at the panel by sensing the insertion and removal of patch cord connectors, and recording the connections in a database.

#### 2.2.2 iPatch Rack Manager

Each rack in the iPatch System has a Rack Manager that communicates with and manages up to 40 iPatch Panels, and maintains a database of patch connections.

#### 2.2.3 iPatch Network Manager

The iPatch Network Manager is a Rack Manager that provides LAN connection to the iPatch System Manager Software. Each Telecom Room in the iPatch system requires one Network Manager, which is used in place of a Rack Manager on one of the racks in a Telecom Room.

### 2.3 iPatch System Manager Software

The iPatch System Manager Software allows network administrators to manage voice and data patch connections from a remote location with a personal computer. This software allows network administrators to schedule moves, adds, and changes, and track their fulfillment. The iPatch System Manager software communicates with the iPatch Panels and informs administrators of various events such as unauthorized changes to the network and work orders that were not completed as scheduled. The software also allows users to document a complete view of the voice and data connectivity between panels, faceplates, network equipment, and devices. Once connections are made, users can remotely trace a complete connectivity path from a device to a service-providing port. Convenient reporting features are also available.

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## 3 System Manager

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### 3.1 Starting System Manager

#### 3.1.1 Step 1 – Start the Software

When logging into System Manager for the first time, use “admin” for both the login and password. This Password should be changed to ensure data security (see “Managing Users & Passwords”).

- Double-click the System Manager icon on the desktop. Or, from the Windows Start Menu, select Programs > iPatch System Manager > iPatch System Manager.

- Fill in the Login and Password In Log in window.

#### 3.1.2 Step 2 – Create a New Site

A Site is the facility you are managing. A Site can either consist of multiple Buildings or just a single Building. Company name can be used as your Site ID.

You must create a new Site in System Manager. Upon subsequent logins, you can choose the Site you want to display by using the Site drop-down menu.

Note: **Bold text** = Required field

- In the Log In window, select Create New Site from the Site drop-down menu

- Click OK.
- Fill in the Site Properties window.
- Click OK.

You've just completed "Starting System Manager." Click Next below to begin "Managing Users & Passwords."

## 3.2 Managing Users & Passwords

### 3.2.1 Step 1 - Add a New User

This step demonstrates how to add a new user and setup a user profile. A user profile consists of login, name, password, and access privileges. There are three kinds of access privileges:

- Read Only: allows users to view data in the System Manager database, but not to modify it.
- Full: Allows users to view and modify all data in the System Manager database.
- Administrator: Allows users to view and modify all data in the System Manager database and to override many protections that System Manager imposes.

- Select Tools > Passwords.
- In the Passwords window, click Add to add a new user.
- Fill in the Password Entry window.
- Click OK.
- In the Passwords window, click Close.

You've just completed "Managing Users & Passwords." Click Next below to begin "Defining Services."

## 3.3 Defining Services

### 3.3.1 Step 1 – Create a Service

This step demonstrates how to create a list of user-defined Services such as Voice, ISDN, LAN, etc. On the Panel and Port Properties windows (see "Patch Panels"), the Services list lets you designate that specific Panels and Ports are connected to a specific type of service-providing equipment.

Defining Services on ports allows you to more easily manage Patching activities by letting System Manager automatically select patch connects or disconnects.

- Select Edit > Lists > Services.

- In the Service List window, click Add.
- In the Add Service window, enter the new Services list item.

### 3.3.2 Step 2 – Define Service Color

System Manager lets you assign colors to services and then automatically applies those colors to all ports that offer those services (see “Patch Panels”).

- While the Add Service window is open, click Choose Color.
- In the Color window, select the desired color and click OK.
- In the Add Service window, click OK.
- In the Service List window, click Close.

You’ve just completed “Defining Services.” Click Next below to begin “Configure Site,” part 1, “Buildings, Floors, & Rooms.”

