



# Technical Information (TI)

Global Technical Support Aastra 400



## How to create Telnet Session to Aastra 400 to capture monitor traces

Affected System: Aastra 400

**KB#: 1504    Version: 1.0**

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## Table of Content

1.	Purpose of this document .....	3
2.	Preconditions .....	3
3.	Description.....	3

## 1. Purpose of this document

This TI wants you to show how to setup a Telnet session to a Aastra 400 to capture monitor traces. Be aware that each switched on monitor output may influence the performance of the Call Server.

## 2. Preconditions

To create a usefull trace it is necessary to setup the Telnet connection to the desired port and then to choose the monitor options your Aastra Supporter provided. This TI only describes the way to set up the Telnet-Session and to prepare the logging on a PC.

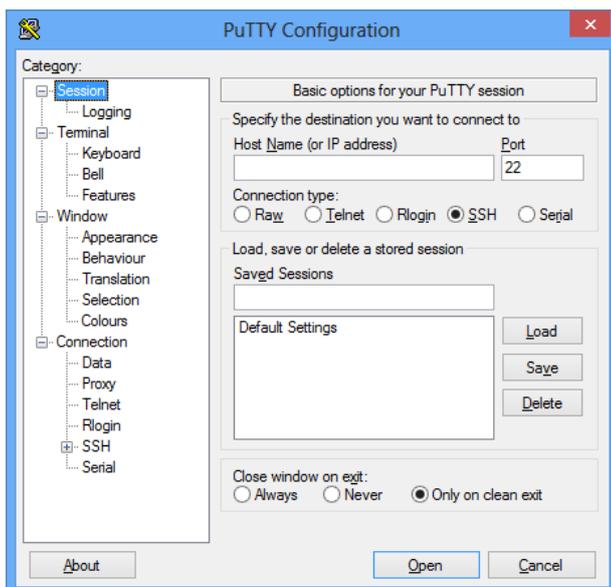
To create the Telnet-Session you need the following tools:

- Telnet Client (Freeware like Putty, <http://www.Putty.org>).
- Windows PC with LAN-connection to the Call Server and some gigabyte of free disk space for the logfiles.
- CM-Credentials with Admin-Rights.
- For longterm traces, please follow the instructions in [TI 1473](#)

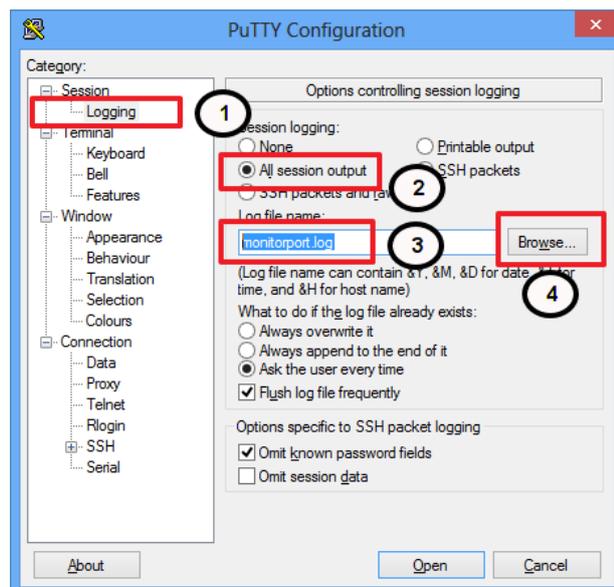
## 3. Description

Start your preferred Telnet-Client.

In this TI we will use Putty, a open source Windows Telnet client, available on , <http://www.Putty.org>. This Tool does not need any installation and is stable running on all Microsoft Windows platforms.

