



Dialogic® PowerMedia™ XMS

Installation and Configuration Guide

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Revision History

| Revision | Release Date | Notes |
|--------------------------|---------------|---|
| 05-2704-019 (Updated) | November 2017 | Network : Updated the NAT Configuration section. Appendix C: CDR : Updated the List of CDR Fields section. |
| 05-2704-019 | October 2017 | Updates to support PowerMedia XMS Release 3.5. System Requirements : Added note in the Operating System section. System : Updated the Account Manager section and added the Set the Password Policy section. License : Updated the section. Codecs : Updated the section. Media : Updated the Media Management section. Monitor : Removed the Graphs and Configuration sections and added the Graph section. Reports : Added the section. Appendix B: SNMP : Updated the Enterprise (Proprietary) Traps section. Appendix F: Dashboard Counters : Added the section. |
| 05-2704-018 (Updated) | August 2017 | System Requirements : Added httpd requirement and note in the Operating System section. PowerMedia XMS Admin Console : Updated the Guidelines for Installing a Permanent Security Certificate section. MRCP Client : Updated the Speech Server Configuration section. Codecs : Updated the Audio and Video sections. |
| 05-2704-018 | June 2017 | Updates to support PowerMedia XMS Release 3.4. System : Updated the NFS Mount Points section. |
| 05-2704-017 (Updated) | June 2017 | System : Updated the OS Services in the Services section. |
| 05-2704-017 | May 2017 | Updates to support PowerMedia XMS Release 3.3. RPM Method : Updated the Reserved Ports section. Tones : Added the CPA Tone Definitions and CPA Profiles sections. |

| Revision | Release Date | Notes |
|--------------------------|---------------|--|
| 05-2704-016 (Updated) | February 2017 | MSML : Updated the MSML Advanced Configuration section with Parallel Processing of Overlapped INFO parameter. |
| 05-2704-016 | November 2016 | <p>Updates to support PowerMedia XMS Release 3.2.</p> <p>RPM Method: Added a note about Reverse Path Filtering.</p> <p>System:</p> <ul style="list-style-type: none"> • Added the OS Services in the Services section. • Removed a note from the Services section regarding XMS returning a 486 Busy Here message when the console is starting. • Added a note regarding the proper usage of the Backup/Restore feature. • Added a note to Restore Backup section regarding what settings are not saved or restored. • Added the NFS Mount Points section. • Updated the Diagnostics section. • Updated the Audit Logs section. <p>License: Updated the section.</p> <p>MSML: Updated the section.</p> <p>MSRP: Updated the section.</p> <p>Protocol: Updated the SIP section. Added the RTP Timeout section.</p> <p>Codecs: Added the HMP Bulk Delay Settings section.</p> <p>Monitor: Updated the Graphs section with SIP and HTTP meters to plot. Updated the descriptions of the meters in the Graphs section.</p> <p>SNMP: Updated the High Threshold Configuration section.</p> <p>CDR: Added the Manage Columns in the CDR Query section. Updated the CDR Configuration section.</p> <p>Appendix B: SNMP: Updated the xmsLicenseHighThreshMet and xmsServiceStatusChanged trap types.</p> <p>Appendix E: SIP OPTIONS Ping Processing: Added the section.</p> |
| 05-2704-015 | August 2016 | Supported Virtual Machines : Added support for ESXi 6.x. |

| Revision | Release Date | Notes |
|--------------------------|--------------|---|
| | | Monitor : Updated the Graphs section to add the SIP meters. |
| 05-2704-014 (Updated) | June 2016 | RPM Method : Added a note regarding versions of JavaScript that are compatible with VXML. |
| 05-2704-014 (Updated) | May 2016 | <p>Supported Virtual Machines: Added the recommended number of VMs.</p> <p>PowerMedia XMS Configuration: Updated the connection timeout parameter descriptions.</p> <p>Appendix B: SNMP: Updated the Enterprise (proprietary) Traps section.</p> |
| 05-2704-014 | March 2016 | <p>Updates to support PowerMedia XMS Release 3.1.</p> <p>System Requirements: Updated the operating system requirements.</p> <p>PowerMedia XMS Installation Package Policy: Updated the section.</p> <p>ISO Method: Updated the section.</p> <p>RPM Method: Added a note for enabling the libtiff-tools package repository.</p> <p>System:</p> <ul style="list-style-type: none"> Removed the Mode section. Upgrade: Added a note about the location of the xms_install.log file. Removed the NFS Mount Points section. <p>Network: Removed the Proxy Configuration section.</p> <p>HTTP Client: Added the DNS Cache Timeout parameter.</p> <p>VXML: Updated the section.</p> <p>Protocol:</p> <ul style="list-style-type: none"> Updated the Session Timeout parameter and added the Enable User Agent parameter in the SIP section. Added the Media Route Profiles section in the RTP section for multi-NIC support. <p>CDR: Updated the section.</p> <p>PowerMedia XMS Troubleshooting:</p> <ul style="list-style-type: none"> Updated the RemoteRtftTool section and added the Other Params parameter. Added Virtual Memory Increase between |

| Revision | Release Date | Notes |
|-----------------------|---------------|---|
| | | <p>Application Restarts section.</p> <p>Appendix A: ISO Method for Remote Installation: Added the section.</p> <p>Appendix D: Sample Use Cases: Moved content to appendix.</p> |
| 05-2704-013 | October 2015 | <p>Updates to support PowerMedia XMS Release 3.0.</p> <p>Welcome: Updated the Related Information.</p> <p>Installing PowerMedia XMS: Updated the System Requirements and Reserved Ports.</p> <p>PowerMedia XMS Admin Console: Updated the OpenSSL version in the Guidelines for Installing a Permanent Security Certificate section.</p> <p>License: Added information about activating a license using the License Node ID.</p> <p>MSML: Updated the MSML Configuration and MSML Advanced Configuration sections.</p> <p>VXML: Added a note to the VXML Application Configuration section.</p> <p>Tones: Added the CPA Tone Definitions section.</p> <p>Fax: Added the Fax section.</p> <p>Monitor: Updated the Monitor section.</p> <p>SNMP: Updated the High Threshold Configuration section.</p> <p>CDR: Added the CDR Query section.</p> <p>Appendix C: CDR: Added new call data to List of CDR Fields table. Updated sample CDR in Format of CDR Files section.</p> |
| 05-2704-012 (Updated) | June 2015 | <p>System: Added details for filter pattern to Audit Logs page.</p> <p>Network: Added details for Remote NAT Traversal parameter to NAT Configuration page.</p> <p>Protocol: Added Key Rotation parameter to RTP page.</p> |
| 05-2704-012 | February 2015 | <p>Updates to support PowerMedia XMS Release 2.4.</p> <p>Installing PowerMedia XMS: Updated list of supported processors.</p> <p>System: Added viewer option to Account Manager page. Added new Audit Logs page.</p> |

| Revision | Release Date | Notes |
|-------------|--------------|--|
| | | <p>Network: Added new Proxy Configuration page.</p> <p>License: Updated to include MRB in the licensed features.</p> <p>HTTP Client: Added Low Speed Threshold and Low Speed Timeout parameters to HTTP Client Configuration page.</p> <p>MSRP: Removed Max Sessions parameter from MSRP Configuration page.</p> <p>Protocol: Added Enable SIP Precondition parameter to SIP page. Added SRTP parameters to RTP page.</p> <p>Codecs: Added Video Encoder Sharing parameter to Video page.</p> <p>Monitor: Updated Graphs page with different views for meters. Added new Configuration page.</p> <p>SNMP: Added CDR Disk Usage parameter to High Threshold Configuration page.</p> <p>CDR: Added new section.</p> <p>Options: Added WebGUI Session Timeout parameter to Web Console Options page.</p> <p>CLI Command Scripts: Added new section.</p> <p>Appendix B: SNMP: Added new traps to Enterprise (proprietary) Traps table. Added new variables to Enterprise (proprietary) Variables table.</p> <p>Appendix C: CDR: Added new section.</p> |
| 05-2704-011 | January 2015 | <p>PowerMedia XMS Installation Package Policy: Added new section.</p> <p>RPM Method: Added table of reserved ports.</p> <p>System: Added note about CPU load to General page. Added note about call attempts to Services page.</p> <p>Network: Added Remote NAT Traversal parameter to NAT Configuration page.</p> <p>MSML: Removed Advanced Digit Pattern parameter from MSML Advanced Configuration page.</p> |
| 05-2704-010 | October 2014 | <p>Updates to support PowerMedia XMS Release 2.3.</p> <p>Login to the Console: Added details for using admin login.</p> <p>System: Added new parameters to Diagnostics page.</p> <p>Network: Updated with details on IPv6.</p> <p>MSML: Updated with details on RTP and RTCP. Updated DTMF Detection Mode options. Updated</p> |

| Revision | Release Date | Notes |
|-------------|--------------|---|
| | | <p>value options under Media Mode parameter.</p> <p>MRCP Client: Updated parameters. Added note describing support for v1 and v2 speech servers.</p> <p>NETANN: Added Max Active Talkers parameter.</p> <p>VXML: Changed OutOfBand drop-down option to SIP INFO for Default Input Mode parameter. Added new Default Timeout Settings (seconds) and Default Locale Settings tables.</p> <p>MSRP: Added new section.</p> <p>Protocol: Updated with details on IPv6. Updated with details on Type of Service parameter.</p> <p>Routing: Added cross-reference to App ID section on RESTful API page.</p> <p>Monitor: Changed Meters section name to Monitor. Added new Call Groups and Graphs pages.</p> <p>SNMP: Added new section.</p> <p>Appendix B: SNMP: Added new section.</p> |
| 05-2704-009 | May 2014 | <p>Installing PowerMedia XMS: Updated list of supported operating systems and added new section for supported virtual machines.</p> <p>RPM Method: Added note that SELinux is not supported and should be disabled.</p> <p>MRCP Client: Updated note about MRCP sessions.</p> <p>Third Party ASR and TTS Engine Notes: Added new section.</p> |
| 05-2704-008 | March 2014 | <p>Updates to support PowerMedia XMS Release 2.2.</p> <p>System: Updated with Graceful Shutdown on Services page.</p> <p>Network: Added new NAT Configuration page.</p> <p>NETANN: Added new section.</p> <p>Monitor: Added new section.</p> <p>Troubleshooting PowerMedia XMS: Updated with Linux RTC Device Verification section.</p> |
| 05-2704-007 | January 2014 | <p>System: Added new Diagnostics page.</p> <p>Routing: Updated with details on regular expressions.</p> <p>Media: Updated with details on absolute paths.</p> |
| 05-2704-006 | October 2013 | <p>Updates to support PowerMedia XMS Release 2.1.</p> |

| Revision | Release Date | Notes |
|-------------|---------------|---|
| | | <p>Installing PowerMedia XMS: Added new sections for WebRTC.</p> <p>System: Updated Services and Account Manager pages.</p> <p>VXML: Added new parameters.</p> <p>MSML: Updated parameters.</p> |
| 05-2704-005 | March 2013 | <p>System: Updated with details on Time page.</p> <p>VXML: Updated with clarification that VXML is audio-only.</p> |
| 05-2704-004 | February 2013 | <p>Updates to support PowerMedia XMS Release 2.0.</p> <p>Configuring PowerMedia XMS: Added new MRCP Client, VXML, RESTful API, and HTTP Client menus. Removed the Diagnostics menu.</p> <p>System: Added new Upgrade and NFS Mount Points pages.</p> <p>MRCP Client: Added new section.</p> <p>HTTP Client: Added new section.</p> <p>VXML: Added new section.</p> <p>MSML: Added new configuration parameters.</p> <p>RESTful API: Added new section.</p> <p>Troubleshooting PowerMedia XMS: Updated with log file details for troubleshooting.</p> <p>XMSTool RESTful Utility: Updated download instructions in the Starting XMSTool section. Removed start command from the Demo/Simple Mode section. Updated the Basic Operation and Commands and Additional XMSTool Commands sections.</p> |
| 05-2704-003 | August 2012 | <p>RPM Method: Added information about the perl-core package.</p> <p>XMSTool RESTful Utility: Updated the Starting XMSTool and Demo/Simple Mode sections.</p> |
| 05-2704-002 | July 2012 | <p>Updates to support PowerMedia XMS Release 1.1. This is a 64-bit only release.</p> <p>RPM Method: Added new section.</p> <p>Configuring PowerMedia XMS: Added new Time and Backup/Restore pages to Systems menu. Added new Network menu. Renamed the Interface menu to Protocol.</p> |

| Revision | Release Date | Notes |
|------------------------------|--------------|--|
| | | XMSTool RESTful Utility : Added new section. |
| 05-2704-001 | March 2012 | Initial release of this document. |
| Last modified: November 2017 | | |

Refer to www.dialogic.com for product updates and for information about support policies, warranty information, and service offerings.

1. Welcome

This Installation and Configuration Guide provides information about installing, configuring, administering, and maintaining the Dialogic® PowerMedia™ Extended Media Server (also referred to herein as "PowerMedia XMS" or "XMS").

Refer to the *Dialogic® PowerMedia™ XMS WebRTC Demo Guide* to run WebRTC demos with PowerMedia XMS.

Related Information

See the following for additional information:

- PowerMedia XMS 3.5 documentation at <http://www.dialogic.com/manuals/xms/xms3-5>.

2. PowerMedia XMS Installation

Installing PowerMedia XMS

This section provides the steps required to successfully install PowerMedia XMS.

The following instructions pertain to the PowerMedia XMS download package, labeled as *PowerMedia-3.5.xxxx-x86_64.iso* and *dialogic_xms_3.5.xxxx.tgz* where "xxxx" indicates the version number.

There are two installation methods available: [ISO Method](#) and [RPM Method](#) (used for a CentOS or RHEL installation).

System Requirements

Regardless of the installation method used, the **minimum** and **recommended** system requirements are as follows.

| Item | Requirement |
|------------------|--|
| Hardware | Intel Architecture-based server |
| Operating System | <p>Note: 32-bit operating systems are not supported.</p> <p>ISO Method Installation:</p> <p>Community ENTERprise Operating System (CentOS) 7.x</p> <p>RPM Method Installation:</p> <p>CentOS 7.x and 6.4 (or later)</p> <p>Red Hat Enterprise Linux (RHEL) 7.x and 6.4 (or later)</p> <p>Oracle Linux 6.4</p> <p>Oracle Linux 7.2 with Unbreakable Enterprise Kernel (UEK) Release 4</p> <p>Before running the RPM Method installation, the following packages, available from the OS distributor, must first be installed:</p> <ul style="list-style-type: none">• perl-core• openssl version 1.0.1e or higher• httpd-2.2.15-60.el6.centos.4.x86_64 or higher <p>Note: If using CentOS 6.x, please ensure that the installed version (2.2.15) and release (60.el6.centos.4) of httpd is <i>httpd-2.2.15-60.el6.centos.4.x86_64</i> or higher.</p> <p>Note: The WebGUI requires a minimum version of TLS 1.2. If using CentOS 6.x, please ensure that the installed version of httpd is <i>httpd-2.2.15-60.el6.centos.4.x86_64</i> or higher. If the CentOS 6.x httpd package is not updated, the XMS installation logs will indicate that "httpd may fail to start" and the WebGUI will be unresponsive. The failure message will also appear in <i>/var/log/messages</i> when trying to start httpd or reboot the system.</p> |

| Item | Requirement |
|---|--|
| Processor | Minimum: Intel Xeon E5-1620 Quad-Core (3.60 GHz, 1600 MHz, 10 MB Cache), Intel QPI (0 GT/s) for low end solutions Recommended: Intel Xeon E5-2665 Dual Octal-Core (2.40 GHz, 1333 MHz, 20 MB Cache), 2 Intel QPI (8 GT/s) or better for performance systems |
| Ethernet | Single or Dual NIC 1000Base-TX (RJ-45) |
| Memory | Minimum: 8 GB RAM Recommended: 16 GB RAM or higher |
| Storage | Minimum: 250 GB HDD Recommended: 2 TB HDD for advanced logging |
| Note: The recommended server configuration is applicable for higher density audio solutions of 1500 or greater sessions, video transcoding solutions, or solutions utilizing virtualization. | |

Supported Virtual Machines

The supported virtual machines (VM) are as follows:

- VMware ESXi 5.x and ESXi 6.x
- Kernel Virtual Machine (KVM)
- Oracle VM
- XenServer VM

It is recommended to use two VMs when running XMS. If more than two VMs are used, there may be performance issues.

Note: Virtualization systems chosen for PowerMedia XMS should be configured for enterprise or private virtual environments that permit customization of virtual machine (VM) settings and hypervisor performance tuning. Virtual environments running PowerMedia XMS must also restrict the number of VMs hosted on a single platform to facilitate the real-time low-latency scheduling demands required for high quality media processing. Density capacity in virtual environments may vary and is generally a factor of the host platform capacity and the number of VMs running PowerMedia XMS. Generally, the aggregate density of all VMs running PowerMedia XMS will be less than the bare metal capacity of the platform.

Refer to the *Dialogic® PowerMedia® XMS Application Note: Optimizing VMware Host Hardware and Virtual Machine to Reduce Latency* for more information.

Cloud Environments

The qualified cloud environments include the following:

- Amazon Web Services (AWS)

Note: Refer to the *Dialogic® PowerMedia® XMS Application Note: Running PowerMedia XMS on Amazon Web Services* for more information.

Support for Rackspace is available as a controlled introduction for Proof of Concept (PoC), development activities, and trials. For more information, refer to the following white paper:

- *Dialogic® PowerMedia® XMS and the Rackspace Managed Cloud* at <http://www.dialogic.com/~media/products/media-server-software/download/xms-demos/Rackspace-XMS-Verification.pdf>.

Available Application Technologies

A number of application technologies are available. The [Routing](#) page from PowerMedia XMS Admin Console illustrates how different applications like MSML, NETANN, VXML, and RESTful are engaged with PowerMedia XMS based on the content of SIP URI.

Supported Web Browsers

Browser Support for PowerMedia XMS Admin Console

The following web browsers are supported:

- Mozilla Firefox
- Google Chrome
- Microsoft Internet Explorer
- Apple Safari

Browser Support for WebRTC

The following web browsers are supported:

- Mozilla Firefox
- Google Chrome

Note: Other release lines of Mozilla Firefox (Nightly) and Google Chrome (Canary) may also work. However, other release lines are subject to frequent change and may not work correctly.

SIP Softphone

A SIP softphone should also be available for system verification of audio and video media and make SIP calls into the demo applications.

See the *Dialogic® PowerMedia™ XMS Quick Start Guide* for information about setting up PowerMedia XMS and installing suitable SIP softphones.

Note: For best results, a headset should be used on both phones and browser. If echo cancellation is available for the microphone device, it should be turned on. This can be done in the Windows sound mixer.

Bria SIP Softphone

Testing has been conducted on Bria 3. Here are the settings for testing:

- Resolution on the Bria (**Softphone > Preferences > Devices > Other Devices**) can be set to either Standard (approximately CIF) or to High resolution (approximately VGA).
- Set video codec (**Softphone > Preferences > Video Codecs**) to H.264 or VP8.
- DTMF (used for the conference demo) must be delivered as SIP INFO messages for compatibility with browser DTMF. Bria setting found under **Softphone > Preferences > Calls > DTMF**.

Linphone SIP Softphone

Linphone is a free, open source SIP softphone that works with PowerMedia XMS.

Linphone can be downloaded at <http://www.linphone.org/technical-corner/linphone.html>. For best results, you should also download and install the open source H.264 video codec at <http://www.videolan.org/developers/x264.html> rather than use the default H.263 that comes with Linphone. The Windows binary version of the codec can be found at <http://nongnu.askapache.com/linphone/plugins/win32> or <http://download.savannah.gnu.org/releases/linphone/plugins/win32>.

Once you have installed Linphone and the H.264 codec, very little configuration is necessary, as a SIP registrar will not be used for verification and initial testing. Default settings should suffice for a simple LAN-based test setup. Only audio and video codecs need to be set.

Codec configuration is accomplished as follows:

1. Click **Linphone > Preferences > Codecs > Audio codecs**.
2. Disable all audio codecs except PCMU.
3. Click **Linphone > Preferences > Codecs > Video codecs**.
4. Disable all video codecs except H264.
5. Click **Done**. The Linphone is now ready to use.

PowerMedia XMS Installation Package Policy

PowerMedia XMS is delivered in two formats: an RPM-based installation packaged as a g-zipped tar (.tgz) and an ISO install package. The RPM-based package is for installing PowerMedia XMS on an existing Linux installation, while the ISO package is a complete Linux OS installation based on CentOS that has been optimized for PowerMedia XMS. Users may use either method for installation and deployment of their PowerMedia XMS based solutions.

Dialogic makes reasonable commercial efforts to keep the ISO install package up to date with the latest applicable CentOS versions and security patches. Users who want to have individual control over the specific package versions and security updates should opt to install the RPM-based package option, which would provide them with such direct control. Alternatively, the yum update functionality provided by CentOS can be used to update a system.

Dialogic has validated PowerMedia XMS against the base CentOS version detailed in the [System Requirements](#) section.

It is recommended that users apply required updates in line with their applicable security policy/policies and to ensure that the updates are tested on a non-production PowerMedia XMS server prior to deployment. It is also recommended that a system backup and rollback procedure be put into place prior to deployment, in the event that any issues arise as a result of any updates being applied in production servers. Any issue(s) affecting the operation of PowerMedia XMS due to a security update should be reported to Dialogic.

There are certain support package versions that PowerMedia XMS uses (see the list in XMS installation log *xms_install.log* produced with `xms_install.pl -t`) where it is recommended by Dialogic to stay at those versions because moving to later versions may have undesirable effects. However, if an update to one of such support package versions is required due to a security issue, it is recommended to test all updates prior to deploying on production servers.

ISO Method

The ISO installation method is a complete system installation that includes the CentOS, OS optimizations, and PowerMedia XMS software. The ISO can be installed from a DVD drive to a physical or virtual machine.

To perform the ISO method of installation, there are two options:

- Burn the .ISO image to a bootable DVD.
- Place the .ISO image in a virtual datastore and point the DVD drive to that location. This method is helpful for remote installations. Refer to [Appendix A: ISO Method for Remote Installation](#) for details.

Installation from the PowerMedia XMS installation DVD requires the following steps, which are described in detail after the procedure:

1. Download a single .ISO file, which contains CentOS and all required PowerMedia XMS software at <http://www.dialogic.com/products/media-server-software/xms>. Downloads can be found on the right side of your screen.

Note: You will be prompted to log in or sign up in order to download the software.

2. Use the .ISO image to create the PowerMedia XMS installation DVD.
3. Ensure the target system on which PowerMedia XMS will be installed is connected to your network.
4. Boot the target PowerMedia XMS system from the installation DVD. The DVD will install CentOS operating system and required software.

Caution: The PowerMedia XMS installation will reformat the system hard drive.

5. Perform licensing and configuration.

Getting and Burning the .ISO File

CentOS is an Enterprise-class Linux Distribution source that provides a simple method for quickly and easily setting up a PowerMedia XMS. Proceed as follows:

1. Download a single .ISO file, which contains CentOS and PowerMedia XMS packages. Go to <http://www.dialogic.com/products/media-server-software/xms> for information about downloading the .ISO file.
2. Using a DVD drive that has write capabilities, along with the appropriate DVD burning software, burn the .ISO image onto a bootable DVD.

Note: A bootable DVD must be created from the downloaded .ISO file rather than simply copying the file to the DVD.

Booting the System from the DVD

Caution: This installation will erase all data on the system and reformat your hard drive.

Once the bootable DVD is created, proceed as follows:

1. Insert the bootable DVD in the system drive on which the installation will be done and boot the system from the DVD.
2. Press **Enter** at the boot prompt.

Note: Do not use any other boot options or the automatic installation will not take place.

Setting the IP Address

The installation requires little interaction. The main task is to set up the IP characteristics for the XMS. The IP characteristics for the XMS are set at the start of the installation and are handled as follows:

- **DHCP** - The default setting is to set up an Ethernet interface to receive its addresses via DHCP. With this option, it is necessary that PowerMedia XMS be installed in an environment that provides a networked DHCP server to provide it with an IP address.

Note: If DHCP is used to assign an IP address, it should be configured to ensure that the IP address doesn't change between boots.

- **Static IP Address** - An Ethernet interface may also be given a static IP address. This option is preferable when setting up a server.

After the DVD is ready to be installed, the following console is used to set the IP address and perform the installation. If obtaining an IP address via DHCP, press **Enter** to automatically select the default **Install PowerMedia XMS with DHCP Networking**. If setting a static IP address, press **Tab** to edit the default network parameters ("ip=dhcp").

To edit the default network parameters ("ip=dhcp"), replace "dhcp" with the applicable network parameters. The CentOS 7 anaconda/dracut installer contains a comprehensive syntax to cover many network-related system boot options. The options given here are meant to simplify the process of setting up a static IP address by providing a common working example. Specify the parameters that you want to override. Parameters that are not entered will have their values automatically obtained. These are positional parameters that are "missing" from the syntax and indicated by double colons (::). When finished, press **Enter** to continue with the installation.

```
ip=<ip_addr>::<<gateway_addr>:<netmask>:<hostname>::none nameserver=<ip_addr>
```

Refer to the following guidelines:

- For parameters ending with "_addr", enter the ipv4 addresses.
- The first double colon (::), which is between "<ip_addr>" and "<gateway_addr>", defaults to no peer. Unlike other instances of double colons in the syntax, this double colon does not represent a missing (i.e., not entered) parameter.
- The second double colon (::), which is between "<hostname>" and "none", means the default Ethernet device is automatically obtained. The default Ethernet device is automatically obtained because the parameter was not entered.
- "none" means that a static IP address is being set up.
- It is recommended to set the DNS ("nameserver=<ip_addr>") as part of the installation. The "nameserver=" parameter is separate from the "ip=" parameter.

Refer to the following example for setting up a static IP address of 192.168.1.100 with a gateway of 192.168.1.1, a netmask of 255.255.255.0, a system name of "server.xms30.com", the default Ethernet device found on the system, and a DNS of 8.8.8.8.

```
ip=192.168.1.100::192.168.1.1:255.255.255.0:server.xms30.com::none nameserver=8.8.8.8
```

For complete information on all available parameters, refer to the "Chapter 20. Boot Options" section of the Red Hat Documentation:

http://access.redhat.com/documentation/en-US/Red_Hat_Enterprise_Linux/7/html/Installation_Guide/chap-anaconda-boot-options.html#tabl-boot-options-network-formats.

Completing the Installation

Once the IP characteristics are set, the remainder of the installation is "hands off". When the CentOS install reaches the final screen, click **Reboot** to complete the installation process.

Note: Be sure to remove the installation DVD before the final reboot is done.

RPM Method

The stand-alone RPM installation method is used for installing PowerMedia XMS on existing Linux installations. Instead of an .ISO file, the RPM distribution of PowerMedia XMS uses a gzipped tar file (.tgz). The .tgz file is extracted to a directory on the machine where the PowerMedia XMS will be installed. The PowerMedia XMS installation script is run from that directory.

The *perl-core-5.10.1-xxxxx.x86_64.rpm* package is required on the system before running the PowerMedia XMS installation script. The perl-core package is a standard package that is part of the RHEL/CentOS distribution and is normally automatically installed on virtually all systems when the operating system is installed using one or more of the RHEL/CentOS predefined package groups.

Note: However, in the case where you manually select each individual package in a RHEL/CentOS operating system installation (for example, when using a kick start file), you must ensure that the *perl-core-5.10.1-xxxxx.x86_64.rpm* is included in the list of packages. It can be installed on an RHEL or CentOS system using "yum install perl-core".

The PowerMedia XMS installation script automatically installs any prerequisite operating system packages (other than perl-core) required by the PowerMedia XMS installation script if the yum utility is used and configured to access either the operating system installation DVD or online package repositories such as RHN. If yum is not available on the system, the PowerMedia XMS installation script will print to the installation log (default: *xms_install.log*). That log contains a list of prerequisite operating system packages required to be manually installed by the user before re-running the PowerMedia XMS installation script.

Ensure that your PowerMedia XMS system firewall is configured accordingly.

Note: If using RHEL 7.x, the repository that stores the RHEL libtiff-tools package must be enabled to perform the installation. For typical installations, enable the repository using the following command:

```
subscription-manager repos --enable=rhel-7-server-optional-rpms
```

Note: If using Oracle Linux 7.x, the repository that stores the libtiff-tools package must be enabled to perform the installation. For typical installations, edit the repository files using the following command:

```
sudo yum-config-manager --enable ol7_optional_latest
```

Note: If using Amazon cloud, the repository that stores the RHEL libtiff-tools package must be enabled to perform the installation. For typical installations, enable the repository using the following command:

```
sudo yum-config-manager --enable rhui-REGION-rhel-server-extras rhui-REGION-rhel-server-optional
```

Note: Reverse Path Filtering (rp_filter) should be configured so that SIP and RTP traffic is not blocked. Refer to http://www.dialogic.com/support/helpweb/helpweb.aspx/4538/incoming_ip_traffic_not_received_by_xms/PM_XMS for more information.

Reserved Ports

The default PowerMedia XMS configuration uses the following reserved ports.

| Service | Port |
|-----------------------------------|--|
| CDR | 27017 (mongo server), 28017 (mongo restful interface), 20000 (cdrserver) |
| Event Manager | 9876 |
| HTTP | 80 |
| HTTPS | 443 |
| Licensing | 27000-27009 (licensing server, vendor daemon uses random port) |
| MRB | 12000-12010 |
| Perf Manager | 6789 (xmserver) |
| RTP Audio Media Ports (RTP, RTCP) | 49152-53151 |
| RTP Video Media Ports (RTP, RTCP) | 57344-61344 |
| SIP Signaling | 5060 |

| Service | Port |
|---|--|
| SNMP | 161, 162 (all interfaces) |
| SSH | 22 |
| Telnet | 23 |
| T.38 Fax | 56500-56999 |
| WebRTC (all processes) | 1080 |
| WebUI (nodecontroller, lighttpd, httpd) | 81, 10443, 9004 (lighttpd) 10080 (nodecontroller) |

RPM Installation and Script Options

Proceed as follows to complete the RPM installation method:

1. Extract the gzipped tar file to a directory of your choice. The chosen directory will contain a subdirectory named *dialogic_xms_m.n.r-s.tgz* where *m* indicates *major version*, *n* indicates *minor version*, *r* indicates *revision*, and *s* indicates *service update #*.
2. Run *xms_install.pl* with the desired options from the subdirectory above.

These are the available options:

- [cfg-xxx Options](#)
- [Mode Options](#)
- [General Options](#)

cfg-xxx Options

These are platform configuration options. They include the following:

```
--cfg-selinux    Disable selinux (default: ask)
--cfg-hosts      Configure /etc/hosts file (default: ask)
--cfg-prereq     Automatically install prerequisite OS packages (default: ask)
--cfg-https      Backup and replace https settings (default: ask)
```

Note: SELinux is not supported and should be disabled.

For example, to install PowerMedia XMS and automatically configure the */etc/hosts* file, use the following:

```
xms_install.pl -i --cfg-hosts
```

The *--cfg-xxx* options can be negated with *nocfg-xxxx*. For example, if the script is to ignore the */etc/hosts* file, use the following:

```
xms_install.pl -i --nocfg-hosts
```

Mode Options

```
-i or --install  Install XMS if no previous version exists (default)
-u or --update   Update XMS without affecting current configuration
-r or --remove   Remove XMS
-t or --test     Test system and report status without installing anything
```

General Options

| | |
|------------------------|---|
| -y or --yes | Answer yes to all questions |
| -h or --help: | Display this message and exit |
| -d or --distdir DIR | Directory where the XMS distribution is located |
| -l or --log or --nolog | Log (or not) results to a file (default: enabled) |
| -f or --logfile FILE | Use FILE as the log filename (default: xms_install.log) |
| -v or --verbose | Print detailed progress information (-vv very verbose) |
| -q or --quiet | Do not write anything to standard output (implies -y) |

Note: The --quiet option implies a yes answer to all questions unless --nocfg-xxxx is added to the command.

If errors occur, review the log file for error and warning information. A log file (default: *xms_install.log*) is generated automatically unless --nolog is specified.

When the installation script completes, use your browser to log in to the PowerMedia XMS Console (refer to [Log In to the Console](#)).

3. PowerMedia XMS Admin Console

Using PowerMedia XMS Admin Console

The PowerMedia XMS Admin Console (also referred to herein as "Console") is a secure web-based GUI used to manage PowerMedia XMS. The [Console](#) can be reached using a web browser and the PowerMedia XMS IP address.

If DHCP is used to provide the PowerMedia XMS IP address, it will be necessary to access the system to determine the address assigned to it. Shell access to the system may be done either by the terminal used during installation or by secure shell (ssh) access. The "root" user's default password is "powermedia". If you wish to change the password, do so before proceeding.

Note: For stand-alone RPM installations, password modification is not necessary as the installation script does not change the password to "powermedia" as it does with the .ISO install.

CentOS HTTPS Setup for Console Use

Secure HTTP is used to communicate between the administrator's browser and the PowerMedia XMS Admin Console's interface. HTTPS usually requires a [security certificate](#) linked to the provider's domain and signed by a trusted third party.

With PowerMedia XMS, it is not possible to provide a certificate tied to any one domain because the PowerMedia XMS is intended to be installed in many different situations by different administrators. For this reason, a "self-signed" (non-verified) certificate is shipped with PowerMedia XMS. The procedure for creating and installing a non-verified certificate on CentOS can be found at <http://wiki.centos.org/HowTos/Https>. The web browser used to access the Console will detect the use of this self-signed certificate and flag it as a security exception.

Access the Console directly using HTTPS by adding the IP address in browser's address space. For example, `https://<ip_address_of_eth0>`.

Note: If HTTP is used the query will be redirected to HTTPS on port 443.