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## 4 Configure Site

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### 4.1 Buildings, Floors, & Rooms

#### 4.1.1 Step 1 – Add a Building

This step demonstrates how to add Buildings to a Site, if necessary. If the facility you are managing has only one Building, you do not have to add a Building object. You can add the Floors or Rooms in your facility directly to the Site.

Note: **Bold text** = Required field

- In the left pane of the System Manager main window, select the Site (it’s already selected for you).
- Select Edit > Add, or just click Add (1) on the toolbar.
- In the Add Object window, select Building (it’s already selected for you).
- Click OK.
- Fill in the Building Properties window.
- Click OK.

#### 4.1.2 Step 2 – Add a Floor

This step demonstrates how to add a Floor to a Building or to a Site.

Note: **Bold text** = Required field

- In the left pane of the System Manager main window, expand the tree.
- Select a Building.

- Click Add (1) on the toolbar.
- In the Add Object window, select Floor (it's already selected for you).
- Click OK.
- Fill in the Floor Properties window.
- Click OK.

### 4.1.3 Step 3 – Add a Room

This step demonstrates how to add Rooms to a Floor, Building, or Site. Rooms are required objects.

To make adding Rooms easier, we recommend that you create one Room with Faceplates and Jacks (see "Faceplates and Jacks"), and then use this as a template for Duplicating more Rooms that have the same number of Faceplates and Jacks (see "The Duplicate Feature").

Note: **Bold text** = Required field

- In the left pane of the System Manager main window, expand the tree.
- Select a floor.
- Click Add (1) on the toolbar.
- In the Add Object window, select Room (it's already selected for you).
- Click OK.
- Fill in the Room Properties.
- Click OK.

You've just completed "Buildings, Floors, and Rooms." Click Next below to begin "Faceplates & Jacks."

## 4.2 Faceplates & Jacks

### 4.2.1 Step 1 – Add a Faceplate and its Jacks

This step demonstrates how to add a Faceplate and its Jacks to a Room.

Adding a Faceplate automatically adds Jacks. To view the Jacks, select the Faceplate.

NOTE:

Jack from a Faceplate = (7)

Note: **Bold text** = Required field

- In the left pane of the System Manager main window, expand the tree.
- Select a Room.
- Click Add (1) on the toolbar.

- In the Add Object window, select Faceplate; in its drop-down menu select the number of Jacks you desire.
- Click OK.
- Fill in the Faceplate Properties.
- Click OK.
- In the left pane of the System Manager main window, expand the tree.
- Select the Faceplate to view its Jacks. (priority one)

#### **4.2.2 Step 2 – Modify a Jack**

This step demonstrates how to modify Jack Properties, including the Jack ID.

We recommend that you make each Jack ID within the Site unique by including the Faceplate and/or Room ID. You also may want to include the Building and/or Site ID.

- In the left pane of the System Manager main window, select a Faceplate (it's already selected for you).
- In the right pane of the System Manager main window, double-click a Jack.
- Modify the Jack Properties window.
- Click OK.
- Alternatively, to modify a Jack's ID, simply click once on the ID, pause for a second, and click again. This highlights the text, allowing you to make changes.

You've just completed "Faceplates & Jacks." Click Next below to begin "The Duplicate Feature."

### **4.3 The Duplicate Feature**

#### **4.3.1 Step 1 - Duplicate a Room, Faceplates and Jacks**

The Duplicate Feature speeds up Site creation by letting you duplicate an existing Room and all its Faceplates and Jacks.

You may also use this feature to duplicate a Faceplate and all its Jacks within a Room.

- In the left pane of the System Manager main window, select a Room.
- Select Edit > Duplicate.
- Fill in the Duplicate window.

#### **Animation Text**

Number of Duplicates Field

The Number of Duplicates field indicates the number of new Rooms that will be created. We recommend that you fill this field out first.

### **Animation Text**

Initial ID field

The Initial ID field indicates the ID of the first Duplicate Room. The default value is the ID of the selected Room in the Main Window incremented by 1.

### **Animation Text**

Increment Option

The Increment option indicates that the Faceplate ID or Jack ID pattern will be increased by 1 in sequential order for every duplicate.

