Metreos Communications Environment Training

Version 2.2 (3/2006)

innovate integrate develop deploy™

Agenda

1. Overview
2. MCE Architecture
3. MCE Applications
4. Administration
5. Developing MCE Applications
6. Examples and Walkthroughs

METREOS COMMUNICATIONS

Training Objectives

- Educate you on the Metreos Communications Environment (MCE) architecture and operation.
- Train you on how to use the Metreos Visual Designer to build MCE applications.

Primary Goal:

Leave you with the necessary materials and understanding to effectively utilize your MCE installation to build and deploy innovative IP communications applications.

METREOS COMMUNICATIONS

Overview

History and the MCE

METREOS COMMUNICATIONS

History Repeats Itself

- IP telephony as a technology has matured but development and deployment tools have not.
- The first web applications were:
  - CGI-based (first generation technology)
  - Hard to build
  - Hard to manage
  - Hard to deploy
- Lack of a robust framework, toolset, and platform hinders adoption until...
  - Frameworks and toolsets like ASP, ColdFusion, etc.
  - Web application servers like WebLogic, WebSphere, etc.

METREOS COMMUNICATIONS

Metreos Communications Environment (MCE)

- Presents a new model for developing and deploying integrated, media-rich IP telephony applications.
- Eliminates the mystery of telephony and the underlying communications platform enabling developers to leverage convergence for innovation.
- Uniquely blends ease-of-use and power by allowing developers to quickly build applications without taking anything away from developer freedom.
- Delivers a secure, stable and scalable runtime platform.

The MCE allows you to focus on delivering value without the worrying about the details of how the telephony components work.

METREOS COMMUNICATIONS

MCE Architecture

System Overview

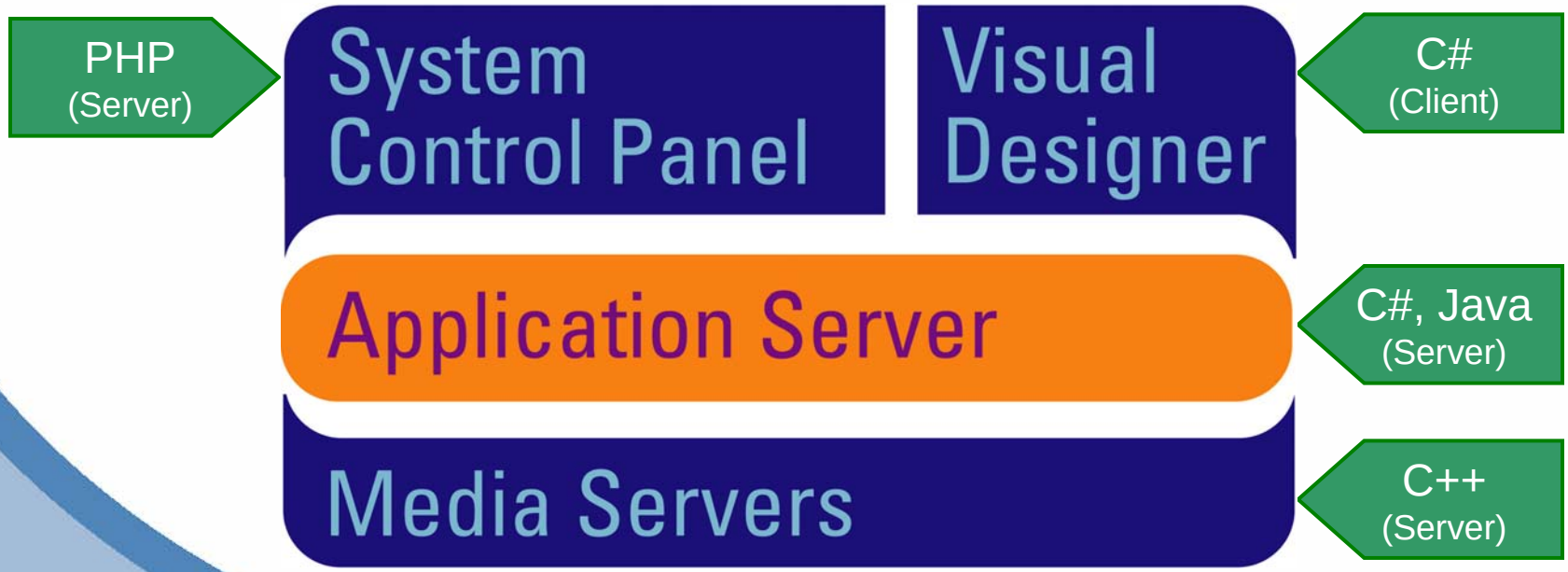
MCE Application Lifecycle

Language Architecture

METREOS COMMUNICATIONS

System Overview

- Application Server is the heart of the system.
- Media Servers provide audio stream control.
- Visual Designer enables developers to build applications.
- System Control Panel is the web administration portal.



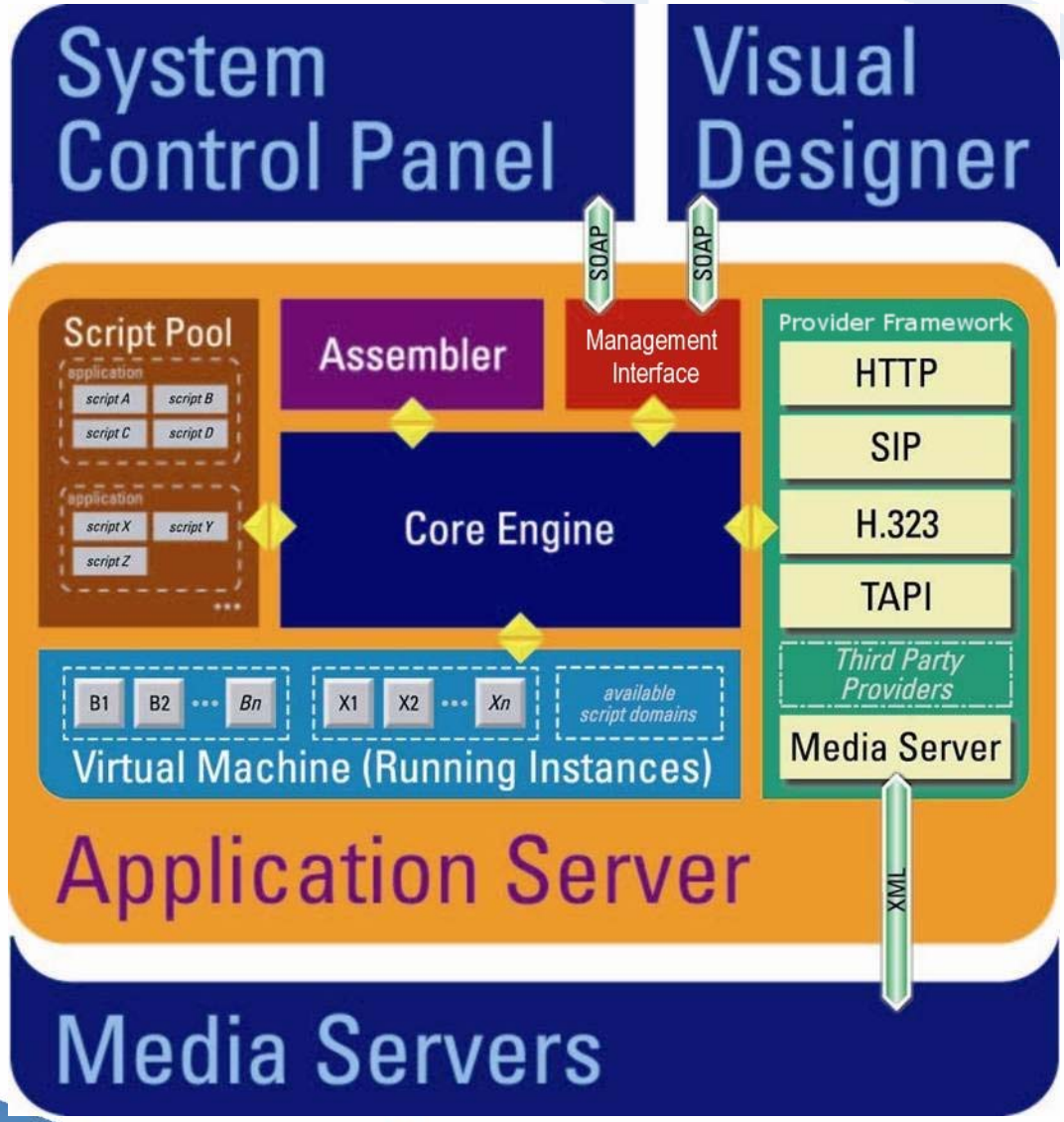
METREOS COMMUNICATIONS

Metreos Application Server (MAS)

- Core of the MCE system.
- MCE applications are stored and execute within the application server.
- Applications scripts are assembled from an XML intermediate language into in-memory compiled applications ready for execution.
- A virtual machine inside the application server manages the execution of the application.
- Facilitates communication with external systems through “protocol providers”.

METREOS COMMUNICATIONS

Metreos Application Server – How it Works



METREOS COMMUNICATIONS

MAS – Protocol Providers

- Provide the “glue” between the MAS and external systems.
- Functional equivalent of a Unix daemon process or Windows service.
- Able to persist data and maintain state.
- Expose Events and Actions to MCE applications.

METREOS COMMUNICATIONS

Metreos Media Server (MMS)

- Pure software media processor.
- Originates and terminates voice media for applications running within an MCE.
- Tightly coupled with the Metreos Application Server via an XML RPC interface.
- Capable of processing up to 240 (soon 400) distinct media streams.
- Scalable independent of the application server.
- **All media processing capabilities exposed in an easy to use manner inside of Metreos Visual Designer.**

METREOS COMMUNICATIONS

MMS Feature Highlights

- **Scalability**
  - Up to 240 (soon 400) concurrent connections per box.
  - Scales independent of application server nodes.
- **IVR**
  - Play and Record in VOX and WAV format.
  - Play multiple prompts in sequence.
  - DTMF detection; in-band (including RFC2833) and out-of-band.
  - “Half-Connect” capable.
  - Complex “termination” conditions.
- **Conferencing**
  - Individual conferee mute and kick.
  - Conference recording. Up to 64 concurrent conferences being recorded per box.
- **Advanced Features**
  - Multicast support for IVR.
  - Speech support using Nuance or Speechworks.
  - Low bit-rate coders (G.723 and G.729a).

METREOS COMMUNICATIONS

MCE System Control Panel

- Web-based management console.
- Consumes the Web Services API of the application server.
- Provides access to all necessary administrative functions:
  - Add/Remove/Configure applications
  - Add/Remove/Configure protocol providers
  - Invoke protocol provider extensions
  - Add/Remove media servers
  - Add/Remove telephony servers
  - Upgrade the software/firmware
  - Backup/Restore
  - Configure system logging
  - License management
  - User management
  - Diagnostics

METREOS COMMUNICATIONS

Metreos Visual Designer

- Visually construct Communications Business Logic.
  - Extensive catalog of communications actions.
  - Abstracts and consolidates IP telephony protocols into the Metreos CallControl API (SIP, H.323, JTAPI, SCCP)
  - Encapsulates common technology interfaces for modern applications; LDAP, SQL, Web Services, CCM APIs, ...
- Single tool for building complete IPT apps.
- Targeted at the network admin and software developer.
- Integrated with the Metreos Application Server for on-the-fly deployment.
- Comprehensive reference designs.
  - Accelerate developer learning curve.

METREOS COMMUNICATIONS

Visual Designer - Core Feature Set

- Graphical Application Definition
- Application Integrity Checks
- Extensible Toolbox
- Embedded Code
- One Click Deployment
- Runtime Debugging

METREOS COMMUNICATIONS

MCE Architecture

System Components

MCE Application Lifecycle

Language Architecture

METREOS COMMUNICATIONS

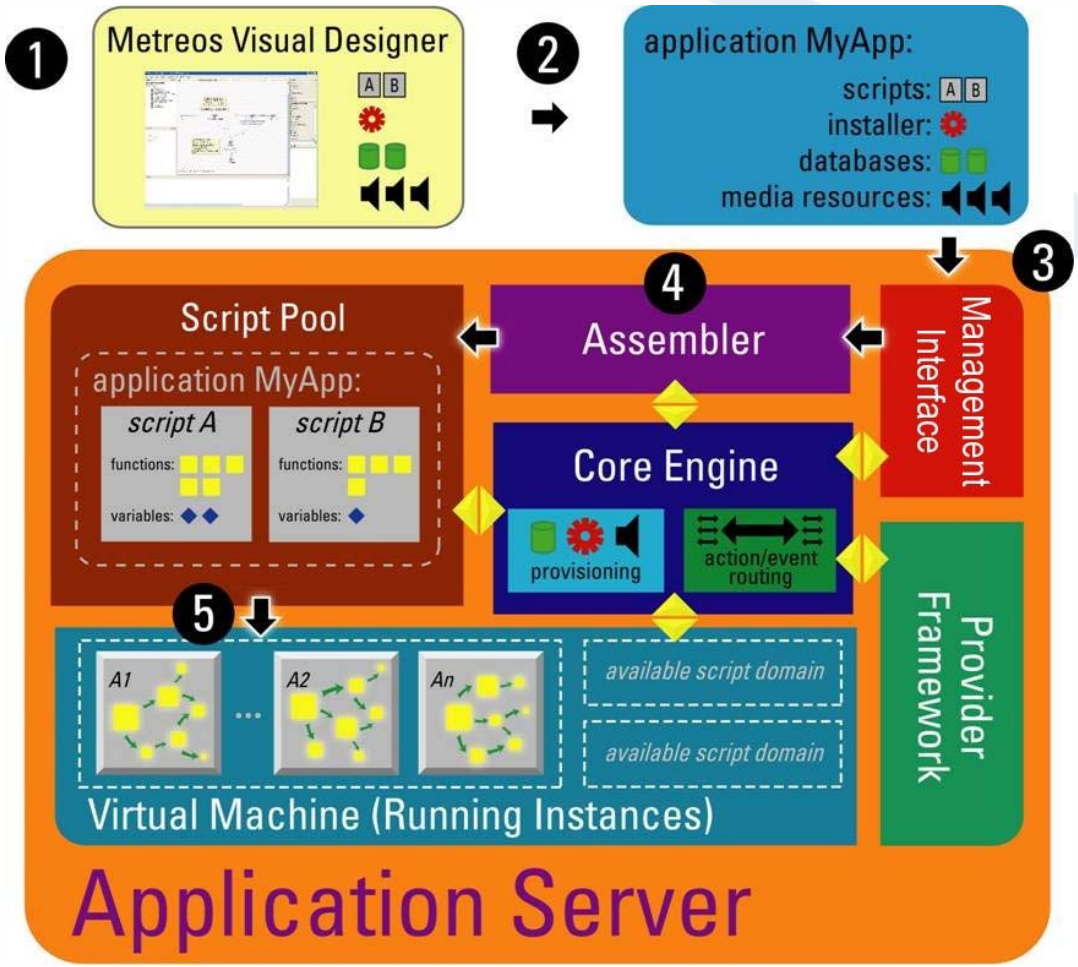
MCE Application Lifecycle

- Describes the flow of applications within the MCE from development to deployment.
- Five primary steps during which error checking is done.