Accessing the Console will trigger a security exception. Handling the security exception depends on the web browser being used. Refer to the following table for instructions when using one of the four most common browsers.

| Browser | Security Exception | Action | Comment |
|-----------------|--|---|--|
| Mozilla Firefox | Connection is not trusted | Understand the Risks/Add Exception/Confirm Security Exception | Security exception remains permanently in effect |
| Google Chrome | Site's security certificate is not trusted | Proceed Anyway | Security exception will be seen again on starting Chrome |

| Browser | Security Exception | Action | Comment |
|-----------------------------|---|----------|--|
| Microsoft Internet Explorer | Problem with website's security certificate | Continue | Security exception will be seen again on starting new Internet Explorer window |
| Apple Safari | Cannot verify identity of the website | Continue | Security exception will be seen again on starting Safari |

Recurring security exceptions can be overcome on Chrome, Internet Explorer, and Safari as follows:

1. Add mapping in the "hosts" file:
xms.localhost <xms_ip_address>
2. Add the xms.localhost certificate into the Trusted Root Certification Authorities store. Hosts may be found on Linux systems under */etc* and on Windows systems under *C:\windows\system32\drivers\etc*. This differs depending on the web browser in use.
 - **Chrome** - Crossed-out lock and https symbols will be seen when the Console screen is accessed. Click **Lock Symbol > Certificate Information > Details > Copy to File** and work through the Certificate Export Wizard to save the xms.localhost certificate. It can then be imported into Chrome. Use **Tools > Options > Under the Hood > HTTPS-SSL Manage Certificates > Trusted Root Certification Authorities** to import.
 - **Internet Explorer** - A Certificate Error will be seen next to the URL entry. Install the xms.localhost certificate using **Certificate Error > View Certificates > General Tab > Install Certificate** and work through the Certificate Import Wizard. The xms.localhost certificate will end up in the Trusted Root Certification Authorities store.
 - **Safari** - A popup warning will be seen on accessing the Console. Install the xms.localhost certificate using **Show Certificate > Install Certificate** and work through the Certificate Import Wizard. The xms.localhost certificate will end up in the Trusted Root Certification Authorities store.

Note: A permanent, publicly accessible PowerMedia XMS should have a valid certificate from a signed certificate authority. Refer to the [Guidelines for Installing a Permanent Security Certificate](#) for more information.

Guidelines for Installing a Permanent Security Certificate

A permanent, publicly accessible PowerMedia XMS should use a valid certificate from a trusted certificate authority. A large number of vendors provide security certificates. Use the following guidelines when installing a certificate from your preferred vendor:

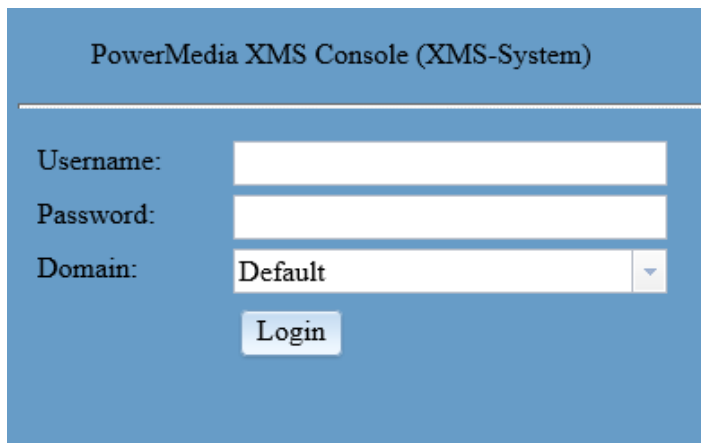
- Upon installation, the fully qualified domain name of the PowerMedia XMS is `xms.localhost`. The self-signed certificate supplied with PowerMedia XMS uses this name. Therefore, change the server name/domain.
- The web server used for the Console is Apache, version 2.2.15. There is also a `lighttpd` server on the system, but it is used for the RESTful interface to PowerMedia XMS and can be ignored.
- Secure HTTPS access is provided by `mod_ssl`, the OpenSSL interface to Apache. The OpenSSL version must be 1.0.1e or higher.
- The configuration file for the SSL Virtual Host is `/etc/httpd/conf.d/xms.conf`. Entries to modify when a purchased certificate is activated include `SSLCertificateFile`, `SSLCertificateKeyFile`, and `SSLCertificateChainFile`.

Console Login

Proceed as follows to connect to the Console:

1. Launch your web browser. In the address field, enter the IP address in URL format. For example, `https://<xms_ip_address>`.

The login page appears.



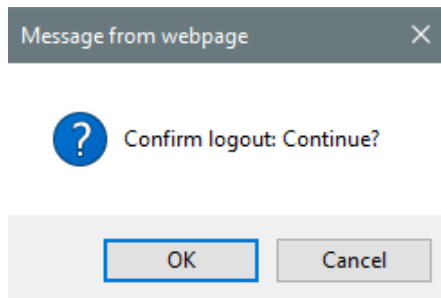
2. Choose from two login options:
 - Enter "superadmin" in the **Username** field and "admin" in the **Password** field to be granted access to all configuration functions available on the Console.
 - Enter "admin" in the **Username** field and "admin" in the **Password** field.
3. Click **Login**. After user information is authenticated, you are logged on to the initial **General** page of the **Systems** menu.

The Console is designed as follows:

- The page title at the top.
- A side-bar menu used for navigation.
- One or more tabs at the top that contain more information for each side-bar menu item.
- A display area for viewing and changing data.

The option to log out appears on each screen in the upper right-hand corner:

1. Click **logout**. Depending on your browser, a popup similar to the following appears to confirm logout.



2. Click **Cancel** to return to the Console.
3. Click **OK** to close the Console session and return to the Console's login page.

4. PowerMedia XMS Configuration

Configuring PowerMedia XMS

PowerMedia XMS configuration and operation is done through the Console. This section provides details about the Console's functionality. The side-bar menu contains the following options:

- [System](#)
- [Network](#)
- [License](#)
- [MSML](#)
- [MRCP Client](#)
- [HTTP Client](#)
- [NETANN](#)
- [VXML](#)
- [RESTful API](#)
- [MSRP](#)
- [Protocol](#)
- [Codecs](#)
- [Routing](#)
- [Tones](#)
- [Fax](#)
- [Media](#)
- [Monitor](#)
- [SNMP](#)
- [CDR](#)
- [Options](#)
- [Downloads](#)
- [Reports](#)

Note: Whenever a port is being used, configure your firewall settings to enable each port that is selected.

System

The **System** menu provides system information about the PowerMedia XMS you have logged into. Additional options are accessible via the following tabs:

- [General](#)
- [Services](#)
- [Time](#)
- [Backup/Restore](#)
- [Upgrade](#)
- [NFS Mount Points](#)
- [Maintenance](#)
- [Account Manager](#)
- [Diagnostics](#)
- [Audit Logs](#)

General

When you log in, the **General** page of the **System** menu is displayed. On this page, PowerMedia XMS operation can be verified.

| General | Services | Time | Backup/Restore | Upgrade | NFS Mount Points | Maintenance | Account Manager | Diagnostics | Audit Logs |
|-------------------|--|------|----------------|---------|------------------|-------------|-----------------|-------------|------------|
| XMS | | | | | | | | | |
| release | 3.5.17943 GA | | | | | | | | |
| state | RUNNING | | | | | | | | |
| System | | | | | | | | | |
| os release | CentOS Linux release 7.0.1406 (Core) | | | | | | | | |
| os version | Linux 3.10.0-123.el7.x86_64 | | | | | | | | |
| uptime | 0 days 11 hours 57 minutes 22 seconds | | | | | | | | |
| cpu load | T1=32.709999 , T5=28.48 ,T15=27.559999 | | | | | | | | |
| memory | total:15886 MB used:6445 MB | | | | | | | | |
| System Storage | | | | | | | | | |
| /dev/sda2 (/) | total: 10230 MB, used: 4592 MB | | | | | | | | |
| /dev/sda5 (/var) | total: 83980 MB, used: 66310 MB | | | | | | | | |
| /dev/sda1 (/boot) | total: 124 MB, used: 74 MB | | | | | | | | |
| System Time | | | | | | | | | |
| time | Tue Oct 17 11:51:00 2017 | | | | | | | | |
| zone | America/New_York | | | | | | | | |

The following information is provided.

| Item | Description |
|----------------|--|
| XMS | Displays release name and state of the PowerMedia XMS. |
| System | Displays the operating system release and version, and provides the uptime, CPU load, memory, and disk space used. Note: The T1, T5, and T15 values indicate the CPU load averages over 1, 5, and 15 minutes as reported by "top". |
| System Storage | Displays storage metrics, used and total KB, and names. |
| System Time | Displays the current time and time zone. |

Services

The option to restart services, stop services, or perform graceful shutdown is available from the **Services** page of the **System** menu. You can also view which services are currently running.

To restart services, click **Restart**. Verify that all services have started.

To stop services, click **Stop**. The **Overall Status** will change from RUNNING to WAITING to stop services. Services are stopped when the Status column changes from RUNNING to STOPPING.

To perform graceful shutdown, click **Graceful Shutdown**. This shuts down the media server gracefully, without intrusively terminating established calls. When activated, all active calls will remain connected for a configurable grace period length of time. Any new ingress call attempts are rejected and result in a 503 Service Unavailable response.

An additional feature is supported to allow calls initially established with a special SIP extension header (X-Call-Group) to remain active and process ingress calls containing a SIP header that references an active call group. When using this feature, new ingress calls that contain a SIP extension header referencing an active call group identifier (e.g., a party requesting to connect to a conference established with a unique X-Call-Group number) will get processed normally. All other call attempts will get rejected with a 503 Service Unavailable response. When the grace period expires, the system will forcefully terminate all sessions and shut down.

The **OS Services** section allows the user to configure optional XMS operating system service components. The adaptor service interacts with the MRB and allows the MRB to monitor the XMS. If using the MRB, enable the **On-Boot Enabled** option in order for the adaptor service to start automatically when the machine is restarted. The **Status** option reflects the current (running/stopped) status of the service, and can be used to dynamically start or stop the service independently of the **On-Boot Enabled** option.

Click **Refresh** to reload the **Services** page.

| | | | | | | | | | |
|---------|----------|------|----------------|---------|------------------|-------------|-----------------|-------------|------------|
| General | Services | Time | Backup/Restore | Upgrade | NFS Mount Points | Maintenance | Account Manager | Diagnostics | Audit Logs |
|---------|----------|------|----------------|---------|------------------|-------------|-----------------|-------------|------------|

Overall Status: **RUNNING**

Graceful Shutdown Timeout (seconds):

Mandatory Services:

| Service Name | Description | Status |
|--------------|-------------------------------|---------|
| hmp | Media Processing Service | RUNNING |
| broker | Message Routing Service | RUNNING |
| xmsserver | Signaling and Media Service | RUNNING |
| appmanager | Application Interface Service | RUNNING |

Optional Services:

| Service Name | Description | On Start Enabled | Status |
|--------------|---|-------------------------------------|---------|
| eventmanager | Event Manager | <input checked="" type="checkbox"/> | RUNNING |
| perfmanager | Performance Manager | <input checked="" type="checkbox"/> | RUNNING |
| httpclient | HTTP Client | <input checked="" type="checkbox"/> | RUNNING |
| mrcpclient | MRCP Client | <input checked="" type="checkbox"/> | RUNNING |
| rtcweb | RTCWeb Signaling Service | <input checked="" type="checkbox"/> | RUNNING |
| xmsrest | RESTful Call/Media Control Service | <input checked="" type="checkbox"/> | RUNNING |
| netann | NETANN Service | <input checked="" type="checkbox"/> | RUNNING |
| vxml | VXML Service | <input checked="" type="checkbox"/> | RUNNING |
| msml | MSML Service | <input checked="" type="checkbox"/> | RUNNING |
| msrpservice | MSRP Service | <input checked="" type="checkbox"/> | RUNNING |
| faxservice | Fax Service | <input type="checkbox"/> | STOPPED |
| verification | System/Application Verification Service | <input checked="" type="checkbox"/> | RUNNING |
| xmssysstats | System Statistics Collector Service | <input type="checkbox"/> | STOPPED |
| cdrserver | CDR Service | <input type="checkbox"/> | STOPPED |
| wsapiserver | WS Api Server | <input type="checkbox"/> | STOPPED |
| xmscd | Metrics Export Service | <input type="checkbox"/> | STOPPED |

OS Services:

| Service Name | Description | On Boot Enabled | Status |
|--------------|---------------------|-------------------------------------|-------------------------------------|
| adaptor | MRB Adaptor Service | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

Time

The **Time** page of the **System** menu displays the system's current date, time, and time zone, and allows an administrator to change date and time parameters.

| | | | | | | | | | |
|---------|----------|-------------|----------------|---------|------------------|-------------|-----------------|-------------|------------|
| General | Services | Time | Backup/Restore | Upgrade | NFS Mount Points | Maintenance | Account Manager | Diagnostics | Audit Logs |
|---------|----------|-------------|----------------|---------|------------------|-------------|-----------------|-------------|------------|

Current date and time: Thu Oct 27 09:14:14 2016
NTP Daemon: ntpd

☒ Synchronize date and time over the network

New NTP Server

Add

NTP Servers

| Server Address | iburst | MAX Poll | MIN Poll | Action |
|-----------------------|--------|----------|----------|--------|
| 0.centos.pool.ntp.org | true | 10 | 6 | Delete |
| 1.centos.pool.ntp.org | true | 10 | 6 | Delete |
| 2.centos.pool.ntp.org | true | 10 | 6 | Delete |

Note: Double click on the cell to edit

Time Zone: America/New_York

Note: Stop the XMS services to edit the Time Zone parameter

☒ System clock uses UTC

Apply

The following information is provided.

| Item | Description |
|---|--|
| Synchronize date and time over with the network | Keep the system's date and time synced using Network Time Protocol (NTP). Otherwise, allow the date/time to be manually set. |
| Server Address | Name or IP address of NTP server. |
| iburst | When the server is unreachable and at each poll interval, send a burst of eight packets instead of the usual one. This is designed to speed the initial synchronization acquisition. |
| MAX Poll | Maximum poll interval for NTP messages, in seconds, to the power of two. |
| MIN Poll | Minimum poll interval for NTP messages, in seconds, to the power of two. |
| Action | The option to delete an item is available. |

| Item | Description |
|-----------------------|--|
| System clock uses UTC | Keep the system's hardware clock in UTC/GMT or local time. |

If the **Synchronize date and time over with the network** option is not selected, the date and time may be set manually to the desired value. Otherwise, it provides the option to add or delete NTP servers. NTP servers may be added, deleted, or edited. To edit the NTP servers, double-click the cell to make changes.

The system's **Time Zone** may be changed using the drop-down list, and the system's hardware clock mode (UTC/GMT or local time) may be selected.

Note: System services must be stopped before any changes made on this screen are applied.

Backup/Restore

The **Backup/Restore** page of the **System** menu provides the option to perform system backup and to restore configurations.

Note: The backup and restore process is intended to save time if reinstalling the same XMS release or if replicating a configuration across several XMS systems of the same version. It should not be used to preserve settings across XMS system upgrades. To perform a system upgrade, follow the upgrade process as outlined in the [Upgrade](#) section. The upgrade process automatically preserves and migrates configuration file settings in accordance with the requirements of the updated release.

| | | | | | | | | | |
|---------|----------|------|-----------------------|---------|------------------|-------------|-----------------|-------------|------------|
| General | Services | Time | Backup/Restore | Upgrade | NFS Mount Points | Maintenance | Account Manager | Diagnostics | Audit Logs |
|---------|----------|------|-----------------------|---------|------------------|-------------|-----------------|-------------|------------|

System Backup

Upload System Restore File (*.gz)

Browse

Overwrite Existing File? ☐

Upload

System Backup Files:

| File Name | Restore | Download | Delete |
|----------------------------------|--|---|---|
| xmsbackup-20161027-091616.tar.gz | <div style="border: 1px solid #ccc; padding: 2px 10px; background-color: #e0e0e0;">Restore</div> | <div style="border: 1px solid #ccc; padding: 2px 10px; background-color: #e0e0e0;">Download</div> | <div style="border: 1px solid #ccc; padding: 2px 10px; background-color: #e0e0e0;">Delete</div> |

System Backup

Proceed as follows to create a system backup:

1. Click **System Backup** to create a system backup file.
2. Once created, the system backup file will be listed in **System Backup Files**.

Restore Backup

Proceed as follows to restore a system backup:

1. Click **Browse** from the **Upload System Restore File** section to access a system backup file that has been downloaded.
2. Once you select the system backup file, click **Upload**. After the upload completes, the system backup file will be listed in the **System Backup Files** section.
3. Locate the appropriate system backup file and click **Restore**.

Note: If there is already a system backup file listed in the **System Backup Files** section, you can click **Restore** on the appropriate system backup file.

Note: Operating system settings (such as DNS, time zone, etc.) are not saved or restored.

Upgrade

The **Upgrade** page of the **System** menu provides the option to upgrade the system by uploading a system upgrade package.

| | | | | | | | | | |
|---------|----------|------|----------------|----------------|------------------|-------------|-----------------|-------------|------------|
| General | Services | Time | Backup/Restore | Upgrade | NFS Mount Points | Maintenance | Account Manager | Diagnostics | Audit Logs |
|---------|----------|------|----------------|----------------|------------------|-------------|-----------------|-------------|------------|

Upload System Upgrade Package (*.tgz)

Overwrite Existing File? ☐

System Upgrade Package:

| File Name | Upgrade | Delete |
|-----------------------------------|--|---------------------------------------|
| dialogic_xms_trunk.14270-0.c6.tgz | <input type="button" value="Upgrade"/> | <input type="button" value="Delete"/> |

Upgrade Status:

None

System Upgrade

Proceed as follows to upgrade the system:

1. Click **Browse** from the **Upload System Upgrade Package** section to access a system upgrade package file (.tgz) that has been downloaded.
2. Once you select the system upgrade package file, click **Upload**. After the upload completes, the system upgrade package file will be listed in the **System Upgrade Package** section.
3. Locate the appropriate system upgrade package file and click **Upgrade**.

Note: If there is already a system upgrade package file listed in the **System Upgrade Package** section, you can proceed to click **Upgrade** on the appropriate system upgrade package file; the web page may timeout/restart as a result.

Note: The *xms_install.log* file is placed in the /tmp directory.

NFS Mount Points

The **NFS Mount Points** page of the **System** menu allows Network File System (NFS) version 4 file systems, offered by external servers, to be mounted on PowerMedia XMS. Resources used by PowerMedia XMS, such as media files or VXML scripts, can be kept on an external file server but may be needed for handling calls. NFS mount will allow for this.

The NFS server must be correctly configured to allow mounting of its file system on the PowerMedia XMS NFS client. This is outside the scope of this document.

| | | | | | | | | | |
|---------|----------|------|----------------|---------|-------------------------|-------------|-----------------|-------------|------------|
| General | Services | Time | Backup/Restore | Upgrade | NFS Mount Points | Maintenance | Account Manager | Diagnostics | Audit Logs |
|---------|----------|------|----------------|---------|-------------------------|-------------|-----------------|-------------|------------|

New NFS Mount Point:

| | |
|-----------------------|----------------------|
| Server Share Location | <input type="text"/> |
| Mount Point | <input type="text"/> |
| Mount Options | defaults |

Add

NFS Mount Points List

| | Server Share location | Mount Point | Options | Mount |
|--------------------------|-----------------------|-------------|---------|-------|
| <input type="checkbox"/> | | | | |

DeleteApply

Adding a Mount Point

Multiple mounts may be defined. Each is individually added, and will then be displayed in the **NFS Mount Points List** section.

1. Enter the **Server Share Location**. Typically, this will consist of the IP address of the server, followed by a colon, followed by a location in the exported file system. For example, if the NFS server exports `/var/lib/media/en-US`, the **Server Share Location** `192.168.1.100:/` will mount the contents of the en-US directory at the given **Mount Point**.
2. Change the default **Mount Options** ("defaults") if desired. See the **Mount Options** section of the [nfs\(5\) Linux man page](#) for other possible settings.
3. Enter the **Mount Point**. This will be a directory in the PowerMedia XMS file system. A typical example would be `/mnt`. The **Mount Point** must already exist in the PowerMedia XMS file system or the mount operation will time out. It may be necessary to manually add mount points by logging into PowerMedia XMS using ssh.
4. Click **Add** to execute the mount operation. The mounted file system is activated.

Note: Even after removing and reinstalling PowerMedia XMS, the previously added mount points will still be listed in the **NFS Mount Points List** section.

Deleting a Mount Point

Mounted file systems are deleted by checking off the file system row in the **NFS Mount Points List** section and clicking **Delete**. The file system will be unmounted and the row will be deleted from the list.

Maintenance

The **Maintenance** page of the **System** menu provides the option to reboot or shut down the PowerMedia XMS.

| | | | | | | | | | |
|---------|----------|------|----------------|---------|------------------|--------------------|-----------------|-------------|------------|
| General | Services | Time | Backup/Restore | Upgrade | NFS Mount Points | Maintenance | Account Manager | Diagnostics | Audit Logs |
|---------|----------|------|----------------|---------|------------------|--------------------|-----------------|-------------|------------|

Server

☐ Reboot
☐ Shutdown

WARNING:

The server shutdown and reboot will happen immediately and all current calls will be lost.

To reboot the PowerMedia XMS, click the **Reboot** radio button and then click **Apply**.

To shut down the PowerMedia XMS, click the **Shutdown** radio button and then click **Apply**.

Note: Once you click **Apply**, the reboot or shut down action occurs immediately and all current calls are lost.

Account Manager

The **Account Manager** page of the **System** menu provides options to manage accounts.

The PowerMedia XMS supports the following access levels (roles):

- **superadmin** - able to change the configuration of the PowerMedia XMS and execute administrative tasks. The role description includes read, write, and domain/user creation privileges.

Note: A "superadmin" level account can disable any account and delete "admin" and "viewer" level accounts, but cannot delete other "superadmin" level accounts without modifying their role first to "admin" and "viewer".

- **admin** - able to monitor the PowerMedia XMS, but cannot change configurations or execute administrative tasks. The role description includes read/write only privilege.
- **viewer** - able to view the PowerMedia XMS, but cannot change configurations or execute administrative tasks. The role description includes read only privilege.

Functions that are available to "superadmin", "admin", and "viewer" are noted as such. To delete an account, click **Delete**. To create a new account, click **New** and refer to [Create a New User Account](#). To edit an existing account, click **Edit**. When changing the password, the old password is required for verification prior to entering the new password. To refresh the account list, click **Refresh**. To set the password policy, click **Password Policy** and refer to [Set the Password Policy](#).

| | | | | | | | | | |
|---------|----------|------|----------------|---------|------------------|-------------|------------------------|-------------|------------|
| General | Services | Time | Backup/Restore | Upgrade | NFS Mount Points | Maintenance | Account Manager | Diagnostics | Audit Logs |
|---------|----------|------|----------------|---------|------------------|-------------|------------------------|-------------|------------|

| Accounts: | | | | | |
|-----------------------|------------|----------|------------|---|-------------------------------------|
| Selection | Username | Password | Role | Role Description | Status |
| <input type="radio"/> | superadmin | ***** | superadmin | Read, Write and Domain/User Creation Privileges | <input checked="" type="checkbox"/> |
| <input type="radio"/> | admin | ***** | admin | Read/Write Only Privilege | <input checked="" type="checkbox"/> |
| <input type="radio"/> | viewer | ***** | viewer | Read Only Privileges | <input checked="" type="checkbox"/> |

Create a New User Account

Proceed as follows to create a new user account. Up to 20 new user accounts can be created.

Note: The account being created will have configure and provisioning permissions but will not have administrative permissions.

1. Click **New**. The **New Account Editor** dialog box will appear.

New Account Editor ✕

Username:

New Password:

Re-enter New Password:

User Role:

Super Admin ▾

2. Enter a username and password in the corresponding **Username** and **Password** fields. The account being set up is a user account and not an administrative account.
3. Click **Apply** and the object and the new user will appear under the admin icon in the configuration tree.
4. Once the account has been created, log in to the newly created account.
5. Click **logout** in the upper right-hand corner of the page to log out of PowerMedia XMS.

Set the Password Policy

Proceed as follows to set the password policy.

1. Click **Password Policy**. The **Password Policy Settings** dialog box will appear.

Password Policy Settings

Password Policy Parameters

| | |
|-----------------------------------|-----|
| Min length: | 5 |
| Max length: | 20 |
| Expiration (Days): | 90 |
| Username in password: | Yes |
| Password Change on First Login: | No |
| Login Failed Max: | 5 |
| Login Failed Threshold (Minutes): | 2 |
| Lockout Duration (Minutes): | 0 |

Password Categories

| | |
|-----------------------|----------|
| Min categories: | 1 |
| At least one digit: | Optional |
| Lower case character: | Optional |
| Upper case character: | Optional |
| Non Alphanumeric: | Optional |

Apply Close

Password Policy Parameters

2. In the **Min length** field, enter the minimum length of the password.
3. In the **Max length** field, enter the maximum length of the password.
4. In the **Expiration (Days)** field, enter the number of days when the password expires.
5. In the **Username in password** field, select **Yes** to allow username in the password or **No** to prohibit username in the password.
6. In the **Password Change on First Login** field, select **Yes** to enable password change on the first login or **No** to disable password change on the first login. When enabled, previously created accounts are not prompted to change their password.
7. In the **Login Failed Max** field, enter the maximum amount of failed login attempts before the account is locked out. The locked out functionality does not apply for a superadmin level account.

8. In the **Login Failed Threshold (Minutes)** field, enter the threshold (in minutes) of time in between failed login attempts.
9. In the **Lockout Duration (Minutes)** field, enter the duration (in minutes) of time that the account remains locked out before automatically becoming unlocked. If the value is set to "0", the account will remain locked until a superadmin level account unlocks it manually.

Password Categories

10. In the **Min categories** field, select the minimum number of password categories.
11. In the **At least one digit** field, select **Mandatory** to require at least one digit or **Optional** to disable.
12. In the **Lower case character** field, select **Mandatory** to require a lowercase character or **Optional** to disable.
13. In the **Upper case character** field, select **Mandatory** to require an uppercase character or **Optional** to disable.
14. In the **Non Alphanumeric** field, select **Mandatory** to require a non-alphanumeric character or **Optional** to disable.
15. Click **Apply** to save changes or click **Close** to abort the operation.

Note: The **Min Categories** defines how many password categories must be satisfied. Setting any category to **Mandatory** makes that category a required category to be satisfied.

If the **Min categories** is set to **3** and all the categories are set to **Optional**, any three of the four categories must be satisfied.

If the **Min categories** is set to **3** and one character category is set to **Mandatory**, three of the four categories must be satisfied, with one of the three being the category that is set to **Mandatory**.

Diagnostics

The **Diagnostics** page of the **System** menu provides the option to set the logging level for the PowerMedia XMS. Refer to the *Dialogic® PowerMedia™ Diagnostics Guide* for more information.

Service Log Levels

Set

▼

Apply

| Service Name | Log File Size (MB) | Rotate Log Files | Logging Level |
|----------------|--------------------|------------------|---------------|
| appmanager | 10 | 100 | DEBUG |
| broker | 10 | 100 | DEBUG |
| cdrserver | 10 | 100 | DEBUG |
| eventmanager | 10 | 100 | DEBUG |
| faxservice | 10 | 100 | DEBUG |
| httpclient | 10 | 100 | DEBUG |
| mrcpclient | 10 | 100 | DEBUG |
| msml | 10 | 100 | DEBUG |
| msrpservice | 10 | 100 | DEBUG |
| netann | 10 | 100 | DEBUG |
| nodecontroller | 10 | 100 | DEBUG |
| perfmanager | 10 | 100 | DEBUG |
| rtcweb | 10 | 100 | DEBUG |
| sysmonitor | 10 | 100 | INFO |
| verification | 10 | 100 | DEBUG |
| vxml | 10 | 100 | DEBUG |
| wsapiserver | 10 | 100 | DEBUG |
| xmserver | 10 | 100 | DEBUG |
| xmsrest | 10 | 100 | DEBUG |
| xmssysstats | 10 | 100 | DEBUG |

Download Diagnostics
Purge All Logs

Proceed as follows to configure the **Diagnostics** parameters.

| Parameter | Description | Valid Values |
|----------------|--|---|
| Logging | | |
| Service Name | The name of the internal services and protocols. | The services include xmserver, nodecontroller, appmanager, etc. The protocols include MSML, NETANN, VXML, etc. |

| Parameter | Description | Valid Values |
|--------------------|---|---|
| Logging Level | <p>When troubleshooting issues, additional information can be obtained in the logs by setting the logging level to one of five values.</p> <p>Refer to PowerMedia XMS Troubleshooting for additional information.</p> | <p>Use the drop-down list to select one of the following valid values:</p> <ul style="list-style-type: none"> • NOTICE: Top logging level and provides references such as "System Started" type messages. • ERROR: Includes NOTICE level prints and provides known error conditions (e.g., "Engine level API FAILURES"). This is the lowest logging level. • WARNING: Includes NOTICE+ERROR prints and flags references that are not errors but could point to potential issues depending on their context. • INFO: Includes NOTICE+ERROR+WARNING prints and provides informational level logging (e.g., new call notification prints). • DEBUG: Includes NOTICE+ERROR+WARNING+INFO prints and provides lower level verbose prints that Dialogic Engineering uses to help trace a problem within the system. This is the highest logging level. |
| Log File Size (MB) | Sets the desired log file size in megabytes. | Range is 1 to 1000. |
| Rotate Log Files | Sets the number of files to keep during a service rotation. | Range is 1 to 100. To keep an unlimited number of files during a service rotation, enter "0". |

The default PowerMedia XMS log location is `/var/log/xms`.

Click **Set** and then **Apply** to save changes.



The log files can be cleared by clicking the **Purge All Logs** button.

The diagnostics can be downloaded to your system by clicking the **Download Diagnostics** button.

Download Logs x

Options

Include System Diagnostics ☒

| Archive Name | Operations |
|---------------------------------|---|
| xms-diag-20161027_101152.tar.gz |   |

Generate Archive
Close

Click **Generate Archive** to generate the diagnostics archive. The diagnostics archive file can be downloaded or deleted through the **Operations** column.

Audit Logs

The **Audit Logs** page of the **System** menu provides the capability to view the audit logs that capture the Console and RESTful Management changes performed by users. By default, the records of the audit logs are displayed when the user navigates to the page. The management requests are stored in an internal database and made available through the Console or retrieval commands for viewing or filtering.

The audit logs will store timestamp, IP address, username, request method, request path, and request content for management configuration functions so that administrators can audit the system configuration.

The user can provide a pattern to look for in the filter selected in the database. For example, if the user decides to view records of a particular IP address, select **IP Address** from the drop-down list in the **Filter** field and enter a pattern that matches the IP address in the **Pattern** field.

The pattern can simply be a substring of the pattern desired (no need for regular expression or wildcard). For example, you could enter 10.20.120 to see the exchanges from the systems on that subnet. Since the audit logs are now displayed on the page, the user would have information on what pattern to enter.

The audit logs can be exported as a csv file by clicking the **Export CSV** button.

| General | Services | Time | Backup/Restore | Upgrade | NFS Mount Points | Maintenance | Account Manager | Diagnostics | Audit Logs |
|----------------------------|--------------|------------|----------------|--|----------------------|--|-----------------|-------------|------------|
| Filter | | TimeStamp | Pattern | | 20 Logs per Page | | Apply | Export CSV | |
| TimeStamp | IP Address | UserName | Request Method | Request Path | Request Content Type | Request Content | | | |
| 2016-10-27 10:31:14.267552 | 10.20.120.21 | superadmin | POST | /logs/archivelog | application/json | {\"downloadLogOptions\":{\"system_diagnostics\":true}} | | | |
| 2016-10-27 10:31:01.925006 | 10.20.120.21 | superadmin | DELETE | /system/upgrade/dialogic_xms_trunk_14270-0.c6.tgz | | | | | |
| 2016-10-27 10:30:59.027019 | 10.20.120.21 | superadmin | DELETE | /system/backup/xmsbackup-20161027-091616.tar.gz | | | | | |
| 2016-10-27 10:30:39.531749 | 10.20.120.21 | superadmin | PUT | /services | application/json | {\"graceful_shutdown_timeout\":120} | | | |
| 2016-10-27 10:25:35.439350 | 10.20.120.21 | superadmin | DELETE | /logs/archivelog/rmDwnldArchiveLog/xms-diag-20161027_101152.tar.gz | | | | | |
| 2016-10-27 10:25:14.225539 | 10.20.120.21 | superadmin | DELETE | /system/debug/purge/AllLog | | | | | |
| 2016-10-27 10:23:19.416698 | 10.20.120.21 | superadmin | PUT | /system/debug | application/json | {\"global\": {\"Name\":\"global\",\"log_level\":\"DEBUG\",\"log_maxsize\":10,\"log_maxfiles\":100},\"S [{\"Name\":\"appmanager\",\"log_level\":\"DEBUG\",\"log_maxsize\":10,\"log_maxfiles\":10}, {\"Name\":\"broker\",\"log_level\":\"DEBUG\",\"log_maxsize\":10,\"log_maxfiles\":100}, {\"Name\":\"cdrserver\",\"log_level\":\"DEBUG\",\"log_maxsize\":10,\"log_maxfiles\":100}, {\"Name\":\"eventmanager\",\"log_level\":\"DEBUG\",\"log_maxsize\":10,\"log_maxfiles\":100}, {\"Name\":\"faxservice\",\"log_level\":\"DEBUG\",\"log_maxsize\":10,\"log_maxfiles\":100}, {\"Name\":\"httpclient\",\"log_level\":\"DEBUG\",\"log_maxsize\":10,\"log_maxfiles\":100}, {\"Name\":\"mircpclient\",\"log_level\":\"DEBUG\",\"log_maxsize\":10,\"log_maxfiles\":100}, {\"Name\":\"msmli\",\"log_level\":\"DEBUG\",\"log_maxsize\":10,\"log_maxfiles\":100}, {\"Name\":\"msrpservice\",\"log_level\":\"DEBUG\",\"log_maxsize\":10,\"log_maxfiles\":10}, {\"Name\":\"netann\",\"log_level\":\"DEBUG\",\"log_maxsize\":10,\"log_maxfiles\":100}, {\"Name\":\"nodecontroller\",\"log_level\":\"DEBUG\",\"log_maxsize\":10,\"log_maxfiles\":100}, {\"Name\":\"perfmanager\",\"log_level\":\"DEBUG\",\"log_maxsize\":10,\"log_maxfiles\":100}, {\"Name\":\"rticweb\",\"log_level\":\"DEBUG\",\"log_maxsize\":10,\"log_maxfiles\":100}, {\"Name\":\"sysmonitor\",\"log_level\":\"DEBUG\",\"log_maxsize\":10,\"log_maxfiles\":100}, {\"Name\":\"verification\",\"log_level\":\"DEBUG\",\"log_maxsize\":10,\"log_maxfiles\":100}, {\"Name\":\"vxmli\",\"log_level\":\"DEBUG\",\"log_maxsize\":10,\"log_maxfiles\":100}, {\"Name\":\"wsapiserver\",\"log_level\":\"DEBUG\",\"log_maxsize\":10,\"log_maxfiles\":100}, {\"Name\":\"xmsserver\",\"log_level\":\"DEBUG\",\"log_maxsize\":10,\"log_maxfiles\":100}, {\"Name\":\"xmsrest\",\"log_level\":\"DEBUG\",\"log_maxsize\":10,\"log_maxfiles\":100}, {\"Name\":\"xmsstats\",\"log_level\":\"DEBUG\",\"log_maxsize\":10,\"log_maxfiles\":100}]} | | | |

The following information is displayed:

- TimeStamp
- IP Address
- UserName
- Request Method
- Request Path
- Request Content Type
- Request Content

The total number of audit logs is displayed. To help navigate the list of audit logs, **Next** and **Prev** buttons are available.

