**VMS PROFILE**

**MODIFICATION TABLE**

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | **Page** | **Content** | **Register date** |
| 1 | All | **Updated profile for all VMS** | 10/08/2021 |
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| **Prepared by** | **Updated by** | **Verified by** | **Approved by** |
| XXXXX  **IT Operation Staff** | **IT Operation** | XXXXXXX  **Chief of IT department** | XXXXXXX  **Vice Director of IT** |

1. **SYSTEM OVERVIEW**
   1. **Project Name:** VMS
   2. **Developed by:** PARTNER  BITEL (IN-HOUSE)
   3. **Service Owner:**  ARABICA
   4. **Description**
   * VoicemailPlus (VMS) is a VAS service that allow a subscriber (calling) leaves a voice message for the absent subscriber (called) and inform to calling when called is online back
   * The service has convinent features and helps subscribers don’t miss any important message
2. **LOGICAL MODEL**
   1. **Logical diagram**



**Function Diagram**



**Implementation Diagram**

* 1. **Modules description**
     1. CallLoadBalancer

Route call from GMSC to CallProcess nodes

* + 1. CallProcess (04 nodes on a server)

Handle call from customer

* + 1. media-server (08 nodes on a server)

Handle voice from customer

* + 1. SmsGW

Receive/send SMS from/to customer

* + 1. sms\_receiver

Filter SMS MO from customer

* + 1. sms\_sender

Send SMS to customer

* + 1. sms\_sender\_alert

Send SMS alert (missed call alert, notification SMS) to customer

* + 1. MoProcess

Handle MO from customer

* + 1. NtfyProcess

Handle notify me service

* + 1. router

Manage cluster agent for HA purpose of module: sms\_sender, sms\_sender\_alert, MoProcess, NtfyProcess, CleanupProcess, ReportProcess