METREOS COMMUNICATIONS

MCE Application Lifecycle (continued)

1. Development
2. Build
   - Compilation
   - Packaging
3. Deployment
4. Installation
   - Extraction
   - Provisioning
5. Execution



METREOS COMMUNICATIONS

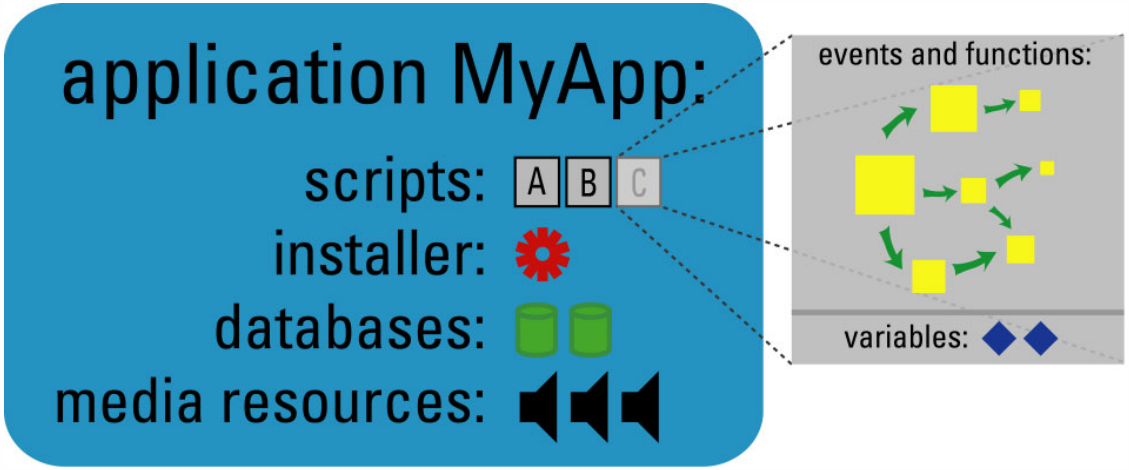
MCE Architecture

System Components
MCE Application Lifecycle
Language Architecture

METREOS COMMUNICATIONS

Application Structure

- Four types of components:
  1. **Scripts** contain all application logic and define application flow.
  2. **Installer** defines the configuration required for the application.
  3. **Databases** are SQL creation scripts for database tables.
  4. **Media** resources are audio prompts utilized by the application as well as voice recognition grammar definition files.



METREOS COMMUNICATIONS

MCE Application Packages

- All elements of an MCE application required to deploy and run it are packaged into a single file.
- The file is known as a “Metreos Communications Archive” and has a .MCA file extension.
- The MCA package uses the TAR archive format and is the functional equivalent of a Java JAR file.
- The Metreos Visual Designer handles the packaging automatically for the developer during the build process.
- The command line tool ‘mca.exe’ can be used to manually build and extract MCA archive packages.

METREOS COMMUNICATIONS

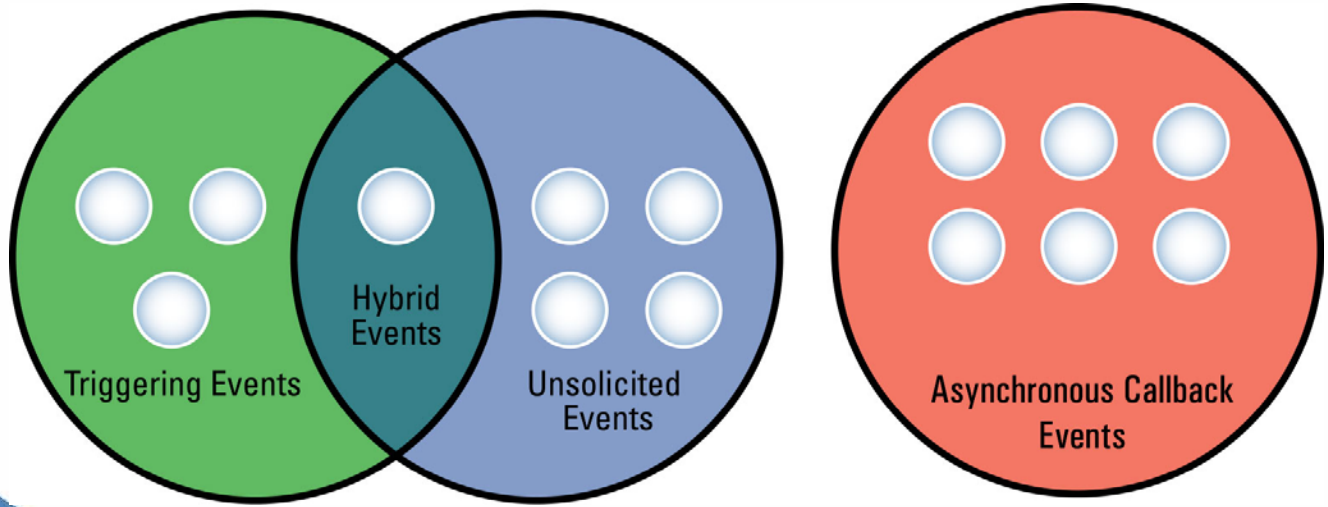
Action-Event Model

- MCE Applications are driven by a concept known as the **action-event** model.
- Applications communicate with the application server through actions.
- The application server sends information to the applications using events.

METREOS COMMUNICATIONS

Events

- Three types of events within the MCE:
  - Triggering
  - Unsolicited
  - Asynchronous Callback
- Hybrid events are those which may either be triggering or unsolicited (e.g., “Http.GotRequest”).



METREOS COMMUNICATIONS

Events (continued)

- An event signature is the unique identifier of an event handler based on the event type and event parameters.
- All event handlers have event signatures.
  - Triggering event signatures define the criteria that must be met for a script to start.
  - Unsolicited and asynchronous callback event signatures define which event handler function to use.
- Triggering event signatures must be unique across the entire application server.
- Unsolicited and asynchronous callback event signatures must be unique within a script.

METREOS COMMUNICATIONS

Actions

- MCE application scripts are constructed by linking actions together, to create a logical flow of actions.
- Actions allow scripts to send data to the outside world or carry out specialized application logic.
- Three types of actions:
  - Core
  - Native
  - Provider
- Each type of action executes in a slightly different manner which will be covered later.

METREOS COMMUNICATIONS

MCE Applications

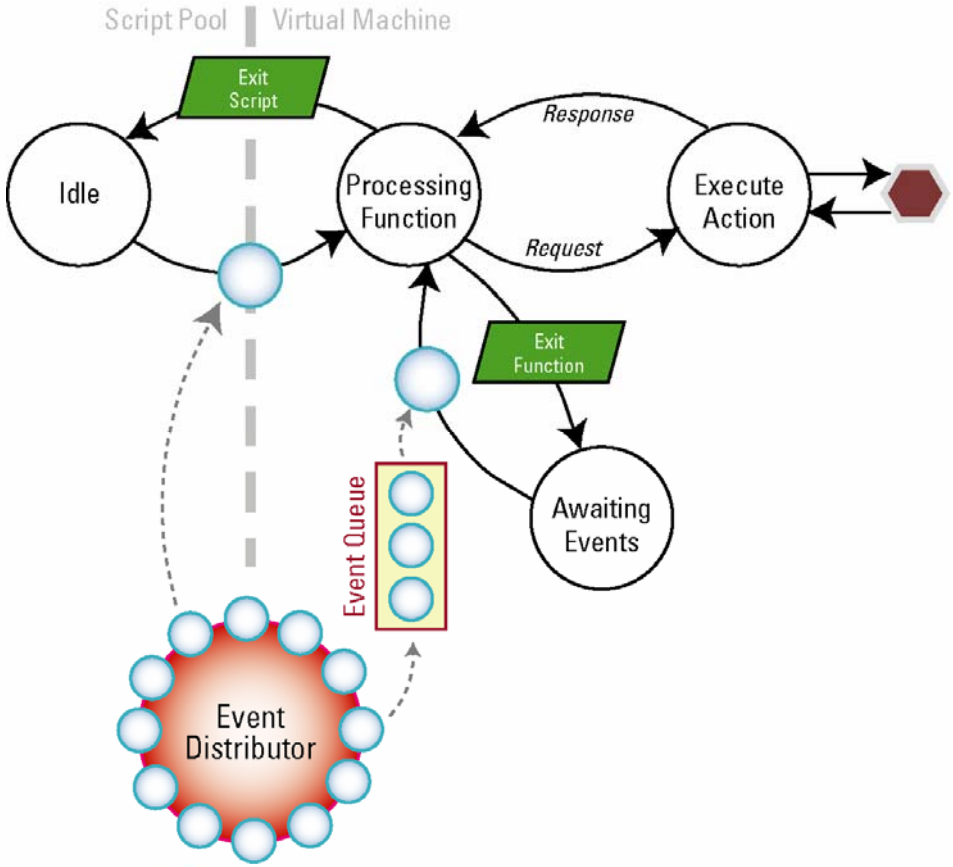
Execution Model

Application Script Elements

METREOS COMMUNICATIONS

Execution Model

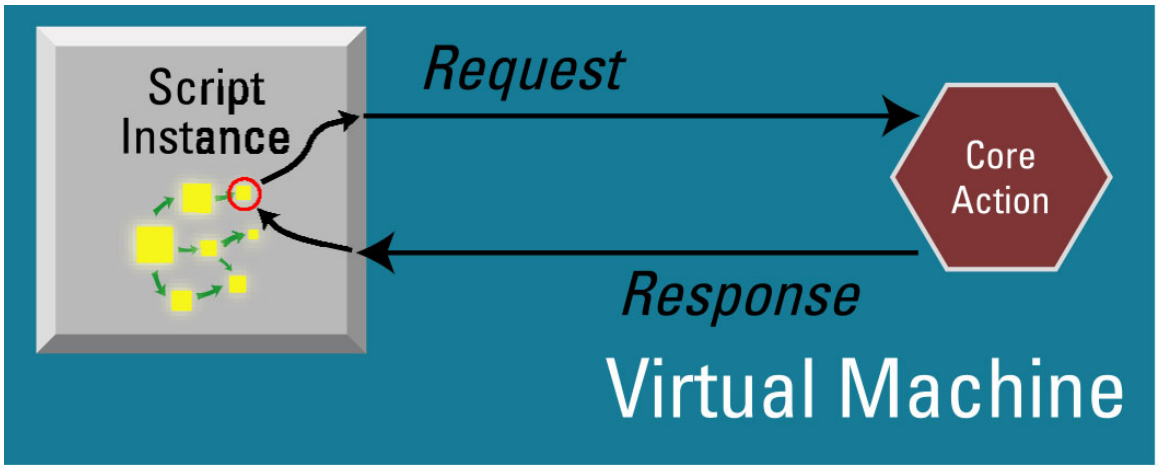
- Recall that the MCE utilizes an "action-event" execution model.
- Each type of action executes differently:
  - Core
  - Native
  - Provider



METREOS COMMUNICATIONS

Core Actions

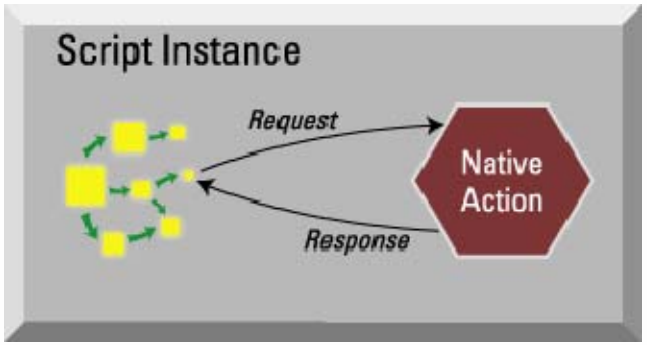
- Execute synchronously.
- Handled natively by the virtual machine.
- Represent fundamental functionality:
  - End Script, End Function, Call Function
  - Send Event, Forward All Events



METREOS COMMUNICATIONS

Native Actions

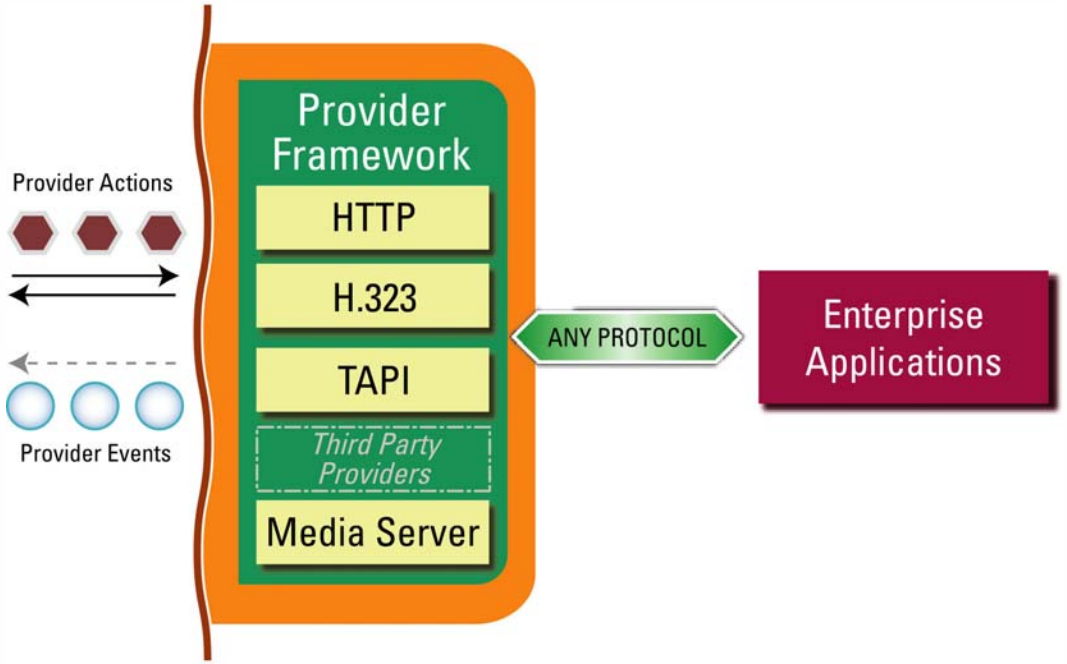
- Execute synchronously.
- Execution never leaves the context of the script instance.
- Execution logic provided by external .NET assembly:
  1. Virtual machine recognizes native action.
  2. Virtual machine has previously loaded the assembly and invokes the “Execute()” method of the native action.
  3. Execution leaves the virtual machine and executes the code for that native action.
  4. “Execute()” method finishes and virtual machine continues.