Click **Apply** (or press **Enter**) to display or refresh the audit logs.

Note: The **UserName** is unknown when requests come through as RESTful Management commands.

Note: The **Request Content** is not stored when uploading license files, system upgrade packages, and system backup files due to their large size.

Network

From the **Network** menu, you can view and change the [Interface Configuration](#), [DNS Configuration](#), and [NAT Configuration](#).

Note: This **Network** menu applies to system network settings, while the **Protocol** menu applies to PowerMedia XMS network settings.

Interface Configuration

The **Interface Configuration** page is used to configure the IPv4/IPv6 network devices. The table displays the number of network devices and their IPv4/IPv6 configurations in the system.

| Interface Name | IPv4 Address | IPv6 Address | Mac Address | Status | Action |
|----------------|--------------|--------------|-------------|--------|--------------------------|
| eth0 | | | | active | <button>DISABLE</button> |

Changing network settings may disconnect your XMS admin session. Be prepared to log in again !!!

Click **Interface Name** to display the **Active** network device configuration dialog box.

Note: Having one adaptor with a valid IPv4/IPv6 address is required.

eth0 Configuration

Interface Name:

☒ Active
☐ Use DHCP

| | IPv4 | IPv6 |
|-----------------|----------------------|----------------------|
| Address | <input type="text"/> | <input type="text"/> |
| Subnet / Prefix | <input type="text"/> | <input type="text"/> |
| Default Gateway | <input type="text"/> | <input type="text"/> |

Apply Cancel

If the **Use DHCP** check box is not checked, the static IPv4/IPv6 configurations are provided. Click **Apply** to save changes.

Note: The **Default Gateway** field should be the same for all interfaces since it is a system property and enables the creation of the default route. It is mandatory to set this to the same value for all interfaces.

Important Note: IPv6 Settings

Removing or disabling the IPv6 address from any of the listed interfaces can result in unexpected behavior under certain conditions. Specifically, if some services are configured to bind to IPv6 addresses, removing the IPv6 addresses from the interface may result in those services becoming unresponsive.

A proper procedure is to reconfigure all such services to not use the IPv6 networking and then disable/remove the IPv6 from the interface.

The following services can be configured to use IPv6, and therefore may be inadvertently affected if IPv6 addresses are removed from the interfaces without performing the proper procedure outlined above:

- MRCP Client
- VXML
- RESTful Interface
- MSRP
- SIP
- SNMP

DNS Configuration

The DNS Client is configured using the **DNS Configuration** page.

| | | |
|--------------------------------------|--------------------------|-------------------|
| Interface Configuration | DNS Configuration | NAT Configuration |
| General | | |
| Hostname | <input type="text"/> | |
| DNS search path | <input type="text"/> | |
| IPv4 | | |
| Primary DNS | <input type="text"/> | |
| Secondary DNS | <input type="text"/> | |
| Tertiary DNS | <input type="text"/> | |
| IPv6 | | |
| Primary DNS | <input type="text"/> | |
| Secondary DNS | <input type="text"/> | |
| Tertiary DNS | <input type="text"/> | |
| <input type="button" value="Apply"/> | | |

Proceed as follows to configure the **DNS Configuration** parameters in the **General** section:

1. In the **Hostname** field, enter the name of the host machine.
2. In the **DNS search path** field, enter the search path for DNS.
3. Click **Apply** to save changes.

Proceed as follows to configure the **DNS Configuration** parameters in the **IPv4** and **IPv6** sections:

1. In the **Primary DNS** field, enter the primary DNS IP address.
2. In the **Secondary DNS** field, enter the secondary DNS IP address.
3. In the **Tertiary DNS** field, enter the tertiary DNS IP address.
4. Click **Apply** to save changes.

NAT Configuration

PowerMedia XMS supports the ability to set the external IP address of the system. This is a useful feature when PowerMedia XMS is installed behind a firewall or Network Address Translation (NAT) device that is not address aware. Such is the case when installed in private networks, public or private clouds, or any network configuration in which its endpoints are not publicly accessible. The feature allows users to enter the public facing external IP address either manually (if known) or by discovery when running PowerMedia XMS in the Amazon EC2 public cloud. In the latter case, the system will query the EC2 cloud with the local IP address for the corresponding external address associated with machine image. After the external address is obtained, either entered manually or dynamically retrieved, the system will use the external address for all subsequent IP media transactions. Current support is for IPv4 addresses only.

| Interface Configuration | DNS Configuration | NAT Configuration |
|---|-------------------|-------------------|
| <div><h3>Media</h3><p><input checked="" type="radio"/> Direct connection to the Internet</p><p><input type="radio"/> Behind NAT (Specify gateway IP below)</p><p>Public IP address: <input type="text"/></p><p><input type="radio"/> EC2 (public-ipv4)</p><p><input type="checkbox"/> Remote NAT Traversal</p><p><input type="button" value="Apply"/></p></div> | | |
| <div><h3>Signaling</h3><p><input checked="" type="radio"/> Direct connection to the Internet</p><p><input type="radio"/> Behind NAT (Specify gateway IP below)</p><p>Public IP address: <input type="text"/></p><p><input type="radio"/> EC2 (public-ipv4)</p><p><input type="button" value="Apply"/></p></div> | | |

Proceed as follows to configure the **NAT Configuration** parameters:

Media

1. If the system is publicly accessible and has direct connection to the Internet, click the **Direct connection to the Internet** radio button. This is the default.
2. If the system is behind a firewall or NAT device that is not address aware, click the **Behind NAT (Specify gateway IP below)** radio button and enter the public facing external IP address manually (if known) in the **Public IP address** field.
3. If the system is in the Amazon EC2 public cloud, click the **EC2 (public-ipv4)** radio button to query the EC2 cloud with the local IP address for the corresponding external address associated with machine image.
4. In the **Remote NAT Traversal** field, click the check box to specify if remote NAT traversal is enabled. When enabled, PowerMedia XMS will automatically detect if a client SIP end point is behind a NAT and update the IP address that audio and video RTP data is streamed to. This is done by comparing the negotiated remote IP address with the actual remote IP address that RTP packets are received from. If the call contains video, PowerMedia XMS will take precautions to get valid media as soon as possible. This functionality is required for SIP end points that do not support STUN/ICE negotiations.
5. Click **Apply** to save changes.

Signaling

1. If the system is publicly accessible and has direct connection to the Internet, click the **Direct connection to the Internet** radio button. This is the default.
2. If the system is behind a firewall or NAT device that is not address aware, click the **Behind NAT (Specify gateway IP below)** radio button and enter the public facing external IP address manually (if known) in the **Public IP address** field.
3. If the system is in the Amazon EC2 public cloud, click the **EC2 (public-ipv4)** radio button to query the EC2 cloud with the local IP address for the corresponding external address associated with machine image.
4. Click **Apply** to save changes.

License

From the **License** menu, you can view the **License Manager** page. The **License Manager** page provides the License Node ID, which is required to obtain a PowerMedia XMS 3.x License, and options to view available licenses, browse for new licenses, and add, activate, or delete licenses. The primary method of activation is interactive through use of the Console. To activate your license, you must have access to the license file from the License Certificate or via an email from Dialogic.

PowerMedia XMS comes with a 4-port verification license to get started. The name of the license file is *verification.lic*. This evaluation license is not intended to provide access to all product capability.

Note: As of PowerMedia XMS Release 3.5, the LBR Audio codecs (G.723, G.726, G.729ab, or iLBC), the GSMAMR Audio codecs (GSM-FR, GSM-EFR, or AMR-NB), and the AMR-WB codec are no longer enabled in the verification license. Please contact Dialogic inside sales (insidesales@dialogic.com) for a trial license with these codec capabilities.

When another license is enabled, the verification license automatically becomes inactive.

Note: Each MRB will create a utility call to each PowerMedia XMS that it is load balancing. If the MRB configuration is high availability (HA), there will be two utility calls on each PowerMedia XMS (one for each MRB). These utility calls will use one basic audio license each (one signaling and one RTP resource).

PowerMedia XMS evaluation software can be requested by filling out a form through the Dialogic website at <http://www.dialogic.com/xms/xms-download>.

The **License Features** section of the **License Manager** page provides a view of license features and the number of active licenses in use. The **License Node ID** provides the 33-byte License Node ID required to obtain a PowerMedia XMS 3.x License. The **Licenses** section provides a list of licenses available on PowerMedia XMS. To toggle between disabling and enabling the license, click the check box to the left of the license name to select a license, and then click **ENABLE** or **DISABLE** in the **Action** column.

Note: Mixing verification, trial, and permanent licenses are not allowed; however, multiple purchased licenses can be active at the same time. This is known as additive licensing.

License Manager

Licensed Features:

| Feature | Active Licenses |
|-----------------------|-----------------|
| Advanced Video | 4 |
| Basic Audio | 4 |
| Fax | 0 |
| GSMAMR Audio | 4 |
| HD Voice | 4 |
| High Resolution Video | 4 |
| LBR Audio | 4 |
| MRB | 1 |
| MRCP Speech Server | 4 |
| MSRP | 4 |

License Node ID
8D2635D134D0643EEA6D6C227A0996F31

Add License (*.lic)

Overwrite Existing File? ☐

| Licenses: | | | | | |
|--------------------------|----------------------------------|--------------|-----------|--------|--|
| Selection | License Name | Type | Expires | Status | Action |
| <input type="checkbox"/> | verification.lic | Verification | permanent | active | <input type="button" value="DISABLE"/> |

Activate the PowerMedia XMS 3.x License

The License Node ID on the **License Manager** page is required to obtain a PowerMedia XMS 3.x License. Proceed as follows to activate the PowerMedia XMS 3.x License using the 33-byte License Node ID:

1. After PowerMedia XMS installation is complete, retrieve the License Node ID from the **License Manager** page in the PowerMedia XMS Admin Console or from the RESTful Management API.
2. Use the License Node ID to generate the license file.
3. Apply and activate the license file.

Note: If upgrading from PowerMedia XMS 2.x to PowerMedia XMS 3.x, PowerMedia XMS 2.x licenses must be upgraded to use the 33-byte License Node ID. Customers with valid support agreements can upgrade their license through the Dialogic Product Center with a valid account or by contacting an authorized Dialogic distributor.

Add a License

Proceed as follows to add a license in the **Add License** section:

1. Click **Browse** to access available licenses that have been downloaded to the PowerMedia XMS on which your web browser is running.
2. Once you select the license, click **Upload**.
3. Restart services using the **System > Services** page to apply changes to the licensing.

Delete a License

Proceed as follows to delete a license in the **Licenses** section:

1. Click in the check box to the left of the license you wish to delete.
2. Once you select the license, click **Delete**.
3. Restart services using the **System > Services** page to apply changes to the licensing.

MSML

The Media Server Markup Language (MSML) interface (RFC 5707) uses SIP INFO messages to send MSML script payloads. The **MSML** menu contains the following tabbed pages: **MSML Configuration** and **MSML Advanced Configuration**.

MSML Configuration

| MSML Configuration | | MSML Advanced Configuration | |
|---|---|-----------------------------|--|
| MSML (RFC5707) Protocol General: | | | |
| Content Type: | <input type="text" value="xml"/> | | |
| Encoding: | <input type="text" value="utf-8"/> | | |
| MSML Schema Validation: | <input type="checkbox"/> | | |
| Media Parameters: | | | |
| HTTP Caching: | <input checked="" type="checkbox"/> | | |
| Media Mode Selection: | <input checked="" type="checkbox"/> Audio <input checked="" type="checkbox"/> Video <input type="checkbox"/> Message <input type="checkbox"/> G.711 Fax <input type="checkbox"/> T.38 Fax | | |
| Conferencing Parameters: | | | |
| Enable AGC By Default: | <input type="checkbox"/> | | |

Proceed as follows to configure the **MSML Configuration** parameters:

| Parameter | Description | Valid Values |
|--|---|--|
| MSML (RFC5707) Protocol General | | |
| Content Type | Specifies the SIP INFO Content-Type header that will be used in SIP INFO responses. | Use the drop-down list to select one of the following valid values: <ul style="list-style-type: none"> • xml (default) • msml+xml |
| Encoding | Specifies XML encoding. | Use the drop-down list to select one of the following valid values: <ul style="list-style-type: none"> • utf-8 (default) • us-ascii |
| MSML Schema Validation | Controls activation of the XML validation of the media control message body. Validation is performed based on the <i>msml.xsd</i> XML schema definition file. Note: This parameter is MIPs intensive and is recommended during application development and troubleshooting, and not for normal operation. | Click the check box to enable or disable. MSML Schema Validation is disabled by default. Note: Due to a limitation in the Xerces schema validation library included in the supported Linux distributions, the schema for MSML speech and namespace extensions (xml:lang) remain disabled as they require fetching of external (http://) files. To avoid validation failures, ensure that the schema validation is disabled. |
| Media Parameters | | |
| HTTP Caching | Controls a caching mechanism to improve performance when servicing network and remote file operations. | Click the check box to enable or disable. HTTP Caching is disabled by default (does not perform caching; all network requests result in remote access). |

| Parameter | Description | Valid Values |
|--------------------------------|---------------------------------------|--|
| Media Mode Selection | Specifies the MSML media mode. | <p>Click one or more check boxes to enable or disable each valid media value:</p> <ul style="list-style-type: none"> • Audio • Video • Message • G.711 Fax • T.38 Fax <p>Note: The interaction between the license, codec, and media mode parameter combinations are shown in the Media Mode Combinations table.</p> |
| Conferencing Parameters | | |
| Enable AGC By Default | Enables automatic gain control (AGC). | <p>Click the check box to enable or disable AGC by default.</p> <p>This is disabled by default.</p> |

Click **Apply** to save changes.

Note: The system services must be restarted for the changes to take effect.

Media Mode Combinations

The following table shows the interaction between the license, codec, and media mode parameter combinations.

| License | Codecs | Media Mode | Delayed Offer Call Result |
|---------|--------|------------|---|
| A | A | A | Pass |
| A | A | A/V | Fail - 503 Service Unavailable. |
| A | A/V | A | N/A - Not possible to be configured, since video codecs are removed when license is audio only. |
| A | A/V | A/V | N/A - Not possible to be configured, since video codecs are removed when license is audio only. |

| License | Codecs | Media Mode | Delayed Offer Call Result |
|---------|--------|------------|---|
| A/V | A | A | Pass |
| A/V | A | A/V | Fail - 503 Service Unavailable. |
| A/V | A/V | A | Pass |
| A/V | A/V | A/V | Pass |
| A/V | A/V | V | Pass |
| A/V | A | V | Fail - 503 Service Unavailable. |
| A/V | V | V | Pass - Call initiated with video only. |
| A | A | V | Fail - 503 Service Unavailable. |
| A | AV | V | N/A - Not possible to be configured, since video codecs are removed when license is audio only. |
| A | V | V | N/A - Not possible to be configured, since video codecs are removed when license is audio only. |
| V | V | V | Fail - 590 Destination Unreachable (Port Unreachable) ICMP message. The Destination port is 5060. |
| V | A | V | N/A - Not possible to be configured, since audio codecs are removed when license is video only. |
| V | A/V | V | N/A - Not possible to be configured, since audio codecs are removed when license is video only. |

MSML Advanced Configuration

| MSML Configuration | | MSML Advanced Configuration | |
|---|--|-----------------------------|---|
| Special Modes: | | | |
| Clear Digit Buffer (cleardb): | | RFC 5707 | ▼ |
| DTMF Start Timer: | | <input type="checkbox"/> | |
| DTMF Detection Mode: | | RFC2833 | ▼ |
| Parallel Processing of Overlapped INFO: | | <input type="checkbox"/> | |
| Alarms: | | | |
| Audio RTP Timeout: | | <input type="checkbox"/> | |
| Audio RTCP Timeout: | | <input type="checkbox"/> | |
| Video RTP Timeout: | | <input type="checkbox"/> | |
| Video RTCP Timeout: | | <input type="checkbox"/> | |

Apply

Proceed as follows to configure the **MSML Advanced Configuration** parameters in the **Special Modes** section:

1. In the **Clear Digit Buffer (cleardb)** field, use the drop-down list to select a value. The following values are provided.

| Clear Digit Buffer (cleardb) Values | Description |
|-------------------------------------|--|
| RFC 5707 | Default option. For <play>, cleardb defaults to false if not specified in the request, and for <dtmf/collect>, cleardb defaults to true. |
| Default True | When cleardb is not specified in the request, it defaults to true for both <play> and <dtmf/collect>. |
| Default False | When cleardb is not specified in the request, it defaults to false for both <play> and <dtmf/collect>. |
| Force True | Regardless of what is specified in the request, cleardb will always be treated as true for both <play> and <dtmf/collect>. |
| Force False | Regardless of what is specified in the request, cleardb will always be treated as false for both <play> and <dtmf/collect>. |

2. To enable **DTMF Start Timer**, click the check box.
3. In the **DTMF Detection Mode** field, use the drop-down list to select the value. Valid values are RFC2833, IN-BAND, or SIP INFO.
4. To enable **Parallel Processing of Overlapped INFO**, click the check box. This option controls how overlapped INFO requests are processed. When this option is enabled, INFO requests begin processing as soon as they are received. The requests are processed in parallel on separate threads and may complete out of order. If required, synchronization between operations in separate INFO requests must be handled at the application server. When this option is disabled (default), the received INFO requests are queued per call and are processed sequentially in the order received. An INFO message on a given call is fully completed before the next queued request is started.
5. Click **Apply** to save changes.

Proceed as follows to configure the **MSML Advanced Configuration** parameters in the **Alarms** section:

1. To enable **Audio RTP Timeout**, **Audio RTCP Timeout**, **Video RTP Timeout**, and **Video RTCP Timeout**, click the associated check boxes.
2. Click **Apply** to save changes.

Note: The system services must be restarted for the changes to take effect.

MRCP Client

The Media Resource Control Protocol (MRCP) is used by PowerMedia XMS as an interface to Automatic Speech Recognition (ASR) and Text-to-Speech (TTS) systems. MRCP provides an easy way to build voice user interfaces, allowing a grammar to be built for speech input and providing a way to easily translate text into voice prompts without reading and recording them. The **MRCP Client** menu from the Console is used to configure the PowerMedia XMS client side of the MRCP server.

Global Configuration

The **Global Configuration** page is used to configure the MRCP Client.

| Global Configuration | |
|--------------------------------------|---------|
| Speech Server Configuration | |
| MRCP Client IP Address(es) | 0.0.0.0 |
| Connection Retry Interval (seconds) | 10 |
| Connection Retry Count | 3 |
| Server Recovery Delay (minutes) | 5 |
| Maximum Sessions Count | 100 |
| UDP Retransmit Timer (msecs) | 100 |
| UDP Retransmit Count | 2 |
| <input type="button" value="Apply"/> | |

Proceed as follows to configure the **Global Configuration** parameters:

1. In the **MRCP Client IP Address(es)** field, enter the local IP address to be used for the MRCP Client. The IP address can be IPv4.
2. In the **Connection Retry Interval (seconds)** field, enter the keep alive interval for connection with speech server.
3. In the **Connection Retry Count** field, enter the keep alive count for connection with the speech server.
4. In the **Server Recovery Delay (minutes)** field, enter the delay in minutes before a failed speech server is attempted again.
5. In the **Maximum Sessions Count** field, enter the maximum number of MRCP sessions supported.

Note: The **Maximum Sessions Count** field should be set to the number of desired active sessions. Each active session supports both ASR and TTS. The number of active sessions should not exceed the number of MRCP licenses.

6. In the **UDP Retransmit Timer (msecs)** field, enter the amount of time (in milliseconds) between retransmissions when using UDP for the transport of the MRCP signaling.
7. In the **UDP Retransmit Count** field, enter the maximum number of retransmissions before a request is considered failed when using UDP for the transport of the MRCP signaling.
8. Click **Apply** to save changes.

Speech Server Configuration

The **Speech Server Configuration** page is used to configure the speech server.

Global Configuration

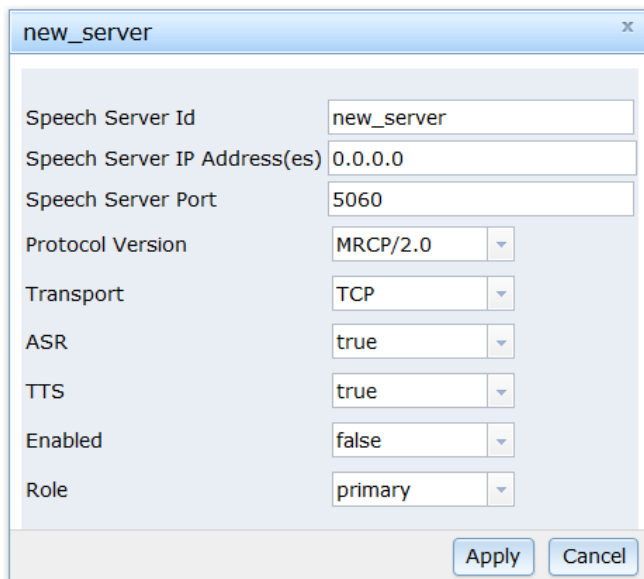
Speech Server Configuration

| Speech Server Id | Status | Role | Action |
|------------------|---------|---------|--------|
| new_server | Disable | primary | Delete |
| sample | Disable | primary | Delete |

Add

Proceed as follows to add a speech server and to configure its parameters:

1. Click **Add**. The following dialog box will appear.



The screenshot shows a dialog box titled 'new_server' with a close button (X) in the top right corner. The dialog contains several configuration fields, each with a label and a corresponding input field or dropdown menu. The fields are: 'Speech Server Id' with the value 'new_server'; 'Speech Server IP Address(es)' with the value '0.0.0.0'; 'Speech Server Port' with the value '5060'; 'Protocol Version' with a dropdown menu showing 'MRCP/2.0'; 'Transport' with a dropdown menu showing 'TCP'; 'ASR' with a dropdown menu showing 'true'; 'TTS' with a dropdown menu showing 'true'; 'Enabled' with a dropdown menu showing 'false'; and 'Role' with a dropdown menu showing 'primary'. At the bottom right of the dialog, there are two buttons: 'Apply' and 'Cancel'.

2. In the **Speech Server Id** field, enter the speech server identification for MRCP.
3. In the **Speech Server IP Address(es)** field, enter the IP address of the MRCP server to connect to. The IP address can be IPv4/IPv6.
4. In the **Speech Server Port** field, enter the IP port of the MRCP server to connect to.
5. In the **Protocol Version** field, select **MRCP/1.0** or **MRCP/2.0** from the drop-down list to indicate the protocol version.
6. In the **Transport** field, select **UDP** or **TCP** from the drop-down list to indicate the SIP transport protocol.

Note: For SIP usage only. Once the session is established, MRCP uses TCP.

7. In the **ASR** field, select **true** or **false** from the drop-down list to enable Automatic Speech Recognition for this speech server.
8. In the **TTS** field, select **true** or **false** from the drop-down list to enable Text-to-Speech usage for this speech server.
9. In the **Enabled** field, select **true** or **false** from the drop-down list to enable this speech server.

Note: Mixing V1 and V2 speech servers is not supported. V1 and V2 servers can appear in the configuration concurrently, however, only servers of one or the other version can be enabled concurrently. For example, if enabling V2 servers, all V1 servers must first be disabled.

10. In the **Role** field, select **primary** or **backup** from the drop-down list to indicate the role to use.

When executing MRCP operations, PowerMedia XMS will load balance requests to primary speech servers (round robin). If all primary speech servers are unavailable, configured backup speech servers will be used. Attempts will be made to recover primary speech servers according to the **Server Recovery Delay (minutes)** field from **Global Configuration** parameters.

Note: When no primary server is enabled and an attempt is made to enable a backup server, the backup server state is reverted to disabled. At least one primary server must be enabled before a backup server is enabled.

11. Click **Apply** to save changes.

PowerMedia XMS supports load balancing and failover as follows:

- If more than one primary speech server is configured, each primary server will be automatically load balanced by the MRCP Client. The MRCP Client accesses each primary server in a round robin fashion thereby ensuring an even distribution of requests among all primary servers.
- If a primary server fails to respond to a given request, the request will be attempted on the next configured primary server.
- If all primary servers configured fail to respond to a given request, the request will be attempted on each backup server configured until a successful transaction is achieved.
- When a backup server is being used, recovery of primary servers will be attempted in accordance to the configured primary server recovery timer.

HTTP Client

The **HTTP Client** menu opens to the **HTTP Client Configuration** page, which is used to configure cache on the HTTP Client.

| HTTP Client Configuration | | |
|--|------------------------------------|--|
| MAX AGE (seconds) | <input type="text" value="60"/> | |
| MAX STALE (seconds) | <input type="text" value="0"/> | |
| HTTP CACHE | <input type="text" value="YES"/> ▼ | |
| HTTP CACHE SIZE | <input type="text" value="1000"/> | |
| Low Speed Threshold (bytes per second) | <input type="text" value="1"/> | |
| Low Speed Timeout (seconds) | <input type="text" value="20"/> | |
| Connection Timeout (seconds) | <input type="text" value="10"/> | |
| DNS Cache Timeout (seconds) | <input type="text" value="60"/> | (-1: entries never expire , 0: disabled) |
| <input type="button" value="Apply"/> | | |

Proceed as follows to configure the **HTTP Client Configuration** parameters:

1. In the **MAX AGE (seconds)** field, enter the maximum amount of time in seconds that a file will be cached.
2. In the **MAX STALE (seconds)** field, enter the maximum amount of time in seconds that is allowed before a cached file becomes stale.
3. In the **HTTP CACHE** field, select **YES** to enable cache or **NO** to disable cache from the drop-down list.
4. In the **HTTP CACHE SIZE** field, enter the cache size limit (MB) when **HTTP CACHE** is enabled.
5. In the **Low Speed Threshold (bytes per second)** field, enter the transfer speed threshold in bytes per second. A value of 0 disables this parameter and implies 0 in the **Low Speed Timeout** parameter. Default value is 1.
6. In the **Low Speed Timeout (seconds)** field, enter the number of seconds the transfer speed must stay below the **Low Speed Threshold** parameter for a timeout event to be triggered. A value of 0 disables this parameter and implies 0 in the **Low Speed Threshold** parameter. Default value is 20.
7. In the **Connection Timeout (seconds)** field, enter the connection timeout in seconds. Default value is 10 seconds. The connection timeout is the amount of time in seconds that the XMS HTTP Client will wait for a connection to be established to an external web server before timing out.
8. In the **DNS Cache Timeout (seconds)** field, enter the DNS cache timeout in seconds. If "0" is entered, the DNS cache timeout is disabled. If "-1" is entered, the DNS cache entries never expire.
9. Click **Apply** to save changes.

NETANN

Network Announcement (NETANN) is an announcement server that can be directed to play media files and put callers into a conference by adding directives to the SIP URL used to contact PowerMedia XMS. The **NETANN** menu opens to the **NETANN Configuration** page, which is used to configure NETANN media and conference settings.

| NETANN Configuration | |
|--------------------------------------|-----------------|
| Global Settings: | |
| Media Type | Audio and Video |
| Conference Settings: | |
| Max Conference Parties | 500 |
| Max Active Talkers | 3 |
| Max Audio Conferences | 1000 |
| Max Video Conferences | 100 |
| Video Conference Regions | Automatic |
| <input type="button" value="Apply"/> | |

Proceed as follows to configure the **NETANN Configuration** parameters:

1. In the **Media Type** field, select the media type to configure from the drop-down list. When the NETANN service answers incoming SIP calls, it will use this media type in the SDP negotiation. Valid values are Audio and Video or Audio.
2. In the **Max Conference Parties** field, enter the maximum number of parties in the conference.
3. In the **Max Active Talkers** field, enter the maximum number of active talkers in the audio mix.
4. In the **Max Audio Conferences** field, enter the maximum number of audio conferences.
5. In the **Max Video Conferences** field, enter the maximum number of video conferences.
6. In the **Video Conference Regions** field, select the number of regions in the video conference from the drop-down list. Valid values are 1 to 9 or Automatic.
7. Click **Apply** to save changes.

VXML

Voice Extensible Markup Language (VoiceXML or VXML) is an integral part of PowerMedia XMS. VXML is designed for creating dialogs that feature synthesized speech, digitized audio, speech recognition and DTMF key input, speech recording, telephony, and mixed initiative conversations.

VXML Interpreter Configuration

The **VXML Interpreter Configuration** page is used to configure **General Settings** and **Web Server Settings** for the VXML Interpreter.

| Vxml Interpreter Configuration | | VXML Application Configuration |
|--|--|--------------------------------|
| General Settings: | | |
| Allow Call Transfer | <input checked="" type="checkbox"/> | |
| Initial URI | file:///var/lib/xms/vxml/www/vxml/index.vxml | |
| DTMF Mode | RFC2833 | |
| Default Input Mode | dtmf voice | |
| Max Channels | 2000 | |
| VXML App Logs Enabled | <input type="checkbox"/> | |
| XSI Schema Validation Disabled | <input type="checkbox"/> | |
| Default Timeout Settings (seconds): | | |
| ASR Complete Timeout | 0.8 | |
| ASR Incomplete Timeout | 1 | |
| Max Speech Timeout | 15 | |
| Inter-digit Timeout | 3 | |
| No Input Timeout | 3.4 | |
| Default Locale Settings: | | |
| Grammar Locale | en-US | |
| Prompt Locale | en-US | |
| Record Locale | en-US | |
| Builtin Locale | en-US | |
| Web Server Settings: | | |
| Static Content Directory | /var/lib/xms/vxml/www | |
| IP Address(es) | 127.0.0.1 | |
| Port | 9002 | |
| User Name | | |
| Password | | |
| Call Placer Settings: | | |
| Call Placer Encoded | <input type="checkbox"/> | |
| <input type="button" value="Apply"/> | | |

General Settings

Proceed as follows to configure the **General Settings** parameters.

| Parameter | Description | Valid Values |
|---------------------|---|---|
| Allow Call Transfer | Specifies whether call transfers are allowed. | Use the drop-down list to select one of the following valid values: <ul style="list-style-type: none"> true false |

| Parameter | Description | Valid Values |
|--------------------|--|---|
| Initial URI | URI of the initial page to execute when receiving or making a call. The value must be a full URI because relative URIs are not allowed. Both HTTP and local file URIs are supported. In the latter case, the file:// protocol specifier must precede the path. | Enter the initial URI. Default value is <i>file:///var/lib/xms/vxml/www/vxml/index.vxml</i> . |
| DTMF Mode | Sets the DTMF mode. | Use the drop-down list to select one of the following valid values: <ul style="list-style-type: none"> • RFC2833 • SIP INFO • InBand |
| Default Input Mode | Sets the default input mode. | Use the drop-down list to select one of the following valid values: <ul style="list-style-type: none"> • dtmf voice • dtmf • voice |

| Parameter | Description | Valid Values |
|--------------------------------|---|--|
| Max Channels | <p>Maximum number of VXML Interpreter channels to be used simultaneously. Each channel runs as a separate thread within the VXML Interpreter executable.</p> <p>Actual resources increase only according to the real needs.</p> <p>Note: The resources used for a channel may not be available immediately after a call is disconnected because the VXML Interpreter can continue processing dialogs on behalf of a call. To avoid call rejection due to busy resources, it is generally recommended to add twenty percent (20%) more channels than the total concurrent number of calls PowerMedia XMS is expected to handle.</p> | 1 - 1024 (depending on machine capabilities) |
| VXML App Logs Enabled | Specifies whether to enable VXML application logging. | <p>Use the drop-down list to select one of the following valid values:</p> <ul style="list-style-type: none"> • true • false |
| XSI Schema Validation Disabled | Specifies whether to disable XSI schema validation. | <p>Use the drop-down list to select one of the following valid values:</p> <ul style="list-style-type: none"> • true • false |

Default Timeout Settings (seconds)

Proceed as follows to configure the **Default Timeout Settings (seconds)** parameters.

| Parameter | Description | Valid Values |
|------------------------|--|--|
| ASR Complete Timeout | Sets the default value of the VXML complete timeout property in seconds. | 0.2sec - 10s Default value is 0.8s. |
| ASR Incomplete Timeout | Sets the default value of the VXML incomplete timeout property in seconds. | 0.2s - 10s Default value is 1s. |
| Max Speech Timeout | Sets the maximum default value of the VXML timeout property in seconds. | Default value is 15s. |
| Inter-digit Timeout | Sets the default value of the VXML interdigit timeout property in seconds. | 0 - 600s Default value is 3s. |
| No Input Timeout | Sets the default value of the VXML timeout property in seconds. | 0.05s - 20000s Default value is 3.4s. |

Default Locale Settings

Proceed as follows to configure the **Default Locale Settings** parameters.

| Parameter | Description | Valid Values |
|----------------|---|----------------------------|
| Grammar Locale | Sets the default RFC 3066 language identifier to use for grammar. | Default language is en-US. |
| Prompt Locale | Default system language. The value should be a language-identifier as per RFC 3066. It can have a particular voice name appended, for example, en-US-Crystal. | Default language is en-US. |
| Record Locale | Affects the default storage location of the recordings in the PowerMedia XMS media directories. | Default language is en-US. |
| Builtin Locale | Controls the locale of the built-in generic audio prompts. | Default language is en-US. |

Web Server Settings

The web server is used to fetch local VXML documents using *http://protocol* instead of *absolute file://* and to receive the application server requests, if any.