### **Animation Text**

Copy Option

The Copy option indicates that the Faceplate ID or Jack ID pattern will be repeated for every duplicate.

### **Animation Text**

New Rooms Area

The New Rooms area is used to preview the results of the settings in the Duplicate window.

Next, we will show you 4 examples of how to use the settings in the Duplicate window to create and name, in bulk, Rooms with Faceplates and Jacks.

You've just completed "The Duplicate Feature." Click Next below to begin "People & Devices."

## **4.4 People & Devices**

### **4.4.1 Step 1 – Add a Person**

This step demonstrates how to add a Person to a Room.

Note: **Bold text** = Required field

- In the left pane of the System Manager main window, select a Room.
- Click Add (1) on the toolbar.
- In the Add Object window, select Person.
- Click OK.
- Fill in the Person Properties window.
- Click OK.

### **4.4.2 Step 2 – Add a Device**

This step demonstrates how to add a Device to a Room.

Note: **Bold text** = Required field

- In the left pane of the System Manager main window, select a Room (it's already selected for you).
- Click Add (1) on the toolbar.
- In the Add Object window, select Device; in its drop-down menu select a Device.
- Click OK.
- Fill in the Device Properties window.
- Click OK.

#### 4.4.3 Step 3 – Assign a Device to a Person

This step demonstrates how to assign a Device (PC, Printer, Phone, or Fax) to a Person.

Assigning a Device to a Person allows System Manager to incorporate the Device and the Person into the results of a connectivity link trace. This information is also used by the Move Services feature. (See "Move Services.")

Note: **Bold text** = Required field

- In the left pane of the System Manager main window, select a Room (it's already selected for you).
- In the right pane of the System Manager main window, double-click a Device.
- In the Device Properties window, click next to the Assigned To field.
- In the Assign To window, select a Person.
- Click OK.
- In the Device Properties window, click OK.

You've just completed "People & Devices." Click Next below to begin "Configure Telecom room," part 1, "Telecom Rooms and Racks."

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## 5 Configure Telecom Room

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### 5.1 Telecom Rooms and Racks

#### 5.1.1 Step 1 – Add Rack to Create Telecom Room

When Racks are added to a Room, the Room becomes a Telecom Room and its icon turns yellow. We recommend you add a descriptor, like "Telecom Room," to the Room ID.

Note: **Bold text** = Required field

- In the left pane of the System Manager main window, expand the tree and select the Room that you intend to make a Telecom Room.
- Click Add (1) on the toolbar.
- In the Add Object window, select Rack (it's already selected for you).
- Click OK.
- Fill in the Rack Properties window.
- Click OK.

### **Animation Text 1**

The Position Drop-down Menu

The Position drop-down menu indicates the position of an individual Rack relative to the other Racks on the Rack Manager LAN. If you add Racks in System Manager in the same order that you install them in the Telecom Room, the position numbers will accurately reflect the arrangement of the hardware. If not, you will need to adjust the position numbers accordingly. System Manager uses these numbers to Synchronize its database with the actual equipment in the Room. (See "Synchronization.")

### **Animation Text 2**

Number of Slots Field

The Number of Slots field defines the number of 1U spaces on your Rack. For example, a 7-foot Rack has 45 slots.

You've just completed "Telecom Rooms and Racks." Click Next below to begin "Network & Rack Managers."

## **5.2 Network & Rack Managers**

### **5.2.1 Step 1 – Add a Network Manager**

This step demonstrates how to add a Network Manager to a Rack. Remember, each Telecom Room must have one Network Manager.

Note: **Bold text** = Required field

- In the left pane of the System Manager main window expand the tree.
- Select a Rack.
- Click Add (1) on the toolbar.
- In the Add Object window, select Equipment (it's already selected for you); in its drop-down menu select Network Manager.
- Click OK.
- Fill in the Network Manager Properties window.
- Click OK.

### **Animation Text 1**

Connect Using Area

When the Network Manager directly communicates with System Manager using TCP/IP-based LAN, select the LAN option.