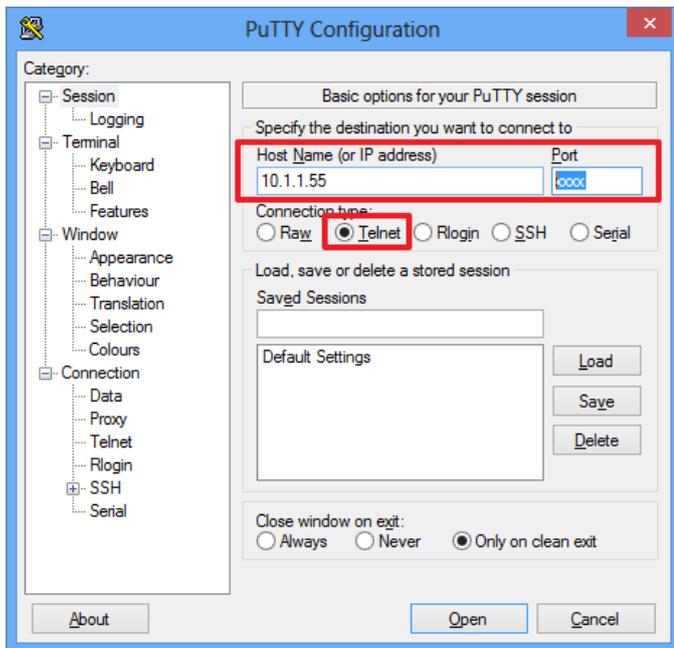


Picture 3-1



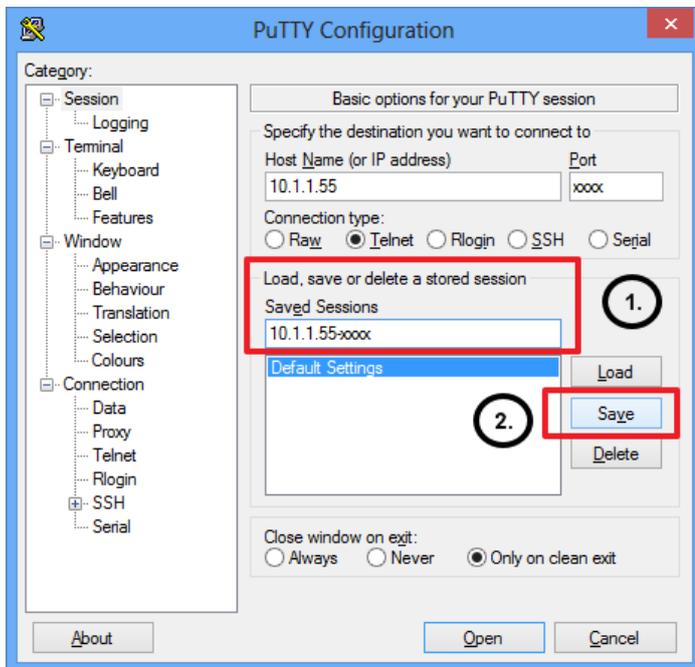
Picture 3-2

Picture 3-1 shows Putty after start. To setup Putty for our needs, click “Logging” (Picture 3-2 Point ①). Choose “All session output” (Picture 3-2 ②) then create an accurate filename (Picture 3-2 Point ③). This file will now stored in the same directory as Putty is stored in. If you want to save the file in another directory, choose the “Browse...” button (Picture 3-2 Point ④) to open a explorer window and navigate to the desired directory (or drive/directory).



Click on “Session” in the left corner of Putty-Window. Now you are back to start view. In field “Host Name (or IP address)” key in the CMs IP-address. In Field “Port” key in the desired CM-Port. As “Connection Type” choose “Telnet” (See Picture 3-3).

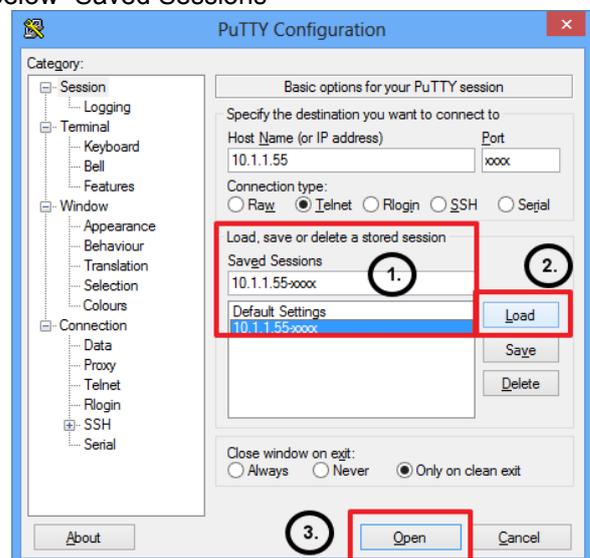
Picture 3-3



If you want to reuse this connection several times, you will be able to store the settings in a profile. Key in in Field “Saved Sessions” a Name for this Profile (Picture 3-4 Point ①). Then press “Save”-Button (Picture 3-4 Point ②).

Picture 3-4

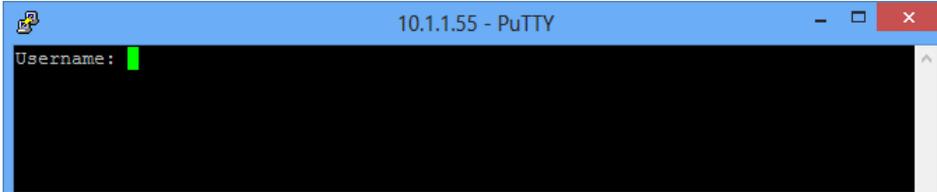
From now the stored profile will be visible in the field below “Saved Sessions”



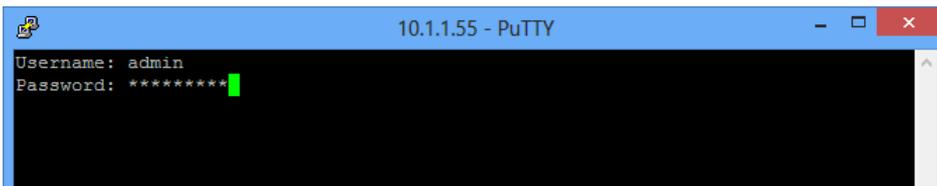
Picture 3-5

To load such a profile, click on the name and then click on “Load”-Button (Picture 3-5 Points ① ②).

To start the session, simply click the “Open”-Button (Picture 3-5 Points ③). A new window opens,



Key in the Aastra 400 administrator account username. Then press “Enter”.



Now key in the Aastra 400 administrator account password. Then press “Enter”.

Success, now you are in the desired monitors start page. As an example, left window shows 1818 Monitor, right window shows 1056 monitor.