Proceed as follows to configure the local **Web Server Settings** parameters:

1. In the **Static Content Directory** field, enter the location where the VXML pages are stored.
2. In the **IP Address(es)** field, enter the local IP address to use or LOCALHOST with 127.0.0.1. Also, entering ANY can be used to allow access with any IP address although not recommended.
3. In the **Port** field, enter the port number. Default value is 9002.
4. In the **User Name** field, enter the username to log in, if any.
5. In the **Password** field, enter the password to log in, if any.
6. Click **Apply** to save changes.

Call Placer Settings

Select **Call Placer Encoded** to enable VXML outbound SIP calls. Refer to the *Dialogic® PowerMedia™ XMS VoiceXML Reference Guide* for more information.

VXML Application Configuration

The **VXML Application Configuration** page is used to configure the VXML application.

| Pattern | Initial URI | Logging |
|---------|-------------|---------|
|---------|-------------|---------|

Buttons: Delete, Add, Apply

To add a new VXML application to the **VXML Application Configuration** page, click **Add**. The following dialog box will appear.

New VXML Application

Pattern :

Initial URI :

Logging :

Buttons: Apply, Cancel

Proceed as follows to configure the **VXML Application Configuration** parameters:

1. In the **Pattern** field, enter the regular expression that will be compared to the user part of the call request URI. Do not include sip: or rtc: in the pattern. For example, if the incoming call URI is sip:test123@examplexms.com, the regular expression pattern ^test.* will be a match and the configured initial URI will be executed.
2. In the **Initial URI** field, enter the initial URI for this VXML application.
3. In the **Logging** field, select **true** or **false** from the drop-down list to enable the logging for this VXML application.
4. Click **Apply** to save changes.

Note: When a new VXML application is added, it is automatically added to the bottom of the routing rules table on the **Routing > Routes** page. The routing rules are matched against an incoming call request URI in the order shown on the **Routes** page. The routing rules should be ordered from most specific to least specific. Check the **Routes** page to verify and adjust the order of the new VXML application rule so that it is ordered higher than any existing routing rule that might also match the incoming call. Otherwise, VXML calls to the desired VXML application may not get routed as expected. Refer to the [Routing](#) section for details.

RESTful API

The **RESTful API** menu opens to the **RESTful API Configuration** page, which is used to configure several aspects of the RESTful call control and media API.

RESTful API Configuration

XMS RESTful Web Server HTTP Port:

☒ **Enable RESTful Web Server HTTP Port**

XMS RESTful Web Server HTTPS Port:

☒ **Enable RESTful Web Server HTTPS Port**

☐ **Enable RESTful Services for IPv6**

New Application ID

Trusted Application IDs

| App Id | Status | Action | |
|--------|--------|--|---------------------------------------|
| app | enable | <input type="button" value="Disable"/> | <input type="button" value="Delete"/> |

Proceed as follows to configure the **RESTful API Configuration** parameters.

Port

The port number is used by the lighttpd web server, which services the RESTful API.

If the service needs to be run on a port other than the default ports, this may be configured in the **XMS RESTful Web Server Port** field. Enter the new port and click **Apply**.

RESTful Services for IPv6

Click the **Enable RESTful Services for IPv6** check box. This enables RESTful services to bind to an IPv6 address, provided that IPv6 is enabled on the operating system.

Application ID

Application IDs are used in the **Routes** page to map a SIP URL to a specific application. The enabled Application IDs are available from the **Application** drop-down list on the **Routes** page.

To add an Application ID to the **Trusted Application IDs** section, enter the name in the **New Application ID** field. Click the **Add** button. The ID will be added to the **Trusted Application IDs** section. The ID will be enabled by default.

It may be disabled but kept in the list by clicking **Disable**. It can be re-enabled by clicking **Enable**. The entry can be entirely removed from the list by clicking **Delete**.

Click **Apply** to save changes.

Note: The system services must be restarted for the changes to take effect.

MSRP

The Message Session Relay Protocol (MSRP) is a session-oriented instant message transport protocol. These sessions are used to provide peer-to-peer file or text transfer, photo sharing, or chat services. The **MSRP** menu opens to the **MSRP Configuration** page. The **MSRP Configuration** page is used to configure the MSRP service.

| MSRP Configuration | |
|--------------------------------------|--|
| Global Settings: | |
| MSRP Address(es) | <input type="text" value="0.0.0.0"/> |
| MSRP Port | <input type="text" value="2855"/> |
| Transport | TLS <input type="checkbox"/> Accept Unencrypted Connections <input type="checkbox"/> |
| Max Payload Size | <input type="text" value="2048"/> |
| Response delay | <input type="text" value="30"/> |
| Connection Timeout | <input type="text" value="30"/> |
| Success Report | <input checked="" type="checkbox"/> |
| Failure Report | <input type="text" value="yes"/> |
| File Path | <input type="text" value="/var/lib/xms/media/en-US"/> |
| Allow Absolute Paths | <input type="checkbox"/> |
| <input type="button" value="Apply"/> | |

Proceed as follows to configure the **MSRP Configuration** parameters:

1. In the **MSRP Address(es)** field, enter the local address(es) to be used for MSRP.
Note: IPv4 or IPv6 addresses are allowed. Only one address must be configured. If more than one address is entered, use a comma, semi-colon, or space to separate each address.
2. In the **MSRP Port** field, enter the MSRP port number. Default value is 2855. Range is 1-65535.
3. In the **Transport** field, click the check box to specify if **TLS** is enabled and if **Accept Unencrypted Connections** is enabled.
4. In the **Max Payload Size** field, enter the maximum size of MSRP payloads supported in bytes. Default value is 2048 bytes. Must be greater than 0.
5. In the **Response delay** field, enter the response delay time in seconds. Default value is 30 seconds. Must be greater than 0.
6. In the **Connection Timeout** field, enter the connection timeout in seconds. Default value is 30 seconds. Must be greater than 0. The connection timeout is the amount of time in seconds that the MSRP transport connection will be left open while in an idle state.
7. In the **Success Report** field, click the check box to indicate if there is a success report. A success report is an end-to-end report that is sent by the receiver to indicate if a successful MSRP message (SEND) exchange has occurred.
8. In the **Failure Report** field, select **yes**, **no**, or **partial** from the drop-down list to indicate if there is a failure report. A failure report is a hop-to-hop report that notifies the user app when a SEND failure has occurred. Default value is yes.
9. In the **File Path** field, enter the file path for media files. Default value is */var/lib/xms/media/en-US*.
10. In the **Allow Absolute Paths** field, click the check box to specify if absolute paths are enabled.
11. Click **Apply** to save changes.

Protocol

The **Protocol** menu contains the following tabbed pages: **SIP** and **RTP**.

Note: This **Protocol** menu applies to PowerMedia XMS network settings, while the [Network](#) menu applies to system network settings.

SIP

The **SIP** page is used to configure the **IPv4 Address**, **IPv6 Address**, **Port**, **Transport**, **Session Timeout (seconds)**, and **Restrict Access to Specified Host** information.

| SIP | RTP |
|--|-------------------------------------|
| IPv4 Address: | DEFAULT |
| IPv6 Address: | DISABLE |
| Port: | 5060 |
| Transport: | UDP |
| Session Timeout (seconds): | 1800 |
| Telephone Events: | 0-15 |
| Enable SIP Precondition: | <input type="checkbox"/> |
| Enable User Agent: | <input checked="" type="checkbox"/> |
| Send 180 Response: | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> Restrict Access to Specified Host | |
| <input type="button" value="Apply"/> | |

The following information is provided.

| Item | Description |
|--------------|---|
| IPv4 Address | <p>Specifies the SIP IPv4 address. The following values are available from the drop-down list:</p> <ul style="list-style-type: none"> DEFAULT - This value causes xmserver to use the first non-local address reported by the OS. This will allow a new ISO installation to boot and take SIP or WebRTC calls. For further testing or production, the default should always be replaced with the explicit IP address of the desired Ethernet interface (not an Ethernet device name) on the system. DISABLE - This value disables this parameter. |
| IPv6 Address | <p>Specifies the SIP IPv6 address. The following values are available from the drop-down list:</p> <ul style="list-style-type: none"> DEFAULT - This value causes xmserver to use the first non-local address reported by the OS. This will allow a new ISO installation to boot and take SIP or WebRTC calls. For further testing or production, the default should always be replaced with the explicit IP address of the desired Ethernet interface (not an Ethernet device name) on the system. DISABLE - This value disables this parameter. |
| Port | Specifies the SIP listening port. Default value is 5060. |

| Item | Description |
|-----------------------------------|--|
| Transport | <p>Displays the transport protocol. The following protocols are available from the drop-down list:</p> <ul style="list-style-type: none"> • UDP (User Datagram Protocol) • TCP (Transmission Control Protocol) • UDP_TCP (User Datagram Protocol - Transmission Control Protocol) |
| Session Timeout (seconds) | <p>Specifies the session timeout in seconds. Default value is 1800.</p> <p>An application must indicate to use the Session Timeout parameter in its initial INVITE offer. Otherwise, if an application does not indicate to use the Session Timeout parameter and there is no BYE for the session, the call will not be refreshed when the value of the Session Timeout parameter is met and the call will remain active indefinitely.</p> |
| Telephone Events | Specifies the telephone events. Default value is 1-15. |
| Enable SIP Precondition | <p>Handles SIP calls in order to hold off session establishment until the SIP preconditions are met.</p> <p>Click the check box to enable SIP precondition.</p> |
| Enable User Agent | Includes the User-Agent header in outgoing SIP messaging when selected. |
| Send 180 Response | Includes the 180 Ringing response to invites. When deselected, the 180 Ringing response is not sent. |
| Restrict Access to Specified Host | Restricts access to a specified host when selected. |

Changing the SIP IP address is necessary when you have multiple e-net interfaces and want to switch among them, or if you have manually changed the address for the single e-net interface. Refer to the [Network](#) menu for more information.

Click **Apply** to save changes.

Note: A services restart is required when any changes are made to SIP interface configurations.

Restrict Access to Specified Host

From the Restrict Access to Specified Host window, you can restrict access to trusted specified hosts.

| SIP | RTP |
|---|-------------------------------------|
| IPv4 Address: | DEFAULT |
| IPv6 Address: | DISABLE |
| Port: | 5060 |
| Transport: | UDP |
| Session Timeout (seconds): | 1800 |
| Telephone Events: | 0-15 |
| Enable SIP Precondition: | <input type="checkbox"/> |
| Enable User Agent: | <input checked="" type="checkbox"/> |
| Send 180 Response: | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> Restrict Access to Specified Host | |
| <div><div>Host Address</div><div><input type="text"/></div><div>Add</div></div> | |
| <div><div>Trusted Host List</div><div><div></div></div><div>Delete</div></div> | |
| Apply | |

Enter the address you wish to add as a trusted host in the **Host Address** field and click **Add**. The address will be listed in the **Trusted Host List** section.

To delete a trusted host, click the address listed in the **Trusted Host List** section and click **Delete**.

Click **Apply** to save changes.

RTP

The **RTP** page is used to configure **Media Engine**, **RTP Timeout**, **SRTP**, and **Telephony Events** parameters.

SIP

RTP

Media Engine

Interface Name

IPv4 Address

IPv6 Address

Type Of Service

eno16777984

146.152.124.86

None

0

Media Route Profiles

Edit

New

Delete

| Status | Name | Match Field | Match Pattern | TOS | NIC |
|--------|------|-------------|---------------|-----|-----|
|--------|------|-------------|---------------|-----|-----|

RTP Timeout

RTP Timeout Audio:

30000

RTCP Timeout Audio:

15000

RTP Timeout Video:

30000

RTCP Timeout Video:

15000

SRTP

Lifetime:

2147483648

Key Rotation:

1

Accept:

☒

Enforce:

☐

Unencrypted RTP:

☐

Unencrypted RTCP:

☐

Window Size Hint:

64

Telephony Events

Telephony Event:

0-15

Apply

Media Engine

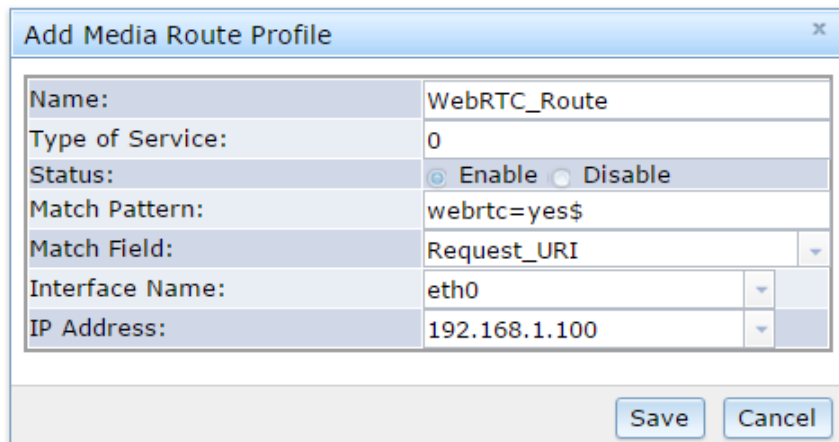
Proceed as follows to configure the **Media Engine** parameters:

1. In the **IPv4 Address** and **IPv6 Address** fields, select the default IP address to be used for media from the drop-down list.
2. In the **Type Of Service** field, enter the type of service to be specified in IPv4 headers. This can be either a 7-bit ToS (Type of Service) field or a 6-bit DSCP (Differentiated Services Code Point) field per RFC 2474. Valid values are 0 to 255. Default value is 0.
3. Add, edit, or delete media route profiles in the **Media Route Profiles** section. Refer to [Media Route Profiles](#) for details.
4. Click **Apply** to save changes.

Media Route Profiles

In the **Media Engine** section, **Media Route Profiles** allows you to partition media traffic from different networks using a designated network interface card (NIC) when connecting to the XMS. The media route profiles tell the XMS which IP address to use when establishing a media session with a remote user agent. This feature expands the functionality of the XMS for multiple network interface card (multi-NIC) support.

To add a media route profile, click **New** and configure the parameters in the **Add Media Route Profile** window. To edit a media route profile, select an existing media route profile, click **Edit**, and configure the parameters in the **Edit Media Route Profile** window. To delete a media route profile, select an existing media route profile and click **Delete**.



The following information is provided.

| Parameter | Description |
|-----------------|--|
| Name | Name of the media route profile. |
| Type of Service | Apply the routing priority to transmitted packets. Valid values are 0 through 255. The default value is 0. |
| Status | Enable or disable the media route profile. |
| Match Pattern | Enter a Perl regular expression. Any valid regular expression is accepted. The system will compare the Match Field string with the regular expression. If the pattern matches, the media route profile is applied. |

| Parameter | Description |
|----------------|---|
| Match Field | Identify the field that the system will parse to determine if a media route profile is applied. Valid values are Request_URI and Connection. If using the Connection value, the XMS will parse the entire connection line (c=) in a request SDP to determine if a media route profile is applied. |
| Interface Name | Select the interface. The IP Address field will be populated with available addresses for the selected interface. |
| IP Address | Select the IP address. |

In the **Add Media Route Profile** and **Edit Media Route Profile** windows, click **Save** to save changes. Click **Cancel** to abort the changes and to return to the **RTP** page. On the **RTP** page, click **Apply** to save the changes. A services restart is required.

Example

The following example has three media route profiles. Two of the media route profiles are enabled and one is disabled. The order of the media route profiles in the table determines the order that the system checks them for matches. The first enabled media route profile in the table has the first priority. In this case, WebRTC_Route is checked first, SIP_RouteIPv4 is ignored because it is disabled, and SIP_RouteIPv6 is checked second.

Because the **Request_URI** parameter was selected in the **Match Field** for the WebRTC_Route media route profile, the request URI in the call request (i.e., the start line of an ingress INVITE from the AS) is parsed. If the request URI contains "webrtc=yes" in the last field of the string, a match occurs and the system will use the IP address associated with WebRTC_Route when establishing a media connection for the call. If there are no matching strings in the request URI, the next enabled media route profile is checked (i.e., SIP_RouteIPv6). If no media route profile entry is matched, the default media address set at the top of the **Media Engine** section will be used (i.e., 321.321.321.321).

SIP

RTP

Media Engine

| Interface Name | IPv4 Address | IPv6 Address | Type Of Service |
|----------------|-----------------|--------------|-----------------|
| eth0 | 321.321.321.321 | None | 0 |

Media Route Profiles

Edit

New

Delete

| | Status | Name | Match Field | Match Pattern | TOS | NIC |
|--------------------------|----------|---------------|-------------|--------------------------|-----|-----------------|
| <input type="checkbox"/> | Enabled | WebRTC_Route | Request_URI | webrtc=yes\$ | 0 | 192.168.1.100 |
| <input type="checkbox"/> | Disabled | SIP_RouteIPv4 | Connection | *\;\$+2001:db8:35a3:8d3: | 0 | 123.123.123.123 |

RTP Timeout

Proceed as follows to configure the **RTP Timeout** parameters:

1. In the **RTP Timeout Audio** field, set the interval of time that audio RTP flow can be inactive before an alarm is sent. The range is 5,000ms to 120,000ms. Use 0 to disable the alarm. The default is 30,000ms.
2. In the **RTCP Timeout Audio** field, set the interval of time that audio RTCP flow can be inactive before an alarm is sent. The range is 5,000ms to 120,000ms. Use 0 to disable the alarm. The default is 15,000ms.
3. In the **RTP Timeout Video** field, set the interval of time that video RTP flow can be inactive before an alarm is sent. The range is 5,000ms to 120,000ms. Use 0 to disable the alarm. The default is 30,000ms.
4. In the **RTCP Timeout Video** field, set the interval of time that video RTCP flow can be inactive before an alarm is sent. The range is 5,000ms to 120,000ms. Use 0 to disable the alarm. The default is 15,000ms.
5. Click **Apply** to save changes.

Note: The timer resolution is 100ms. Entered values are automatically rounded down if necessary.

SRTP

Proceed as follows to configure the **SRTP** parameters (only for SDES-SRTP):

1. In the **Lifetime** field, enter the lifetime of the keys (same value for both SRTP and SRTCP). The keys are refreshed just before they expire. Valid values are 1 to 2147483648. Default value is 2147483648.
2. In the **Key Rotation** field, select the number of keys to use for key rotation from the drop-down list. Valid values are 1 to 20.
3. In the **Accept** field, click the check box to specify if accept is enabled. Accept is for incoming INVITEs with SDES. When checked, it means that incoming INVITEs with SDES are accepted. When not checked, incoming INVITEs with SDES are rejected. Default value is enabled.
4. In the **Enforce** field, click the check box to specify if enforce is enabled. Enforce is for incoming INVITEs with SDES. When checked, it means that incoming INVITEs with no SDES are rejected. When not checked, incoming INVITEs with no SDES are accepted. Default value is disabled.
5. In the **Unencrypted RTP** field, click the check box to specify if unencrypted RTP is enabled. Unencrypted RTP allows for RTP to be sent unencrypted and only RTCP will be encrypted. This parameter is negotiated with the SDPs and both sides must agree to send unencrypted RTP (both directions). Default value is disabled.
6. In the **Unencrypted RTCP** field, click the check box to specify if unencrypted RTCP is enabled. Unencrypted RTCP allows for RTCP to be sent unencrypted and only RTP will be encrypted. This parameter is negotiated with the SDPs and both sides must agree to send unencrypted RTCP (both directions). Default value is disabled.
7. In the **Window Size Hint** field, enter the window size hint. Window size hint protects against duplicate packet replay, which may be an attempt at denial of service attack. Default value is 64.
8. Click **Apply** to save changes.

Telephony Events

Proceed as follows to configure the **Telephony Events** parameters:

1. In the **Telephony Event** field, set the telephony event.
2. Click **Apply** to save changes.

Codecs

The **Codecs** menu contains the following tabbed pages: **Profiles** and **Settings**.

Profiles Settings

Codec Profiles

Profile:

| Audio Codecs | | |
|--------------|-------------------------------------|------------|
| Name | Status | Operations |
| g722 | <input checked="" type="checkbox"/> | |
| pcmu | <input checked="" type="checkbox"/> | |
| pcma | <input checked="" type="checkbox"/> | |
| opus | <input checked="" type="checkbox"/> | |
| EVS | <input checked="" type="checkbox"/> | |
| amr-wb | <input checked="" type="checkbox"/> | |
| g726-32 | <input checked="" type="checkbox"/> | |
| amr | <input checked="" type="checkbox"/> | |
| gsm-efr | <input checked="" type="checkbox"/> | |
| gsm | <input checked="" type="checkbox"/> | |

| Video Codecs | | |
|--------------|-------------------------------------|------------|
| Name | Status | Operations |
| vp9 | <input checked="" type="checkbox"/> | |
| vp8 | <input checked="" type="checkbox"/> | |
| h264 | <input checked="" type="checkbox"/> | |
| mp4v-es | <input checked="" type="checkbox"/> | |
| h263-2000 | <input checked="" type="checkbox"/> | |
| h263-1998 | <input checked="" type="checkbox"/> | |
| h263 | <input checked="" type="checkbox"/> | |

| Telephone Events: | |
|-------------------|------------|
| Clock Rate | Operations |
| 8000 | |
| 16000 | |
| 48000 | |

Profiles

On the **Codecs Profiles** section, the **Profile** parameter specifies the name of the codec profile that will be applied when the incoming call is answered. The codec profiles are named codec configurations that enable applications to choose a specific codec configuration of their choice when answering a call.

Audio Codec Profile

Create Audio Codec Profile

Profile Name:

To create a codec profile, click **New** and configure the parameters in the **Audio Codec Profile** window.

1. Enter the name of the codec profile in **Profile Name**.
2. Click **Add** to create the codec profile.

Audio Codecs

On the **Audio Codecs** section, audio codecs are listed in priority order, with the first row having the highest priority. To change the priority, click the desired codec, and then drag and drop it within the table. In addition to changing the priority of the codecs, the codecs can be enabled and disabled.

Enable/Disable Audio Codecs

Proceed as follows to enable or disable audio codecs on the **Audio Codecs** section:

- Click the button listed in the **Status** column to toggle between enabled and disabled. The **Status** column will change to the action you selected.

Edit Audio Codec Fields

| Audio Codec Parameters | |
|------------------------|---|
| Codec Name: | amr |
| Mode Set: (0,1,2,...) | 0,1,2,3,4,5,6,7 |
| Octet Align | NO |
| PayLoad Type: (96-127) | Default <input checked="" type="checkbox"/> |

Save Cancel

1. Click the pencil button from the **Operations** column of the codec you wish to modify. The parameters include **Codec Name**, **Mode Set** (amr, amr-wb), **Octet Align** (amr, amr-wb), **PayLoad Type** (amr, amr-wb, EVS, g726-32, gsm-efr, iLBC, opus), or **Annex B** (g729).
2. Click **Save** to save changes.

Video Codecs

On the **Video Codecs** section, video codecs are listed in priority order, with the first row having the highest priority. To change the priority, click the desired codec, and then drag and drop it within the table. In addition to changing the priority of the codecs, the codecs can be enabled and disabled.

Enable/Disable Video Codecs

Proceed as follows to enable or disable video codecs on the **Video Codecs** section:

- Click the button listed in the **Status** column to toggle between enabled and disabled. The **Status** column will change to the action you selected.

Edit Video Codec Fields

Video Codec Parameters

Codec Name: h264

Packetization Mode: 0

PayLoad Type: (96-127) Default ☒

No additional editable parameters for this video codec

Save Cancel

1. Click the pencil button from the **Operations** column of the codec you wish to modify. The parameters include **Codec Name**, **Packetization Mode** (h264), or **Payload Type** (vp9, vp8, h264, mp4v-es, h263-2000, h263-1998). For h263, there might not be any additional editable parameters for the codec.
2. Click **Save** to save changes.

Telephone Events

The **Telephone Events** parameter sets the sample clock rate and payload type fields for RFC 2833/RFC 4733 telephony digits in the PowerMedia XMS Offer SDP.

Edit Telephone Event Fields

Telephone Event Parameters

Clock Rate: 8000

PayLoad Type: (96-127) Default ☒

Save Cancel

1. Click the pencil button from the **Operations** column of the clock rate you wish to modify. The parameters include **Clock Rate** and **Payload Type**.
2. Click **Save** to save changes.

Settings

The **Settings** page is used to configure Bulk Delay, Video Encoder Sharing, and Adaptive Encoding Frame Size.

Profiles

Settings

HMP Bulk Delay Settings

Bulk Delay (Max 600 ms)0

Video Settings

Video Encoder Sharing:Disabled

Adaptive Encoding Frame Size:☒ Enabled ☐ Disabled

Apply

HMP Bulk Delay Settings

On the HMP Bulk Delay Settings section, the bulk delay can be set. The **Bulk Delay** parameter sets the bulk delay for the conferencing echo canceller (EC) on all channels. The parameter is used to extend the tail length for the EC in order to cover round trip delay and reduce acoustic echo within conferences. The parameter is a global configuration that sets the amount of bulk delay time in milliseconds. The value must be a multiple of 10 and within the range of 0 to 600ms. The default value is 0.

Click **Apply** to save changes.

Video Settings

On the **Video Settings** section, the **Video Encoder Sharing** parameter can be enabled and disabled, and the **Adaptive Encoding Frame Size** can be enabled and disabled.

Video Encoder Sharing

Video encoder sharing works by reducing and optimizing the CPU resources required to perform the video encoding operation. Use the drop-down list to select one of the following valid values:

- **Disabled (Default)** - None of the encoders are shared by more than one participant.
- **Static** - One encoder is shared by all participants in the same conference who have the same video size (such as VGA) and the same codec, regardless of their bandwidth. In this case, the target bitrate for the participant who has the lowest video size will be used for the shared encoder.
- **Dynamic** - One encoder is shared by participants in the same conference who have the same video size (such as VGA), the same codec, and similar target bitrates. In this mode, an encoder is dynamically assigned, added, or removed depending on the dynamically changing network environment.

Click **Apply** to save changes.

Note: This functionality is only supported for video conferencing use cases, where conference participants share the same mixed video output view.

Adaptive Encoding Frame Size

The **Adaptive Encoding Frame Size** parameter sets the video encoder to allow dynamic frame size adaptation (i.e., on-the-fly resolution changes). When enabled, the video encoder will permit video resolution changes when dynamically adapting to network bandwidth conditions. When disabled, the video encoder will not be permitted to change video resolution once the video stream has started. Disabling this item may be required for legacy devices that cannot handle dynamic frame size changes.

This parameter is only valid for H.264, VP8 and VP9 codecs. MPEG4 and H.263 codecs are restricted to fixed resolutions.

Click **Apply** to save changes.

Routing

The **Routing** menu opens to the **Routes** page, which illustrates how different applications like MSML, NETANN, VXML, and RESTful are engaged with PowerMedia XMS based on the content of SIP URI (User Request Indicator).

Routes

New Route

Pattern

Application

Add

| | Pattern | Application |
|--------------------------|----------------------------|--------------|
| <input type="checkbox"/> | ^(sip rtc):annc.* | NETANN |
| <input type="checkbox"/> | ^(sip rtc):conf=.* | NETANN |
| <input type="checkbox"/> | ^(sip rtc):dialog.*moml=.* | MSML |
| <input type="checkbox"/> | ^(sip rtc):dialog.* | VXML |
| <input type="checkbox"/> | ^sip:msml.* | MSML |
| <input type="checkbox"/> | ^(sip rtc):play_demo.* | verification |
| <input type="checkbox"/> | ^(sip rtc):conf_demo.* | verification |
| <input type="checkbox"/> | ^(sip rtc):join_demo.* | verification |
| <input type="checkbox"/> | ^(sip rtc):demo.* | verification |
| <input type="checkbox"/> | ^rtc:sip:.* | verification |
| <input type="checkbox"/> | ^(sip rtc):.* | app |

Delete

Apply

There are two editable fields as part of the **New Route** section on the **Routes** page: **Application** and **Pattern**. The **Pattern** field is a regular expression that is matched against the incoming call URI. Proceed as follows to enter a new route:

1. To enter a new route, enter a pattern in the **Pattern** field and then select an Application ID from the **Application** drop-down list. Valid values are NETANN, VXML, MSML, verification, or app.
2. Click the **Add** button.
3. Click **Apply** to save changes.

The new route will now be listed on the **Routes** page. Routes can be deleted by clicking in the appropriate check box and clicking the **Delete** button. The default route for all calls is the Application ID "app".

Note: A route can be moved up or down by clicking it and then dragging and dropping it within the table. The more specific routes (less inclusive) should be placed higher than the less specific routes (more inclusive) to avoid the less specific routes from servicing the call.

Application ID

Application IDs are used to map a SIP URL to a specific application. Application IDs are available from the **Application** drop-down list as mentioned above.

To add an Application ID, refer to the **Application ID** section of the **RESTful API** page.

Tones

The **Tones** menu contains the following tabbed pages: **Basic Tone Definitions**, **CPA Tone Definitions**, and **CPA Profiles**.

Note: A services restart is required after adding, modifying, or deleting a tone.

Basic Tone Definitions

The Basic Tone Definitions page is used to add, modify, and delete tones.

Note: A maximum of 20 tones may be defined.

The screenshot shows a web interface for 'Basic Tone Definitions'. At the top, there are three tabs: 'Basic Tone Definitions' (active), 'CPA Tone Definitions', and 'CPA Profiles'. Below the tabs is a table with three columns: 'Name', 'Type', and 'Cadence'. Below the table, there are two buttons: 'Delete' on the left and 'Add' on the right.

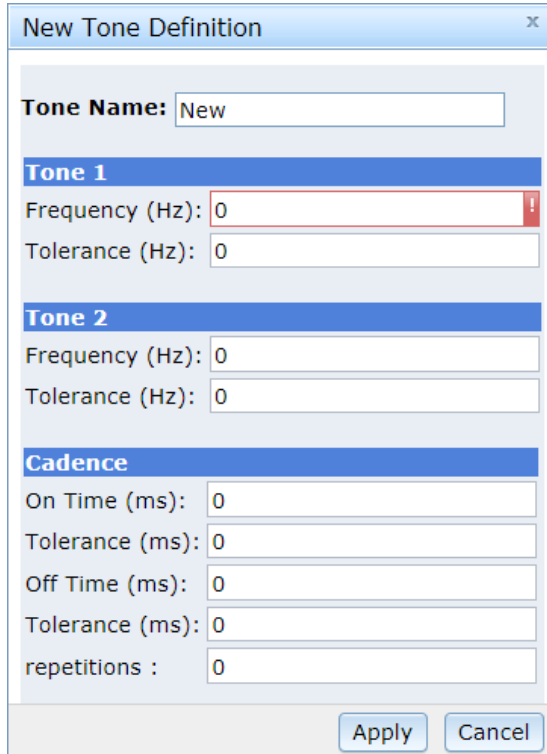
The following information is provided.

| Item | Description |
|---------|---|
| Name | Name of the tone. |
| Type | Specifies whether the tone is a single or dual tone. |
| Cadence | Specifies cadence. Valid values are as follows: <ul style="list-style-type: none">• Yes - Cadence tone• No - Continuous tone |

Add a Tone

Proceed as follows to add a tone:

1. On the **Basic Tone Definitions** page, click **Add**. The **New Tone Definition** dialog box appears.

The image shows a 'New Tone Definition' dialog box. It has a title bar with a close button. Inside, there is a 'Tone Name' field with the text 'New'. Below this are two sections: 'Tone 1' and 'Tone 2'. Each section has 'Frequency (Hz)' and 'Tolerance (Hz)' fields. The 'Tone 1' Frequency field has a red border and a red exclamation mark icon. Below these is a 'Cadence' section with 'On Time (ms)', 'Tolerance (ms)', 'Off Time (ms)', 'Tolerance (ms)', and 'repetitions' fields. At the bottom are 'Apply' and 'Cancel' buttons.

| New Tone Definition | |
|---------------------|-----|
| Tone Name: | New |
| Tone 1 | |
| Frequency (Hz): | 0 |
| Tolerance (Hz): | 0 |
| Tone 2 | |
| Frequency (Hz): | 0 |
| Tolerance (Hz): | 0 |
| Cadence | |
| On Time (ms): | 0 |
| Tolerance (ms): | 0 |
| Off Time (ms): | 0 |
| Tolerance (ms): | 0 |
| repetitions : | 0 |
| Apply Cancel | |

2. Enter the name of the new tone in the **Tone Name** field.
3. In the mandatory **Tone 1** section, enter the frequency in hertz in the **Frequency (Hz)** field. Frequency range is between 300 Hz to 3.5 kHz.
4. Complete the **Tolerance (Hz)** field to specify the deviation in hertz.