* + 1. CleanupProcess

Delete old voice message

* + 1. ReportProcess

Collect information for report

* + 1. CMS

Lookup transaction log and service report

* + 1. WSVMS

API for register/unregister service

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Module** | **Description** | **IP server** | **Setup dir** | **Config dir** | **Log path** | **MM Port** | **Mode** |
| CallLoadBalancer-01 | Route call from GMSC to CallProcess nodes | 10.121.5.33 | /u01/app/vmail/kamailio-4.2.7/sbin | /u01/app/vmail/kamailio-4.2.7/etc/kamailio |  |  | Active |
| CallProcess-01 | Handle call from customer | 10.121.5.33 | /u01/app/vmail/CallProcess | /u01/app/vmail/CallProcess/etc | /u01/app/vmail/CallProcess/log |  | Active |
| CallProcess-012 | Handle call from customer | 10.121.5.33 | /u01/app/vmail/CallProcess\_02 | /u01/app/vmail/CallProcess\_02/etc | /u01/app/vmail/CallProcess\_02/log |  | Active |
| CallProcess-013 | Handle call from customer | 10.121.5.33 | /u01/app/vmail/CallProcess\_03 | /u01/app/vmail/CallProcess\_03/etc | /u01/app/vmail/CallProcess\_03/log |  | Active |
| CallProcess-014 | Handle call from customer | 10.121.5.33 | /u01/app/vmail/CallProcess\_04 | /u01/app/vmail/CallProcess\_04/etc | /u01/app/vmail/CallProcess\_04/log |  | Active |
| media-server-01 | Handle voice from customer | 10.121.5.33 | /u01/app/vmail/media-server | /u01/app/vmail/media-server/conf | /u01/app/vmail/media-server/log |  | Active |
| media-server-012 | Handle voice from customer | 10.121.5.33 | /u01/app/vmail/media-server\_02 | /u01/app/vmail/media-server\_02/conf | /u01/app/vmail/media-server\_02/log |  | Active |
| media-server-013 | Handle voice from customer | 10.121.5.33 | /u01/app/vmail/media-server\_03 | /u01/app/vmail/media-server\_03/conf | /u01/app/vmail/media-server\_03/log |  | Active |
| media-server-014 | Handle voice from customer | 10.121.5.33 | /u01/app/vmail/media-server\_04 | /u01/app/vmail/media-server\_04/conf | /u01/app/vmail/media-server\_04/log |  | Active |
| media-server-015 | Handle voice from customer | 10.121.5.33 | /u01/app/vmail/media-server\_05 | /u01/app/vmail/media-server\_05/conf | /u01/app/vmail/media-server\_05/log |  | Active |
| media-server-016 | Handle voice from customer | 10.121.5.33 | /u01/app/vmail/media-server\_06 | /u01/app/vmail/media-server\_06/conf | /u01/app/vmail/media-server\_06/log |  | Active |
| media-server-017 | Handle voice from customer | 10.121.5.33 | /u01/app/vmail/media-server\_07 | /u01/app/vmail/media-server\_07/conf | /u01/app/vmail/media-server\_07/log |  | Active |
| media-server-018 | Handle voice from customer | 10.121.5.33 | /u01/app/vmail/media-server\_08 | /u01/app/vmail/media-server\_08/conf | /u01/app/vmail/media-server\_08/log |  | Active |
| SmsGW-01 | Receive/send SMS from/to customer | 10.121.5.33 | /u01/app/vmail/SmsGW | /u01/app/vmail/SmsGW/etc | /u01/app/vmail/SmsGW/log |  | Active |
| sms\_receiver-01 | Filter SMS MO from customer | 10.121.5.33 | /u01/app/vmail/sms\_receiver | /u01/app/vmail/sms\_receiver/etc | /u01/app/vmail/sms\_receiver/log |  | Active |
| sms\_sender-01 | Send SMS to customer | 10.121.5.33 | /u01/app/vmail/sms\_sender | /u01/app/vmail/sms\_sender/etc | /u01/app/vmail/sms\_sender/log |  | Active |