METREOS COMMUNICATIONS

Provider Actions

- Recall that a “protocol provider” facilitates communication between external systems and MCE applications.
- Providers execute within their own virtual process space and are entirely separated from the virtual machine.
- Two types of provider actions:
  - Synchronous
  - Asynchronous

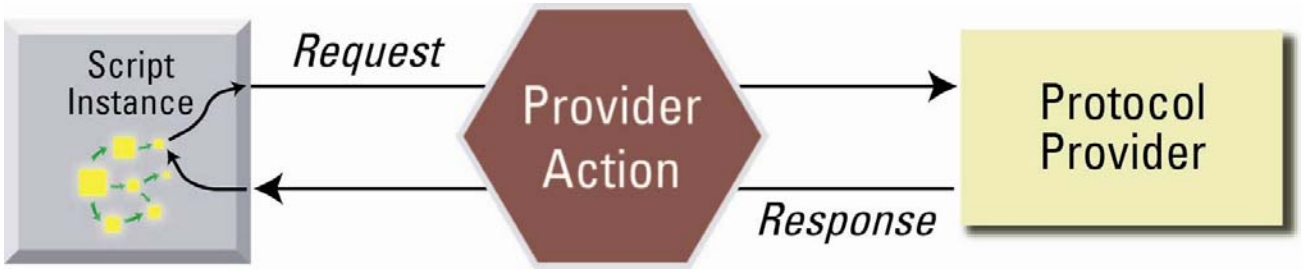


METREOS COMMUNICATIONS

Provider Actions – Synchronous

1. Virtual machine constructs a provider message.
2. Virtual machine sends provider message to core engine.
3. Core engine routes provider message to the right provider.
4. Provider sends a final response.

Application script blocks until a response is received.



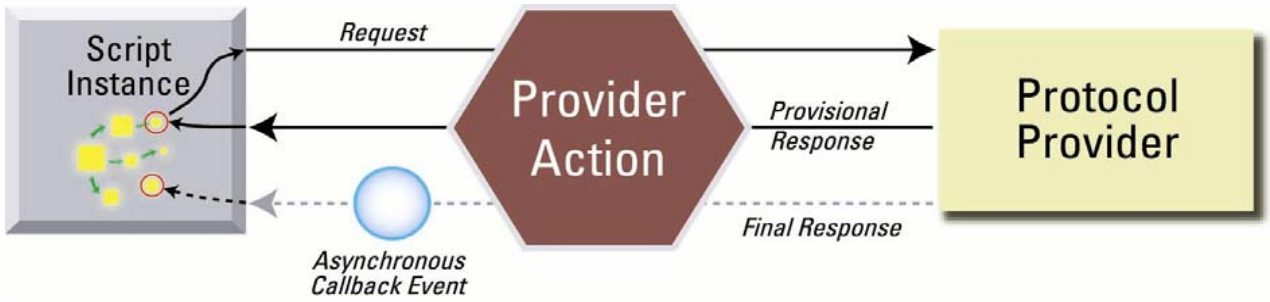
METREOS COMMUNICATIONS

Provider Actions – Asynchronous

1. Virtual machine constructs a provider message.
2. Virtual machine sends provider message to core engine.
3. Core engine routes provider message to the right provider.
4. Provider sends a provisional response.

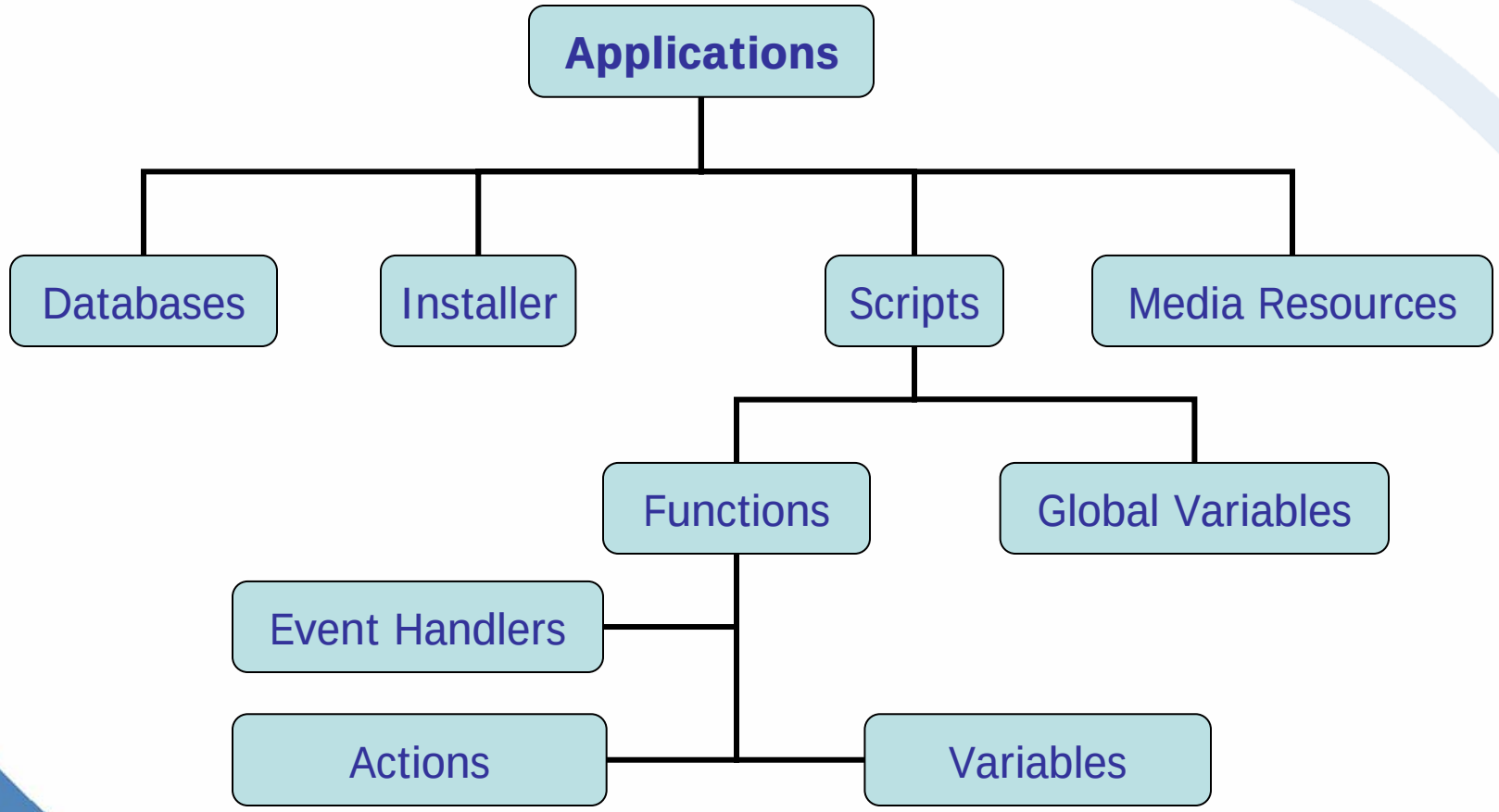
Application script blocks until a response is received.

5. Provider finishes processing the action request and sends a final response in the form of an asynchronous event callback.



METREOS COMMUNICATIONS

Application Elements



METREOS COMMUNICATIONS

Application Script Elements

- Application scripts contain these primary elements:
  - **Trigger**: Indicates when a new instance of an application script should begin.
  - **Functions**: Logical grouping of functionality defined using actions. Optionally, functions may be flagged as event handlers.
  - **Variables**: Encapsulate data within the script and may be scoped locally to the function or globally to the script.
  - **Actions**: Execute finite pieces of logic on behalf of the script (e.g., make a phone call).
- More details on all of these elements will be demonstrated using the Metreos Visual Designer.

METREOS COMMUNICATIONS

Administration

MCE Administration Terminology

Environment Configuration

Platform Maintenance

Applications, Providers, Media & Telephony Servers

Troubleshooting

METREOS COMMUNICATIONS

MCE Administration Terminology

- **mceadmin** – The common name for the web management console.
- **Application** – An application is contained within an MCA file and installed either via the Visual Designer or mceadmin.
- **Provider** – A plug-in component that is installed via mceadmin.
- **Media Firmware License** – A license that unlocks "ports" within the media server's underlying firmware making features available to the system.
- **Telephony Server** – A component that defines a link to a Cisco CallManager, Cisco SIP Domain, IETF SIP Domain, or H.323 gateway.
- **System Update** – The act of uploading and applying a software update file (.upd) via mceadmin.

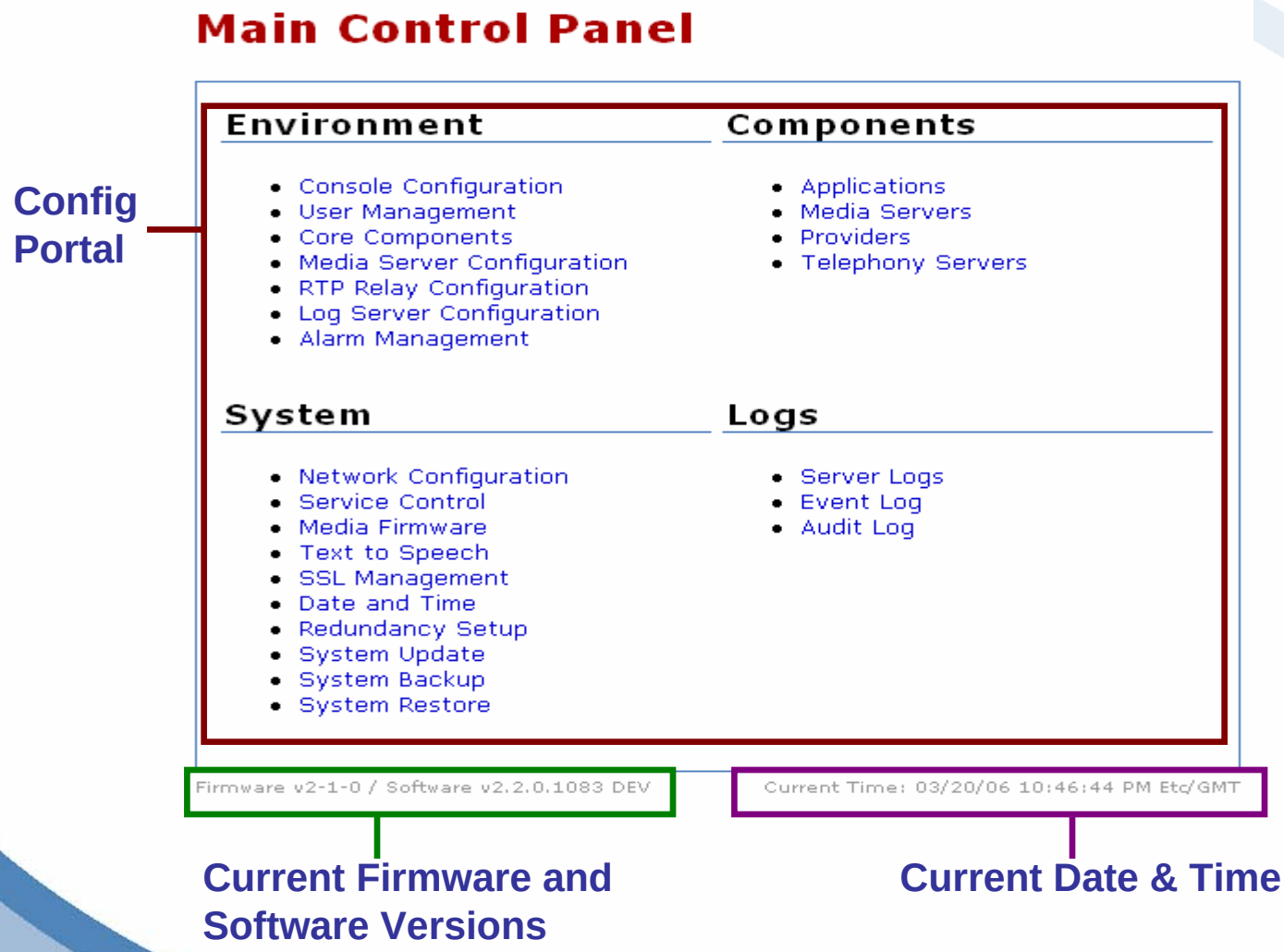
METREOS COMMUNICATIONS

mceadmin Overview

- Tasks are segmented into four main groups.
  - **Environment** – System service parameters, global configuration of software.
  - **System** – Platform related tasks such as network setup, date & time configuration, and licensing.
  - **Components** – Management of applications, providers, media servers, and telephony servers.
  - **Logs** – Log file management and download.

METREOS COMMUNICATIONS

mceadmin Main Page



Config Portal

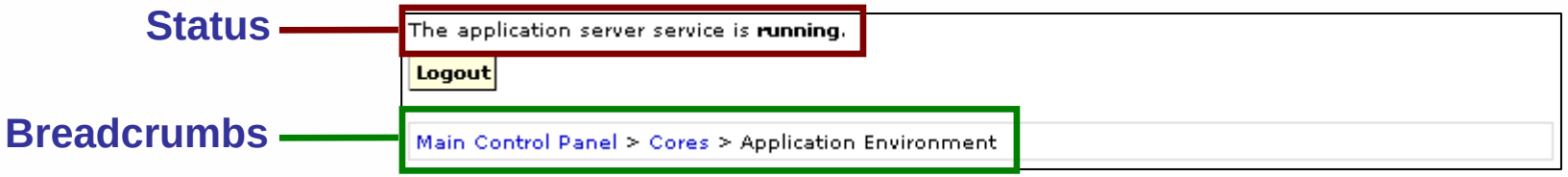
Current Firmware and Software Versions

Current Date & Time

METREOS COMMUNICATIONS

mceadmin Navigation

- Breadcrumbs will show you where you are at in mceadmin.
- Above the logout button a status will be displayed indicating whether mceadmin is currently communicating with the application server.