Note: The **Tone 2** field is optional. If only **Tone 1** is defined, then the tone is a single tone. If both **Tone 1** and **Tone 2** are defined, then the tone is a dual tone.

Note: Dual tones with frequency components closer than approximately 63 Hz cannot be detected. In this case, use a single tone definition.

5. In the **Cadence** section, enter the following information in the fields provided:
 - **On Time (ms)** field - Tone-on time in milliseconds (minimum 40 ms). Set to 0 to define a continuous tone.
 - **Tolerance (ms)** field - Tone-on time deviation in milliseconds. Cadence only.
 - **Off Time (ms)** field - Tone-off time in milliseconds (minimum 40 ms). Cadence only.
 - **Tolerance (ms)** field - Tone-off time deviation in milliseconds. Cadence only.
 - **repetitions** field - Amount of repetitions.
6. Click **Apply** to save changes.

Modify a Tone

Proceed as follows to modify a tone:

1. On the **Basic Tone Definitions** page, click the check box to the left of the tone you wish to modify.
2. Click the tone name.
3. Change the desired fields in accordance with steps 3 through 7 as listed in the procedure to add a tone.

Delete a Tone

On the **Basic Tone Definitions** page, delete a tone by selecting the check box to the left of the tone you wish to delete and clicking **Delete**.

CPA Tone Definitions

The **CPA Tone Definitions** page is used to display and modify the CPA tone definitions.

| Basic Tone Definitions | CPA Tone Definitions | CPA Profiles |
|-----------------------------|----------------------|--------------|
| Id | | State |
| busy1 | | Enabled |
| busy2 | | Enabled |
| dialtone_international | | Enabled |
| dialtone_local | | Enabled |
| fax1 | | Enabled |
| fax2 | | Enabled |
| ringback1 | | Enabled |
| ringback2:seg1 | | Enabled |
| ringback2:seg2 | | |
| sit_no_circuit:seg1 | | Enabled |
| sit_no_circuit:seg2 | | |
| sit_no_circuit:seg3 | | |
| sit_operator_intercept:seg1 | | Enabled |
| sit_operator_intercept:seg2 | | |
| sit_operator_intercept:seg3 | | |
| sit_reorder:seg1 | | Enabled |
| sit_reorder:seg2 | | |
| sit_reorder:seg3 | | |
| sit_vacant_circuit:seg1 | | Enabled |
| sit_vacant_circuit:seg2 | | |
| sit_vacant_circuit:seg3 | | |

The following information is provided.

| Item | Description |
|-------|-----------------------|
| Id | Name of the profile. |
| State | State of the profile. |

Modify a Tone

Proceed as follows to modify a tone:

1. On the **CPA Tone Definitions** page, click the tone you wish to modify.
2. Change the desired fields.

busy1 - Tone Definition x

CPA Tone State:

Label:

Tone 1

Frequency (Hz):

Tolerance (Hz):

Tone 2

Frequency (Hz):

Tolerance (Hz):

Twin Frequency

Frequency (Hz):

Tolerance (Hz):

Cadence

On Time (ms):

Tolerance (ms):

Off Time (ms):

Tolerance (ms):

repetitions :

3. Click **Apply** to save changes.

CPA Profiles

The CPA Profiles page is used to add, modify, and delete profiles.



Note: A maximum of 4 profiles may be defined.

Basic Tone Definitions

CPA Tone Definitions

CPA Profiles

CPA Profiles

| Profile Id | State | Continuous No Signal | PAMD Fail Time | No Answer | Operations |
|------------|---------|----------------------|----------------|-----------|---|
| voip | Enabled | 40000 | 30000 | 4000 |   |

Add

The following information is provided.

| Item | Description |
|----------------------|--|
| Profile Id | Name of the profile. |
| State | State of the profile. |
| Continuous No Signal | Maximum time in milliseconds of silence (no signal) allowed immediately after cadence detection begins. The default value is 40000. |
| PAMD Fail Time | Maximum time in milliseconds to wait for positive answering machine detection or positive voice detection after a cadence break. The default value is 30000. |
| No Answer | Length of time in milliseconds to wait after first ringback before deciding that the call is not answered. The default value is 4000. |
| Operations | Option to modify (pencil button) or delete (trash button) the profile. |

Add a Profile

Proceed as follows to add a profile:

- On the **CPA Profiles** page, click **Add**. The **Create CPA Profile** dialog box appears.

| Main Parameters | |
|--|----------------|
| Profile Id: | New_Profile_Id |
| CPA Profile State: | Enabled |
| Duration Of No Signal Time Out Delay: | 40000 |
| Wait For PAMD/PVD After Cadence Break: | 30000 |
| Time Before No Answer After 1st Ring: | 4000 |

| Advanced Parameters | |
|---------------------|------|
| PVD | Edit |
| PAMD | Edit |

Apply Cancel

Main Parameters

- Enter the name of the new profile in the **Profile Id** field.
- Select Enabled or Disabled from the **CPA Profile State** drop-down list.
- Set the maximum time in milliseconds of silence (no signal) allowed immediately after cadence detection begins in the **Duration Of No Signal Time Out Delay** field. The default value is 40000.
- Set the maximum time in milliseconds to wait for positive answering machine detection or positive voice detection after a cadence break in the **Wait for PAMD/PVD After Cadence Break** field. The default value is 30000.
- Set the length of time in milliseconds to wait after first ringback before deciding that the call is not answered in the **Time Before No Answer After 1st Ring** field. The default value is 4000.
- Click **Apply** to save changes.

Advanced Parameters

Note: The PVD and PAMD Qualification parameters are optimally set and normally do not require modification. Improper modification will result in PVD and PAMD failures. Please contact Dialogic Technical and Support Services for further information on usage.

CPA PVD Parameters

| CPA PVD Parameters | | x |
|--|-------|-------------|
| PVD | | |
| Min Allowable SNR: | 50 | |
| Max Allowable SNR: | 600 | |
| Max Num Peaks For Voice: | 2 | |
| Max Num Frames For Ringback Not Voice: | 5 | |
| Signal To Noise Ratio For Ringback: | 10000 | |
| Num Frames In a Window Sample: | 8 | |
| Minimum Energy For Voice: | 5000 | |
| Lower Freq of Ringback: | 380 | |
| Upper Freq of Ringback: | 510 | |
| | | Save Cancel |

CPA PAMD Parameters

| CPA PAMD Parameters | | x |
|---------------------------------------|------|-------------|
| PAMD | | |
| Minimum allowable Ring Duration: | 190 | |
| Mask: | 1 | |
| Maximum Answer Duration: | 159 | |
| Maximum Answer Duration #2: | 159 | |
| Maximum Answer Duration #3: | 159 | |
| Low Hiss (noise) Range: | 22 | |
| High Hiss (noise) Range: | 16 | |
| Noise Below Hiss Ratio: | 5 | |
| Cv. Threshold #1: | 80 | |
| Cv. Threshold #2: | 165 | |
| Maximum Cv. Threshold: | 390 | |
| Maximum Broad Band Energy - Noise: | 2 | |
| Maximum Total Energy - Noise: | 65 | |
| Maximum Silence: | 40 | |
| Voice Threshold: | 25 | |
| Silence Threshold: | 5000 | |
| Freq Band Filter - Lower Limit in Hz: | 0 | |
| Freq Band Filter - Upper Limit in Hz: | 0 | |
| | | Save Cancel |

Modify a Profile

Proceed as follows to modify a profile:

1. On the **CPA Profiles** page, click the pencil button from **Operations** column of the profile you wish to modify.
2. Click the profile name.
3. Change the desired fields as listed in accordance with steps 2 through 6 in the procedure to add a profile.

Delete a Profile

On the **CPA Profiles** page, delete a profile by clicking the trash button from **Operations** column of the tone you wish to delete and clicking **Delete**.

Fax

The **Fax** menu opens to the **Fax Configuration** page.

Fax Configuration

| | |
|------------------------------------|--------------------|
| IP Address: | 0.0.0.0 |
| Error Correction Mode: | TRUE |
| Local ID: | Powermedia XMS Fax |
| T.38 re-INVITE Delay (inbound): | 1,000 |
| T.38 re-INVITE Timeout (outbound): | 4,000 |

Apply

Refer to the following table to configure fax. When complete, click **Apply** to save the changes.

| Fax Configuration | Description |
|-----------------------------------|---|
| IP Address | Select the IP address from the drop-down list or enter it manually. |
| Error Correction Mode | Enable or disable the error connection mode. |
| Local ID | Enter the local ID. The local ID can have 0 to 20 characters. |
| T.38 re-INVITE Delay (inbound) | Enter the inbound T.38 re-INVITE delay value in milliseconds. The default value is 4,000. |
| T.38 re-INVITE Timeout (outbound) | Enter the outbound T.38 re-INVITE timeout value in milliseconds. The default value is 10,000. |

Media

The **Media** menu contains the following tabbed pages: **Media Configuration** and **Media Management**.

Media Configuration

The **Media Configuration** page is used to configure PowerMedia XMS media file paths.

| Media Configuration | Media Management |
|--------------------------------------|---|
| Media File Path: | <input type="text" value="/var/lib/xms/media"/> |
| Locale: | <input type="text" value="en-US"/> |
| Allow Absolute Paths: | <input type="text" value="NO"/> |
| <input type="button" value="Apply"/> | |

Proceed as follows to configure the **Media Configuration** parameters:

1. In the **Media File Path** field, enter the file path for media files.
2. In the **Locale** field, select the locale from the drop-down list. Valid values are zh-CN, en-US, or sp-SP.
3. In the **Allow Absolute Paths** field, select **NO** to disable absolute paths or **YES** to enable absolute paths from the drop-down list.

If the **Allow Absolute Paths** field is set to **NO**, a media file can only be found by concatenating the **Locale** onto the **Media File Path** and looking for the specified media file there. If the **Allow Absolute Paths** field is set to **YES**, the full file specification for the media can be used in the application. The application may also use the **Media File Path** and **Locale** combination.

For absolute path, the file URI would look something like the following:

```
<audio uri=file:///var/lib/xms/media/en-US/verification/main_menu.wav
```

For relative path, the file URI would look something like the following:

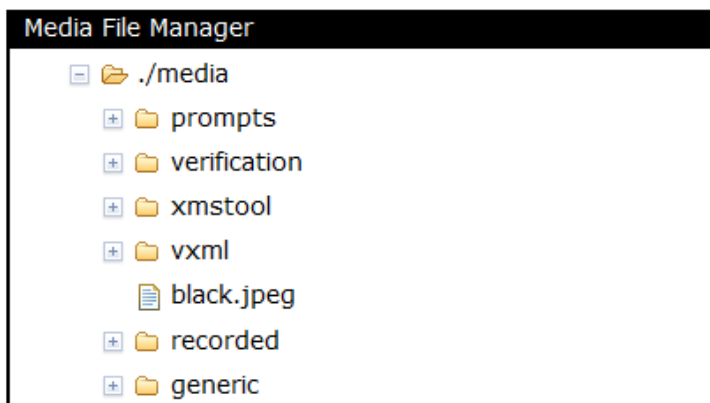
```
<audio uri=file:///./verification/main_menu.wav
```

4. Click **Apply** to save changes.

Media Management

The **Media Management** page is used to view and manage the PowerMedia XMS media files. Functionality includes the following:

- [Uploading a Media File](#)
- [Deleting a Media File](#)
- [Creating a Media File Directory](#)
- [Deleting a Media File Directory](#)

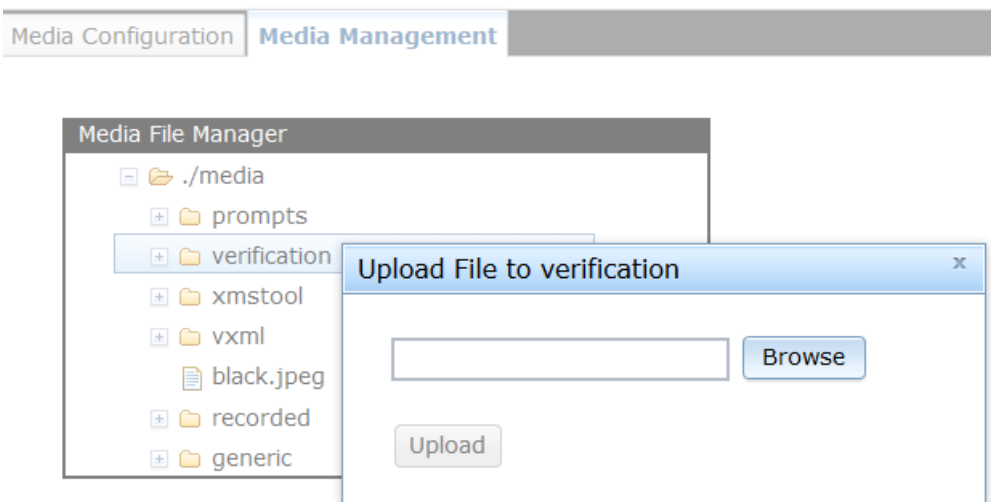


The `./media` directory shown in **Media File Manager** is a virtual directory. The virtual directory is rooted at the configured path and locale from the **Media Configuration** page. For example, when the path is configured as `/tmp/files` and the locale is kept as the default `en-US`, the virtual folder will show media files from `/tmp/files/en-US`.

Uploading a Media File

Proceed as follows to upload a media file:

1. Select the directory where the downloaded file will reside. For a new directory, see the [Creating a Media File Directory](#) section.
2. Right-click the directory and select **Upload Media File**. The upload dialog box appears.



3. Click **Browse** to access the desired media file. The appearance of the file explorer is tied to the operating system of the web browser used.
4. Select a media file that has been downloaded to the system on which your web browser is running.

Note: The field in which the media file appears is read-only and cannot be edited. To change the file, you must click the **Browse** button again and repeat the steps 3 and 4.

5. Click **Upload** to start the upload process. After a successful upload, the file will appear under the selected directory.

Deleting a Media File

Proceed as follows to delete a media file:

1. Select the file to delete.
2. Right-click and select **Delete**. A delete media file notification dialog will confirm whether to delete media file.
3. Click **OK** to delete the file or click **Cancel** to abort the operation. Upon successful delete completion, the file is removed from the Console's list display.

Creating a Media File Directory

Proceed as follows to create a media file directory:

1. Select the parent directory that will contain the new directory.
2. Right-click and select **Create Directory**. The **Enter Directory Name** dialog appears. Enter the name of the directory. To cancel the operation, click **x** in the right top corner of the dialog box.
3. To execute the directory creation after typing the name, press **Enter**. A dialog box is displayed indicating if PowerMedia XMS created the directory.
4. Click **OK**. The new directory will show on the list.

Deleting a Media File Directory

Proceed as follows to delete a media file directory:

1. Select the directory to delete.
- Note:** The root directory (*./media*) cannot be deleted.
2. Right-click and select **Delete**. A delete directory notification dialog will confirm whether to delete the directory and all its contents.
 3. Click **OK** to delete the file or click **Cancel** to abort the operation. Upon successful delete completion, the directory is removed from the Console's list display.

Monitor

The **Monitor** menu contains the following tabbed pages: **Dashboard**, **Call Groups**, and **Graph**.

Dashboard

The **Dashboard** page displays the real-time active counts of resources and licenses being used by PowerMedia XMS. Applications can use this data to monitor the system call, code, conferencing status, and usage.

| | | |
|------------------|-------------|-------|
| Dashboard | Call Groups | Graph |
|------------------|-------------|-------|

| Licenses | Available | Used | Free | % Used |
|-----------------------|-----------|------|------|--------|
| Basic Audio | 850 | 662 | 188 | 77.8 |
| HD Voice | 850 | 23 | 827 | 2.7 |
| GSMAMR Audio | 850 | 348 | 502 | 40.9 |
| LBR Audio | 0 | ... | ... | ... |
| MRCP Speech Server | 0 | ... | ... | ... |
| MSRP | 850 | 0 | 850 | 0.0 |
| Advanced Video | 50 | 6 | 44 | 12.0 |
| High Resolution Video | 0 | ... | ... | ... |
| Fax | 0 | ... | ... | ... |

| Resources | Active |
|--------------------------|--------|
| Media Transactions | 647 |
| Conference Rooms | 0 |
| Conference Parties | 0 |
| Conference Media Parties | 0 |
| Signaling Sessions | 673 |
| RTP Sessions | 668 |
| ASR / TTS Sessions | 0 |
| Fax Sessions | 0 |

Refresh

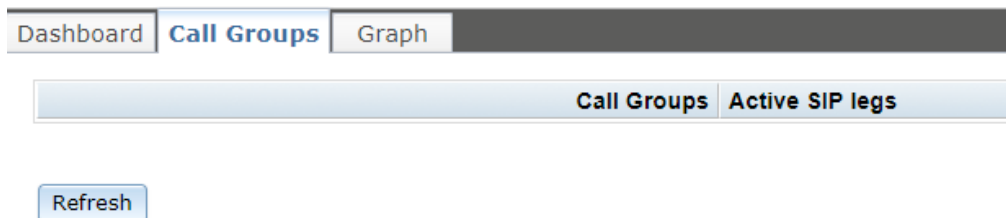
The **Dashboard** page shows a snapshot of counters for the following parameters:

- Licenses and Usage
 - Basic Audio
 - HD Voice
 - GSMAMR Audio
 - LBR Audio
 - MRCP Speech Server
 - MSRP
 - Advanced Video
 - High Resolution Video
 - Fax
- Active Resources
 - Media Transactions
 - Conference Rooms
 - Conference Parties
 - Conference Media Parties
 - Signaling Sessions
 - RTP Sessions
 - ASR/TTS Sessions
 - Fax Sessions

Click **Refresh** to reload the **Dashboard** page.

Call Groups

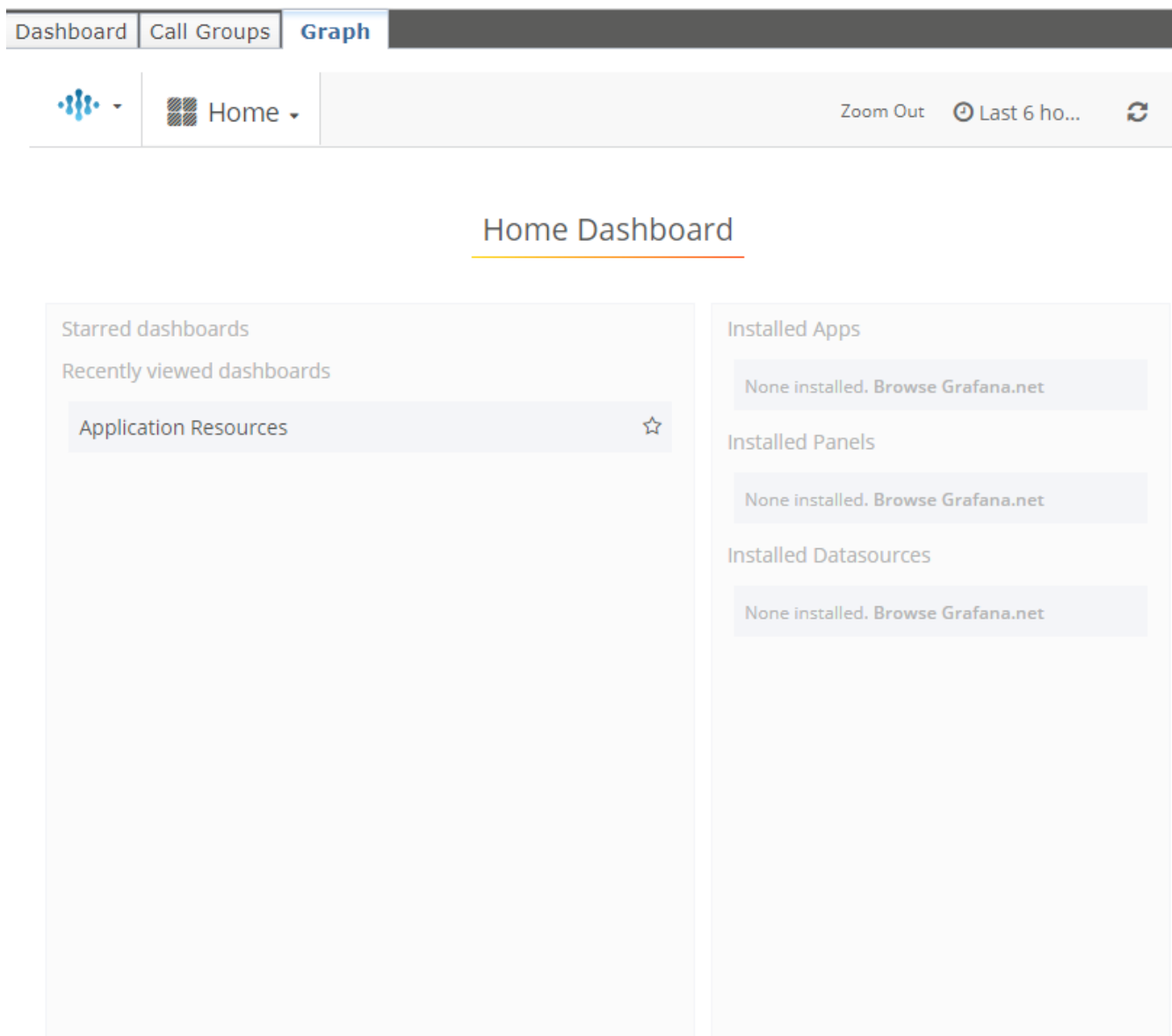
The **Call Groups** page displays the call groups and active SIP legs.



Click **Refresh** to reload the **Call Groups** page.

Graph

The **Graph** page displays, collects, and stores Key Performance Indicator (KPI) metrics in the resource dashboards. The dashboards cover real-time and report-driven KPI metrics gathered at desired collection intervals and provide a KPI subsystem to monitor system metrics and insight into media application usage of media resources.



Top Header

The top header displays the following:

- Home Icon: This drop-down list provides access to "Home", "Playlists", and "Snapshots".
Note: Although displayed, "Sign in" and "Pin" will not be used and is disabled.
- Dashboard: This drop-down list shows which dashboard is currently being viewed and allows switching to another dashboard.
- Zoom Out: This button zooms out of the time range.
- Time Picker: This button provides access to relative time range options, auto refresh options, and custom absolute time range options.
- Refresh: This button refreshes all the panels (fetch new data).

Dashboards

For more information and a list of KPI subsystem counters, refer to the [Appendix F: Dashboard Counters](#).

Home

- Starred dashboards
- Recently viewed dashboards
- Installed Apps
- Installed Panels
- Installed Datasources

Note: The **Home Dashboard** will not include any content in the subsections and is intentionally left blank.

Application Resources

- Appmanager
- Broker
- HMP
- MSML
- Mrcp
- Msrp
- Netann
- Nodecontroller
- Rtcweb
- Vxml
- Xmserver

CDR Resources

- Query Performance
- General
- Export
- Server Performance

FAX Resources

- Basic Performance
- Advanced Performance

HTTP Client Resources

- get
- put
- post
- delete

MRCP Resources

- Session
- Request
- Completion Cause
- Stop

Note: The dashboard reports "Unknown" server status until at least one MRCP session establishment is attempted to that server.

MSML Resources

- call
- conference
- conferenceparty
- media
- play
- speech
- record
- cpa
- faxrcv
- faxsend
- collect
- dtmfgen
- faxdetect
- fileop
- transfer

MSRP Resources

- Message
- Session
- Txrn General
- Txrn File
- Txrn Message

NETANN Resources

- Media
- Conference
- Conference Party

Network Performance

- Basic Performance
- Advanced Performance

RESTful Resources

- Call
- Conference
- MRCP

System Resources

- CPU Idle
- Memory
- Disk
- Disk IO
- Network Performance
- Processes Status

VXML Resources

- Voice
- Record
- Transfer
- DTMF
- Prompt Speech
- Prompt Play
- Sayas
- Connection

XMS Licenses

- Advanced Video
- Basic Audio
- FAX
- GSM-AMR
- HD Voice
- High Resolution Video
- LBR Audio
- MRCP
- MSRP

XMS Metrics

- appmanager
- cdr
- cpu
- disk
- diskio
- faxservice
- httpclient
- kernel
- mem
- mrCP
- msml
- msrp
- net
- netann
- processes
- procstat
- swap
- system
- vxml
- xmsGeneric
- xmsSystem
- xmserver
- xmsrest

XMS Resources

- Session
- Resource

Note: MRCP SIP traffic will not be included in any SIP counters.

SNMP

Simple Network Management Protocol (SNMP) is a standard-based IP network management mechanism for exchanging information between SNMP agents that typically reside on a managed device and SNMP management systems. The **SNMP** menu opens to the **Configuration** page, which allows the display and configuration of the SNMP parameters required for PowerMedia XMS.

For more information about SNMP, refer to the [Appendix B: SNMP](#).

Configuration

High Threshold Configuration

SNMPD Services for IPv6

Enable

Disable

Trap Destinations

| Select | Protocol | Destination Host | Port | Version |
|------------------------------------|-------------------------------------|---------------------------------------|------|---------|
| <input type="button" value="Add"/> | <input type="button" value="Edit"/> | <input type="button" value="Delete"/> | | |

V2c Communities

| Select | Community | Access |
|------------------------------------|-------------------------------------|---------------------------------------|
| <input type="checkbox"/> | Craftsperson | RO |
| <input type="button" value="Add"/> | <input type="button" value="Edit"/> | <input type="button" value="Delete"/> |

V3 Users

| Select | User Name | Security Level | Access |
|------------------------------------|-------------------------------------|---------------------------------------|--------|
| <input type="checkbox"/> | Craftsperson | AuthPriv | RO |
| <input type="button" value="Add"/> | <input type="button" value="Edit"/> | <input type="button" value="Delete"/> | |

Configuration

The **Configuration** page allows the display and configuration of the SNMP parameters required for PowerMedia XMS.

SNMPD Services for IPv6

If the PowerMedia XMS is configured for IPv6, it is possible to configure the SNMP services to leverage IPv6 networking. The **Enable** button enables the SNMP to use IPv6 networking, provided IPv6 is enabled. The **Disable** button disables the use of IPv6 services.

Trap Destinations

The **Trap Destinations** section of the **Configuration** page enables you to configure the recipients of the SNMP traps generated by the PowerMedia XMS installation.

Adding a New Trap Destination

Click the **Add** button to add a new trap destination. This action results in the following popup window.

| Trap Destination (Add) x | |
|---|------------|
| Trap destination | |
| Protocol | TCP |
| Destination Host | 10.40.2.30 |
| Port | 162 |
| Version | V2c |
| V2c Community | |
| Community String | public |
| <div> <div>Save</div> <div>Cancel</div> </div> | |

In the **Trap Destination** section, enter the following information:

- **Protocol** - the IP transport protocol for the SNMP traps (TCP, UDP, TCP6, or UDP6).
- **Destination Host** - the destination of the host, which will receive the SNMP traps.
- **Port** - the IP port number of the recipient.
- **Version** - the SNMP version supported by the recipient (V2c or V3).

Note: The only versions supported by the current implementation are SNMP V2c and V3.

If the **Version** field in the **Trap Destination** section has V2c selected, enter the **Community String** in the **V2c Community** section for SNMP version V2c and click **Save**.

| Trap Destination (Add) x | |
|---|--------------------|
| Trap destination | |
| Protocol | TCP |
| Destination Host | 10.40.2.30 |
| Port | 162 |
| Version | V3 |
| V3 User | |
| Security Name | myuser |
| Authentication Protocol | MD5 |
| Privacy Protocol | DES |
| Authentication Key | myauthpass |
| Privacy Key | myauthpass |
| Security | noAuthnoPriv |
| Engine ID | 0x0000000000000000 |
| <div> <div>Save</div> <div>Cancel</div> </div> | |

If the **Version** field in the **Trap Destination** section has V3 selected, follow these steps in the **V3 User** section:

1. In the **Security Name** field, enter the security name.
2. In the **Authentication Protocol** field, select MD5 or SHA from the drop-down list.
3. In the **Privacy Protocol** field, select AES or DES from the drop-down list.
4. In the **Authentication Key** field, enter the authentication key name.

5. In the **Privacy Key** field, enter the privacy key name.
6. In the **Security** field, select noAuthnoPriv, AuthNoPriv, or AuthPriv from the drop-down list.
7. In the **Engine ID** field, enter the engine ID number.
8. Click **Save**.

The new SNMP trap destination will be added to the list of destinations.

Editing a Trap Destination

Click the **Edit** button to edit a trap destination.

In the **Trap Destination** section, select the trap destination to be edited (using the check box on the left) and click **Edit**. A popup similar to the one described in the previous section will open. All the fields in this popup will be populated by the values of the chosen destination. Edit the values and click **Save**. The popup will disappear and the trap destination will be modified.

Deleting a Trap Destination

Click the **Delete** button to delete a trap destination.

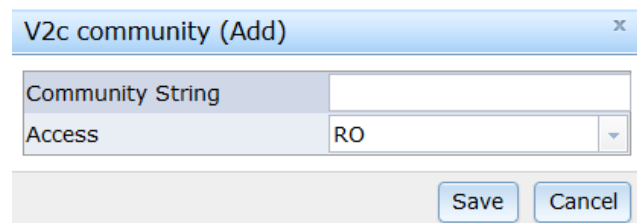
In the **Trap Destination** section, select the trap destination to be deleted (using the check box on the left) and click **Delete**. The selected destination will be deleted.

SNMP V2c Communities

The SNMP V2c communities can be added or modified from the **V2c Communities** section on the **Configuration** page. This section displays a table showing the **Community String** and its **Access** rights.

Adding a V2c User

In the **V2c Communities** section, click the **Add** button. The following popup appears.



Proceed as follows to add a V2c User:

1. In the **Community String** field, enter the community string name.
2. In the **Access** field, select RO or RW from the drop-down list.
3. Click **Save**.

The new community string with the chosen access rights will be added.

Editing a V2c Community

In the **V2c Communities** section, select the V2C community to be edited (using the check box on the left) and click **Edit**. A popup similar to the one shown in the previous section will appear. Edit the values and click **Save**. The updated values of the SNMP v2c community will be saved.

Deleting a V2c User

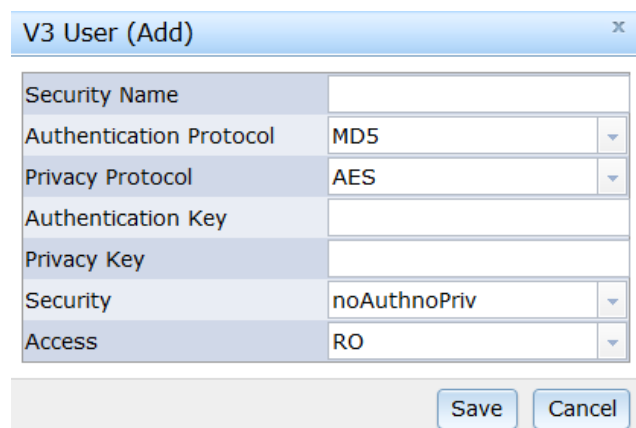
In the **V2c Communities** section, select the V2C community to be deleted (using the check box on the left) and click **Delete**. The selected community will be deleted.

SNMP V3 Users

The SNMP V3 users can be added or modified from the **V3 Users** section on the **Configuration** page. This section displays a table showing the various users and their properties.

Adding a V3 User

In the **V3 Users** section, click the **Add** button. The following popup appears.



The screenshot shows a popup window titled "V3 User (Add)" with a close button (X) in the top right corner. The form contains the following fields:

| | |
|-------------------------|----------------------|
| Security Name | <input type="text"/> |
| Authentication Protocol | MD5 |
| Privacy Protocol | AES |
| Authentication Key | <input type="text"/> |
| Privacy Key | <input type="text"/> |
| Security | noAuthnoPriv |
| Access | RO |

At the bottom right of the form are two buttons: "Save" and "Cancel".

Proceed as follows to add a V3 User:

1. In the **Security Name** field, enter the security name.
2. In the **Authentication Protocol** field, select MD5 or SHA from the drop-down list.
3. In the **Privacy Protocol** field, select AES or DES from the drop-down list.
4. In the **Authentication Key** field, enter the authentication key.
5. In the **Privacy Key** field, enter the privacy key.
6. In the **Security** field, select noAuthnoPriv, AuthNoPriv, or AuthPriv, from the drop-down list to indicate which type of security is being used.
7. In the **Access** field, select RO or RW from the drop-down list.
8. Click **Save**.

The new V3 user will be created and added to the list of existing V3 users.

Editing a V3 User

In the **V3 Users** section, select the V3 user to be edited (using the check box on the left) and click **Edit**. A popup similar to the one shown in the previous section will appear. Edit the values and click **Save**. The updated values of the SNMP V3 user will be saved.

Deleting a V3 User

In the **V3 Users** section, select the V3 user to be deleted (using the check box on the left) and click **Delete**. The selected user will be deleted.

High Threshold Configuration

The **High Threshold Configuration** page enables the user to set the High Threshold values for various meters in the PowerMedia XMS subsystem. An SNMP trap is triggered if the configured threshold value for any meter is breached. To avoid an SNMP trap storm (due to meters hunting around the threshold value), the PowerMedia XMS system clears the trap condition if the meter value becomes less than or equal to the 90% mark of the configured threshold (in the downward direction).

