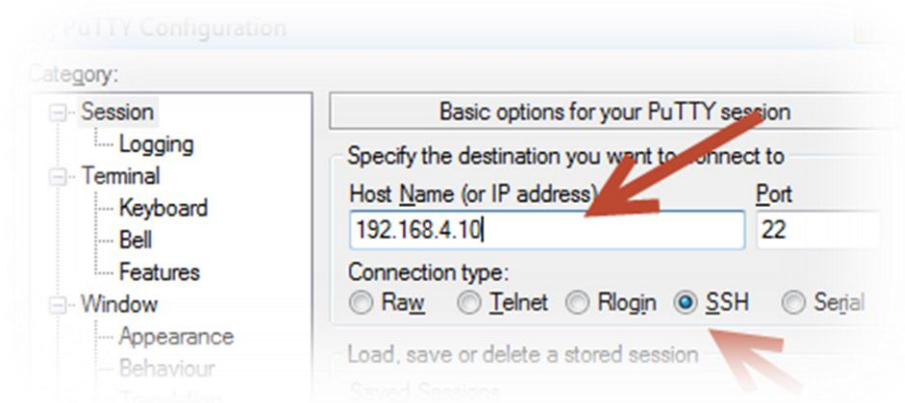
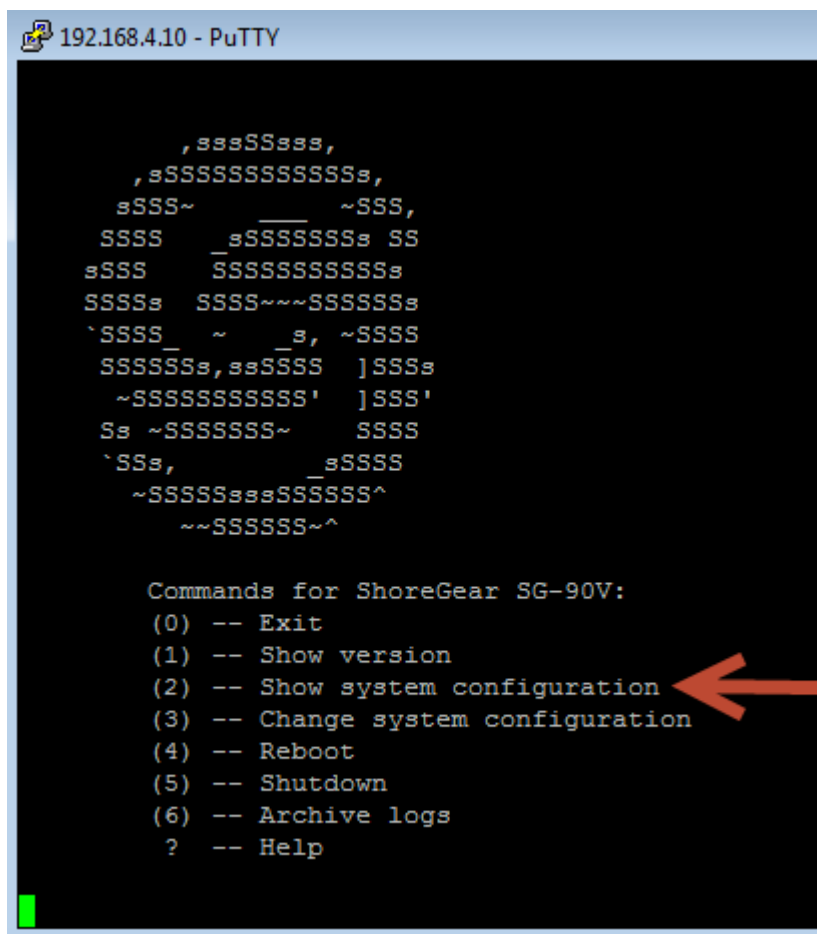


ShoreTel v-switches require time to be reachable or the voice mail services will not work, start or shutdown.



After logging in using the admin user name and password you were presented with the following screen.

## Setting NTP through Configuration Screen



```
Current system configuration:
Boot method           = FLASH
Boot command          = jboot;bootm
Boot file             = vImage
DHCP                  = disabled
FTP user name         = anonymous
FTP password          = tsk
Ethernet address      = 00:10:49:19:26:0C
IP address            = 192.168.4.10
IP subnet mask        = 255.255.255.0
Server IP address     = 10.1.102.10
Controlling Server IP address = 10.1.102.10
Gateway IP address    = 192.168.4.1
DNS IP address        =
Time server IP address = 192.168.4.21
Ethernet link set     = (can't access)
Ethernet link requested = automatic
Domain name          =
```

The way to check to see if the voice mail services are actually running is to log back into the vswitch and run the **svccli** command and then **getstatus** command.

```
192.168.4.10 - PuTTY
login as: root
root@192.168.4.10's password:
Last login: Mon Oct 22 10:18:41 2012 from 192.168.3.178

Wind River Linux glibc_std (standard) 3.0.2

root@Toronto90V-1:/root# svccli
type help or ? for command list
>getstatus
```

Once you hit enter you will see...

```

root@Toronto90V-1:/root# svccli
type help or ? for command list
>getstatus

- General -
Compact flash is READY
Build version is 18.22.1403.0
Server time is Mon Oct 22 11:18:33 2012
Server uptime is 1 days, 0 hours, 28 minutes, 14 seconds
mem usage: total 515276, used 114164 (22.2%)

- Top 6 memory users -
PID    Mem%   Exe
14014   7.8%   /shoretel/bin/stts
18529   2.4%   /shoretel/bin/TMS
18612   2.2%   /shoretel/bin/MailServ
18633   1.4%   /shoretel/bin/PortMgr
14025   1.2%   /shoretel/bin/CMService
18575   1.1%   /shoretel/bin/CSISVMServ

- Processes using more than 10% cpu -
none

- Storage -


| Filesystem       | 1K-blocks | Used  | Available | Use% |
|------------------|-----------|-------|-----------|------|
| rootfs           | 70760     | 44612 | 22344     | 67%  |
| /tmpfs           | 257636    | 0     | 257636    | 0%   |
| /tmpfs/dev/kcfa1 | 2015111   | 61602 | 1851123   | 4%   |


>

```

If you see <<<**Time Server has not been set**>>> message the time server (NTP) setting is either incorrect or not reachable.

The next test is to **ctrl-z** back to the main root login and run the **date** command to see what time the actual v-switch is currently running.

```

>
[1]+  Stopped                  svccli
root@Toronto90V-1:/root# date
Mon Oct 22 11:21:23 EDT 2012
root@Toronto90V-1:/root#

```

date command

ctrl-z

linux time checks what the appliance is using

## Manually setting time in V-switch

What you can do if you need to get the voice services back up and running is to run a ***date --set*** command that will get the switch the correct time and the voice mail services can start while you figure out why the NTP setting is not working.

**`date --set="22 Oct 2012 11:27:00"`**

**make sure it is in the above format, no additional spaces  
and double quotes**



```
root@Toronto90V-1:/root#  
root@Toronto90V-1:/root#  
root@Toronto90V-1:/root#  
root@Toronto90V-1:/root# date --set="22 Oct 2012 11:27:00"█
```

Then run the ***date***

***command*** again to see if the date and time were updated. If so you can try and restart the voice mail services or wait for them to restart.