METREOS COMMUNICATIONS

Administration

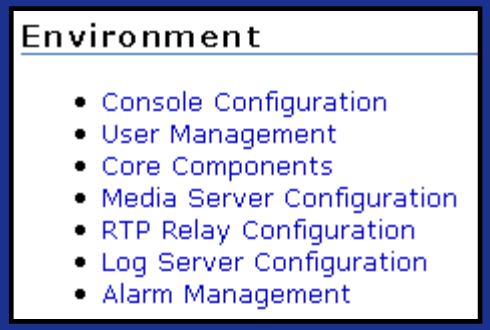
MCE Administration Terminology

Environment Configuration

Platform Maintenance

Applications, Providers, Media & Telephony Servers

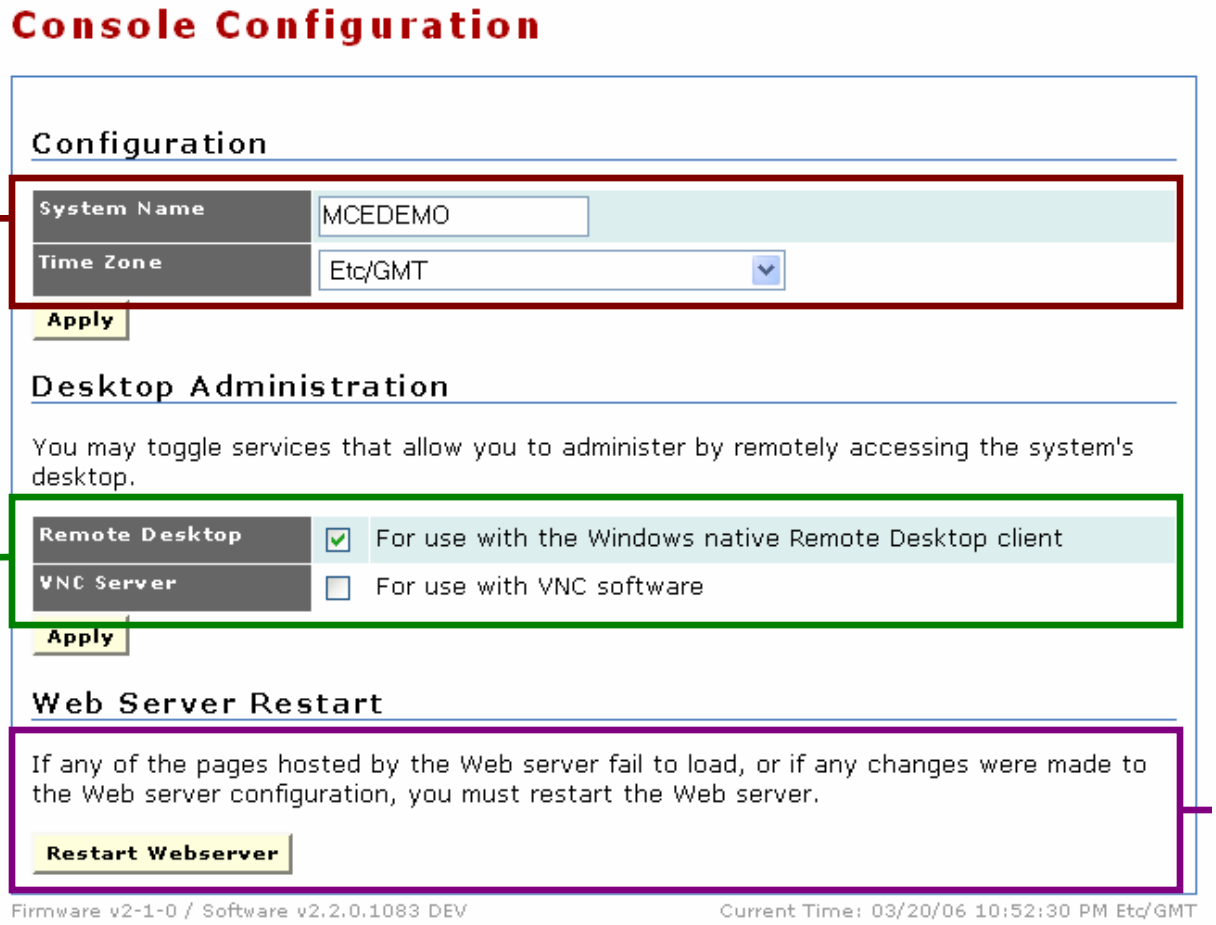
Troubleshooting



METREOS COMMUNICATIONS

Environment – Console Configuration

- Basic system settings and remote access configuration.



Set system name and timezone

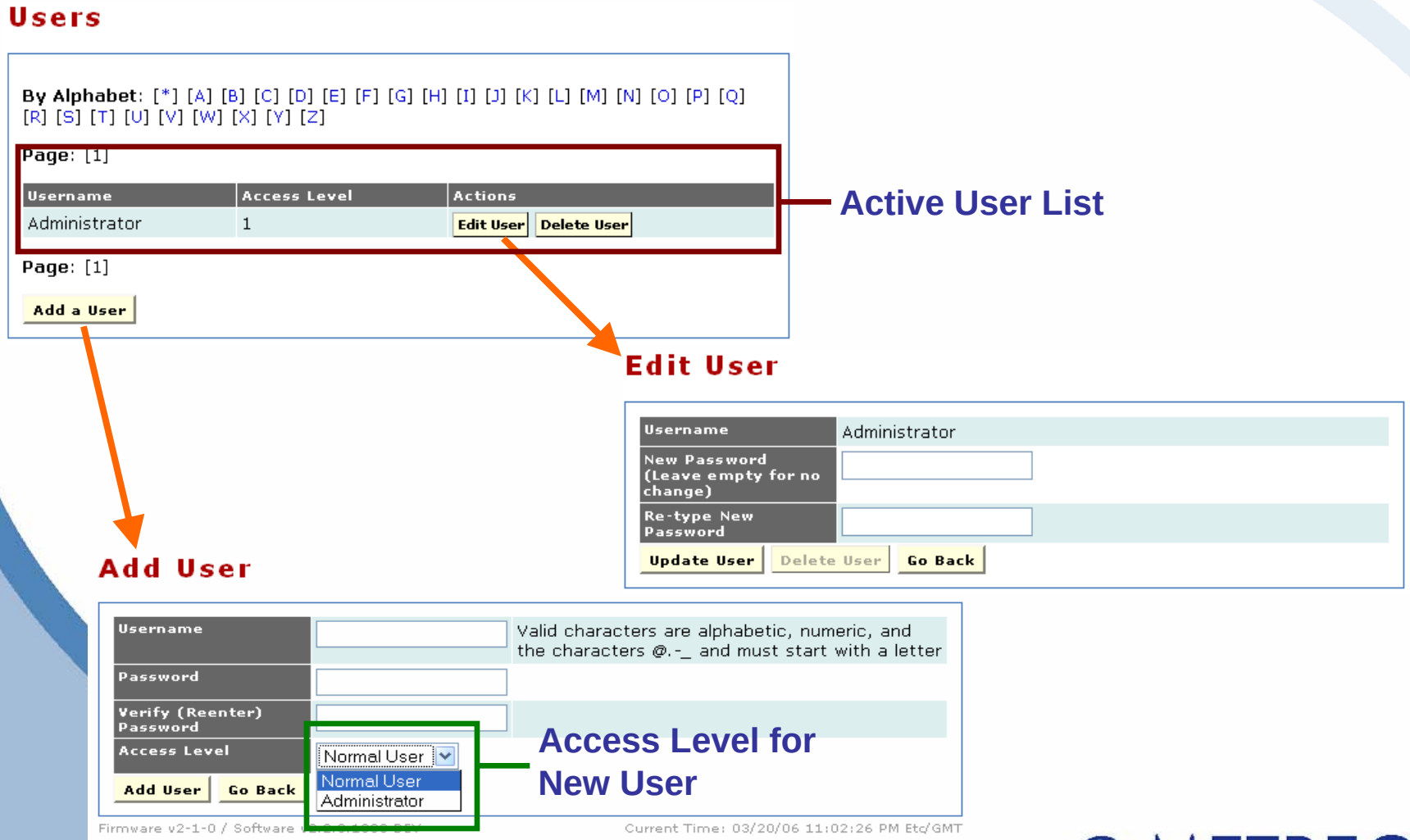
Control which remote access solution to use

Restart Apache if necessary

METREOS COMMUNICATIONS

Environment – User Management

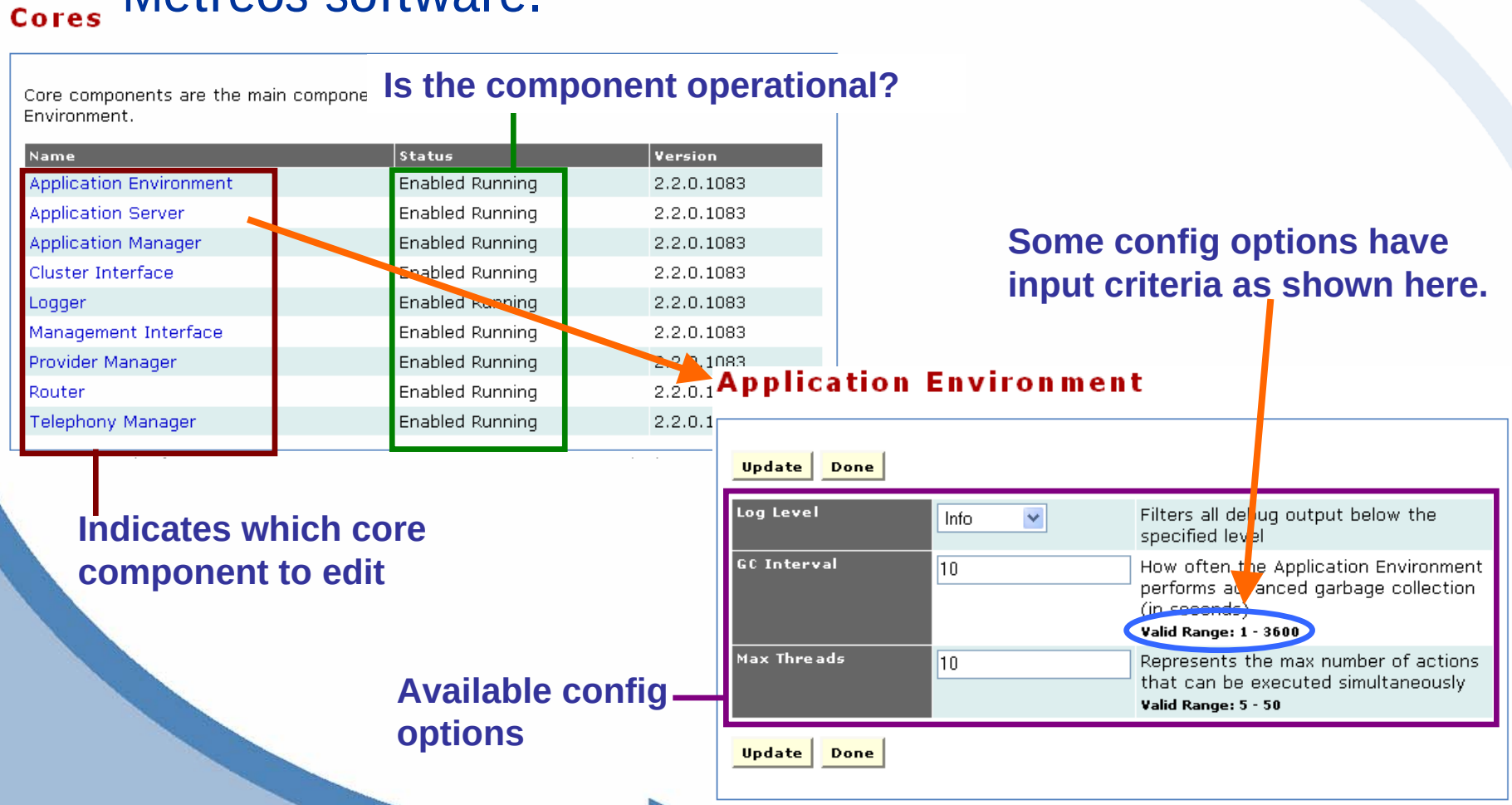
- Control administrative and developer access.



METREOS COMMUNICATIONS

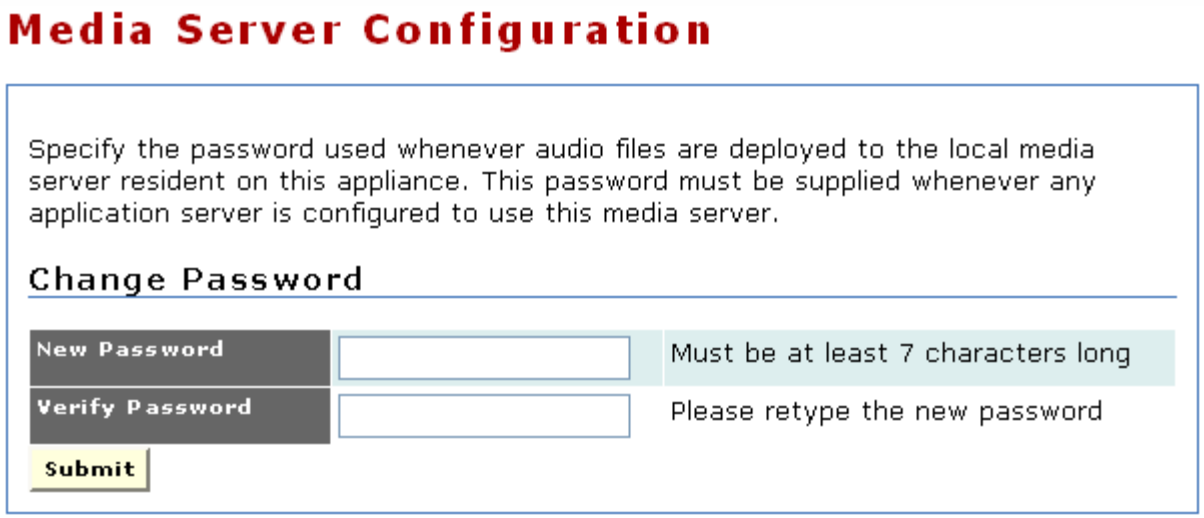
Environment – Core Components Configuration

- Set system level parameters that control the operation of Metreos software.



Environment – Media Server Configuration

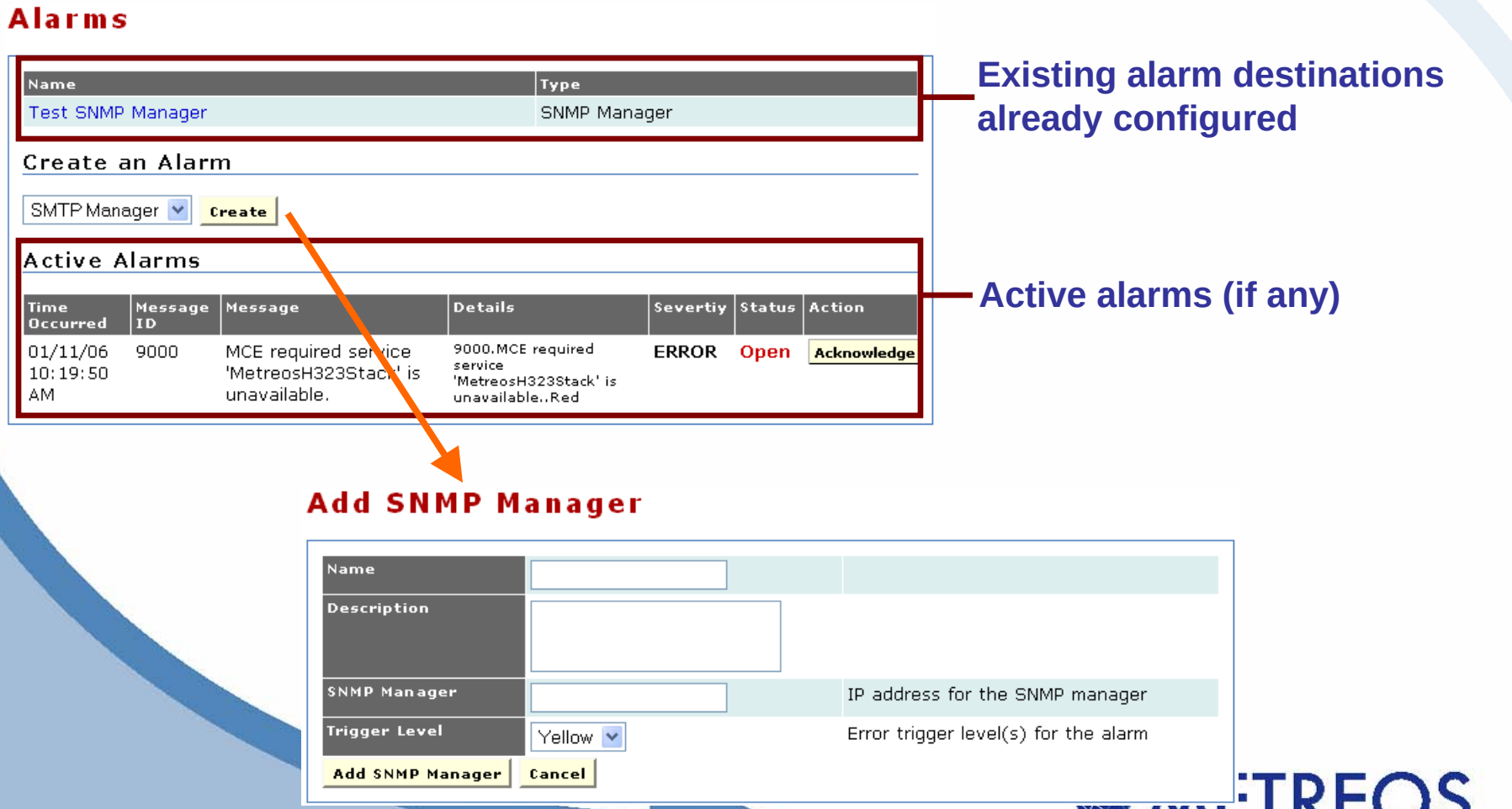
- Controls the **local** password used to deploy media files to **the current** media server.