The trap severity trigger values are percentages (0-100) of the maximum value for a given number. A value of 0 disables the trap for given severity category.

| | |
|---------------|-------------------------------------|
| Configuration | High Threshold Configuration |
|---------------|-------------------------------------|

| Licenses | | | | |
|-----------------------|---------|-------|-------|----------|
| Name | Warning | Minor | Major | Critical |
| Basic Audio | 0 | 0 | 0 | 0 |
| HD Voice | 0 | 0 | 0 | 0 |
| GSM/AMR Audio | 0 | 0 | 0 | 0 |
| LBR Audio | 0 | 0 | 0 | 0 |
| MRCP Speech Server | 0 | 0 | 0 | 0 |
| Advanced Video | 0 | 0 | 0 | 0 |
| High Resolution Video | 0 | 0 | 0 | 0 |
| Fax Calls High | 0 | 0 | 0 | 0 |

| Resources | | | | |
|---------------------|---------|-------|-------|----------|
| Name | Warning | Minor | Major | Critical |
| ASR/TTS Sessions | 0 | 0 | 0 | 0 |
| Conf. Call Parties | 0 | 0 | 0 | 0 |
| Conf. Media Parties | 0 | 0 | 0 | 0 |
| Conf. Rooms | 0 | 0 | 0 | 0 |
| Fax Sessions | 0 | 0 | 0 | 0 |
| Media Transactions | 0 | 0 | 0 | 0 |
| RTP Sessions | 0 | 0 | 0 | 0 |
| Signaling Sessions | 0 | 0 | 0 | 0 |
| CDR Disk Usage | 0 | 0 | 0 | 0 |

Trap severity trigger values are percentages (0-100) of the maximum value for a given counter. A value of 0 disables the trap for given severity category.

Apply

For the purpose of trap generation, the PowerMedia XMS system enables the user to set percentage values for the following meters in **Warning**, **Minor**, **Major**, and **Critical** severity categories:

Licenses

- **Basic Audio** license usage (percentage value range: 0 to maximum licensed capacity)
- **HD Voice** license usage (percentage value range: 0 to maximum licensed capacity)
- **GSM/AMR Audio** license usage (percentage value range: 0 to maximum licensed capacity)
- **LBR Audio** license usage (percentage value range: 0 to maximum licensed capacity)
- **MRCP Speech Server** license usage (percentage value range: 0 to maximum licensed capacity)
- **Advanced Video** license usage (percentage value range: 0 to maximum licensed capacity)
- **High Resolution Video** license usage (percentage value range: 0 to maximum licensed capacity)
- **Fax Calls High** license usage (percentage value range: 0 to maximum licensed capacity)

Resources

- **ASR/TTS Sessions** disk capacity (percentage value range: 0 to maximum disk capacity)
- **Conf. Call Parties** disk capacity (percentage value range: 0 to maximum disk capacity)
- **Conf. Media Parties** disk capacity (percentage value range: 0 to maximum disk capacity)
- **Conf. Rooms** disk capacity (percentage value range: 0 to maximum disk capacity)
- **Fax Sessions** disk capacity (percentage value range: 0 to maximum disk capacity)
- **Media Transactions** disk capacity (percentage value range: 0 to maximum disk capacity)
- **RTP Sessions** disk capacity (percentage value range: 0 to maximum disk capacity)
- **Signaling Sessions** disk capacity (percentage value range: 0 to maximum disk capacity)
- **CDR Disk Usage** disk capacity (percentage value range: 0 to maximum disk capacity)

Enter a percentage value within the percentage value range for each meter and click **Apply** to commit the percentage values to the PowerMedia XMS system. If a percentage value is entered that exceeds the meter's maximum licensed capacity, an error message appears when **Apply** is clicked and the invalid values are reset to the original values. If a percentage value is entered that exceeds the **CDR Disk Usage** meter's maximum disk capacity, the percentage value cell turns red and an exclamation mark appears next to it. Adjust the maximum disk capacity in the **Maximum Disk Space (in MB)** field on the **CDR > CDR Configuration** page if necessary.

For more information about SNMP, refer to the [Appendix B: SNMP](#).

CDR

The Call Detail Record (CDR) stores information about the details of a call. On PowerMedia XMS, a CDR is a stored data set record for each signaling and/or media transaction on the system.

The **CDR** menu contains the **CDR Configuration** page and the **CDR Query** page.

CDR Query

The **CDR Query** page is used to view, search for, and filter CDR logs. The CDRs can only be queried through this page when CDR generation is enabled in PowerMedia XMS. Enable CDR from the **System > Services** page.

The **CDR Query** page provides preset queries and user-created queries to filter CDR logs. The preset queries have filters that are already configured. The preset queries and their filters cannot be edited, renamed, or deleted. For custom queries, user queries can be created and saved.

CDR Query | CDR Configuration

CDR Queries

--- Preset Query --- | Run | New | Save | Rename | Delete | Enable Auto Refresh

Add Filter

| Select | Filter | Parameters | Operations |
|--------|--------|------------|------------|
|--------|--------|------------|------------|

CDR Result

|<< | << | >> | >>| | Manage Columns

| Select | Called Uri | Caller Uri | Call StartTime | SIP Call Id | call Dir | Protocol | Call State |
|--------|------------|------------|----------------|-------------|----------|----------|------------|
|--------|------------|------------|----------------|-------------|----------|----------|------------|

|<< | << | >> | >>| | Terminate Call(s)

Run a Query

To run a CDR query, select the query from the dropdown list and click **Run**. If there are no relevant CDR logs, a "No match found for the requested filter" message appears in the **CDR Result** field.

Add a User Query

To add a user query, click **New** and enter a name for the query in the **Add User Query Name** popup window. When finished, click **Submit**. User queries with no filters have an asterisk added to the name once the user query is added to the **CDR Queries** dropdown list.

Add a Filter

Proceed as follows to add a filter to a CDR user query:

1. Select the user query from the **CDR Queries** field. If a user query has not been created, refer to [Add a User Query](#). Preset queries cannot be edited.
2. Click **Add Filter** to display the **Add Filter** popup window.
3. Click the **Filter Type** drop-down list, select the desired filter type, adjust the parameters as necessary, and click **OK** when finished. Refer to the following table for details on the filters and parameters.

| Filter Type | Description |
|--------------------|--|
| TIME | Filter CDR logs by start and end dates and by start and end times. |
| CALL STATE | Filter CDR logs by call states. To select multiple call states, hold down the Shift key while clicking each one. |
| CALL DIRECTION | Filter CDR logs by the direction of the call: inbound or outbound. |
| REL CODE | Filter CDR logs by release codes. To select multiple release codes, hold down the Shift key while clicking each one. |
| PROTOCOL | Filter CDR logs by SIP or RTCWeb protocol. |
| CALLING URI | Filter CDR logs by a specified calling URI string. For example, if the calling URI parameter is "9901*", any From header that contains the 9901 string will be included in the query result. |
| CALLED URI | Filter CDR logs by a specified called URI string. For example, if the called URI parameter is "9901*", any To header that contains the 9901 string will be included in the query result. |
| CALL DURATION | Filter CDR logs by call duration. Enter minimum, maximum, or minimum and maximum call duration parameters. Call duration is in seconds. Note: This filter only applies to completed calls. |
| CDR COUNT PER PAGE | Show 10, 20, 50, or 100 CDR logs per page. |
| JITTER (QoS) | Filter CDR logs by jitter. Enter minimum, maximum, or minimum and maximum jitter parameters. Jitter is in milliseconds. |
| PACKET LOSS (QoS) | Filter CDR logs by packet loss. Enter minimum, maximum, or minimum and maximum packet loss parameters. Packet loss is in percent. |

4. Click **Save** to save the new filter to the user query. User queries that have not been saved have an asterisk added to the query name.

Edit a Filter

Proceed as follows to edit an existing filter that is part of a user query:

1. Select the user query from the **CDR Queries** field.
2. In the filter's **Operations** section, click the edit icon.
3. In the **Add Filter (Edit)** popup window, adjust the filter and parameters as necessary and then click **OK**.
4. Click **Save** to save the filter changes and update the user query. User queries that have not been saved have an asterisk added to the query name.

Delete a Filter

Proceed as follows to delete an existing filter that is part of a user query:

1. Select the user query from the **CDR Queries** field.
2. In the filter's **Operations** section, click the delete icon.
3. Click **Save** to save the filter changes. User queries that have not been saved have an asterisk added to the query name.

Rename a User Query

To rename a user query, select the user query in the **CDR Queries** field and enter a new user query name in the **Edit User Query Name** popup window. When finished, click **Submit**.

Delete a User Query

To delete a user query, select the user query in the **CDR Queries** field and then click **Delete**.

Enable or Disable Automatic CDR Log Updates

Click the **Enable Auto Refresh** button to automatically update CDR logs every 3 seconds. If **Enable Auto Refresh** enabled, the **Disable Auto Refresh** button appears instead of the **Enable Auto Refresh** button. Click the **Disable Auto Refresh** button to not automatically update CDR logs.

Manage Columns

Click the **Manage Columns** button to configure the CDR result columns.

Manage CDR Result Columns

CDR Result Columns

| | | | | | |
|--------------------|--------------------------|---------------------|--------------------------|---------------------|--------------------------|
| Call AnswerTime | <input type="checkbox"/> | Call EndTime | <input type="checkbox"/> | release Dir | <input type="checkbox"/> |
| rel Reason | <input type="checkbox"/> | Req Uri | <input type="checkbox"/> | Rel Code | <input type="checkbox"/> |
| Answer SDP | <input type="checkbox"/> | Call Duration | <input type="checkbox"/> | Audio BitRate | <input type="checkbox"/> |
| Audio ClockRate | <input type="checkbox"/> | Audio Coder FrameSz | <input type="checkbox"/> | Audio Dir | <input type="checkbox"/> |
| Audio Encoding | <input type="checkbox"/> | Audio FramesPerPkt | <input type="checkbox"/> | Audio LocalIp | <input type="checkbox"/> |
| Audio LocalPort | <input type="checkbox"/> | Audio PayloadType | <input type="checkbox"/> | Audio RemoteIp | <input type="checkbox"/> |
| Audio RemotePort | <input type="checkbox"/> | Audio VAD Enabled | <input type="checkbox"/> | DTMF Mode | <input type="checkbox"/> |
| RTP StartTime | <input type="checkbox"/> | RTP EndTime | <input type="checkbox"/> | video BitRate | <input type="checkbox"/> |
| Video MaxBitRate | <input type="checkbox"/> | Video SamplingRate | <input type="checkbox"/> | Video ImgWidth | <input type="checkbox"/> |
| Video ImgHeight | <input type="checkbox"/> | Video Dir | <input type="checkbox"/> | Video Encoding | <input type="checkbox"/> |
| Video PayloadType | <input type="checkbox"/> | Video LocalIp | <input type="checkbox"/> | Video LocalPort | <input type="checkbox"/> |
| Video RemoteIp | <input type="checkbox"/> | Video RemotePort | <input type="checkbox"/> | Stream Id | <input type="checkbox"/> |
| QOS LocalTimeStamp | <input type="checkbox"/> | QOS LostPkts | <input type="checkbox"/> | QOS Jitter | <input type="checkbox"/> |
| QOS RTLatency | <input type="checkbox"/> | QOS LocalTxPkts | <input type="checkbox"/> | QOS LocalTxOcts | <input type="checkbox"/> |
| QOS LocalCumLost | <input type="checkbox"/> | QOS RemoteTxPkts | <input type="checkbox"/> | QOS RemoteTxOcts | <input type="checkbox"/> |
| QOS RemoteCumLost | <input type="checkbox"/> | QOS LocalSeqNum | <input type="checkbox"/> | QOS RemoteTimeStamp | <input type="checkbox"/> |
| QOS RemoteSeqNum | <input type="checkbox"/> | | | | |

Apply

Close

Click **Apply** to save changes.

CDR Configuration

The **CDR Configuration** page is used to configure the CDR related parameters.

CDR Query **CDR Configuration**

| | |
|------------------------------|------|
| CDR File Duration (in Hours) | 1 |
| Active CDR Age (in Hours) | 1 |
| Maximum Disk Space (in MB) | 4096 |

Set Configuration

Purge CDR Database

☐ Use Remote Database

Proceed as follows to configure the **CDR Configuration** parameters:

1. In the **CDR File Duration (in Hours)** field, select the duration (in hours) of time in which CDR are kept in a single CDR file from the drop-down list. Possible values are restricted to a factor of 24 (1, 2, 3, 4, 6, 8, 12, 24) so that any CDR file contains CDR of only a particular date.
2. In the **Active CDR Age (in Hours)** field, enter the duration (in hours) of time in which CDR files will be kept in the database. After the expiration of this duration, the CDR files are moved to the flat CDR files and removed from the database. Range is 1 to 72.

3. In the **Maximum Disk Space (in MB)** field, enter the maximum disk space (in megabytes) allocated for CDR files on disk. As soon as the total size of CDR files on disk exceeds this maximum size threshold, a configurable percentage of this space (as configured in the CDR configuration file `/etc/xms/cdrserver/config/cdrconfig.json`, `cdrPurgeSizeInPercent` parameter) will be recovered by the system by permanently removing one or more, oldest CDR files from the disk. If the maximum disk space is changed, the SNMP threshold for disk usage percentage will become invalid and need to be configured again. Range is 64 to 40960 (40 GB).
4. Click **Set Configuration** to save changes.
5. Click **Purge CDR Database** to clear the CDR database.

Note: The system services must be restarted for the changes in CDR configuration to take effect.

The CDR files are generated and can be found in the following location on the PowerMedia XMS installation:

```
/var/local/xms/cdr
```

For more details about the CDR fields and the call data logged, refer to the [Appendix C: CDR](#).

Remote Database

From the **Use Remote Database** window, you can add a database host which will be listed in the server table.

CDR Query

CDR Configuration

| | |
|------------------------------|------|
| CDR File Duration (in Hours) | 1 |
| Active CDR Age (in Hours) | 1 |
| Maximum Disk Space (in MB) | 4096 |

Set Configuration

Purge CDR Database

☒ Use Remote Database

Config CDR Database

☐ Replication
Replica Set Name:

Add DB Host

| Host ID | Port | Description | Operations |
|---------|------|-------------|------------|
|---------|------|-------------|------------|

Click **Add DB Host** to add a database host. This action results in the following popup window.

| Add CDR DB Profile | |
|---|----------------------|
| Port: | <input type="text"/> |
| <input type="radio"/> Host <input checked="" type="radio"/> IPv4 <input type="radio"/> IPv6 | <input type="text"/> |
| Description: | <input type="text"/> |
| <input type="button" value="Save"/> <input type="button" value="Cancel"/> | |

Proceed as follows to configure the **Add CDR DB Profile** parameters:

1. In the **Port** field, specify the port for CDR remote database.
2. Click the **Host**, **IPv4**, or **IPv6** button and enter the IP address for CDR remote database.
3. In the **Description** field, enter a description for CDR remote database.
4. Click **Save** to add a CDR remote database.

Access to CDR Files

To provide user access to the CDR files, the PowerMedia XMS system administrator will need to create a login for the user who wants to access CDR files on the system. The following set of commands needs to be run by the system administrator as root user:

```

useradd -d /var/local/xms/cdr <username>
passwd <username>
Changing password for user <username>.
New password: *****
Retype new password: *****
chown <username> /var/local/xms/cdr
chgrp <username> /var/local/xms/cdr
chmod 544 /var/local/xms/cdr

```

Options

The **Options** menu opens to the **Web Console Options** page, which is used to configure or disable the Console's polling timeouts.

| | | | |
|--|-----------------------------------|--|--|
| General/Meter-Dashboard Page Polling Timeout (ms): | <input type="text" value="1000"/> | Disable Polling <input type="checkbox"/> | This field controls the General/Meters-Dashboard Page refresh polling rate. Default value is 1 sec or 1000 (ms). |
| Header Polling Timeout (ms): | <input type="text" value="3000"/> | Disable Polling <input type="checkbox"/> | This field controls the Header refresh polling rate. Default value is 3 sec or 3000 (ms). |
| WebGUI Session Timeout (Sec): | <input type="text" value="600"/> | | This field controls the WebGUI session timeout. Default value is 600 seconds. 0 to disable. Minimum valid timeout value is 30 seconds. |

Proceed as follows to configure the **Web Console Options** parameters.

General/Meter-Dashboard Page Polling Timeout (ms)

This parameter controls the refresh polling rate. Default value is 1 second or 1000 ms. Enter the desired value in the space provided and click **Apply**.

To disable polling timeout, click the check box to the right of **Disable Polling** and then click **Apply**.

Header Polling Timeout (ms)

This parameter controls the header refresh polling rate. Default value is 3 seconds or 3000 ms. Enter the desired value in the space provided and click **Apply**.

To disable polling timeout, click the check box to the right of **Disable Polling** and then click **Apply**.

WebGUI Session Timeout (sec)

This parameter controls the WebGUI session timeout. Default value is 600 seconds. The minimum valid timeout value is 30 seconds. Enter the desired value in the space provided and click **Apply**.

To disable session timeout, enter the value of 0 and then click **Apply**.

Downloads

The **Downloads** menu opens to the **Tools** page, which will be updated periodically as additional demos and tools become available.



The **Tools** page contains the following applications to download:

- **Window Logger Manager Tool** unzips the RemoteRtfTool to your local directory. Refer to the [RemoteRtfTool](#) section for more information.
- **XMS RESTful Verification Demo** unzips the XMS Verification Demo to your local directory. Refer to the *Dialogic® PowerMedia™ XMS Quick Start Guide* for more information.
- **XMS RESTful Tool** unzips the XMSTool RESTful Utility. Refer to the [XMSTool RESTful Utility](#) section for more information.

To download a file, click the file name and follow the instructions.

Note: Files are downloaded to the local directory you specify.

Reports

The **Reports** menu opens to the **Metrics Export** page, which is used to configure **Parameters** and **Rotation Policy** for exporting reports on metrics.

Note: The functionality on the **Metrics Export** page is in a controlled introduction. The metrics contained in the exported file may change in future PowerMedia XMS releases.

Metrics Export

Parameters:

File Format

Sampling Rate (minutes)

File Duration

File Name Prefix

Storage Location

Rotation Policy:

Size on Disk (MB)

Maximum Age (Days)

[Download](#)

[Config Meters](#)

[Apply](#)

Parameters

Proceed as follows to configure the **Parameters**.

| Parameter | Description | Valid Values |
|-------------------------|---|--|
| File Format | Specifies the format type of the exported file. | Use the drop-down list to select one of the following valid values (Default is CSV): <ul style="list-style-type: none">• CSV• JSON• XML |
| Sampling Rate (minutes) | Specifies the sampling rate. | Use the drop-down list to select one of the following valid values (Default is 1): <ul style="list-style-type: none">• 1• 5• 10• 15• 30• 60 |

| Parameter | Description | Valid Values |
|------------------|---|--|
| File Duration | Specifies the duration of the file. | Use the drop-down list to select one of the following valid values: <ul style="list-style-type: none"> • 15min • 30min • 1hr • 2hr • 3hr • 4hr • 6hr • 8hr • 12hr • 24hr |
| File Name Prefix | Specifies the prefix of the file name. | Enter the name of the prefix. 1 - 64 character alphanumeric with no spaces. |
| Storage Location | Specifies the storage location of the file. | Use the drop-down list to select one of the following valid values: <ul style="list-style-type: none"> • Local Default |

Rotation Policy

Proceed as follows to configure the **Rotation Policy**.

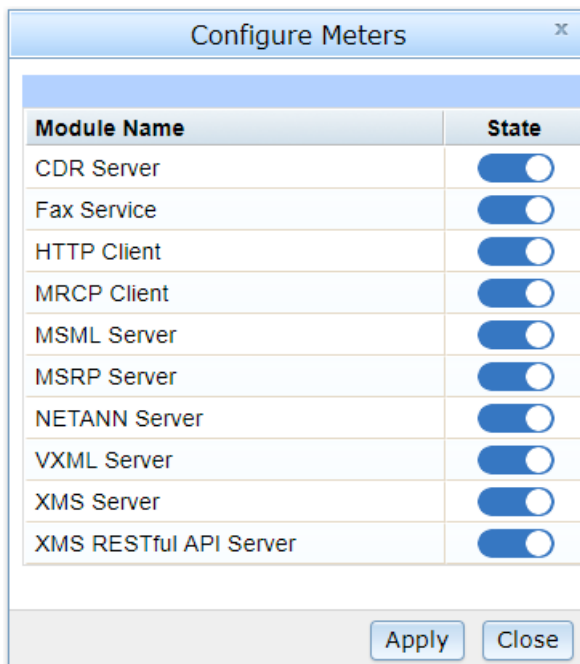
| Parameter | Description | Valid Values |
|--------------------|-------------------------------------|--------------------------|
| Size on Disk (MB) | Specifies the maximum size on disk. | 0 - 4096 (0 is disabled) |
| Maximum Age (Days) | Specifies the maximum age. | 0 – 31 (0 is disabled) |

Click **Apply** to save changes.

Config Meters

Proceed as follows to configure the meters to export.

1. Click **Config Meters**. The **Configure Meters** dialog box will appear.



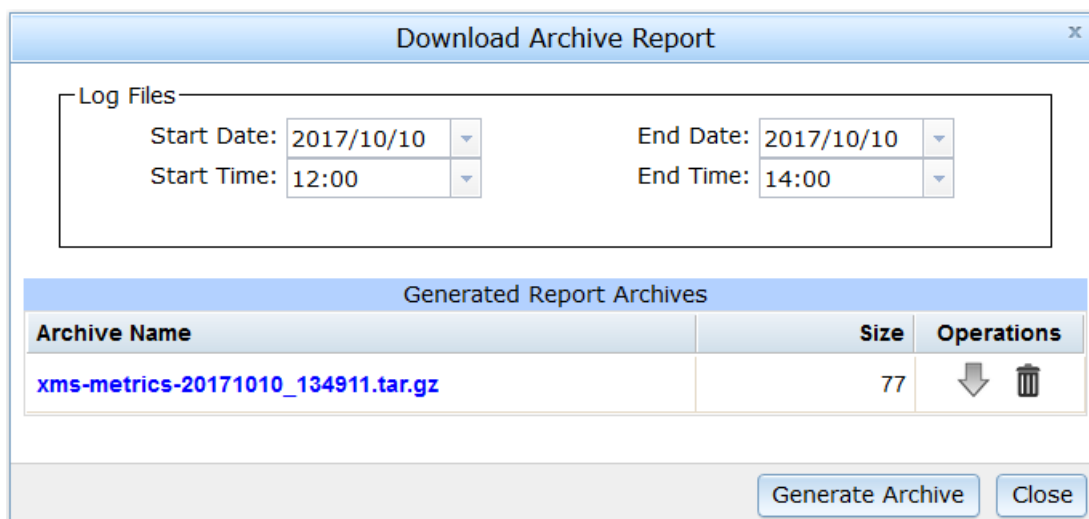
The 'Configure Meters' dialog box contains a table with two columns: 'Module Name' and 'State'. The 'State' column uses toggle switches to indicate whether each module is enabled or disabled. At the bottom of the dialog are 'Apply' and 'Close' buttons.

| Module Name | State |
|------------------------|-------------------------------------|
| CDR Server | <input checked="" type="checkbox"/> |
| Fax Service | <input checked="" type="checkbox"/> |
| HTTP Client | <input checked="" type="checkbox"/> |
| MRCP Client | <input checked="" type="checkbox"/> |
| MSML Server | <input checked="" type="checkbox"/> |
| MSRP Server | <input checked="" type="checkbox"/> |
| NETANN Server | <input checked="" type="checkbox"/> |
| VXML Server | <input checked="" type="checkbox"/> |
| XMS Server | <input checked="" type="checkbox"/> |
| XMS RESTful API Server | <input checked="" type="checkbox"/> |

2. Click the button listed in the **State** column to toggle between enabled and disabled for the modules to include in the meters export. The **State** column will change to the action you selected.
3. Click **Apply** to save changes or click **Close** to abort the operation.

Download



The metrics report archive can be downloaded to your system by clicking the **Download** button.



The 'Download Archive Report' dialog box includes a 'Log Files' section with date and time pickers, a table of 'Generated Report Archives', and 'Generate Archive' and 'Close' buttons at the bottom.

Log Files

Start Date: 2017/10/10 End Date: 2017/10/10
Start Time: 12:00 End Time: 14:00

| Archive Name | Size | Operations |
|--|------|---|
| xms-metrics-20171010_134911.tar.gz | 77 |   |

Click **Generate Archive** to generate the metrics report archive. The metrics report archive file can be downloaded or deleted through the **Operations** column.

5. PowerMedia XMS Troubleshooting

This section provides information about the RemoteRtfTool utility and installation log files available to enhance the user experience. It contains the following topics:

- [RemoteRtfTool](#)
- [PowerMedia XMS Log Files](#)
- [Linux RTC Device Verification](#)

RemoteRtfTool

PowerMedia XMS logs are accessed through the RemoteRtfTool utility.

To use the RemoteRtfTool utility, access the **Downloads > Tools** page from the Console and perform the following procedure:

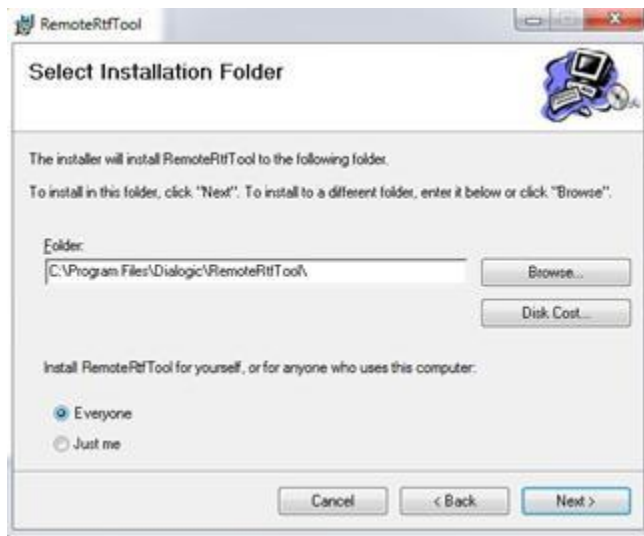
1. Click the **Window Logger Manager Tool** (*RemoteRtfToolInstaller.msi*) to download and install the file.



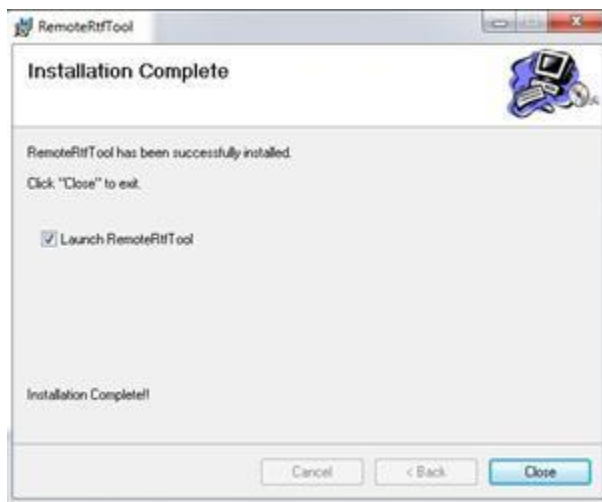
2. Run *RemoteRtfToolInstaller.msi* to start the setup wizard.



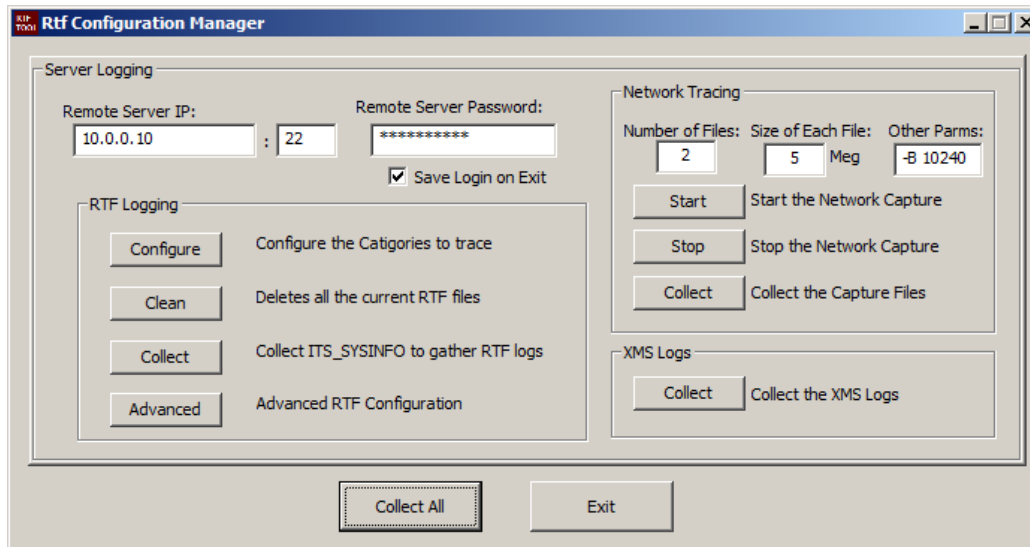
3. Click **Next**.



4. Browse to the folder indicated in the screen capture above and click **Next** to start the installation. When the installation is complete, the following screen appears.



The RemoteRtfTool launches and displays the **Rtf Configuration Manager** window.



Rtf Configuration Manager

The Rtf Configuration Manager contains four sections:

- [Server Logging](#)
- [RTF Logging](#)
- [Network Tracing](#)
- [XMS Logs](#)

Clicking **Collect All** collects all log files in accordance with the default settings of the PowerMedia XMS. Proceed below to change the default settings.

Server Logging

Proceed as follows to configure the server log:

1. Enter the IP address on which to perform the trace in the **Remote Server IP** field.
2. Enter a valid password in the **Remote Server Password** field.

Note: The password is not the Console password, but rather the combination used for UserName: root and Password: powermedia. For stand-alone RPM installations, password modification is not necessary because the installation script does not change the password to "powermedia" as it does with the .ISO install.

3. Click the check box if you wish to save the login upon exiting the Rtf Configuration Manager.

RTF Logging

The buttons in the RTF Logging section are described below.

Configure

Click **Configure** to configure the categories to trace for **Native** mode. The following popup appears.



Configure the categories as follows:

1. In **File Settings** field, enter the number of files to trace and the maximum size of each file.
2. In **MSML Categories** section, click the check box for each MSML Category you wish to trace.
3. In **Native Categories** section, click the check box for each media engine category you wish to trace.
4. Click **Save** to save configuration settings.

Clean

Click **Clean** to delete the currently stored RTF log files.

Collect

Click **Collect** to run **ItsSysinfo** used to gather RTF log files.

Advanced

Click **Advanced** to provide the advanced RTF configuration settings.



The buttons on the **RTF Remote Advanced Settings** window do the following:

- **Download XML** downloads the *RtfConfigLinux.xml* file.
- **Edit XML** navigates to the *RtfConfigLinux.xml* file and opens it for editing.
- **Upload XML** uploads the edited file to PowerMedia XMS.
- **Reload** causes the RTF service to reread and restart RTF logging according to the new settings.

Network Tracing

Note: The "tcpdump" command is used to capture a network trace.

Number of Files

Enter the number of network files to trace.

Size of Each File

Enter the maximum size of each file.

Other ParmS

This field is used to pass tcpdump-specific command line arguments. Enter "-B 10240 -i any" to set the operating system capture buffer size parameter and to set the capture on any network interface.

Start

Click **Start** to begin the network capture.

Stop

Click **Stop** to end the network capture.

Collect

Click **Collect** to collect the captured files and copy the data to the specified location.

XMS Logs

Click **Collect** to collect the captured XMS logs and copy the data to the specified location.

PowerMedia XMS Log Files

The default PowerMedia XMS log location is */var/log/xms*. Consult these log files when troubleshooting specific PowerMedia XMS problems.

Note: Multiple log files are created and capped at 2 MB each.

Retrieving PowerMedia XMS Logs

Most of the PowerMedia XMS logs are not accessible through the Console.

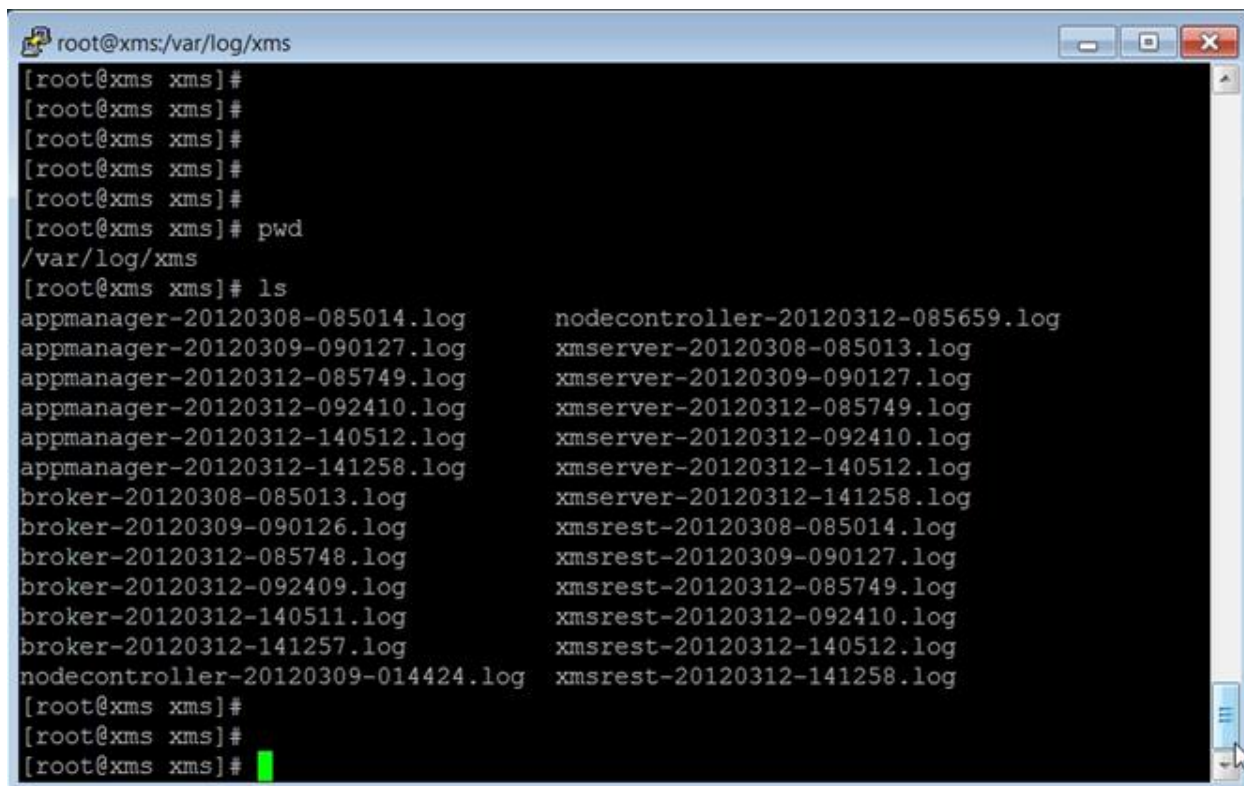
Note: XMS logs can be collected by choosing "Collect the XMS Logs" in the [RemoteRtfTool](#) utility available for download in the Console.