### **Animation Text 2**

IP Address and Subnet Mask

From your network administrator, you should obtain both the IP address and the Subnet Mask for the TCP/IP-based LAN to which the Network Manager is connected.

### **Animation Text 3**

System Manager generates a Priority Event (see "View Priority Events") by attaching an exclamation icon indicating that the newly added Network Manager needs to be Synchronized. Synchronization should be performed after all iPatch equipment is added.

## **5.2.2 Step 2 – Add a Rack Manager**

This step demonstrates how to add a Rack Manager to a Rack.

Remember, each Rack must have one Rack Manager except for the Rack that has the Network Manager.

Note: **Bold text** = Required field

- In the left pane of the System Manager main window, select a Rack.
- Click Add (1) on the toolbar.
- In the Add Object window, select Equipment; in its drop-down menu select Rack Manager.
- Click OK.
- Fill in the Rack Manager Properties window.
- Click OK.

You've just completed "Network & Rack Managers." Click Next below to begin "Patch Panels."

## **5.3 Patch Panels**

### **5.3.1 Step 1 – Add an iPatch Panel**

This step demonstrates how to add an iPatch Panel and its ports to a Rack.

Note: **Bold text** = Required field

- In the left pane of the System Manager main window, select a Rack.
- Click Add (1) on the toolbar.
- In the Add Object window, select Equipment; in its drop-down menu select an iPatch Panel
- Click OK.

- Fill in the iPatch Panel Properties window.
- Click OK.

Q: do you show that the panel ports change the color to correspond to the assigned service?

### **Animation Text**

The "Service on Ports" field is used to designate that an iPatch Panel is connected to a specific type of service-providing equipment. The "Service on Ports" field is populated by the Services List. (See "Defining Services.") You can also add new Services to the Services List by typing a new Service into the field.

System Manager uses Ports' Service assignments in the Provide Service feature. (See "Provide Service.")

### **5.3.2 Step 2 – Name Port IDs**

The Port IDs window appears after you have filled in the Panel Properties window, and allows you to create and name Port IDs for all the Ports on that Panel.

We recommend that you make each Port ID within the Site unique by including Service, Panel, or Rack ID information within the Port ID on Service Panels. Ports on User Station Panels should have the same naming pattern as their corresponding Jacks.

- Fill in the Port IDs window.
- Click OK.
- Select the Panel to view its Ports.

### **5.3.3 Step 3 – Modify a Port**

This step demonstrates how to modify individual Port Properties, including Port ID.

- In the left pane of the System Manager main window, expand the tree and select a panel.
- In the right pane of the System Manager main window, double-click a port.
- Modify the iPatch Panel Port Properties window.
- Click OK.

### 5.3.4 Step 4 – Organize the Rack

This step demonstrates how to add Patch Cord Organizers and arrange iPatch equipment on the Rack, to reflect the actual setup in the Telecom Room.

- In the left pane of the System Manager main window, select a Rack.
- Click Add (1) on the toolbar.
- In the Add Object window, select Equipment, and in its drop-down menu, select Patch Cord Organizer.
- Click OK.
- Fill in the Patch Cord Organizer Properties window.
- Click OK.
- In the left pane of the System Manager main window, select a Rack (it's already selected for you).
- Click Properties (10) on the toolbar.
- In the Rack Properties window, arrange the items using the up (15) and down (15) arrows.
- Click OK.

You've just completed "Patch Panels." Click Next below to begin "Synchronization."

## 5.4 Synchronization

### 5.4.1 Step 1 - Synchronize a Site

When you first set up a Site, or, later, when you add new equipment, you need to make sure that the objects recorded in the System Manager database match the hardware in the Telecom Room. This process is called, "Synchronization." Synchronization also sends software upgrades to the iPatch equipment.

Synchronize by selecting either the Telecom Room or any iPatch equipment object in the Telecom Room. System Manager synchronizes all equipment in the Telecom Room no matter which object you select.

Synchronization can only be performed when System Manager and the Network Managers are connected to an operational LAN.