METREOS COMMUNICATIONS

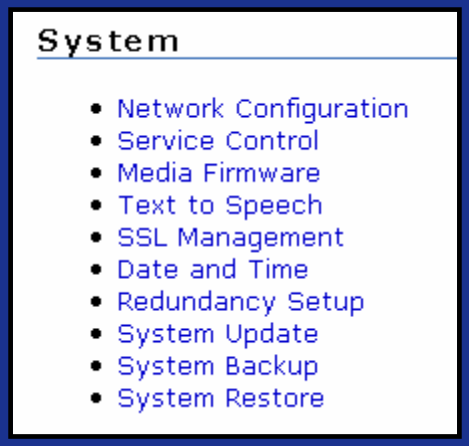
Environment – Alarm Management

- Add/Remove alarm destinations (SNMP or SMTP) and manage active alarms.



Administration

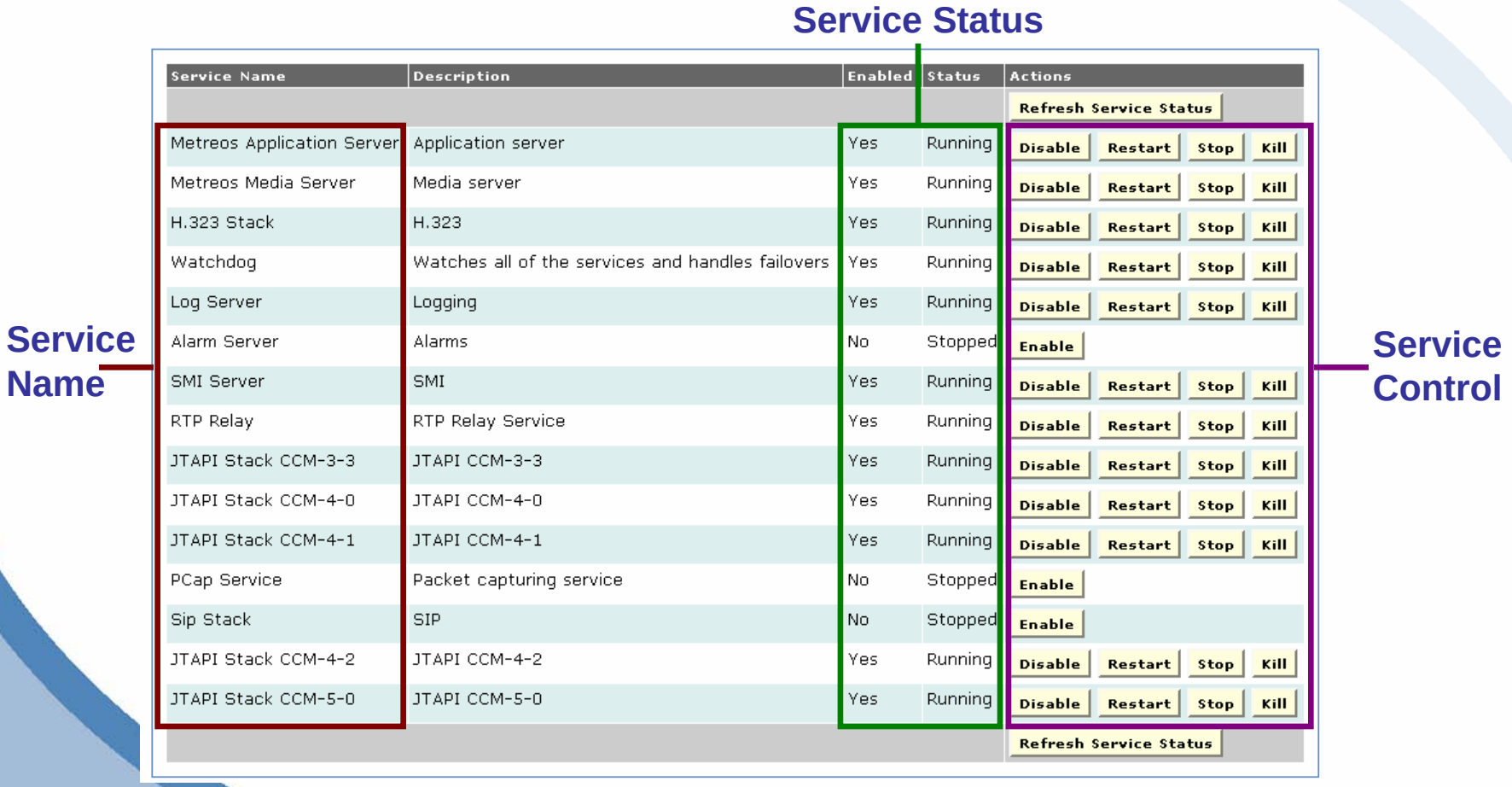
MCE Administration Terminology
Environment Configuration
Platform Maintenance
Applications, Providers, Media & Telephony Servers
Troubleshooting



METREOS COMMUNICATIONS

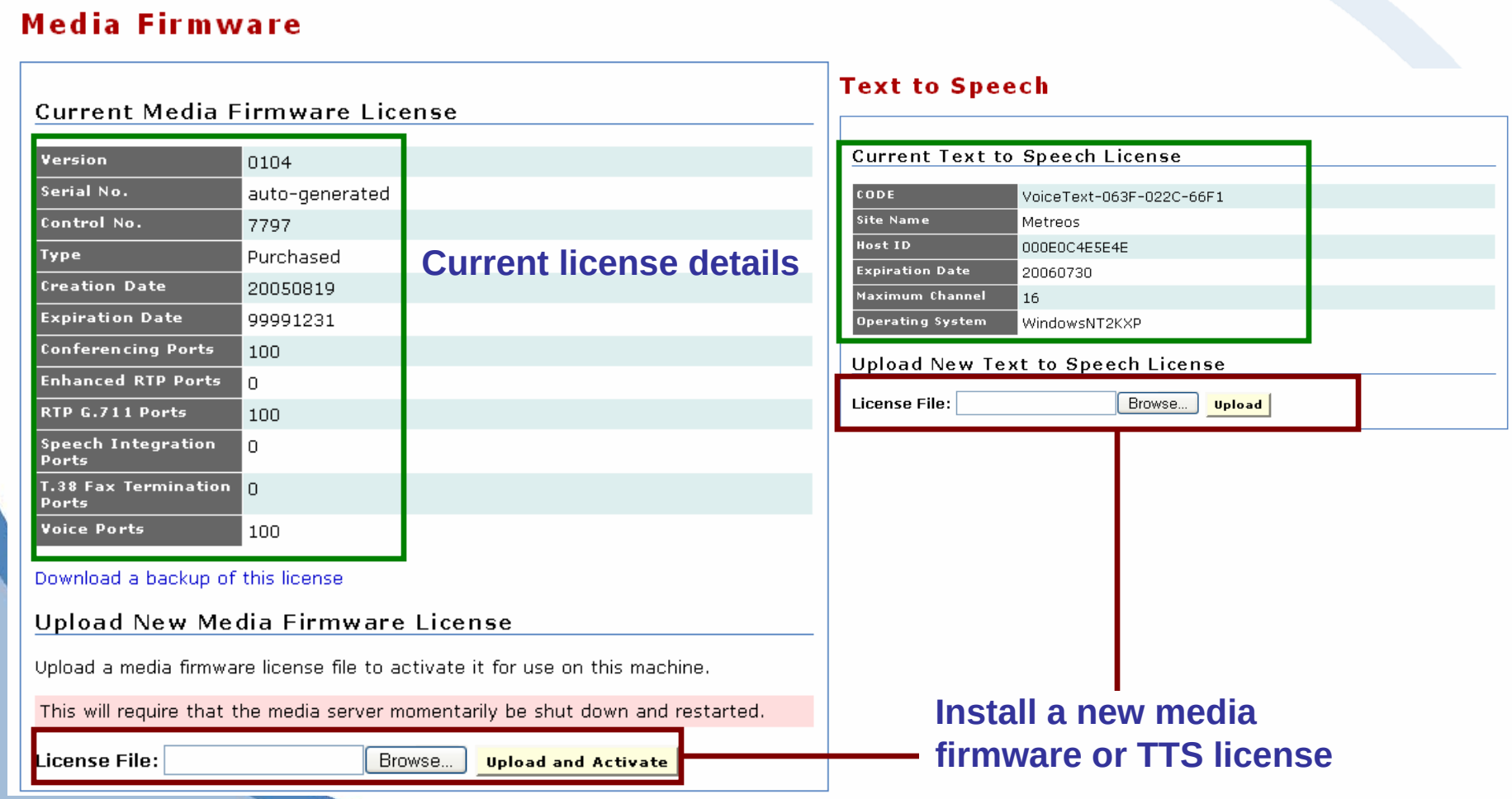
Platform Maintenance – Service Control

- Enable, Disable, Start, Stop platform services



Platform Maintenance – Firmware Licensing

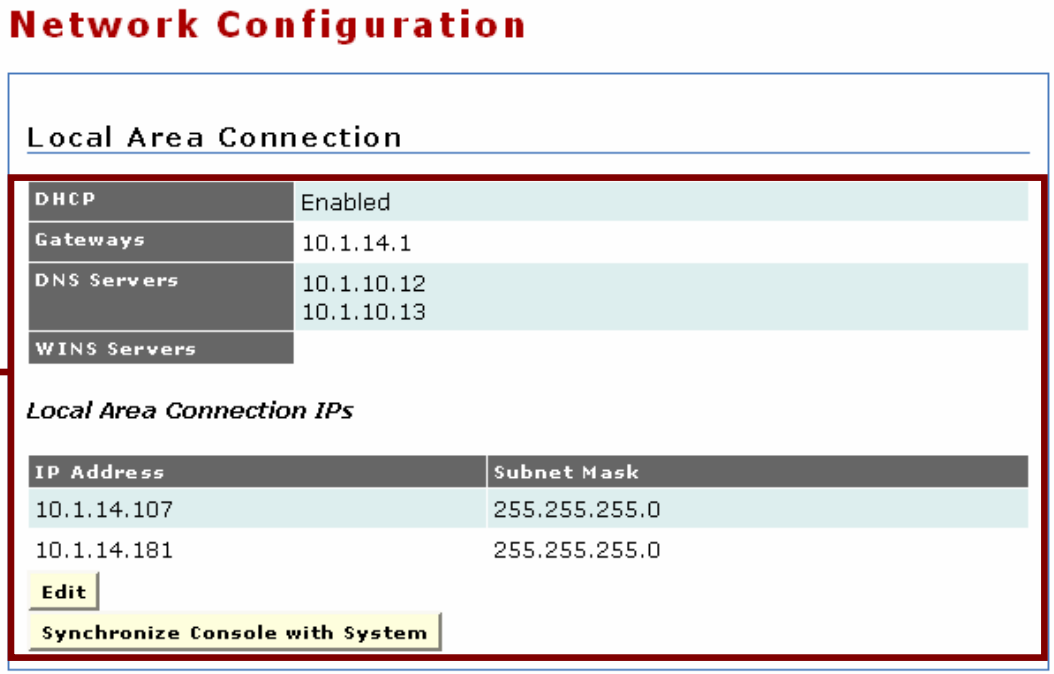
- Install licenses to unlock media and TTS ports



METREOS COMMUNICATIONS

Platform Maintenance – Network Configuration

- Set all relevant network parameters
- Synchronize settings with the operating system