| sms\_sender\_alert-01 | Send SMS alert (missed call alert, notification SMS) to customer | 10.121.5.33 | /u01/app/vmail/sms\_sender\_alert | /u01/app/vmail/sms\_sender\_alert/etc | /u01/app/vmail/sms\_sender\_alert/log |  | Active |
| MoProcess-01 | Handle MO from customer | 10.121.5.33 | /u01/app/vmail/MoProcess | /u01/app/vmail/MoProcess/etc | /u01/app/vmail/MoProcess/log |  | Active |
| NtfyProcess-01 | Handle notify me service | 10.121.5.33 | /u01/app/vmail/NtfyProcess | /u01/app/vmail/NtfyProcess/etc | /u01/app/vmail/NtfyProcess/log |  | Active |
| router-01 | Manage cluster agent for HA purpose of module: sms\_sender, sms\_sender\_alert, MoProcess, NtfyProcess, CleanupProcess, ReportProcess | 10.121.5.33 | /u01/app/vmail/router | /u01/app/vmail/router/etc | /u01/app/vmail/router/log |  | Active |
| CleanupProcess-01 | Delete old voice message | 10.121.5.33 | /u01/app/vmail/CleanupProcess | /u01/app/vmail/CleanupProcess/etc | /u01/app/vmail/CleanupProcess/log |  | Active |
| ReportProcess-01 | Collect information for report | 10.121.5.33 | /u01/app/vmail/ReportProcess | /u01/app/vmail/ReportProcess/etc | /u01/app/vmail/ReportProcess/log |  | Active |
| WSVMS-01 | API for register/unregister service | 10.121.5.33 | /u01/app/vmail/WSVMS | /u01/app/vmail/WSVMS/etc | /u01/app/vmail/WSVMS/log |  | Active |
| CMS | Lookup transaction log and service report | 10.121.5.33 | /u01/app/vmail/www |  |  |  | Active |
| CallLoadBalancer-02 | Route call from GMSC to CallProcess nodes | 10.121.5.34 | /u01/app/vmail/kamailio-4.2.7/sbin | /u01/app/vmail/kamailio-4.2.7/etc/kamailio |  |  | Active |
| CallProcess-02 | Handle call from customer | 10.121.5.34 | /u01/app/vmail/CallProcess | /u01/app/vmail/CallProcess/etc | /u01/app/vmail/CallProcess/log |  | Active |
| CallProcess-022 | Handle call from customer | 10.121.5.34 | /u01/app/vmail/CallProcess\_02 | /u01/app/vmail/CallProcess\_02/etc | /u01/app/vmail/CallProcess\_02/log |  | Active |
| CallProcess-023 | Handle call from customer | 10.121.5.34 | /u01/app/vmail/CallProcess\_03 | /u01/app/vmail/CallProcess\_03/etc | /u01/app/vmail/CallProcess\_03/log |  | Active |
| CallProcess-024 | Handle call from customer | 10.121.5.34 | /u01/app/vmail/CallProcess\_04 | /u01/app/vmail/CallProcess\_04/etc | /u01/app/vmail/CallProcess\_04/log |  | Active |
| media-server-02 | Handle voice from customer | 10.121.5.34 | /u01/app/vmail/media-server | /u01/app/vmail/media-server/conf | /u01/app/vmail/media-server/log |  | Active |
| media-server-022 | Handle voice from customer | 10.121.5.34 | /u01/app/vmail/media-server\_02 | /u01/app/vmail/media-server\_02/conf | /u01/app/vmail/media-server\_02/log |  | Active |
| media-server-023 | Handle voice from customer | 10.121.5.34 | /u01/app/vmail/media-server\_03 | /u01/app/vmail/media-server\_03/conf | /u01/app/vmail/media-server\_03/log |  | Active |
| media-server-024 | Handle voice from customer | 10.121.5.34 | /u01/app/vmail/media-server\_04 | /u01/app/vmail/media-server\_04/conf | /u01/app/vmail/media-server\_04/log |  | Active |
| media-server-025 | Handle voice from customer | 10.121.5.34 | /u01/app/vmail/media-server\_05 | /u01/app/vmail/media-server\_05/conf | /u01/app/vmail/media-server\_05/log |  | Active |