To retrieve the logs, it is necessary to access the PowerMedia XMS using secure shell (ssh).

The "root" user's default password is "powermedia". If you wish to change the password, do so before proceeding.

Note: For stand-alone RPM installations, password modification is not necessary because the installation script does not change the password to "powermedia" as it does with the .ISO install.

Access the files from `/var/log/xms` and copy the logs to the desired location. See the example below.



A terminal window titled 'root@xms:/var/log/xms' showing the output of the 'ls' command. The window has a blue title bar with standard Linux window controls. The terminal text is as follows:

```
root@xms:/var/log/xms
[root@xms xms]#
[root@xms xms]#
[root@xms xms]#
[root@xms xms]#
[root@xms xms]#
[root@xms xms]# pwd
/var/log/xms
[root@xms xms]# ls
appmanager-20120308-085014.log      nodecontroller-20120312-085659.log
appmanager-20120309-090127.log      xmserver-20120308-085013.log
appmanager-20120312-085749.log      xmserver-20120309-090127.log
appmanager-20120312-092410.log      xmserver-20120312-085749.log
appmanager-20120312-140512.log      xmserver-20120312-092410.log
appmanager-20120312-141258.log      xmserver-20120312-140512.log
broker-20120308-085013.log          xmserver-20120312-141258.log
broker-20120309-090126.log          xmsrest-20120308-085014.log
broker-20120312-085748.log          xmsrest-20120309-090127.log
broker-20120312-092409.log          xmsrest-20120312-085749.log
broker-20120312-140511.log          xmsrest-20120312-092410.log
broker-20120312-141257.log          xmsrest-20120312-140512.log
nodecontroller-20120309-014424.log    xmsrest-20120312-141258.log
[root@xms xms]#
[root@xms xms]#
[root@xms xms]#
```

Log File Retention

The logrotate capability in Linux is used to rotate, compress, and/or mail system log files. It is normally run from cron. It can be configured with the file `/etc/logrotate.d/xms`, which is specified in the command line when logrotate is run.

The logrotate program deletes any PowerMedia XMS log files older than seven (7) days. To modify this number, access the PowerMedia XMS logrotate configuration file and change the "maxage" field from 7 to the number of days that you wish to retain the logs.

See the example below.

```
/var/log/xms/*.log {
daily
maxage 7
missingok
rotate 0
postrotate
kill -HUP `cat /var/run/nodecontroller.pid`
kill -HUP `cat /var/run/appmanager.pid`
kill -HUP `cat /var/run/broker.pid`
kill -HUP `cat /var/run/xmserver.pid`
kill -HUP `cat /var/run/xmsrest.pid`
endscript
}
```

Linux RTC Device Verification

On physical hardware systems, PowerMedia XMS derives its system clocking from the Linux `/dev/rtc` device. The Linux kernel uses the RTC or HPET hardware on the system motherboard to provide the clock for the `/dev/rtc` device. It has been observed on some earlier system platforms that the HPET hardware can cause erratic timing performance.

If media processing performance is continuously irregular on your system, examine the `/var/log/messages` file for a regular and frequent occurrence of messages such as "lost 22 rtc interrupts" (the number will vary). An occasional occurrence of this message is considered normal and does not adversely affect system performance.

In cases where a consistent issue with lost rtc interrupts is observed, the default kernel clock source and timer mode must be changed in the grub boot loader configuration. The user must disable the use of the HPET timer using the kernel boot parameters.

To override the default options, proceed as follows to change the grub bootfile:

1. Carefully edit `/boot/grub/menu.lst` and append the `nohpet` parameter at the end of the kernel entry that will boot by default. If your file has more than one kernel entry, make sure to edit the kernel boot line that corresponds to the `default= <value>` field in the file. For example, if the file contains `default=0`, edit the first kernel entry.
2. Reboot the system.
3. Verify that the HPET has been disabled by running the following command:

```
dmesg | grep nohpet
```

The kernel line is displayed with the option set.

Virtual Memory Increase between Application Restarts

In testing scenarios, cache memory has been observed to grow between application restarts on HMP/XMS regression systems until the cache memory consumes all available memory, which causes swapping to occur. When swapping begins to occur, the kernel swaps instead of automatically reclaiming cache memory. To force the kernel to reclaim cache memory in favor of swapping, it is recommended to set the swappiness to 10 if the system has enough RAM.

Contacting Dialogic Technical Services and Support

When reporting an issue to Dialogic Technical Services and Support, be prepared to provide the following information:

- Full description of the issue.
- Version and trunk number of the PowerMedia XMS software you are using.
- PowerMedia XMS log files.
- Whether the issue is reproducible; the steps that you took.

Note: The latest software update and release notes are available from the Dialogic website at <http://www.dialogic.com/products/media-server-software/xms>. Downloads can be found on the right side of your screen. You will be prompted to log in or sign up in order to download the software.

6. XMSTool RESTful Utility

XMSTool RESTful Utility

This section provides details about the XMSTool RESTful Utility (also referred to herein as "XMSTool" or "Utility"). XMSTool is used for developing, debugging, and supporting applications for the PowerMedia XMS using the HTTP RESTful API.

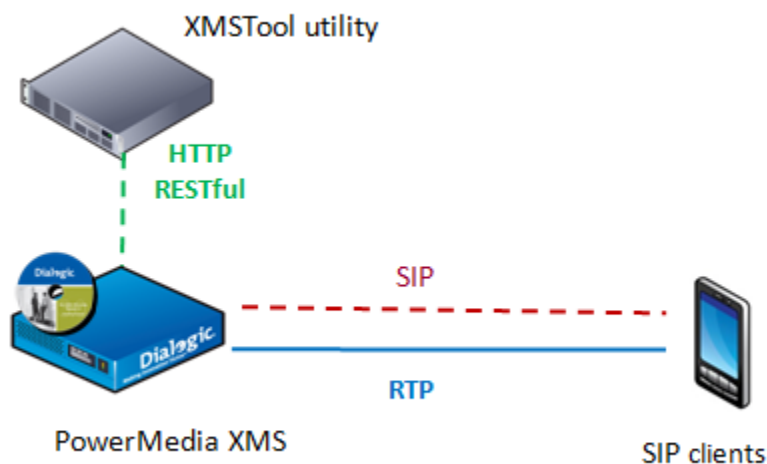
XMSTool is a Java-based test application for passing and receiving RESTful API messages to and from the PowerMedia XMS. Supported for both 1PCC and 3PCC (see the [Call Control Models](#)), it can be used to build and parse individual RESTful messages and can drive and record simple applications. The utility provides the following:

- Ability to manually enter and execute the RESTful API commands and observe the results
- Pre-recorded Macros available for commonly used call scenarios
- Method to record Macros for automated execution of command sequences (**Demo mode**), enabling users to create simple Demos and debug their applications
- Logging capabilities

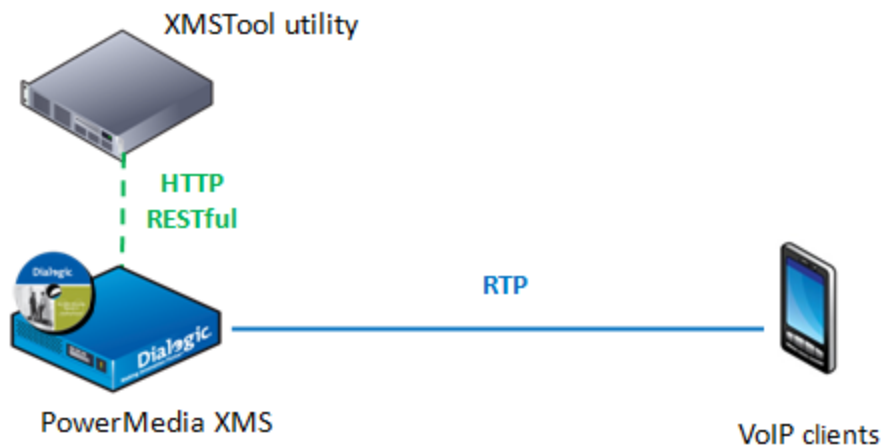
Call Control Models

XMSTool can establish media connections on both 1PCC and 3PCC models.

With the 1PCC model, as shown in the following illustration, the PowerMedia XMS handles inbound and outbound SIP calls, taking advantage of its built-in SIP call control functionality. XMSTool controls all aspects of the PowerMedia XMS operation, including SIP call control.



With the 3PCC model, as shown in the following illustration, the XMSTool only directs the PowerMedia XMS to establish and manipulate the RTP-based media sessions. This model is commonly used in VoIP network environments such as IMS, where SIP call control is performed by an application server. This model permits using signaling protocols other than SIP and allows application architects the flexibility of choosing the signaling protocol.



Prerequisites

Prior to using XMSTool, the user is expected to do the following:

- Understand the functionality and operation of the PowerMedia XMS.
- Be familiar with the HTTP RESTful control interface of the PowerMedia XMS in order to use the tool in **Demo** mode.
- Understand the HTTP RESTful interface of the PowerMedia XMS and have a working knowledge of XML and related topics (data structures, XSD, etc.) in order to use the tool at the individual command level (**Advanced** mode).
- Understand the key concepts of a service-oriented architecture and HTTP RESTful interface.
- Have a working knowledge of Java programming.

Starting XMSTool

XMSTool is written in Java, making it operating system independent. The PowerMedia XMS on which it runs requires a Java Runtime Environment (JRE). The version of Java Standard Edition (JSE) used for the tests described in this document is Version 7, Update 2, build 1.7.0_02-b13.

A SIP softphone should be available. See the *Dialogic® PowerMedia™ XMS Quick Start Guide* for information about setting up PowerMedia XMS and installing suitable SIP softphones.

To use the XMSTool utility, access the **Downloads > Tools** page from the Console and click the **XMS RESTful Tool** (*XMSTool.zip*) to download and install the file. Unzip the downloaded distribution and then go to the top level directory where you will see the */dist* and */testing* directories. From the top level directory, run the tools as follows:

```
> java -jar dist/XMSTool.jar -g -m <xms_ip_address>
```

Note: XMSTool can be run to expose its graphical user interface (GUI) or as a command line interface. Using the GUI provides access to both modes: **Demo/Simple** and **Advanced**. Running from the CLI only allows **Demo/Simple** mode.

XMSTool Utility Modes

XMSTool can be run in two different modes:

- **Demo/Simple Mode** uses predefined XML scripts; short application scenarios can be executed to demonstrate most of the PowerMedia XMS RESTful functionality. Session logging is available to examine the message interchange. Only sessions using inbound SIP calls are currently available in this mode.
- **Advanced Mode** allows individual RESTful commands to be manually entered for full PowerMedia XMS control. This mode is intended to be used by developers who are looking to become familiar with the RESTful API messages used to control PowerMedia XMS. It also allows the individual commands that make up a macro/demo to be recorded for replay or to provide an accurate way to reproduce a problem in PowerMedia XMS.

Demo/Simple Mode

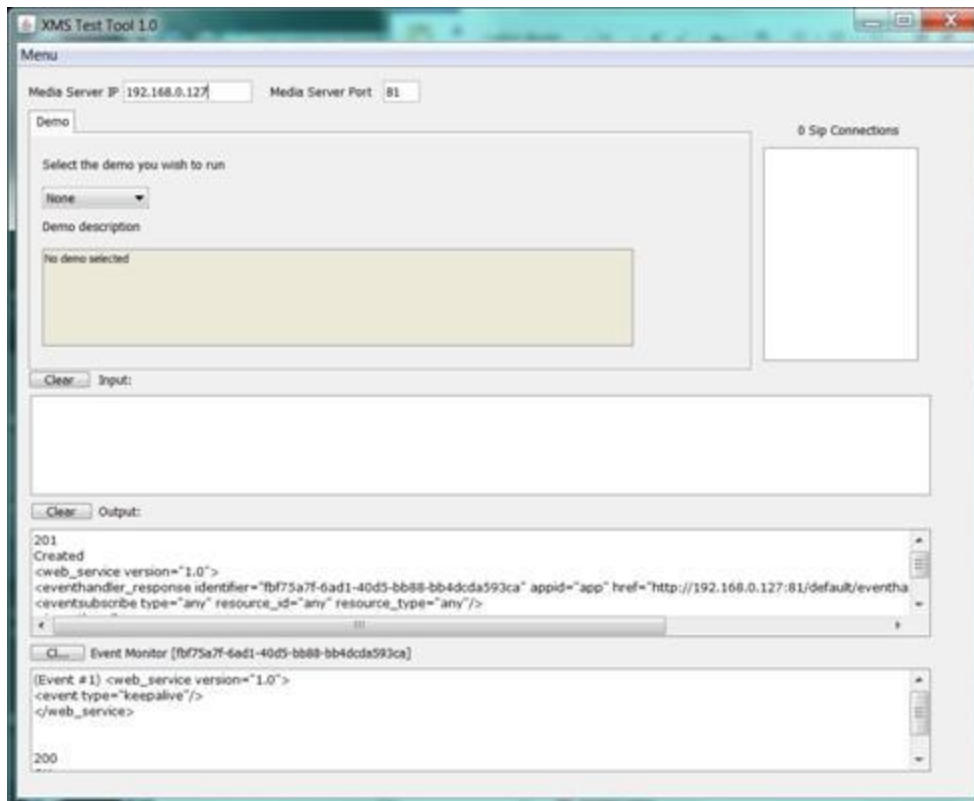
In this mode, XMSTool is used to execute predefined demos or macros that string together a series of RESTful request and response messages to make up a simple application, such as answering a call and playing a file or putting a caller into a video conference.

The **Demo** screen provides access to the demos listed below.

Note: All demos are multimedia—both audio and video.

- **Play** answers an inbound call and plays a file.
- **Collect** answers an inbound call (audio only) and collects four (4) digits. When the 4th digit is entered, the digit collection event is seen in the event handler window. The call will be automatically disconnected several seconds after the digit event is returned.
- **Join** connects two inbound callers into a conference. The callers remain connected for ten (10) seconds, and then the conference is torn down.
- **Conference** joins a single inbound caller into a conference. The caller remains connected for eight (8) seconds, and then the conference is torn down.
- **Confplay** joins two inbound callers into a conference and a file is played. After the play terminates, the conference is torn down.
- **Record** begins the recording. An inbound caller is prompted by a file. After the prompt is played, **Record** mode is entered. The recording can be terminated with # or ends by itself after ten (10) seconds.

Note: Inbound calls are only supported via SIP, but support is provided for outbound calls to/from WebRTC.



Proceed as follows to run a demo:

1. Select a demo from the drop-down list.
2. Place an inbound call from a SIP softphone. Any SIP username (or extension) may be used with XMSTool because the scenario selection is done through the drop-down list.
3. Make a call to the IP address of the PowerMedia XMS. The call will be answered by PowerMedia XMS and XMSTool, and the appropriate scenario will be played.

Note: Several scenarios will use two callers.

Details about the application's call flow may be found in the XMSTool's session log, which is located in the testing directory and named *xmstool.log*. The logger overwrites the log file each time XMSTool starts.

Note: All demo scenarios start when an inbound call is received. Currently, outbound calls cannot be used.

Accessing XMSTool using CLI

Demos are also accessed through the command line interpreter (CLI) when a windowing system on the host computer is not available.

Proceed as follows to use the CLI interface:

1. Start the tool from the operating system command prompt:

```
> java -jar dist/XMSTool.jar -r -m <xms_ip_address>
```

2. Upon successful connection to PowerMedia XMS, all available test scenarios for inbound calls are displayed:

```
XMSTool Application
-----
Demos
-----

[collect]
Description: Play and collect demo

[conference]
Description: 2 party 10 second conference demo

[confplay]
Description: 2 party conference play demo

[join]
Description: Join 2 calls for 10 seconds demo

[play]
Description: Play demo

[record]
Description: Record demo

Waiting for incoming calls ...

XMSTool>
```

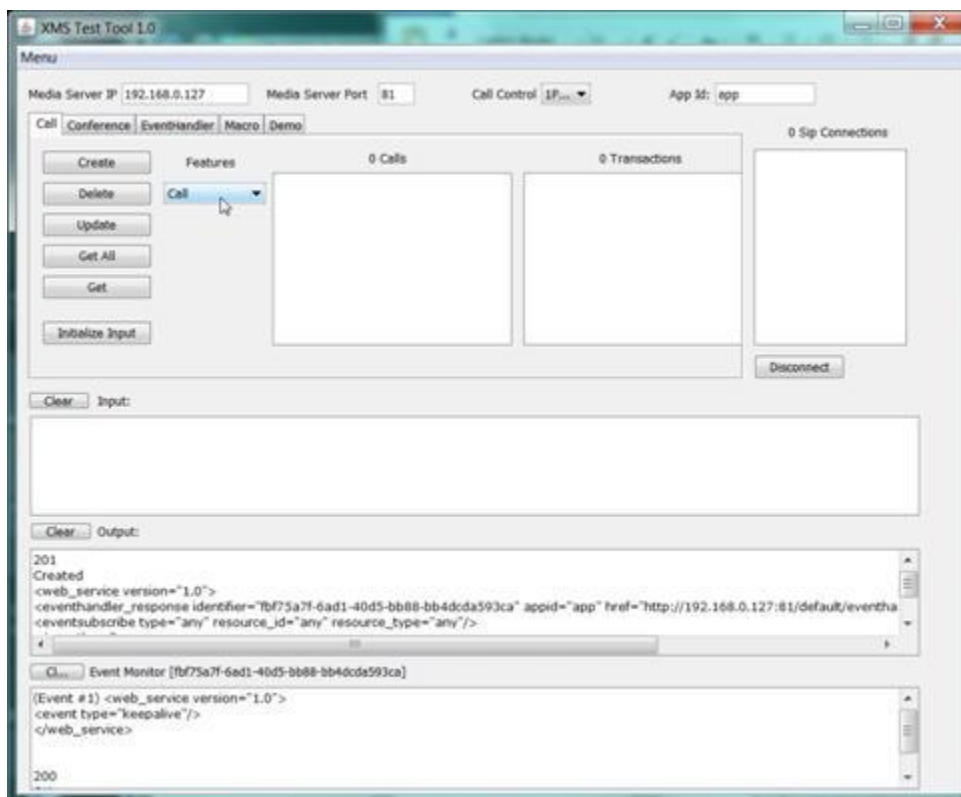
3. Access a scenario by placing a SIP video call to the IP address of PowerMedia XMS using the test name as the SIP username. For example, entering Sip:play@192.168.1.100 will connect to the PowerMedia XMS at IP address 192.168.1.100 and execute the multimedia file "play" test scenario.
4. Stop XMSTool using the exit command at the CLI prompt.

Advanced Mode

Advanced users and RESTful application developers may choose to enter individual commands to closely examine the RESTful messages used. This method is useful when designing and coding one's own RESTful applications.

To accomplish this, select **Advanced Mode** from the **Menu** drop-down list.

The following window appears.



The following existing connection and operation parameters are displayed:

- **PowerMedia XMS IP** - Display only, set with XMSTool command line startup -m option.
- **PowerMedia XMS Port** - Display only, set with XMSTool command line startup -p option.
- **Call Control** - Specifies protocol used.
- **App Id** - Specifies the PowerMedia XMS application to connect to. Corresponds to an application set on the **Routing > Routes** page from the Console. Defaults to "app".

The **Call**, **Conference**, **EventHandler**, **Macro**, and **Demo** tabs pertain to the different modes and messages used by XMSTool, while the **Create**, **Delete**, **Update**, **Get All**, and **Get** buttons determine the HTTP methods (GET, POST, PUT, DELETE) used to send the RESTful messages.

The **Features** drop-down list is used to select the media and call actions that make up the application flow. The **Calls**, **Transactions**, and **SIP Connections** areas list the IDs of all active calls, media transactions, and SIP connections.

The three large horizontal text windows are used for building the XML input to PowerMedia XMS, for displaying responses from PowerMedia XMS to RESTful messages that have been sent, and for displaying events sent from the event handler in PowerMedia XMS.

When XMSTool starts, the event handler is created to relay unsolicited events to the XMSTool Client. An Event Monitor ID is seen on the top of the lowest window. All content is cleared using the **Clear** button.

Individual commands, such as **Create**, are sent in a specific sequence for successful operation. The following table explains the sequences.

| Sequence | Tasks |
|-----------------|---|
| Create | <ol style="list-style-type: none"> 1. Select either the Call feature from the Call tab or the Conference Feature from the Conference tab. 2. Click Initialize Input to initialize the command and clear any existing content. 3. Edit, if necessary, the default command. For example, max_parties for a conference defaults to 2 and may need to be increased, or the destination URI for an outbound SIP call may need to be adjusted. 4. Click Create to generate an HTTP POST containing the RESTful command issued. <p>Responses to commands are displayed in the Output window.</p> |
| Update | <ol style="list-style-type: none"> 1. Select the entity (call, conference, or transaction) ID. (For example, issuing a Stop command on a Play operation only requires selecting the Play transaction ID. Adding a party to a conference requires two ID selections: the Call ID and the Conference ID.) 2. Click Initialize Input to clear any existing input and update with the default XML used with the command. 3. Edit the RESTful commands as desired. For example, change the file to play in a Play operation. 4. Click Update to generate an HTTP PUT that contains the new RESTful command. <p>Responses to commands are displayed in the Output window.</p> |
| Get All and Get | <ol style="list-style-type: none"> 1. Select either the Call tab or Conference tab to access existing calls or existing conferences. 2. Click Get All to generate an HTTP GET, which returns information on all calls or all conferences depending on the tab selected. 3. For specific call or conference information, click Get to generate an HTTP GET. <p>Information returned is displayed in the Output window.</p> |

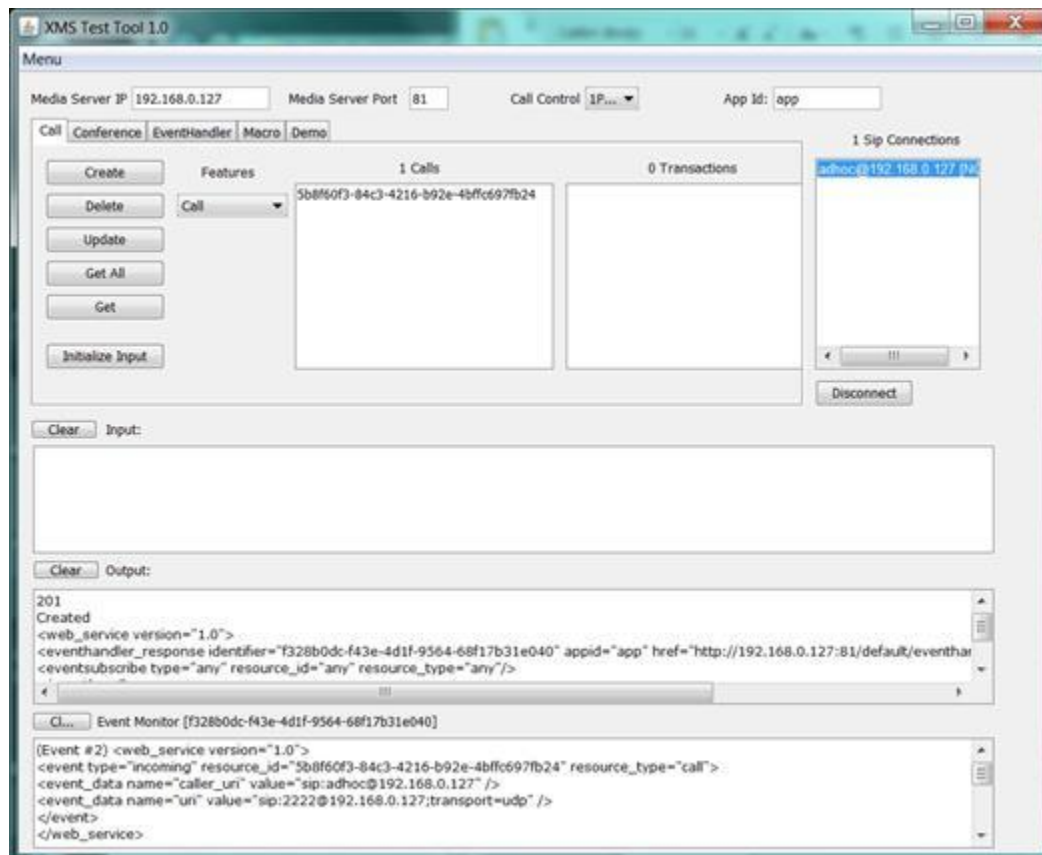
| Sequence | Tasks |
|----------|--|
| Delete | <ol style="list-style-type: none"> 1. Select the ID of the call or conference. 2. Click Delete to generate an HTTP DELETE for the selected entity. <p>A 200-series OK reply with no content will be displayed in the Output window.</p> |

Basic Operation and Commands

The following sections provide examples of basic commands.

Receiving an Inbound Call

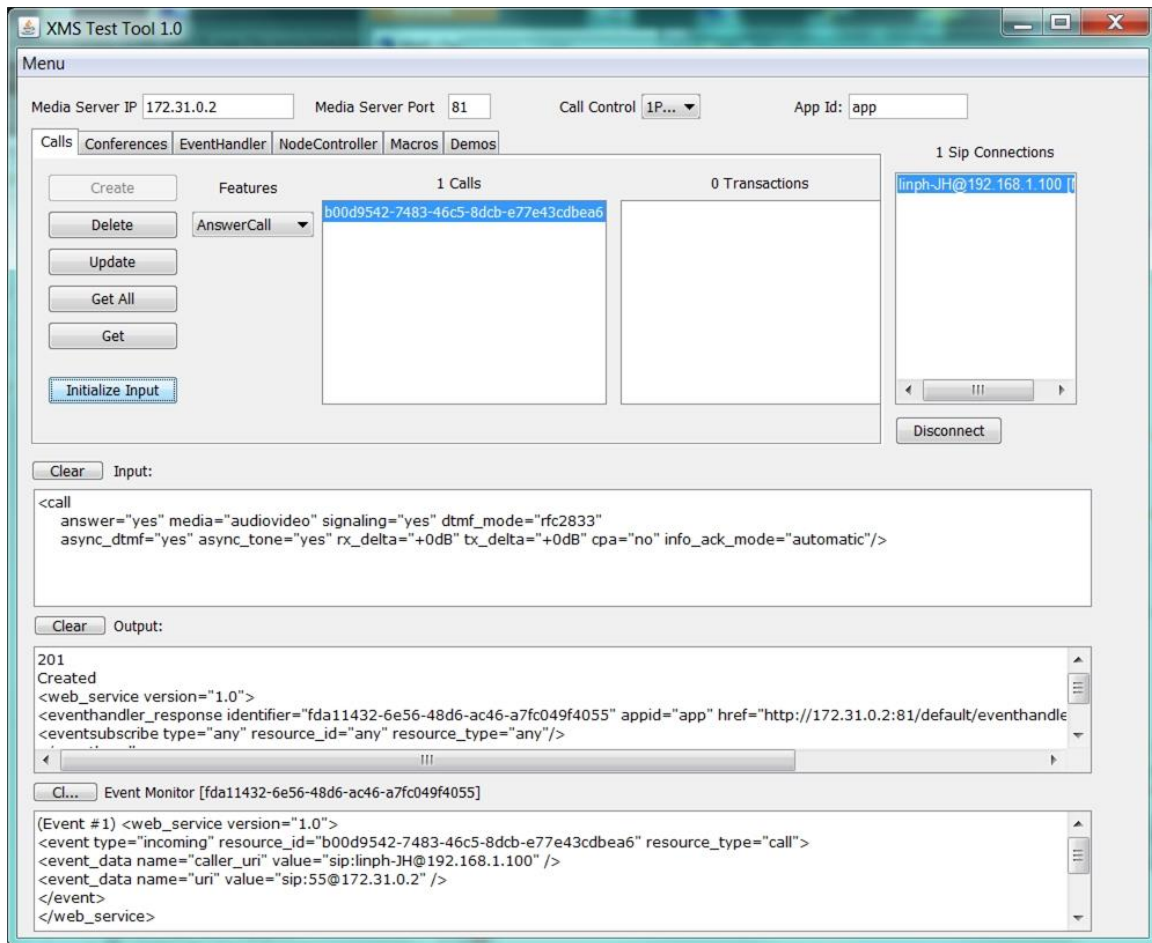
The **Call** tab is used to handle setup and teardown of a call. Inbound calls require a SIP softphone to initiate the call using any SIP username (or extension). When a call is made to the IP address of the PowerMedia XMS, notification of the call is sent to XMSTool and displayed in the Input window as shown below.



The call offered event ("incoming") can be observed in the Event Monitor window. Proceed as follows to reply to the event:

1. In the **Call** tab, select the ID of the received call.
2. Select **AnswerCall** from the **Features** drop-down list. Alternately, **AcceptCall** could be selected if, for example, early media were desired. This would allow a file to be played to the caller before the call is answered.

- Click **Initialize Input** to create a reply to the call offered event. The answer message will be automatically generated. Note that the default values set in the message may be edited if desired.



- Click **Update** to send the answer message. The connection to the SIP softphone is now established.

Making an Outbound Call

The **Call** tab is used to handle outbound call setup and teardown. The SIP softphone being called should be set in a mode where it can detect incoming calls and either ring or automatically answer them. Proceed as follows to make an outbound call:

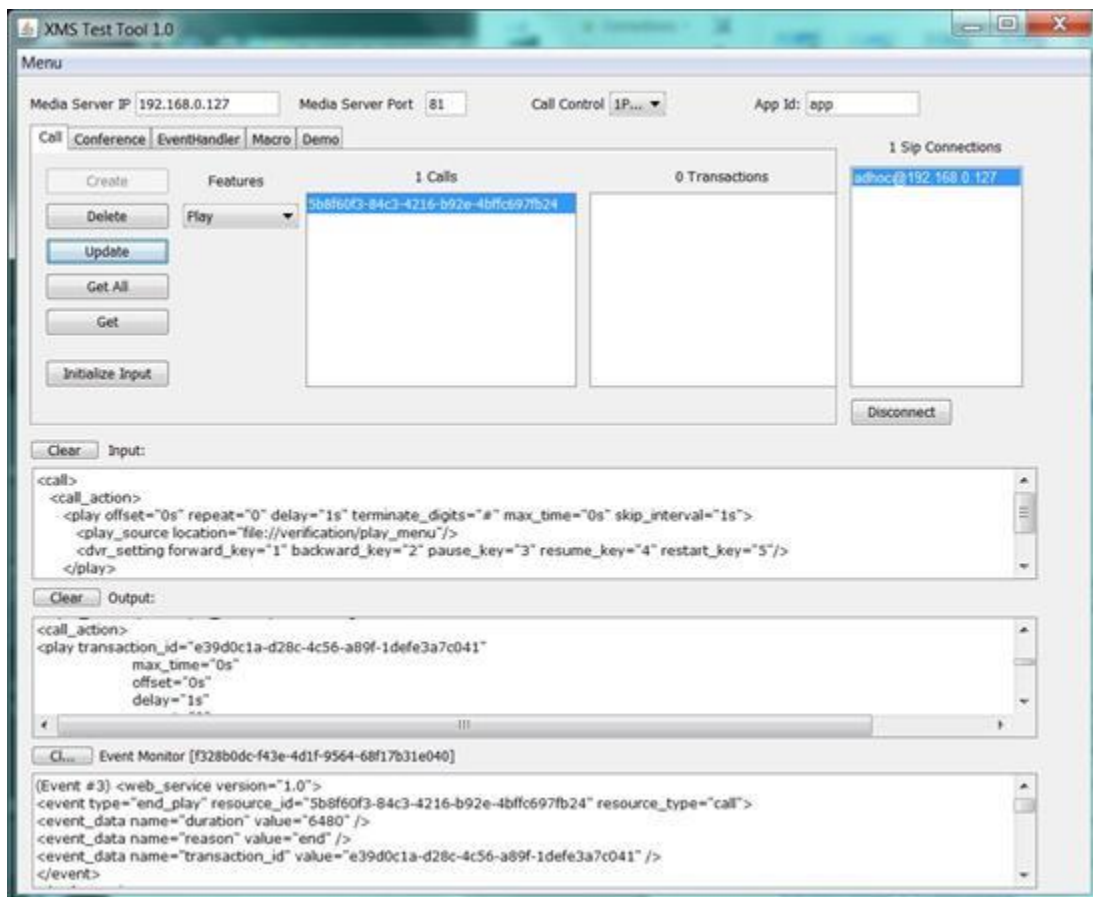
- Click **Initialize Input** to generate a RESTful call command.
- Edit the default command. For example, the `destination_uri` and `source_uri` should reflect the SIP address of the SIP softphone being called and the PowerMedia XMS, respectively. Other default values may be adjusted if desired.
- Click **Create** to launch the call. The SIP softphone will ring and the call is connected when answered.