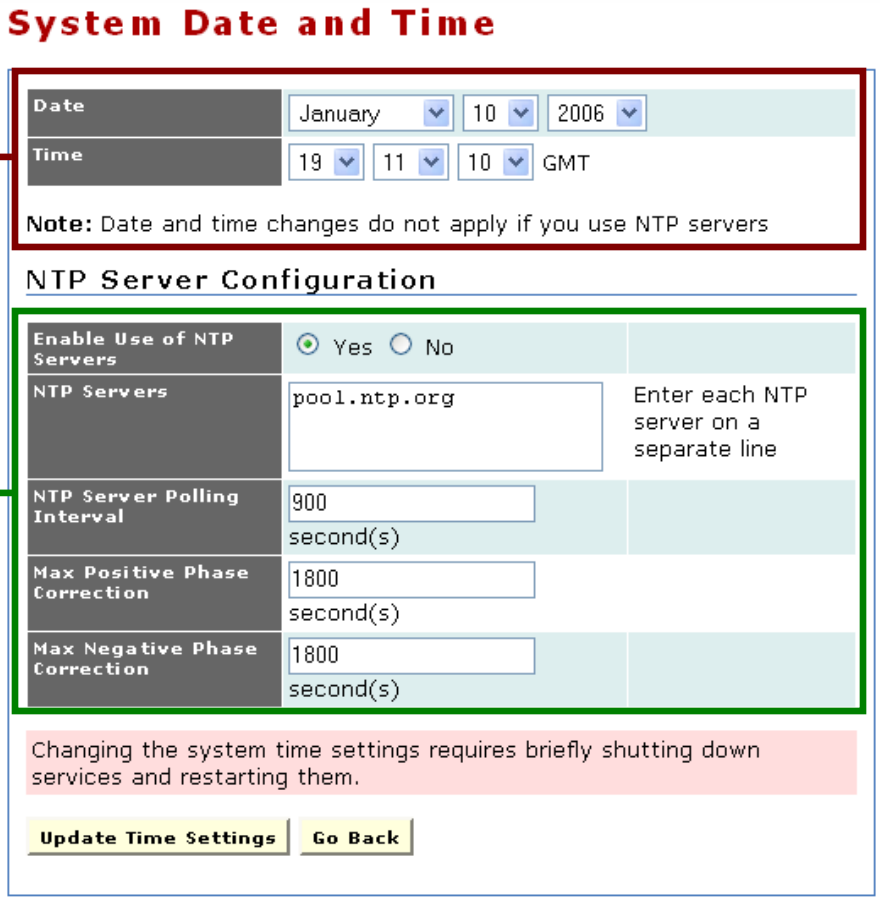


Current Settings

METREOS COMMUNICATIONS

Platform Maintenance – Date & Time Config

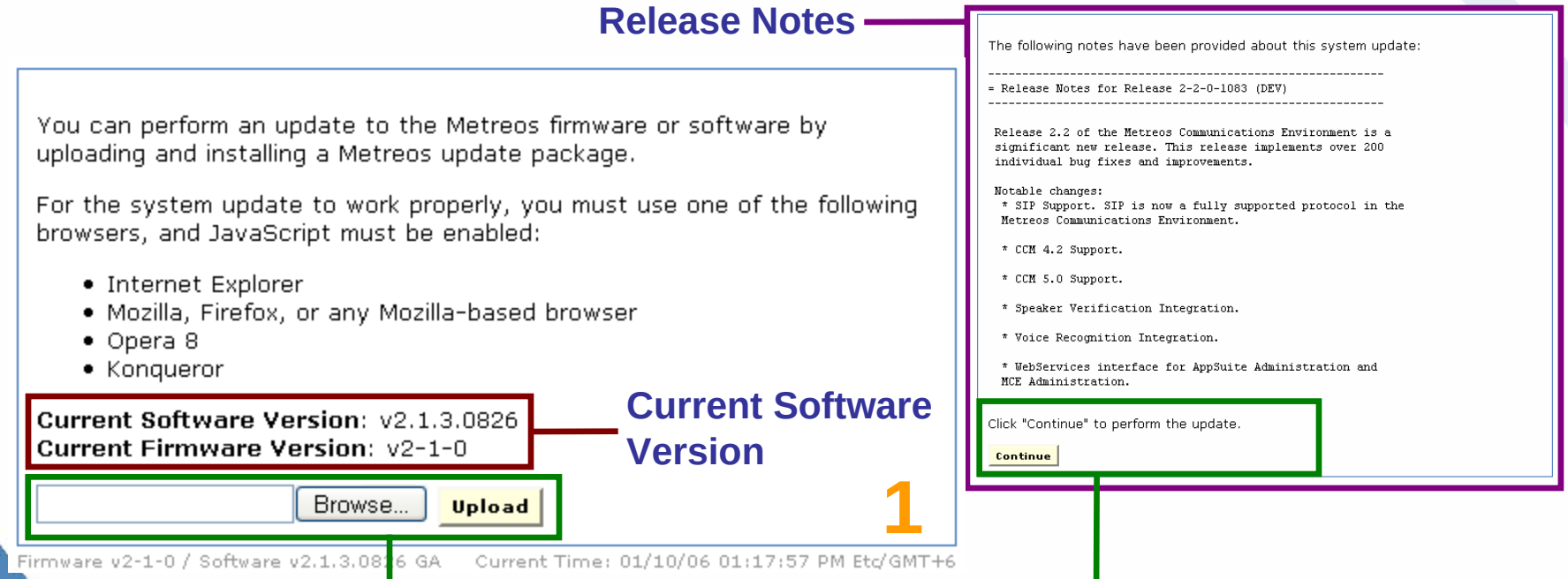
- Set system date & time
- Enable and configure NTP



METREOS COMMUNICATIONS

Platform Maintenance – System Update

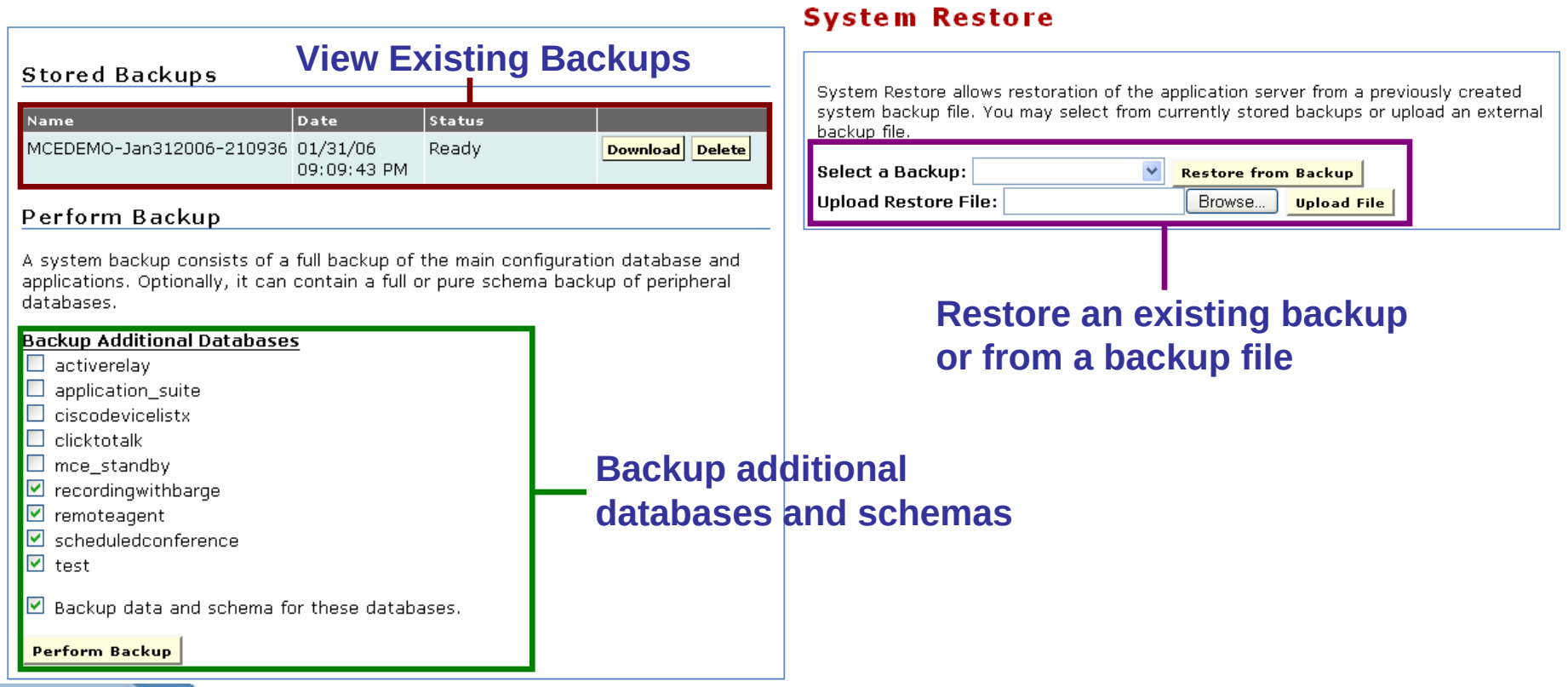
- Update the software on the MCE-2400 appliance



METREOS COMMUNICATIONS

Platform Maintenance – Backup/Restore

- Save and load configuration settings for an appliance.



METREOS COMMUNICATIONS

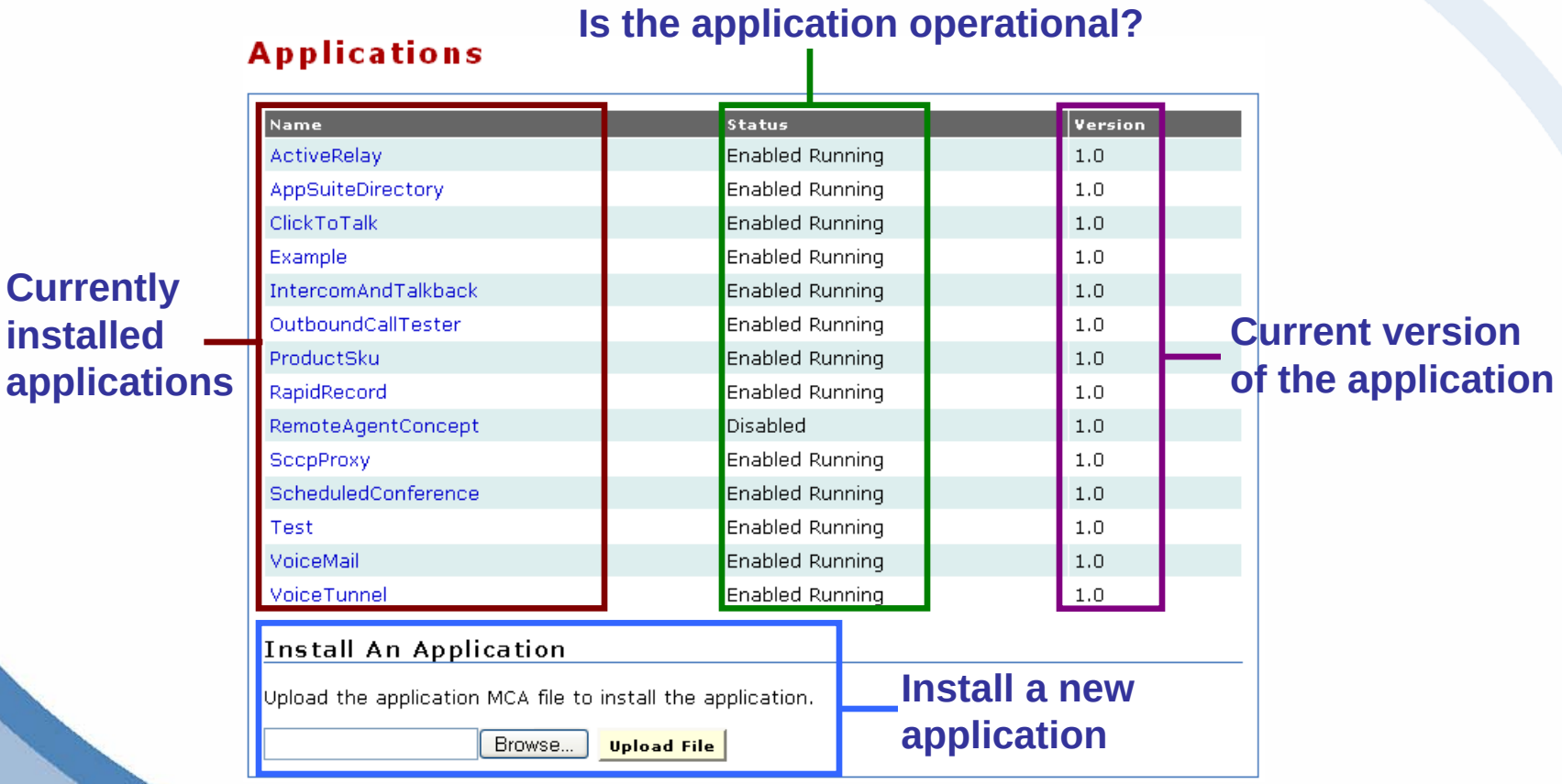
Administration

MCE Administration Terminology
Environment Configuration
Platform Maintenance
Applications, Providers, Media & Telephony Servers
Troubleshooting

METREOS COMMUNICATIONS

Components – Application Management

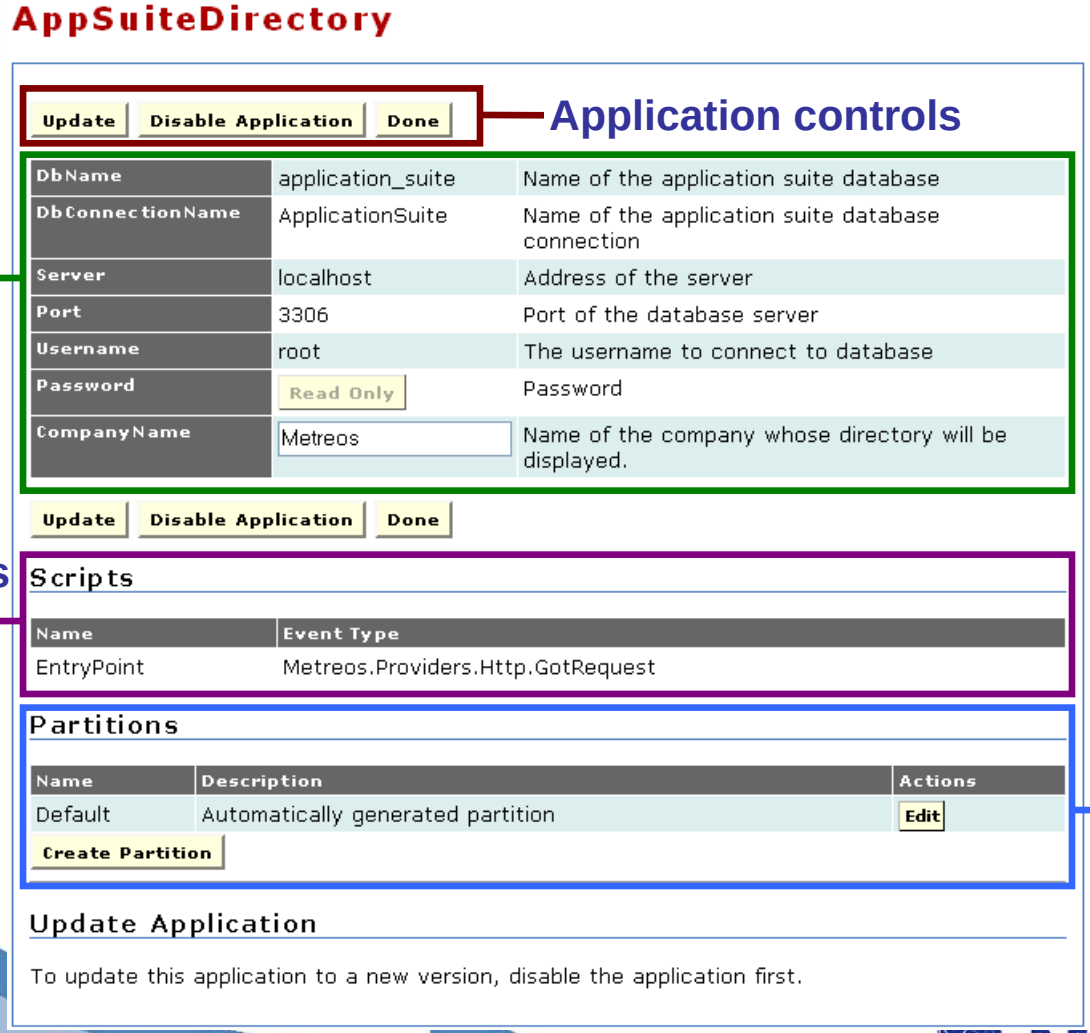
- Install and manage applications.