| media-server-026 | Handle voice from customer | 10.121.5.34 | /u01/app/vmail/media-server\_06 | /u01/app/vmail/media-server\_06/conf | /u01/app/vmail/media-server\_06/log |  | Active |
| media-server-027 | Handle voice from customer | 10.121.5.34 | /u01/app/vmail/media-server\_07 | /u01/app/vmail/media-server\_07/conf | /u01/app/vmail/media-server\_07/log |  | Active |
| media-server-028 | Handle voice from customer | 10.121.5.34 | /u01/app/vmail/media-server\_08 | /u01/app/vmail/media-server\_08/conf | /u01/app/vmail/media-server\_08/log |  | Active |
| SmsGW-02 | Receive/send SMS from/to customer | 10.121.5.34 | /u01/app/vmail/SmsGW | /u01/app/vmail/SmsGW/etc | /u01/app/vmail/SmsGW/log |  | Active |
| sms\_receiver-02 | Filter SMS MO from customer | 10.121.5.34 | /u01/app/vmail/sms\_receiver | /u01/app/vmail/sms\_receiver/etc | /u01/app/vmail/sms\_receiver/log |  | Active |
| sms\_sender-02 | Send SMS to customer | 10.121.5.34 | /u01/app/vmail/sms\_sender | /u01/app/vmail/sms\_sender/etc | /u01/app/vmail/sms\_sender/log |  | Active |
| sms\_sender\_alert-02 | Send SMS alert (missed call alert, notification SMS) to customer | 10.121.5.34 | /u01/app/vmail/sms\_sender\_alert | /u01/app/vmail/sms\_sender\_alert/etc | /u01/app/vmail/sms\_sender\_alert/log |  | Active |
| MoProcess-02 | Handle MO from customer | 10.121.5.34 | /u01/app/vmail/MoProcess | /u01/app/vmail/MoProcess/etc | /u01/app/vmail/MoProcess/log |  | Active |
| NtfyProcess-02 | Handle notify me service | 10.121.5.34 | /u01/app/vmail/NtfyProcess | /u01/app/vmail/NtfyProcess/etc | /u01/app/vmail/NtfyProcess/log |  | Active |
| router-02 | Manage cluster agent for HA purpose of module: sms\_sender, sms\_sender\_alert, MoProcess, NtfyProcess, CleanupProcess, ReportProcess | 10.121.5.34 | /u01/app/vmail/router | /u01/app/vmail/router/etc | /u01/app/vmail/router/log |  | Standby |
| CleanupProcess-02 | Delete old voice message | 10.121.5.34 | /u01/app/vmail/CleanupProcess | /u01/app/vmail/CleanupProcess/etc | /u01/app/vmail/CleanupProcess/log |  | Standby (auto switch) |
| ReportProcess-02 | Collect information for report | 10.121.5.34 | /u01/app/vmail/ReportProcess | /u01/app/vmail/ReportProcess/etc | /u01/app/vmail/ReportProcess/log |  | Standby (auto switch) |
| WSVMS-02 | API for register/unregister service | 10.121.5.34 | /u01/app/vmail/WSVMS | /u01/app/vmail/WSVMS/etc | /u01/app/vmail/WSVMS/log |  | Active |
| CMS\_02 | Lookup transaction log and service report | 10.121.5.34 | /u01/app/vmail/www |  |  |  | Active |
| CallProcess-03 | Handle call from customer | 10.121.5.45 | /u01/app/vmail/CallProcess | /u01/app/vmail/CallProcess/etc | /u01/app/vmail/CallProcess/log |  | Active |
| CallProcess-032 | Handle call from customer | 10.121.5.45 | /u01/app/vmail/CallProcess\_02 | /u01/app/vmail/CallProcess\_02/etc | /u01/app/vmail/CallProcess\_02/log |  | Active |
| CallProcess-033 | Handle call from customer | 10.121.5.45 | /u01/app/vmail/CallProcess\_03 | /u01/app/vmail/CallProcess\_03/etc | /u01/app/vmail/CallProcess\_03/log |  | Active |
| CallProcess-034 | Handle call from customer | 10.121.5.45 | /u01/app/vmail/CallProcess\_04 | /u01/app/vmail/CallProcess\_04/etc | /u01/app/vmail/CallProcess\_04/log |  | Active |
| media-server-03 | Handle voice from customer | 10.121.5.45 | /u01/app/vmail/media-server | /u01/app/vmail/media-server/conf | /u01/app/vmail/media-server/log |  | Active |