- In the left pane of the System Manager main window, select a Telecom Room.
- Select Tools > Synchronize.
- In the Synchronize Equipment window, click Synchronize.
- Click Close.

You've just completed "Synchronization." Click Next below to begin "Cable Ports & Jacks," part 1, "Ports and Jacks."

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## 6 Cable Ports & Jacks

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### 6.1 Ports and Jacks

#### 6.1.1 Step 1 - Cable Individual Ports and Jacks

This section demonstrates how to indicate that a connection exists between a Jack on a Faceplate and a Port on a Patch Panel. This procedure is called "Cabling."

Ports (8) and Jacks (6) that are cabled together are displayed with a gray background.

- In the left pane of the System Manager main window, expand the tree and select a Faceplate.
- In the right pane of the System Manager main window, select a Jack.
- Select Connections > Cabling.
- Select View All in view filter We believe we can make this change. It involves adjusting the content of one screen using photoshop. The time penalty and risk should only be one hour.
- In the right pane of the Cabling window, select the Port to which the Jack is to be cabled.
- Click Connect.
- In the Cabling window, click Close.

You've just completed "Ports & Jacks." Click Next below to begin "The Cable by Name Feature."

### 6.2 The Cable by Name Feature

#### 6.2.1 Step 1 - Cable Multiple Ports and Jacks in Bulk

This section demonstrates how to indicate that connections exist between Ports and Jacks. The Cable by Name window lets you use one command to Cable all Jacks and Ports that share the same ID.

Ports (8) and Jacks (6) that are cabled together are displayed with a gray background.

- Select Connections > Cable by Name.
- In the Cable by Name window, click Cable.
- Click Close.

You've just completed "The Cable by Name Feature." Click Next below to begin "Manage Site," part 1, "Patch Connections."

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## 7 Manage Site

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### 7.1 Patch Connections

#### 7.1.1 Step 1 – Patching

This step demonstrates how to schedule patches to be connected or disconnected by directly selecting two Ports. You could also select a Port and a Jack.

When you make a patch connection, System Manager prompts you to create Scheduled Work that will be electronically sent to and displayed on the Rack and Network Managers in the Telecom Room. Scheduled Work is defined as any move, add, or change activity to be completed in the Telecom Room.

- In the left pane of the System Manager main window, expand the tree and select a Panel.
- In the right pane of System Manager main window, select a Port.
- Select Connections > Patching.
- In the right pane of the Patching window, select a Port.
- Click Connect.
- Fill in the Work Details window.
- In the Work Detail window, click (icon) next to the Assigned To field.
- In the Assign To window, select an object.
- In the Assign To window, click OK.
- In the Work Details window, click OK.
- In the Patching window, click Close.

#### **Animation Text 1**

Immediate and Scheduled Options

The Immediate option indicates that the Scheduled Work must be completed as soon as possible. The Scheduled option allows you to set the earliest and latest dates for the Scheduled Work to be completed.

#### **Animation Text 2**

Summary Field

You are required to fill in the Summary field to help you track Scheduled Work. We recommend that you use this field to assign a Scheduled Work ID. This ID will be displayed on the Network and Rack Managers, in the Jobs queue.

#### **Animation Text 3**

Assigned To Field

The Assigned To field allows you to associate a Device and/or Person with a Jack that is cabled to a user Port. The Assigned To information allows System Manager to incorporate the Device and the Person into the results of a connectivity link trace. This information is also used by the Move Services feature. (See "Move Services.") To use the Assign To field, click its button.

#### **Animation Text 4**

Calendar Icon

The calendar icon in the Patching window indicates that a patch connection has been scheduled and its Scheduled Work has been sent to the Network and Rack Managers' Jobs queue.

### **7.1.2 Step 2 – View Scheduled Work**

This step demonstrates how to view all scheduled work for all of the objects at the Site.

Four types of scheduled work exist. Those that are to be completed immediately (2), scheduled to be completed within the time period indicated (12), waiting for another Scheduled Work to be completed (11), and on hold because either you or System Manager needs to delay the Scheduled Work (5).