METREOS COMMUNICATIONS

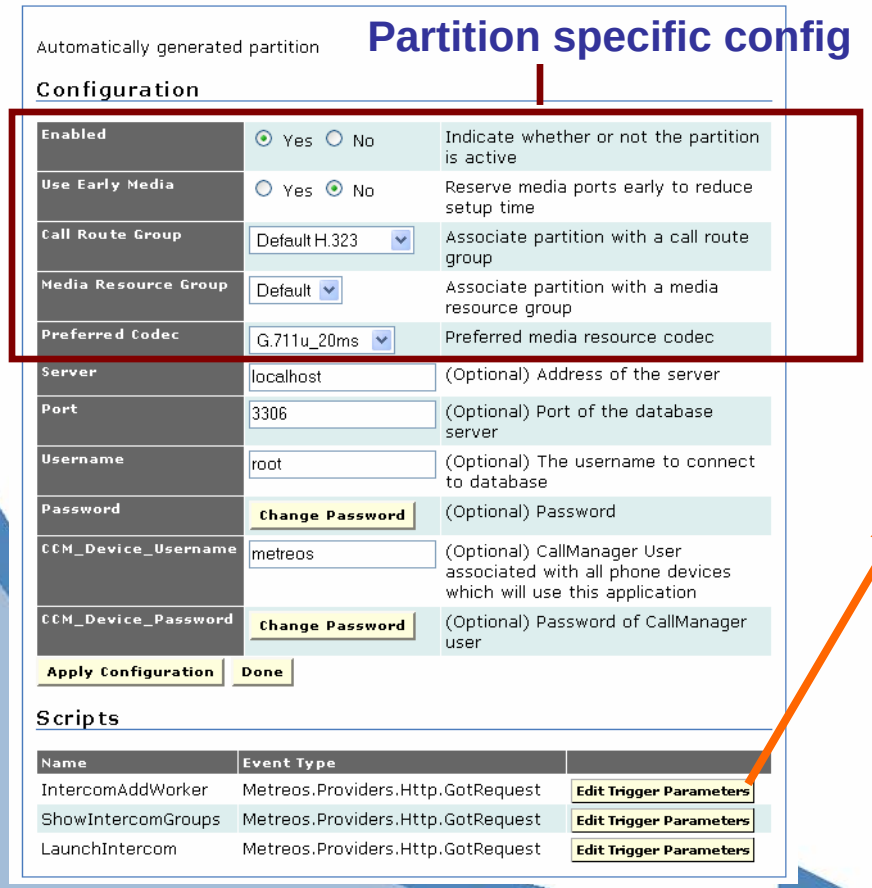
Components – Application Management (cont)

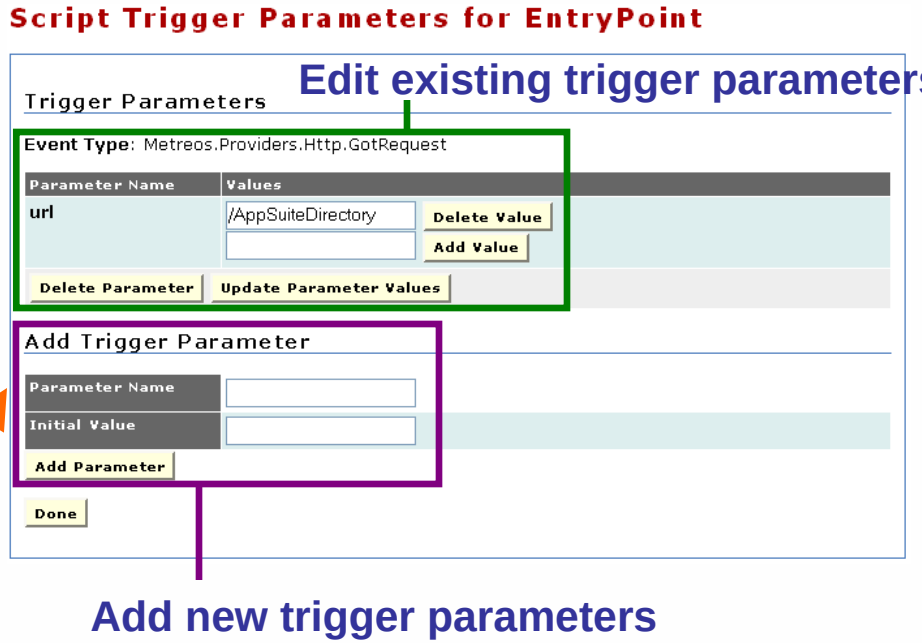
- Configuring an application.



Components – Application Management (cont)

- Editing a partition brings up partition specific config information and trigger parameters.

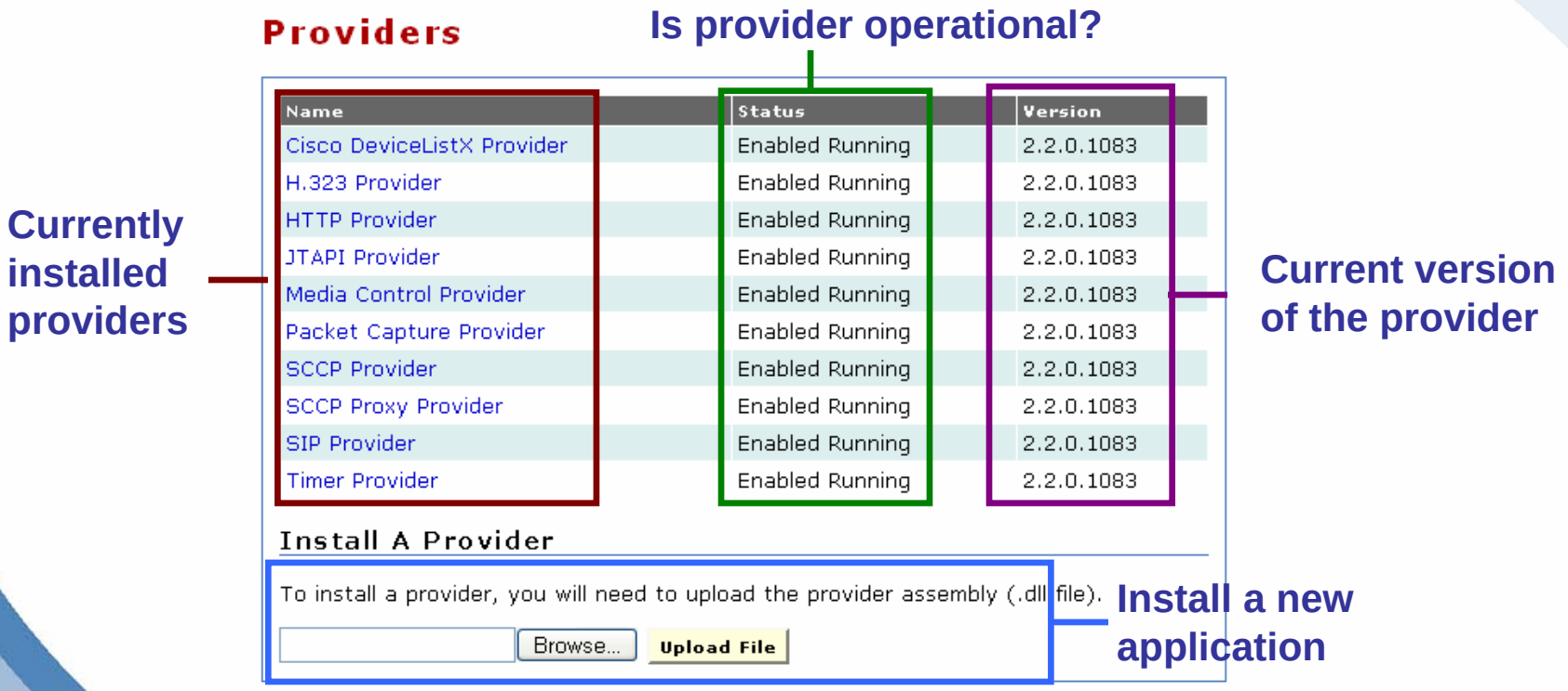




METREOS COMMUNICATIONS

Components – Provider Management

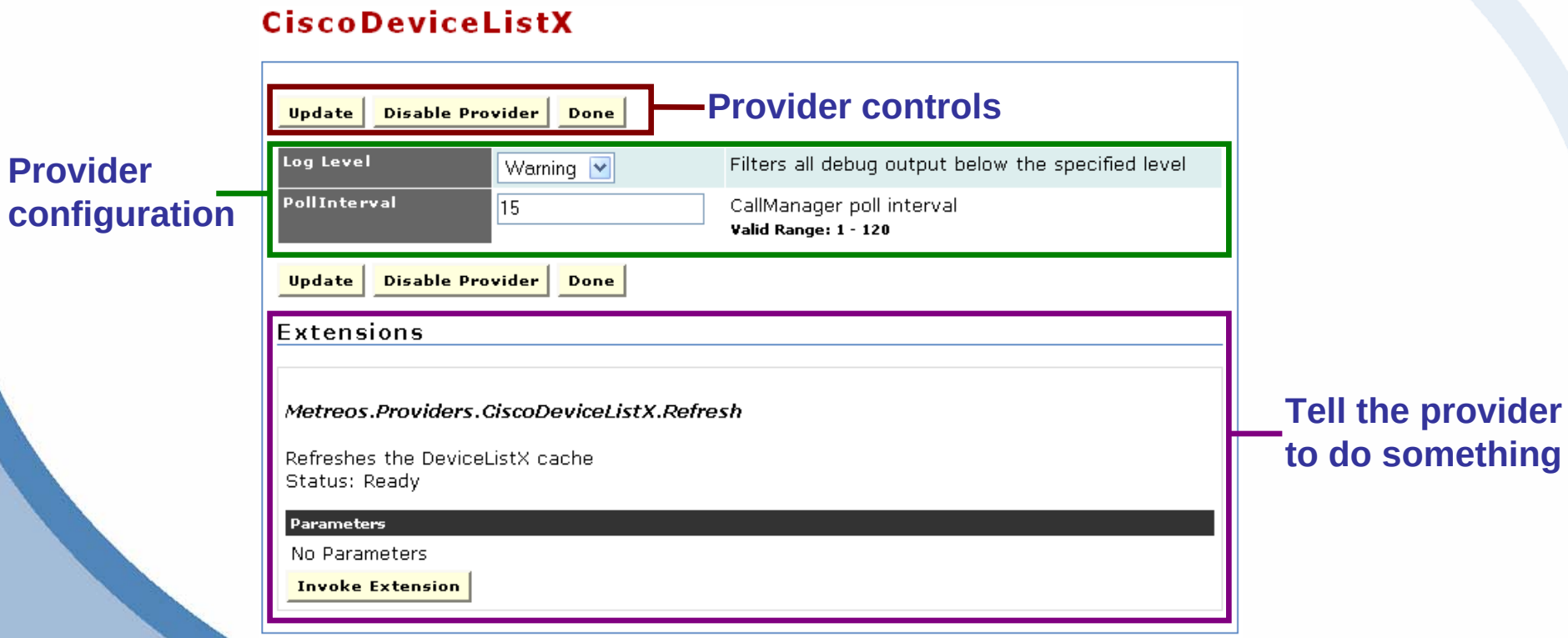
- Install and manage providers.



METREOS COMMUNICATIONS

Components – Provider Management (cont)

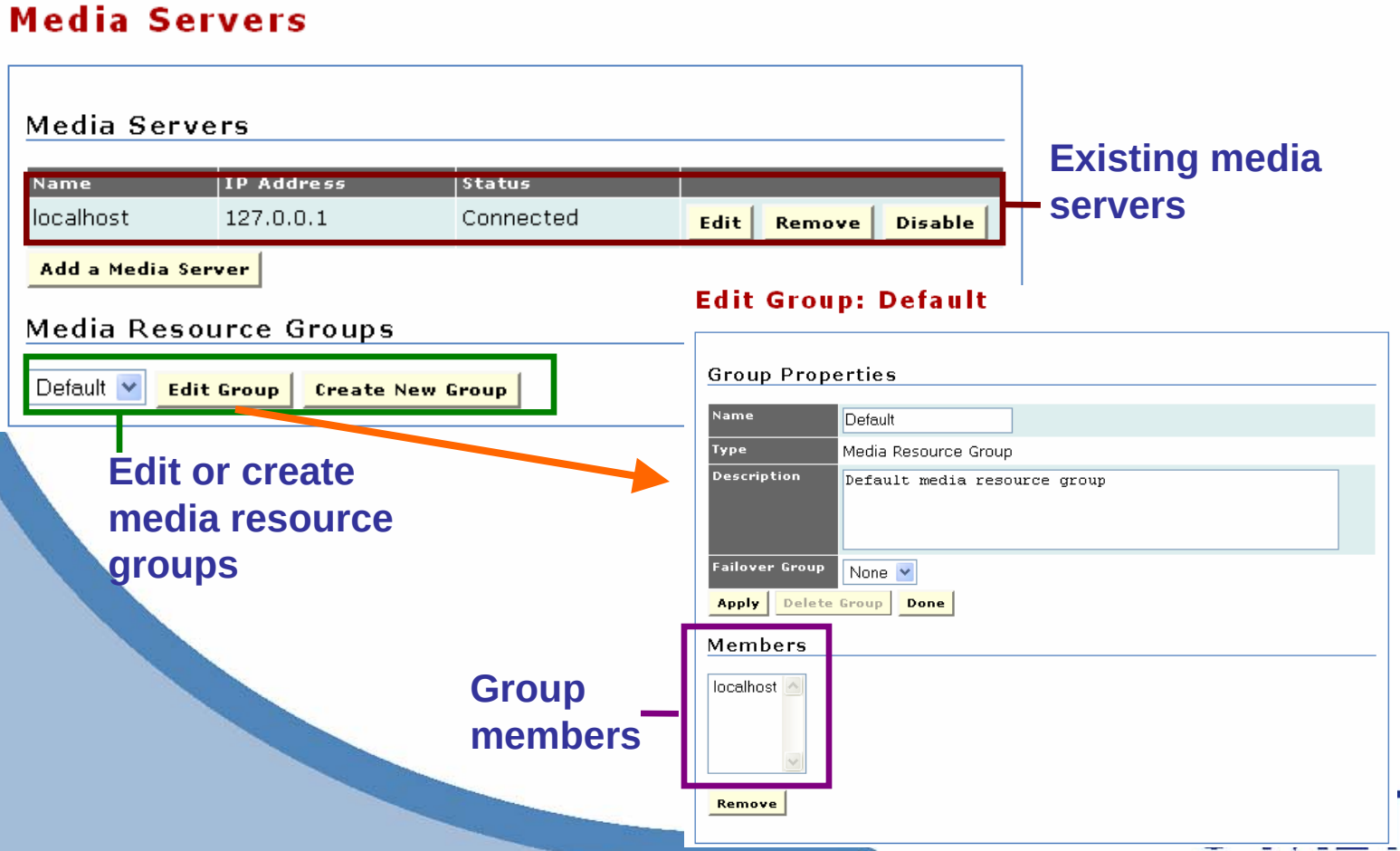
- Edit provider configuration and invoke provider extensions.