| media-server-032 | Handle voice from customer | 10.121.5.45 | /u01/app/vmail/media-server\_02 | /u01/app/vmail/media-server\_02/conf | /u01/app/vmail/media-server\_02/log |  | Active |
| media-server-033 | Handle voice from customer | 10.121.5.45 | /u01/app/vmail/media-server\_03 | /u01/app/vmail/media-server\_03/conf | /u01/app/vmail/media-server\_03/log |  | Active |
| media-server-034 | Handle voice from customer | 10.121.5.45 | /u01/app/vmail/media-server\_04 | /u01/app/vmail/media-server\_04/conf | /u01/app/vmail/media-server\_04/log |  | Active |
| media-server-035 | Handle voice from customer | 10.121.5.45 | /u01/app/vmail/media-server\_05 | /u01/app/vmail/media-server\_05/conf | /u01/app/vmail/media-server\_05/log |  | Active |
| media-server-036 | Handle voice from customer | 10.121.5.45 | /u01/app/vmail/media-server\_06 | /u01/app/vmail/media-server\_06/conf | /u01/app/vmail/media-server\_06/log |  | Active |
| media-server-037 | Handle voice from customer | 10.121.5.45 | /u01/app/vmail/media-server\_07 | /u01/app/vmail/media-server\_07/conf | /u01/app/vmail/media-server\_07/log |  | Active |
| media-server-038 | Handle voice from customer | 10.121.5.45 | /u01/app/vmail/media-server\_08 | /u01/app/vmail/media-server\_08/conf | /u01/app/vmail/media-server\_08/log |  | Active |
| SmsGW-03 | Receive/send SMS from/to customer | 10.121.5.45 | /u01/app/vmail/SmsGW | /u01/app/vmail/SmsGW/etc | /u01/app/vmail/SmsGW/log |  | Active |
| sms\_receiver-03 | Filter SMS MO from customer | 10.121.5.45 | /u01/app/vmail/sms\_receiver | /u01/app/vmail/sms\_receiver/etc | /u01/app/vmail/sms\_receiver/log |  | Active |
| sms\_sender-03 | Send SMS to customer | 10.121.5.45 | /u01/app/vmail/sms\_sender | /u01/app/vmail/sms\_sender/etc | /u01/app/vmail/sms\_sender/log |  | Active |
| sms\_sender\_alert-03 | Send SMS alert (missed call alert, notification SMS) to customer | 10.121.5.45 | /u01/app/vmail/sms\_sender\_alert | /u01/app/vmail/sms\_sender\_alert/etc | /u01/app/vmail/sms\_sender\_alert/log |  | Active |
| MoProcess-03 | Handle MO from customer | 10.121.5.45 | /u01/app/vmail/MoProcess | /u01/app/vmail/MoProcess/etc | /u01/app/vmail/MoProcess/log |  | Active |
| NtfyProcess-03 | Handle notify me service | 10.121.5.45 | /u01/app/vmail/NtfyProcess | /u01/app/vmail/NtfyProcess/etc | /u01/app/vmail/NtfyProcess/log |  | Active |
| router-03 | Manage cluster agent for HA purpose of module: sms\_sender, sms\_sender\_alert, MoProcess, NtfyProcess, CleanupProcess, ReportProcess | 10.121.5.45 | /u01/app/vmail/router | /u01/app/vmail/router/etc | /u01/app/vmail/router/log |  | Standby |
| CleanupProcess-03 | Delete old voice message | 10.121.5.45 | /u01/app/vmail/CleanupProcess | /u01/app/vmail/CleanupProcess/etc | /u01/app/vmail/CleanupProcess/log |  | Standby (auto switch) |
| ReportProcess-03 | Collect information for report | 10.121.5.45 | /u01/app/vmail/ReportProcess | /u01/app/vmail/ReportProcess/etc | /u01/app/vmail/ReportProcess/log |  | Standby (auto switch) |
| WSVMS-03 | API for register/unregister service | 10.121.5.45 | /u01/app/vmail/WSVMS | /u01/app/vmail/WSVMS/etc | /u01/app/vmail/WSVMS/log |  | Active |
|  |  |  |  |  |  |  |  |
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1. **DATABASE MODEL**