- Click Scheduled Work (14) on the toolbar.
- Review the information in the Scheduled Work window.
- Click Close.

You've just completed "Patch Connections." Click Next below to begin "Provide Service."

## **7.2 Provide Service**

### **7.2.1 Step 1 - Provide Service**

This feature allows you to assign Service to a Jack by letting System Manager automatically search for and select Ports based on their assigned Service. System Manager prompts you to create Scheduled Work that will be electronically sent to and displayed on the Rack and Network Managers in the Telecom Room.

In the Assign To window, you can select either People or Devices using the View filter.

- Select Services > Provide Service.
- In the Services window, select a Jack and a Service.

- Click Connect.
- Fill in the Work Details window.
- In the Work Detail window, click (icon) next to the Assigned To field.
- In the Assign To window, select an object.
- In the Assign To window, click OK.
- In the Work Details window, click OK.
- In the Services window, click Close.

To view this and other work orders, click Scheduled Work (14) on the toolbar.

You've just completed "Provide Service." Click Next below to begin "Remove Service."

## **7.3 Remove Service**

### **7.3.1 Step 1 – Remove Service**

This step demonstrates how you can schedule patches to be disconnected. When you schedule a patch disconnection, System Manager prompts you to create Scheduled Work that will be electronically sent to and displayed on the Rack and Network Managers in the Telecom Room.

- Go to Services > Remove Service.
- In the Services window, select a Jack.
- Click Disconnect.
- Fill in the Work Details window.
- Click OK.
- In the Services window, click Close.

To view this and other work orders, click Scheduled Work (14) on the toolbar.

You've just completed "Remove Service." Click Next below to begin "Move Services."

## **7.4 Move Services**

### **7.4.1 Step 1 – Select Services to Be Moved**

This step demonstrates the Move Services feature that lets you schedule patches to be connected or disconnected. You can move Services from one Room to another when, for example, a Person or a Device is being relocated within a Site. System Manager automatically identifies patch connections that need to be connected and disconnected to move each Service.

- In the left pane of the System Manager main window, select a room.
- In the right pane of the System Manager main window, select a person.
- Select Services > Move Services.
- In the Move To window, select the new room.
- Click OK.

#### **7.4.2 Step 2 – Move Services**

Each Jack that is assigned to the Person or the Device that is moving must be moved one at a time to the available Jacks in the new Room.

When you schedule a move of Services, System Manager prompts you to create Scheduled Work that will be electronically sent to and displayed on the Rack and Network Managers in the Telecom Room.

- In the left pane of the Move Services window, select a Jack with service in a Person's current Room.
- In the right pane of the Move Services window, select the Jack in a Person's future Room that will receive the new service.
- Click Move.
- Fill in the Move Details window.
- Click OK.
- In the Move Services window, click OK.

#### **Animation Text**

Red Check Mark

A red check mark will appear next to the Jacks that are associated with the move.

#### **7.4.3 Step 3 – Schedule the Move for Person or Device**

This step demonstrates how to schedule a Person or Device to physically move to a new Room.

- Fill in the Schedule Move window.
- Click OK.

#### **Animation Text**

Date of Move Field

You are required to fill in the Date of Move field to indicate when you expect the physical move to occur.

#### **Animation Text**

Summary Field

You are required to fill in the Summary field to help you track Scheduled Work. We recommend that you use this field to create a Scheduled Work ID. This ID will be displayed on the Network and Rack Managers, in the Jobs queue.

#### **7.4.4 Step 4 – Complete the Move**

When the date originally scheduled for the Move Services (defined in step 2) arrives, System Manager generates a Person Moved or Device Moved Event. Person Moved Events or Device Moved Events are always priority events. (See “View Priority Events.”)

Once the Date of Move (defined in step 3) has passed, and the Person has moved to the new Room, clear this event from the Priority Event list. System Manager then updates the database and moves the Person object, and any Device objects assigned to this Person, to the new Room.