METREOS COMMUNICATIONS

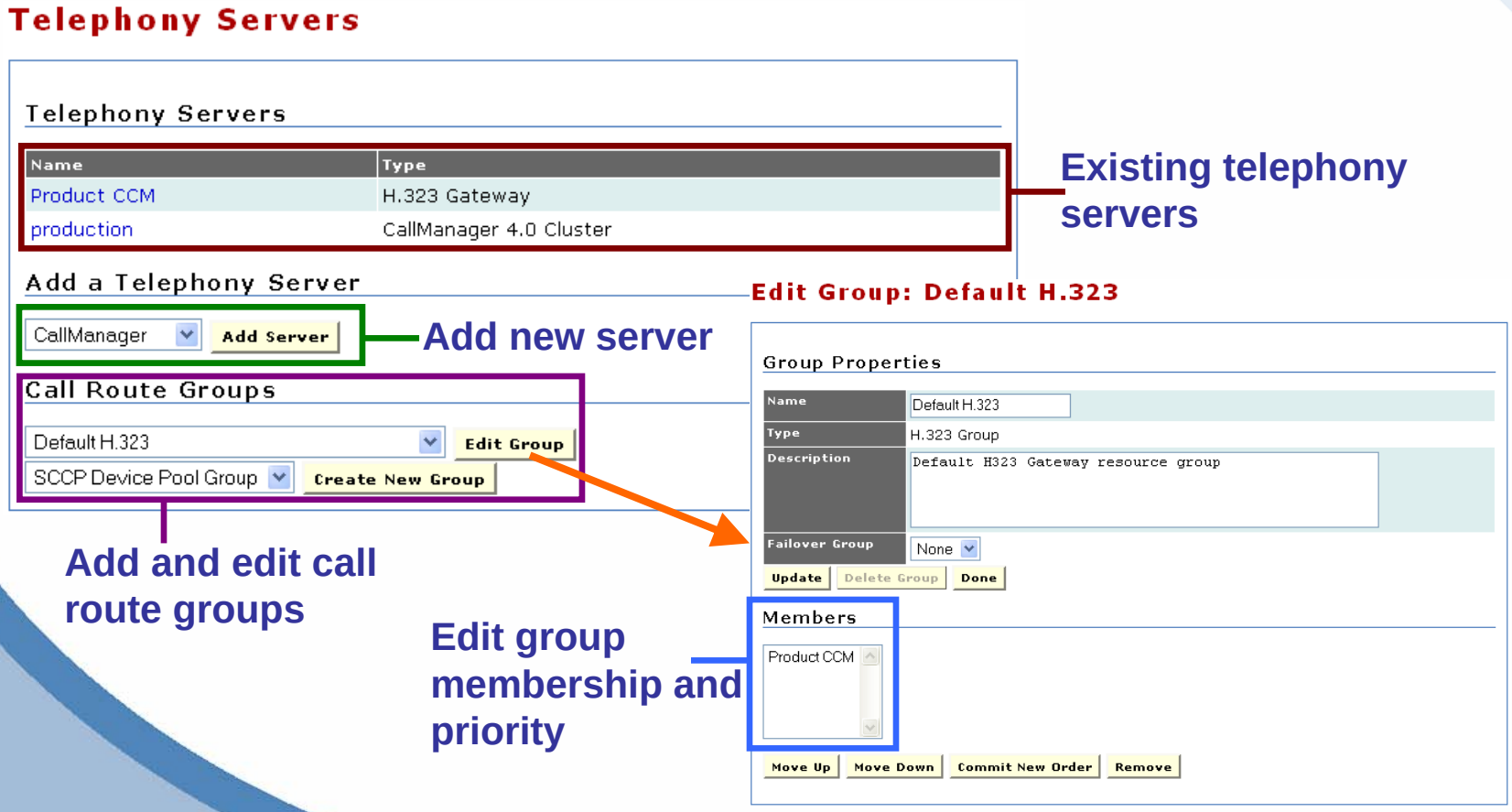
Components – Media Servers

- Add and remove media servers. If a media server is listed here the application server on the appliance maintains a connection to it.



Components – Telephony Servers

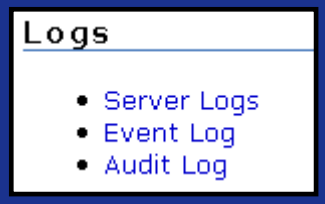
- Add, remove, and edit telephony servers.
- Add and edit call route groups.



METREOS COMMUNICATIONS

Administration

MCE Administration Terminology
Environment Configuration
Platform Maintenance
Applications, Providers, Media & Telephony Servers
Troubleshooting



METREOS COMMUNICATIONS

Troubleshooting – Viewing Log Files

- Download, view, and delete logs on the system.

Existing log file directories

Log operations

METREOS COMMUNICATIONS

Troubleshooting – The Event Log

- Provides a list of system wide events and whether those events have been resolved.

Event Log

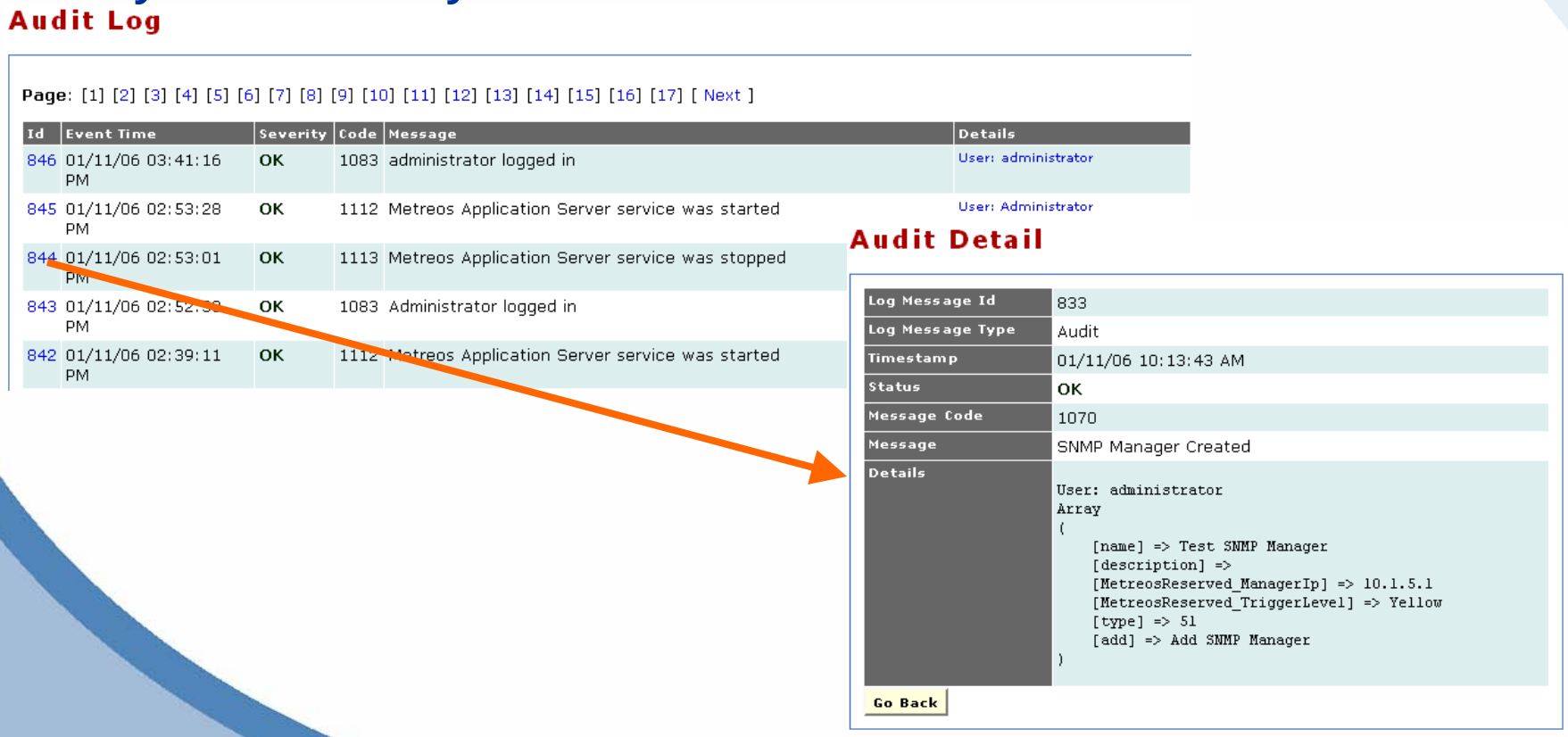
Page: [1]

Id	Event Time	Recovered Time	Severity	Status	Code	Message	Details
837	01/11/06 10:19:50 AM	01/11/06 10:19:52 AM	ERROR	Resolved	9000	MCE required service 'MetreosH323Stack' is unavailable.	System Recovered
836	01/11/06 10:19:19 AM	01/11/06 10:19:20 AM	ERROR	Resolved	9000	MCE required service 'MetreosH323Stack' is unavailable.	System Recovered
827	01/06/06 11:12:11 PM	01/06/06 11:13:00 PM	ERROR	Resolved	9001	Media server 127.0.0.1 (127.0.0.1) is unavailable.	System Recovered
776	01/05/06 01:03:26 PM	01/05/06 01:03:26 PM	ERROR	Resolved	9000	MCE required service 'MetreosAppServerService' is unavailable.	System Recovered
772	01/05/06 12:34:19 PM	01/05/06 12:34:19 PM	ERROR	Resolved	9001	Media server 127.0.0.1 (127.0.0.1) is unavailable.	System Recovered
738	12/16/05 11:06:01 AM	11/30/99 12:00:00 AM	ERROR	Resolved	9000	E9000: MCE required service 'PCap Service' is unavailable.	4d8991bd-8d81-4845-a1f4-59bc343d7619

METREOS COMMUNICATIONS

Troubleshooting – Audit Log (Who to blame?)

- Every management operation is recorded.
- Provides a detailed view as to what has changed on the system and by whom.



Developing MCE Applications

Using the Metreos Visual Designer

MCE Extensibility

Building Native Actions

Building Native Types

Building Protocol Providers

METREOS COMMUNICATIONS

Live Demonstration

METREOS COMMUNICATIONS

Developing MCE Applications

Using the Metreos Visual Designer

MCE Extensibility

Building Native Actions

Building Native Types

Building Protocol Providers

METREOS COMMUNICATIONS

MCE Application Development

- MCE applications can be constructed entirely within the Metreos Visual Designer.
- If the developer wishes to extend the capabilities of the platform there are three options:
  - Native Actions
  - Native Types
  - Protocol Providers
- Extensions may be built using .NET enabled languages:
  - C#, C++, VB, Python, Java, etc.
- The choice of which type of extension to build is based on the general requirements of what that extension must provide.

METREOS COMMUNICATIONS

Native Actions vs. Protocol Providers

- Native actions:
  - Are light-weight and easy to build.
  - Execute within the same context as the script instance itself.
- Protocol Providers
  - Can generate events.
  - Can maintain state.
  - Can create threads.
  - Are more complex to build.

- **Developers should build a protocol provider when:**
  - They need to monitor external systems for events.
  - They need to maintain state independent of script instances.

METREOS COMMUNICATIONS

Native Types

- Allow developers to extend the type system provided by the MCE.
- Native types provide the functionality behind variables.
- Native types are easy to build.

- **Developers should build a native type when:**
  - **There is a need to store complex data in a single variable.**

METREOS COMMUNICATIONS

Action/Event Package Definition

- Describe the inputs and outputs of native actions, types and providers.
- Meta-data is used by the Metreos Visual Designer in populating the toolbox.
- The action/event package meta-data is embedded into the native action, type or provider assembly using .NET attributes.

```
[Action("OpenDatabase", false, "Open Database", "Create a DB connection.")]
public string Execute(
    SessionData sessionData,
    IConfigUtility configUtility)
{
    // Do Something Useful
}
```

A Standard Native Action Execute Method

METREOS COMMUNICATIONS

Adding MCE Extensions to the Designer

- Add the custom assembly as a reference to an application project.
- The Metreos Visual Designer will then inspect the assembly for Action/Event attributes.
- Populates the list of actions and events available for use in that project accordingly.

METREOS COMMUNICATIONS

Developing MCE Applications

Using the Metreos Visual Designer
MCE Extensibility
Building Native Actions
Building Native Types
Building Protocol Providers

METREOS COMMUNICATIONS

Implementing a Native Action

- Key namespaces:
  - **`Metreos.Core`**
  - **`Metreos.Interfaces`**
  - **`Metreos.LoggingFramework`**
  - **`Metreos.ApplicationFramework`**
  - **`Metreos.PackageGeneratorCore.Attributes`**
- 6 Basic Steps:
  1. Create a new class that implements **`INativeAction`**
  2. Decorate the class with a **`PackageDeclAttribute`**
  3. Add **`set`** properties for any input parameters and decorate those properties with **`ActionParamFieldAttributes`**
  4. Add **`get`** properties for any output parameters and decorate with **`ResultDataFieldAttributes`**
  5. Override the **`Execute`** method with custom code
  6. Decorate the **`Execute`** method with an **`ActionAttribute`**
  7. Add a **`LogWriter Log`** property that defines a **`set`** accessor

METREOS COMMUNICATIONS

Live Demonstration

METREOS COMMUNICATIONS

Developing MCE Applications

Using the Metreos Visual Designer
MCE Extensibility
Building Native Actions
Building Native Types
Building Protocol Providers

METREOS COMMUNICATIONS

Implementing a Native Type

- Key namespaces:
  - **`Metreos.ApplicationFramework`**
  - **`Metreos.PackageGeneratorCore.Attributes`**
- 2 Basic Steps:
  1. Create a new class that implements **`IVariable`**
  2. Implement the **`Parse`** method

METREOS COMMUNICATIONS

Live Demonstration

METREOS COMMUNICATIONS

Developing MCE Applications

Using the Metreos Visual Designer
MCE Extensibility
Building Native Actions
Building Native Types
Building Protocol Providers

METREOS
COMMUNICATIONS

Implementing a Protocol Provider

- Key namespaces:
  - **`Metreos.Core`**
  - **`Metreos.Interfaces`**
  - **`Metreos.Messaging`**
  - **`Metreos.LoggingFramework`**
  - **`Metreos.ProviderFramework`**
  - **`Metreos.PackageGeneratorCore.Attributes`**
- Implementation is more complex than either a Native Action or Type, but follows a very straight forward pattern.

METREOS COMMUNICATIONS

Implementing a Protocol Provider (cont)

1. Create a new class that derives from **`ProviderBase`**
2. Decorate the class with a **`ProviderDeclAttribute`** and **`PackageDeclAttribute`**
3. Override the **`Initialize`**, **`RefreshConfiguration`**, **`OnStartup`**, **`OnShutdown`** and **`Cleanup`** methods with custom code
4. Implement action handling methods and decorate those methods with **`ActionAttribute`**, **`ActionParamAttributes`**, and **`ResultDataAttributes`**
5. Decorate the methods which generate events with the **`EventAttribute`** and **`EventParamAttributes`**

METREOS COMMUNICATIONS

Live Demonstration

METREOS COMMUNICATIONS

Examples and Walkthroughs

METREOS
COMMUNICATIONS

Live Demonstration

METREOS COMMUNICATIONS

Metreos Communications Environment Training

Version 2.2 (3/2006)

Thank You!

innovate integrate develop deploy™