**PROVIDE FULL DB DETAIL: DB, Schemas, Tables, among other dependencias (procedurs, packages, triggers, views, functions, etc)**

* 1. **Database description**

|  |  |  |  |
| --- | --- | --- | --- |
| **N°** | **Application** | **DB** | **Description** |
| 1 | VMS | DB  10.121.5.152  10.121.5.154  10.121.5.142  10.121.5.140 | Schema: *VOICEMAIL*  Service name: *vasd*  User/pass: *VOICEMAIL/* *PfoefjafLsfp3243F#fjps*  Url: *jdbc:oracle:thin:@(DESCRIPTION\_LIST=(LOAD\_BALANCE=off)(FAILOVER=on)(DESCRIPTION=(LOAD\_BALANCE=on)(ADDRESS=(PROTOCOL=tcp)(HOST=10.121.5.152)(PORT=1521))(ADDRESS=(PROTOCOL=tcp)(HOST=10.121.5.154)(PORT=1521))(CONNECT\_DATA=(SERVER=SHARED)(SERVICE\_NAME= vasd)))(DESCRIPTION=(LOAD\_BALANCE=on)(ADDRESS=(PROTOCOL=tcp)(HOST=10.121.5.142)(PORT=1521))(ADDRESS=(PROTOCOL=tcp)(HOST=10.121.5.140)(PORT=1521))(CONNECT\_DATA=(SERVER=SHARED)(SERVICE\_NAME= vasd))))* Tables: 1) REGISTER: Holds all active registration information of subscriber 2) REGISTER\_HIS: Holds all history registration information of subscriber  3) SERVICE\_REPORT: Holds all daily report information  4) TRAFFIC\_REPORT: Holds all hourly traffic to VMS system |

1. **Connection Descriptions**

|  |  |  |  |
| --- | --- | --- | --- |
| **N°** | **From** | **To** | **Protocol** |
| 1 | VMS  10.121.5.33  10.121.5.34  10.121.5.45 | GMSC  10.131.1.1/32  10.131.2.1/32  10.131.3.1/32  10.131.4.1/32 | 5060\_UDP |
| 2 | VMS  10.121.5.33  10.121.5.34  10.121.5.45 | Media Server  10.131.1.64/25  10.131.2.64/25  10.131.3.64/25  10.131.4.64/25 | 20-65535\_UDP |
| 3 | GMSC  10.131.1.1/32  10.131.2.1/32  10.131.3.1/32  10.131.4.1/32 | VMS  10.121.5.33  10.121.5.34  10.121.5.45 | 5060\_UDP |
| 4 | Media Server  10.131.1.64/25  10.131.2.64/25  10.131.3.64/25  10.131.4.64/25 | VMS  10.121.5.33  10.121.5.34  10.121.5.45 | 20-65535\_UDP |
| 5 | VMS  10.121.5.33  10.121.5.34  10.121.5.45 | BccsGW  10.121.8.133 | 8560\_TCP |
| 6 | VMS  10.121.5.33  10.121.5.34  10.121.5.45 | Provisioning  10.121.5.43  10.121.5.44 | 8070\_TCP  8005\_TCP |
| 7 | VMS  10.121.5.33  10.121.5.34  10.121.5.45 | SMSC  10.121.61.36  10.121.61.37  10.221.3.12 | 9876\_TCP |
| 8 | VMS  10.121.5.33  10.121.5.34  10.121.5.45 | VMS  10.121.5.33  10.121.5.34  10.121.5.45 | 8000-10000\_TCP |
| 9 | VMS  10.121.5.33  10.121.5.34  10.121.5.45 | VMS  10.121.5.33  10.121.5.34  10.121.5.45 | 20-65535\_UDP |
| 10 | VMS  10.121.5.33  10.121.5.34  10.121.5.45 | DB  10.121.5.152  10.121.5.154  10.121.5.142  10.121.5.140 | 1521\_TCP |

1. **SIZING**
   1. **VMS: 03 server application**

|  |  |  |  |
| --- | --- | --- | --- |
| **Server** | **Resource** | **Description** | **Qty** |
| 10.121.5.33 | CPU | Intel(R) Xeon(R) CPU E5-2630 v4 @ 2.20GHz | 1 |
| Cores | 24 | 1 |
| Ram | 128 GB | 1 |
| HDD | 500 GB | 1 |
| User/pass | vmail/D)tIOBJp86K3NtZNaU(k |  |
| 10.121.5.34 | CPU | Intel(R) Xeon(R) CPU E5-2630 v4 @ 2.20GHz | 1 |
| Cores | 24 | 1 |
| Ram | 128 GB | 1 |
| HDD | 500 GB | 1 |
| User/pass | vmail/MzZp(i9)YRDERfT42So\_ |  |
| 10.121.5.45 | CPU | Intel(R) Xeon(R) CPU E5-2630 v4 @ 2.20GHz | 1 |
| Cores | 24 | 1 |
| Ram | 128 GB | 1 |
| HDD | 500 GB | 1 |
|  | User/pass | vmail/Pfjasfh$2jfk&ksj#ifj |  |