If the person has not yet moved to the new room, you can reschedule this event. Another Person Moved event will be generated when the new date arrives.

You’ve just completed “Move Services.” Click Next below to begin “Viewing Events,” part 1, “View Priority Events.”

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## **8 Viewing Events**

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### **8.1 View Priority Events**

#### **8.1.1 Step 1 - View Priority Events**

iPatch equipment and System Manager generate events to inform you about error conditions and other activities at the Site. There are two types of events: Priority Events, which require immediate attention and are recorded in the Priority Events list, and Non-Priority Events, which are recorded in the Event Log. In general, a Priority Event indicates that there currently is a problem with iPatch equipment, a problem has been fixed, or a technician performed an unscheduled patching activity.

When a Priority Event occurs, a (13) appears next to the primary object associated with the error condition or other activity at the Site. You can view the events associated with a particular object by viewing the object's properties.

The Priority Events window lets you view the Priority Events for all of the objects at the current Site.

When a problem condition no longer exists, System Manager automatically clears the associated event, removing it from the Priority Events list and adding it to the Events Log. For other Priority Events (such as Person Moved or Device Moved), you will need to clear them manually.

- Select Events > Priority Events.
- To view the details for a particular event, select the event in the list.
- Click Close.
- To locate the primary object associated with an event, select the event from the Priority Events list.
- Click Locate. System Manager highlights the object in the main window and keeps the Priority Events window open.

You've just completed "View Priority Events." Click Next below to begin "View Event Log."

## 8.2 View Event Log

### 8.2.1 Step 1 – View Non-Priority Events

The Event Log window lets you view Non-Priority Events for all of the objects at the current Site. There are three main categories of Non-Priority Events:

- events indicating scheduled work has been performed,
- status messages not associated with equipment problems, and
- priority events that have been cleared.
  - Select Events > Event Log.
  - To filter the log, complete the fields at the top of the window and click Apply.
  - To view the details for a particular event, select the event in the list.
  - Click Close.

You've just completed "View Events Log." Click Next below to begin "Additional Features," part 1, "Tracing Connectivity."

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## 9 Additional Features

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### 9.1 Tracing Connectivity

#### 9.1.1 Step 1 - Trace a Connection

This step demonstrates how to trace the connectivity link for Jacks, Ports, and Devices.

- In the left pane of the System Manager main window, select a Faceplate.
- In the right pane of the System Manager main window, select a Jack.
- Select Tools > Trace.
- View the results.

### 9.1.2 Step 2 – Locate an Object

This step demonstrates how to locate an object in the System Manager main window by selecting it from the Trace window.

- In the Trace window, select another object.
- Click Locate.
- Move the Trace window out of the way in order to view the results.
- Click Close.

Comment: make sure that the Trace window is moved out of the way to show the result of “Locate” feature highlighting the object in the main window. How long is this screen will be displayed for?

Q: what is the best way to tell/point out to a reader that the object picked (gray highlight) in the trace window and the object highlighted (blue) in the main window are associated?

We will look into this and get back to you. It involves animating some things out of the way and there is a good probability we can do it.

You’ve just completed “Tracing Connectivity.” Click Next below to begin “Finding Objects.”

## 9.2 Finding Objects

### 9.2.1 Step 1 – Finding Objects

This section demonstrates how to find the complete path for one or more objects using their IDs or names. This is useful when you know the ID/name (or part of the ID/name) of an object, but are not sure where the object is located in the Site.

- Select Edit > Find.
- Enter the ID/name (or part of the ID/name) of the object(s) you are trying to find.
- In the Objects to Search area, check the types of objects to search (check all that apply).
- Click Find.
- After reviewing the results, click Close.

You've just completed "Finding Objects" and the entire System Manager training program.

You are now ready to begin using iPatch System Manager. We recommend that, before you create your Site, you gather information that you will need to build your database, including

- IP Address / Subnet Mask,
- Room, Faceplate, and Jack Information, and
- Telecom Room Setup (Racks, iPatch Equipment, and Patch Cord Organizers).