1. **OPERATION MANUAL**

**Start all module**

* 1. **Start**
* cd /u01/app/vmail
* ./startall.sh

**CallLoadBalancer (Kamailio)**

* 1. **Start**
* cd /u01/app/vmail/kamailio-4.2.7/sbin
* ./kamctl start  
  1. **Stop**
* cd /u01/app/vmail/kamailio-4.2.7/sbin
* ./kamctl stop
  1. **Restart**
* cd /u01/app/vmail/kamailio-4.2.7/sbin
* ./kamctl stop
* ./kamctl start

**CallProcess (04 nodes on a server)**

* 1. **Restart all**
* cd ~
* ./ callprocess\_restart.sh
  1. **Home directory (MODULE\_HOME)**
* /u01/app/vmail/CallProcess
* /u01/app/vmail/CallProcess\_02
* /u01/app/vmail/CallProcess\_03
* /u01/app/vmail/CallProcess\_04
  1. **Start**
* cd MODULE\_HOME/bin
* ./process start  
  1. **Stop**
* cd MODULE\_HOME/bin
* ./process stop
  1. **Restart**
* cd MODULE\_HOME/bin
* ./process restart
  1. **Check Log**
* cd MODULE\_HOME/log/process
* tail -f full.log

**media-server (08 nodes on a server)**

* 1. **Restart all**
* cd ~
* ./mediaserver\_restart.sh
  1. **Home directory (MODULE\_HOME)**
* /u01/app/vmail/media-server
* /u01/app/vmail/media-server\_02
* /u01/app/vmail/media-server\_03
* /u01/app/vmail/media-server\_04
* /u01/app/vmail/media-server\_05
* /u01/app/vmail/media-server\_06
* /u01/app/vmail/media-server\_07
* /u01/app/vmail/media-server\_08
  1. **Start**
* cd MODULE\_HOME/bin
* ./mms.sh start  
  1. **Stop**
* cd MODULE\_HOME/bin
* ./mms.sh stop
  1. **Restart**
* cd MODULE\_HOME/bin
* ./mms.sh restart
  1. **Check Log**
* cd MODULE\_HOME/log
* tail -f full.log

**SmsGW**

* 1. **Start**
* cd /u01/app/vmail/SmsGW/bin
* ./process start  
  1. **Stop**
* cd /u01/app/vmail/SmsGW/bin
* ./process stop
  1. **Restart**
* cd /u01/app/vmail/SmsGW/bin
* ./process restart
  1. **Check Log**
* cd /u01/app/vmail/SmsGW/log/process
* tail -f full.log

**sms\_receiver**

* 1. **Start**
* cd /u01/app/vmail/sms\_receiver/bin
* ./process start  
  1. **Stop**
* cd /u01/app/vmail/sms\_receiver/bin
* ./process stop
  1. **Restart**
* cd /u01/app/vmail/sms\_receiver/bin
* ./process restart
  1. **Check Log**
* cd /u01/app/vmail/sms\_receiver/log/process
* tail -f full.log

**sms\_sender**

* 1. **Start**
* cd /u01/app/vmail/sms\_sender/bin
* ./process start  
  1. **Stop**
* cd /u01/app/vmail/sms\_sender/bin
* ./process stop
  1. **Restart**
* cd /u01/app/vmail/sms\_sender/bin
* ./process restart
  1. **Check Log**
* cd /u01/app/vmail/sms\_sender/log/process
* tail -f full.log

**sms\_sender\_alert**

* 1. **Start**
* cd /u01/app/vmail/sms\_sender\_alert/bin
* ./process start  
  1. **Stop**
* cd /u01/app/vmail/sms\_sender\_alert/bin
* ./process stop
  1. **Restart**
* cd /u01/app/vmail/sms\_sender\_alert/bin
* ./process restart
  1. **Check Log**
* cd /u01/app/vmail/sms\_sender\_alert/log/process
* tail -f full.log

**MoProcess**

* 1. **Start**
* cd /u01/app/vmail/MoProcess/bin
* ./process start  
  1. **Stop**
* cd /u01/app/vmail/MoProcess/bin
* ./process stop
  1. **Restart**
* cd /u01/app/vmail/MoProcess/bin
* ./process restart
  1. **Check Log**
* cd /u01/app/vmail/MoProcess/log/process
* tail -f full.log

**NtfyProcess**

* 1. **Start**
* cd /u01/app/vmail/NtfyProcess/bin
* ./process start  
  1. **Stop**
* cd /u01/app/vmail/NtfyProcess/bin
* ./process stop
  1. **Restart**
* cd /u01/app/vmail/NtfyProcess/bin
* ./process restart
  1. **Check Log**
* cd /u01/app/vmail/NtfyProcess/log/process
* tail -f full.log

**router**

* 1. **Start**
* cd /u01/app/vmail/router/bin
* ./process start  
  1. **Stop**
* cd /u01/app/vmail/router/bin
* ./process stop
  1. **Restart**
* cd /u01/app/vmail/router/bin
* ./process restart
  1. **Check Log**
* cd /u01/app/vmail/router/log
* tail -f full.log

**CleanupProcess**

* 1. **Start**
* cd /u01/app/vmail/CleanupProcess/bin
* ./process start  
  1. **Stop**
* cd /u01/app/vmail/CleanupProcess/bin
* ./process stop
  1. **Restart**
* cd /u01/app/vmail/CleanupProcess/bin
* ./process restart
  1. **Check Log**
* cd /u01/app/vmail/CleanupProcess/log/process
* tail -f full.log

**ReportProcess**

* 1. **Start**
* cd /u01/app/vmail/ReportProcess/bin
* ./process start  
  1. **Stop**
* cd /u01/app/vmail/ReportProcess/bin
* ./process stop
  1. **Restart**
* cd /u01/app/vmail/ReportProcess/bin
* ./process restart
  1. **Check Log**
* cd /u01/app/vmail/ReportProcess/log/process
* tail -f full.log

**WSVMS**

* 1. **Start**
* cd /u01/app/vmail/WSVMS/bin
* ./process start  
  1. **Stop**
* cd /u01/app/vmail/WSVMS/bin
* ./process stop
  1. **Restart**
* cd /u01/app/vmail/WSVMS/bin
* ./process restart
  1. **Check Log**
* cd /u01/app/vmail/WSVMS/log/process
* tail -f full.log

**CMS**

* 1. **Start**

1: CMS

* + - cd /u01/app/vmail/nginx
    - ./sbin/nginx

2: Api

* cd /u01/app/vmail/www/bitel-voicemail-api
* pm2 start voicemail-api.js
  1. **Stop**
* stop
  1. **Restart**
* restart

1. **DDITIONAL INFORMATION**

**Language:** Java

**Support High Availability:** YES

1. **OPERATIONAL SUPPORT SERVICE**

If the responsible finds that the issue cannot be solved at their level, then it should be escalated to the next level and they can work on it for the allotted time.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **ESCALATION MATRIX** | | | | |
| **Level** | **Responsible** | **Time Response** | **Contact** | **Description** |
| **L1** | XXXXXXXXXXXX | <=1.5 hours | XXXXXXXXXXXXXXXX | XXXXXXXXXXXXXXXXXXX |
| **L2** | XXXXXXXXXXX | <=1.5 hours | XXXXXXXXXXXXXXX | XXXXXXXXXX. |