Playing a File into a Call

Once a call is connected, media commands may be issued. In the following example, a multimedia file is played.

- Select the call ID.

2. Select **Play** from the **Features** drop-down list.
3. Click **Initialize Input** to provide a call action command to play a file. Although a default file and default parameters are provided, these may be edited before being sent.
4. Click **Update** to send the message. If successful, the audio/video is heard/seen on the SIP softphone. The response to the play command is displayed in the Output window when the play is initiated, and a play termination event is seen in the Event Monitor window once the play is complete.

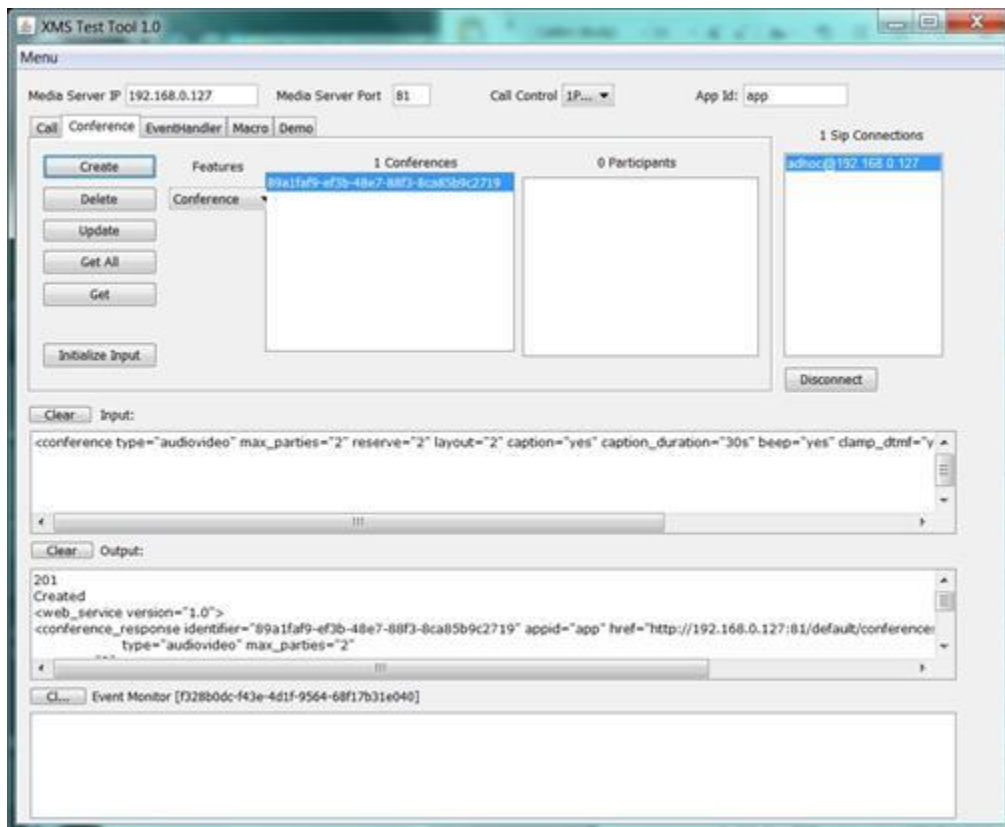


Establishing a Conference

Once a call is established and idle, a video conference may be started. First, create a conference in which to add the call:

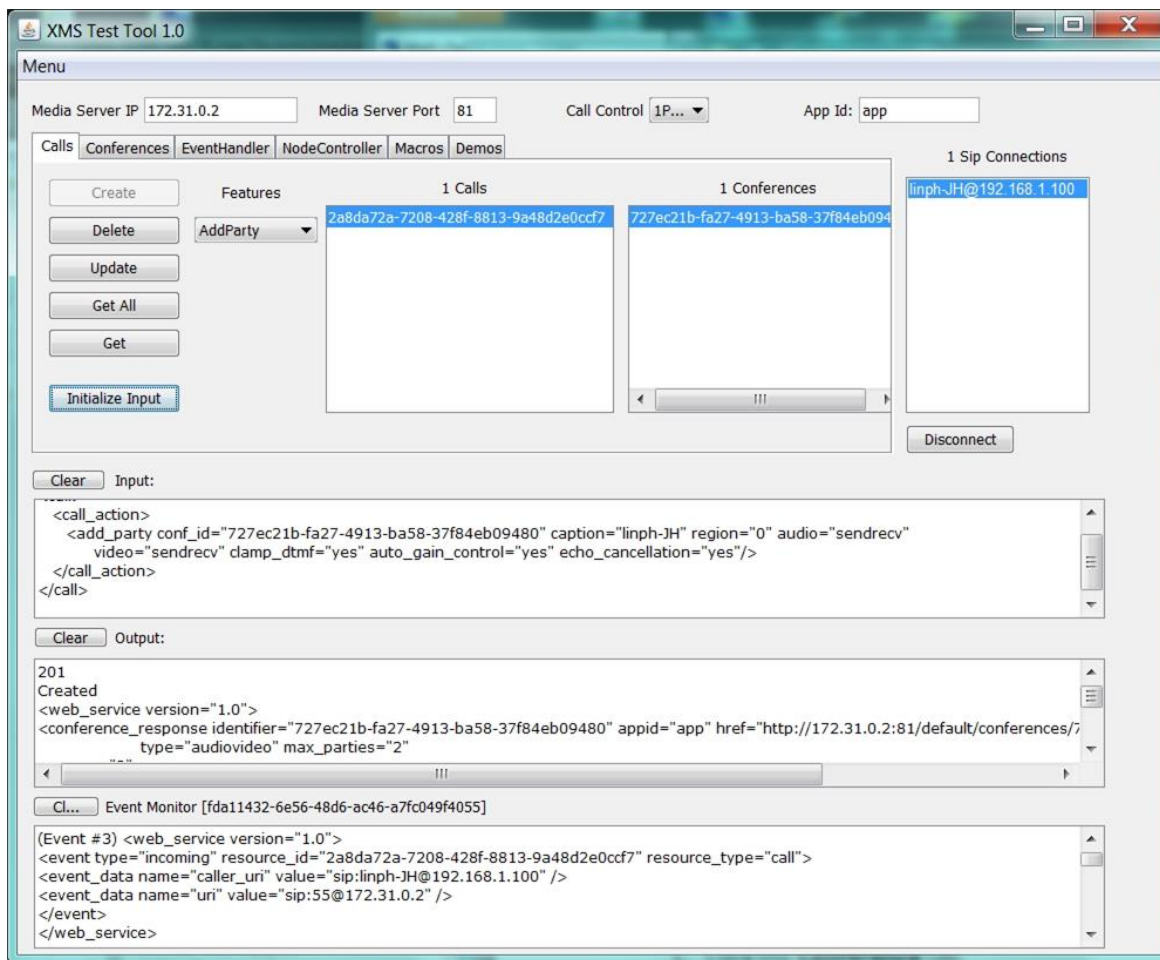
1. Click the **Conference** tab. Verify that **Conference** has been selected from the **Features** drop-down list.
2. Click **Initialize Input** to get the default conference creation parameters. Edit them if desired.

3. Click **Create** to establish the conference and generate a conference ID.



4. Click the **Call** tab.
5. Select the call ID and the ID of the conference just created.
6. Select **AddParty** from the **Features** drop-down list.
7. Click **Initialize Input** to build the XML message, which may be edited as desired.
8. Click **Update** to add the caller to the conference. The SIP caller will be in a single-person conference.

For a multi-party conference, make additional calls and add each to the conference using the above procedure.



Proceed as follows to tear down and clean up a conference:

1. Click the **Calls** tab.
2. Select the call ID from the **Participants** field and click **RemoveParty** from the **Features** drop-down list. Repeat for each party in the conference.
3. Select the **Initialize Input** button to build the XML message, which may be edited as desired.
4. Select **Update to remove the party from the conference**.
5. Select the call ID from the **Calls** field and click **Disconnect** for each party in the conference.
6. Select the conference ID from the **Conferences** field and click **Delete**.

Additional XMSTool Commands

Many additional XMS RESTful commands can be run using XMSTool. For the complete list of commands and their parameters, refer to the *Dialogic® PowerMedia™ XMS RESTful API User's Guide*.

The following call actions are available from the **Features** drop-down list in the **Call** tab. In most cases default values can be used, but it is good practice to check the parameters before applying them. For all commands, the call ID must be selected before clicking **Initialize Input**.

| Command | Description |
|---|---|
| accept | Accept an offered call, but do not answer it yet. This command is desirable for early media or to redirect a call elsewhere. |
| answer | Answer an offered call. |
| playcollect | Play a multimedia file and collect DTMF digits during the play. The default message is set to collect four (4) digits. The result of the digit collect operation will be displayed in the Event Monitor window. |
| playrecord | Play an introductory multimedia file and then record it. Default recording termination is either the # key or a maximum time (10 seconds). The resulting file, "recorded_file", is played back using the Play command and setting play_source location=file://recorded_file. |
| overlay | Display an image overlay on the active call. |
| join/unjoin | Bridge or un-bridge two active calls. |
| add_party/ update_party/ remove_party | Add, modify, or remove a call from an existing conference. It may be necessary to change the default add and update options for this command. Note: A conference must be created before adding a party. |
| send_dtmf | Send the specified DTMF tones to the connected call. |
| send_info | Send a SIP INFO message to the caller. |
| send_info_ack | Manually acknowledge a SIP INFO message received from the caller. |
| transfer | Transfer (attended or unattended) the caller to the specified SIP URI. |
| redirect | Redirect an accepted but unanswered call to the specified SIP URI. |
| hangup | Send a SIP BYE message with the specified content to hang up the call. This is the equivalent of hanging up using the HTTP DELETE method, but allows a message to be sent along with the BYE. |

The following call actions affecting an ongoing conference are available from the **Features** drop-down list on the **Conference** tab. For all commands, the call ID must be selected before clicking **Initialize Input**.

| Command | Description |
|-------------|---|
| play | Play a file in an ongoing conference. The video will appear as an overlay to the entire conference. |
| update_play | Change the play characteristics of the ongoing play file in the conference. |
| stop | Stop playing a file in an ongoing conference and return the conference to the participants. |

Note: The **Disconnect** button under the SIP Connections window sends a DELETE to the proper call ID to hang up the call, making it easier for the user to know which call they disconnected. This feature specifies which call ID corresponds to which incoming SIP call.

Using XMSTool to Record Macros/Demos

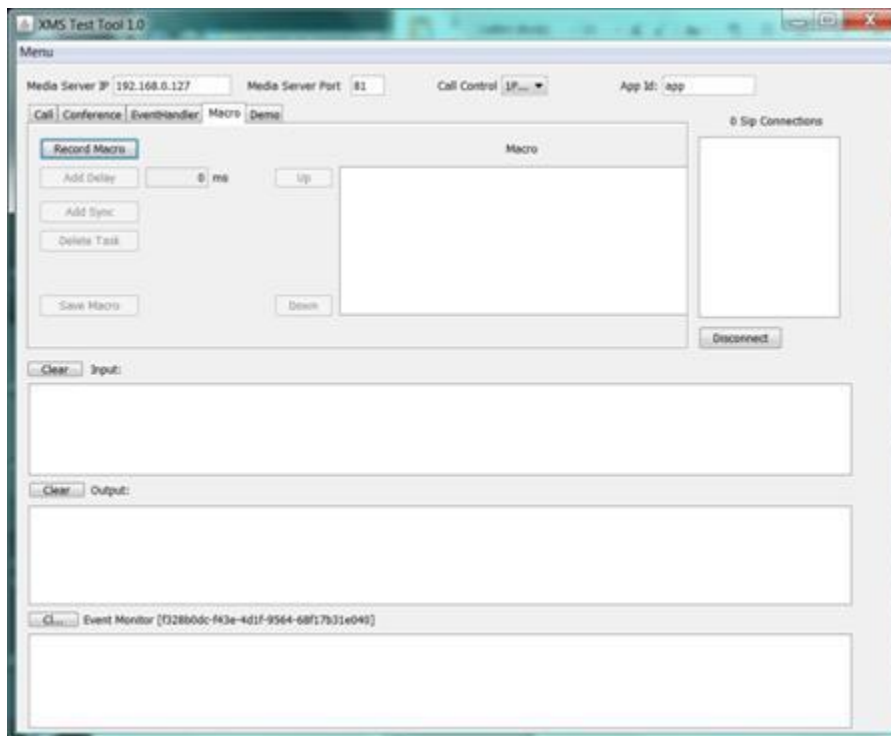
XMSTool has the ability to record a sequence of commands for an application scenario for later use. The recording can be saved and will appear in the installation's Demo directory.

Note: Macros are saved in XML format in the */testing* directory under *macro_name.xml* file.

Prior to recording a Macro, be sure that XMSTool is completely idle and that no Demos are running. To see Demo status, click the **Demo** tab and verify that none are listed in the Demo box.

To start a recording, click the **Macro** tab and click **Record Macro**.

The following window appears.



Note: Macro recording begins when an inbound call is received. Currently, outbound calls cannot be used with **Record Macro**, either at the start of the macro or within it.

When an inbound call arrives, individual commands may be accomplished until the application scenario is complete. Since all manual commands, even erroneous ones, are logged, it is suggested that a scenario be run several times with no error responses before clicking **Record Macro**. To stop recording, click **Stop Macro**.

The **Add Delay** button is provided for timing an indeterminate command, such as a conference for a given number of seconds, before moving on to the next command. Add a delay by clicking **Add Delay** and setting a value in milliseconds.

Note: Many RESTful commands have a time parameter.

The **Add Sync** button is provided to sync the actions of all participants involved in either the same conference or joined call. This option verifies that all inbound calls have arrived before continuing with a macro. Callers are grouped together using their SIP "From" username. For example, if six callers all have the same SIP From username and the executing macro has a <Sync> command, that macro waits until all other callers in that group are at that point before continuing.

The **Delete Task** button is used when an erroneous command is identified. The line containing the command may be deleted by selecting the entire line and clicking **Delete Task**. Tasks can be ordered differently using the **Up** and **Down** buttons next to the Macro window.

When satisfied with the recording, name the file and click **Save Macro**. The file is now written into an XML file in the */testing* directory and will be available in the **Demo** list for replay.

Note: The name of the recording must be manually added to the */testing* directory under *xmstool.cfg* file if the macro is desired when XMSTool is restarted.

7. Third Party ASR and TTS Engine Notes

There are additional steps to enable third party ASR and TTS engines to operate correctly within PowerMedia XMS.

In many cases, the information is specific to the current version of the third party engine in question; for example, it may refer to an issue in the current version and describe a workaround for the issue.

Note: This information might change as third party engines are upgraded in future releases of PowerMedia XMS.

Nuance

Some versions of the Nuance Speech Server return the results of speech recognition in the XML result as a set of keys: SWI_meaning, SWI_literal, and SWI_grammarName. The presence of these keys in the result affects the syntax that the VXML code uses to extract the results of speech recognition.

The following example shows how VXML code needs to use the syntax of **input_word.SWI_literal** instead of **input_word** to extract the results of the speech recognition:

```
<?xml version="1.0" encoding="UTF-8"?>
<vxml xmlns="http://www.w3.org/2001/vxml" xmlns:conf="http://www.w3.org/2002/vxml-conformance"
version="2.0">
  <form>
    <field name="input_word" modal="true">
      <grammar root="toprule" mode="voice" type="application/srgs+xml">
        <rule id="toprule">
          <one-of>
            <item> apple </item>
            <item> orange </item>
            <item> pizza </item>
          </one-of>
        </rule>
      </grammar>
      <prompt>
        Please say a word
      </prompt>
      <filled>
        <prompt>
          You said the word <value expr="input_word.SWI_literal"/>
        </prompt>
      </filled>
    </field>
  </form>
</vxml>
```

To resolve this issue, the Nuance configuration *Baseline.xml* file needs to be modified to command the Nuance Speech Server to not insert the SWI_literal, SWI_meaning, and SWI_grammarName keys in the XML result.

The **swirec_extra_nbest_keys** parameter in the file needs to be changed from:

```
<!-- Add a ScanSoft grammar key to the XML result. -->
param name="swirec_extra_nbest_keys">
<value>SWI_meaning</value>
<value>SWI_literal</value>
<value>SWI_grammarName</value>
</param>
```

to:

```
<!-- Add a ScanSoft grammar key to the XML result. -->
param name="swirec_extra_nbest_keys">
<value></value>
</param>
```

The Nuance Speech Server must be restarted after changing the *Baseline.xml* file.

After the change, the VXML code can use the following syntax to extract the results of speech recognition:

```
<prompt>
  You said the word <value expr="input_word"/>
</prompt>
```

This issue is also documented in the following link:

http://docwiki.cisco.com/wiki/Audio:_SpeechWorks_Does_Not_Work_with_Unified_CVP

8. Appendix A: ISO Method for Remote Installation

VMware ESXi

To perform the ISO method of installation using VMware ESXi, there are two options:

- Burn the .ISO image to a bootable DVD. For more information on this method, refer to the [ISO Method](#) section of this document.
- Place the .ISO image in the VMware ESXi datastore and point the DVD drive to that location.

This section covers the second option, which is helpful for remote installations. This procedure contains references to VMware ESXi documentation, which is located at <http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html>. Verify that you are using the correct VMware release. Proceed as follows to perform the installation:

1. Download the PowerMedia XMS .ISO image to your desktop.
2. Place the .ISO image in the VMware datastore.
3. Create a virtual machine or replace an existing virtual machine in preparation for the installation. Refer to the VMware document *vSphere Virtual Machine Administration* for details.

Note: When entering the information for the virtual machine, refer to the [System Requirements](#) section of this document.

4. Point the DVD drive to the .ISO image following the "Configure a Datastore ISO file for the CD/DVD Drive in the vSphere Client" section of the VMware document *vSphere Virtual Machine Administration*.

Note: **Connect At Power On** is required.

5. Make the BIOS setup screen available on boot up and delay the boot sequence following the "Delay the Boot Sequence in the vSphere Web Client" section of the VMware document *vSphere Virtual Machine Administration*.

Note: **Force BIOS setup** is required.

6. Power on the virtual machine.
7. Click the **Console** tab.
8. In the **Boot** section of the BIOS setup screen, move **CD-ROM** so that it is listed first and therefore scanned first when booting.
9. Set the IP address. Refer to the [Setting the IP Address](#) section in this document for details. Once the IP address is set, the installation begins automatically and does not require any user interaction.

Note: When the installation is complete, do not click **Reboot** yet. Doing so will restart the entire installation process.

10. Right-click the virtual machine and click **Edit Settings**.
11. Expand **CD/DVD Drive**, select **Client Device**, and click **OK**.
12. Click **Reboot**. When prompted to disconnect and override the CD-ROM door lock, select **Yes** and click **OK**.

To test the success of the installation, enter the IP address of the virtual machine in a web browser and sign in to the PowerMedia XMS WebGUI with the username "superadmin" and the password "admin". On the **System > General** page, verify that the correct release is running on the correct operating system.

9. Appendix B: SNMP

The PowerMedia XMS SNMP implementation supports SNMPv2c and SNMPv3. This implies that it supports the V2C communities as well the advanced security features of V3.

The PowerMedia XMS SNMP enterprise MIB begins at OID = .1.3.6.1.4.1.3028.6.3.101. The enterprise MIB provides for (read-only) variables and traps and can be found in the following location on a PowerMedia XMS installation:

```
/usr/share/snmp/mibs/
```

The PowerMedia XMS installation includes the following MIBs:

- DLGC-GLOBAL-REG.mib
- ITU-ALARM-TC.mib
- XMS-NOTIFICATIONS.mib
- XMS-PERFORMANCE.mib
- XMS-PERFORMANCE-METERS.mib
- XMS-ROOT.mib

The implementation also supports some standard MIBs.

List of Standard MIBs

The following table lists the supported standard MIBs:

| MIB | Description |
|------------------------------------|---|
| EtherLike-MIB | Defines generic objects for Ethernet like network interfaces (RFC 3635) |
| HOST-RESOURCES-MIB | Management of host systems (RFC - many) |
| IF-MIB | Defines generic objects for network interface sub-layers (RFC 2863) |
| IP-MIB | Management of IP and ICMP implementation (RFC 4293) |
| IPV6-MIB | Management of IPv6 implementation |
| TCP-MIB | Management of TCP implementation (RFC 4022) |
| UDP-MIB | Management of UDP implementation (RFC 4113) |
| RFC1213-MIB | Defines MIB-II (RFC 1213) |

List of Standard Traps

The following table lists the traps raised by PowerMedia XMS installation as a result of the incorporation of the standard MIBs:

| Trap Name | Description |
|-----------|--|
| coldStart | A coldStart trap signifies that the SNMP entity, supporting a notification originator application, is re-initializing itself and that its configuration may have been altered. |

| Trap Name | Description |
|-----------|--|
| linkUp | <p>A linkUp trap signifies that the SNMP entity, acting in an agent role, has detected that the ifOperStatus object for one of its communication links left the down state and transitioned into some other state (but not into the notPresent state). This other state is indicated by the included value of ifOperStatus.</p> <p>Objects (ifIndex, ifAdminStatus, ifOperStatus)</p> <ul style="list-style-type: none"> • ifIndex: index of the interface • ifAdminStatus: (up, down, testing) • ifOperStatus: (up, down, testing, unknown, dormant, notPresent, lowerLayerDown) |
| linkDown | <p>A linkDown trap signifies that the SNMP entity, acting in an agent role, has detected that the ifOperStatus object for one of its communication links is about to enter the down state from some other state (but not from the notPresent state). This other state is indicated by the included value of the ifOperStatus.</p> <p>Objects (ifIndex, ifAdminStatus, ifOperStatus)</p> |

Enterprise (Proprietary) MIB

The PowerMedia XMS enterprise MIB contains traps and (currently read-only) performance related variables. The following sections detail the traps and variables.

Enterprise (Proprietary) Traps

The following table lists the enterprise traps raised by PowerMedia XMS:

| Trap Name | Associated Variables | Type | Description |
|--------------------------------|----------------------------|--|--|
| xmsLicenseHighThreshMet | xmsTrapSeverity | ItuPerceivedSeverity <ul style="list-style-type: none"> • Major:4 = Threshold breach • Cleared:1 = Threshold cleared | Trap is generated when a threshold defined for a license resource is met during periodic collection of license meters. |
| | xmsAffectedLicenseResource | INTEGER representing license type below: <ul style="list-style-type: none"> • AMR AUDIO = 1 • BASIC AUDIO = 2 • HD AUDIO = 3 • LBR AUDIO = 4 • MRCP SPEECH = 5 • BASIC VIDEO = 6 • HIRES VIDEO = 7 • FAX = 8 • MSRP = 9 | |
| | xmsBreachValue | Integer32 | |

| Trap Name | Associated Variables | Type | Description |
|---------------------------------|--------------------------|---|---|
| | xmsConfiguredValue | Integer32 | |
| xmsIncorrectLoginAttempt | xmsTrapSeverity | ItuPerceivedSeverity <ul style="list-style-type: none"> Warning = For failed login attempts Cleared = When the password is entered correctly after a failed login attempt | Trap is generated when login attempt fails due to any reason in WebGUI. |
| | xmsWebUIUserName | DisplayString | |
| | xmsDescription | DisplayString | |
| xmsWebUserProfileChanged | xmsTrapSeverity | ItuPerceivedSeverity <ul style="list-style-type: none"> Warning = For changes in the web user profile | Trap is generated if user's profile is changed in WebGUI. |
| | xmsWebUIUserName | DisplayString | |
| | xmsUserProfileChangeType | DisplayString | |
| | xmsDescription | DisplayString | |
| xmsServiceStatusChanged | xmsTrapSeverity | ItuPerceivedSeverity <ul style="list-style-type: none"> Major:4 = For status (STOPPED, STARTING, STOPPING, UNRESPONSIVE, OUTOFSERVICE) Cleared:1 = For RUNNING status | Trap is sent when status of a monitored service changes. |

| Trap Name | Associated Variables | Type | Description |
|-----------------------------|-------------------------|---|--|
| | xmsServiceIdentifier | DisplayString <ul style="list-style-type: none"> hmp broker xmserver appmanager perfmanager httpclient-xmserver mrcpclient rtcweb xmsrest netann vxml msml msrp-service faxservice cdrserver | |
| | xmsServicePreviousState | xmsServiceStatusEnum <ul style="list-style-type: none"> STOPPED = 1 STARTING = 2 RUNNING = 3 STOPPING = 4 UNRESPONSIVE = 5 OUTOFSERVICE = 6 | |
| | xmsServiceCurrentState | xmsServiceStatusEnum | |
| | xmsDescription | DisplayString describing the cause of the trap (e.g., broker status change from STOPPED to STARTING) | |
| xmsCdrDeleted | xmsTrapSeverity | ItuPerceivedSeverity | Trap is generated when one or more CDR files are deleted by the CDR subsystem. |
| | xmsCdrLastTimeStamp | DateAndTime | |
| | xmsDescription | DisplayString | |
| xmsCdrCreationFailed | xmsTrapSeverity | ItuPerceivedSeverity | |

| Trap Name | Associated Variables | Type | Description |
|-------------------------------|----------------------|----------------------|--|
| | xmsDescription | DisplayString | Trap is generated when the CDR subsystem fails to create new CDR files. |
| xmsCdrSizeHighThresMet | xmsTrapSeverity | ItuPerceivedSeverity | Trap is generated when a threshold defined for a total CDR file size is met. |
| | xmsBreachValue | Integer32 | |
| | xmsConfiguredValue | Integer32 | |

Enterprise (Proprietary) Variables

The following table lists the enterprise variables supported by PowerMedia XMS:

| Variable Name | Type | Description |
|----------------------------------|-------------------------------|--|
| xmsSignalingSessions | Gauge32 | Count of currently active signaling sessions. |
| xmsRtpSessions | Gauge32 | Count of currently active RTP sessions. |
| xmsMediaTransactions | Gauge32 | Count of currently active media transactions. |
| xmsConferenceRooms | Gauge32 | Count of currently active conference rooms. |
| xmsConferenceCallParties | Gauge32 | Count of currently active conference call parties. |
| xmsConferenceMediaParties | Gauge32 | Count of currently active conference media parties. |
| xmsASRTTSessions | Gauge32 | Count of currently active ASR/TTS sessions. |
| xmsCallGroupTable | SEQUENCE of xmsCallGroupEntry | Table containing a list of currently active call-groups. |
| xmsCallGroupEntry | SEQUENCE | <pre>SEQUENCE { xmsCallGroupIndex xmsCallGroupName xmsCallGroupActiveCalls }</pre> <p>Information of a single call-group (call-group name and active calls in the call-group).</p> |
| xmsCallGroupIndex | Integer32 | Auxiliary variable used for identifying instances of the column objects in the xmsCallGroupTable table. |
| xmsCallGroupName | DisplayString | Name of the call-group. |
| xmsCallGroupActiveCalls | Gauge32 | Count of active calls in the call-group. |

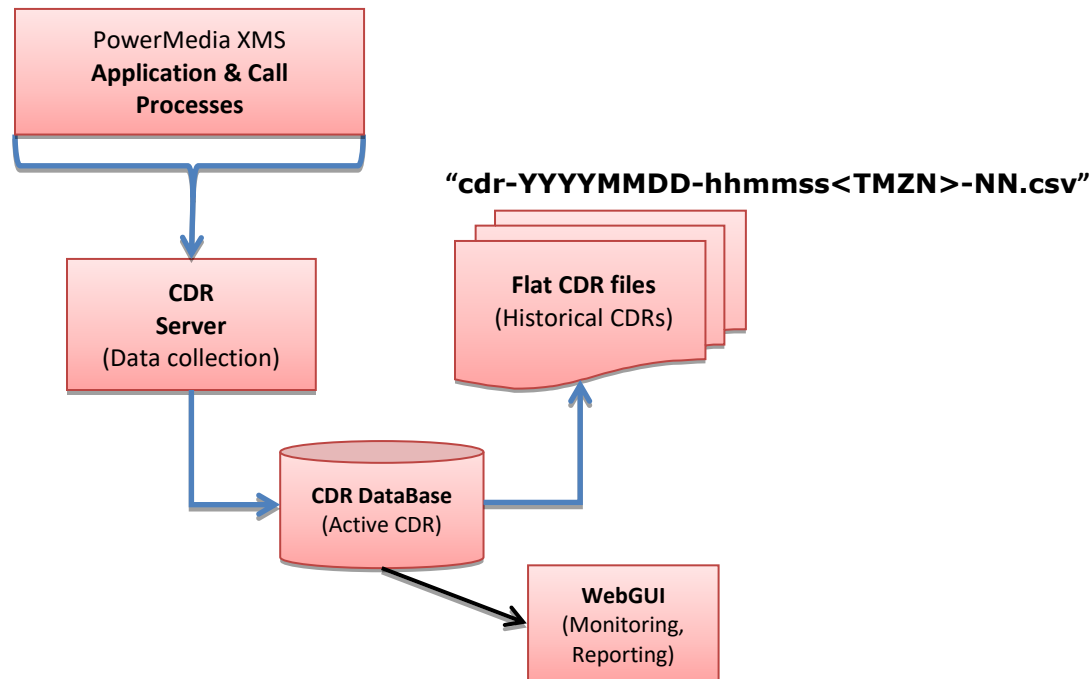
| Variable Name | Type | Description |
|----------------------------------|--|--|
| xmsLicenseUsageTable | SEQUENCE of xmsLicenseUsageTableEntry | Conceptual table that contains the list of current license usage of type xmsLicenseUsageTableEntry. |
| xmsLicenseUsageTableEntry | SEQUENCE | <pre>SEQUENCE { xmsLicenseName xmsLicenseUsage }</pre> <p>Information of a particular license usage.</p> |
| xmsLicenseName | INTEGER (enumerated) | <pre>{ amraudio(1), basicaudio(2), hdaudio(3), lbraudio(4), mrcpspeech(5), basicvideo(6), hiresvideo(7) }</pre> <p>Name of the license type.</p> |
| xmsLicenseUsage | Gauge32 | Count of licenses of a particular type currently being used. |
| xmsServiceUpTime | TimeTicks | Time since the services were last re-initialized. |
| xmsServiceLastReset | DateAndTime | Date/Time of the last reset on the media server. |
| xmsServiceOverallStatus | xmsServiceStatusEnum | Overall status of services in native mode. |
| xmsServiceIndex | Integer32 | Integer index for the table. |
| xmsServiceName | DisplayString | Unique identifiable string representing service name. |
| xmsServiceType | INTEGER | Mandatory or optional service. |
| xmsServiceStatus | xmsServiceStatusEnum | Status of service in the row. |
| xmsServiceDescription | DisplayString | Brief description of the service. |
| xmsServiceStatusTable | SEQUENCE of xmsServiceStatusTableEntry | Table row that shows status of a single service. |

Refer to the MIBs for more details.

10. Appendix C: CDR

The PowerMedia XMS CDR implementation supports stored data set record for each signaling and media transaction on the system.

The following figure shows internal flow of CDR data.



The CDR data is collected by the CDR Service and first recorded to an internal CDR Database table. The CDR data stored in the database is moved periodically to flat disk files. This is done to avoid any performance hit on the database insertions due to huge database collection (table) size.

The flat disk CDR files will contain in each row one CDR for each call, in which the fields will be "#" delimited. In order to make CDR files accessible in Microsoft Excel on a Windows operating system, the CDR files are given an extension .csv, and to save disk space, these are compressed using the gzip utility. Therefore, the final CDR files on hard disk will have the extension .csv.gz.

The CDR files are generated and can be found in the following location on the PowerMedia XMS installation:

```
/var/local/xms/cdr
```

List of CDR Fields

The following table lists the call data logged in the CDR files for PowerMedia XMS:

| CDR Component | Field Name | Field Type | Field Description | Example Value/Range |
|---------------|-----------------|------------------|--|---|
| Signaling | Called URI | character string | URI in To header of initial INVITE request | <sip:msml@10.40.2.183:5060>;tag=f226f8b0 |
| | Caller URI | character string | URI in From header of initial INVITE request | <sip:sipp@10.40.2.162:5060>;tag=6237SIPpTag001 |
| | Call StartTime | ISO Date | Call start time in GMT time zone | 2015-01-29T05:51:23.387Z |
| | Call AnswerTime | ISO Date | Call answer time in GMT time zone | 2015-01-29T05:51:23.549Z |
| | Call EndTime | ISO Date | Call end time in GMT time zone | 2015-01-29T05:51:23.552Z |
| | SIP Call Id | character string | SIP Call-ID header for this call | 1-6237@10.40.2.162 |
| | call Dir | character string | Direction of call with respect to XMS | "INBOUND" for incoming call and "OUTBOUND" for outgoing call |
| | release Dir | character string | Call terminating end point | "XMS" or "network" |
| | Protocol | character string | Protocol | "SIP" or "RTCWEB" |
| | rel Reason | character string | SIP release reason phrase | 800 Bye/ 408 Request Time Out, etc. |
| | Req Uri | character string | Request URI in initial INVITE request | sip:msml@10.40.2.183:5060 |
| | Rel Code | integer | SIP release code in final SIP response | SIP 3xx, 4xx, 5xx, 6xx response or 800 for normal call termination |
| | Call State | character string | State of call signaling during the call | idle, offering, accepting, accepted, answering, answered, dialing, proceeding, ringing, connected, transferring, clearing, cleared, message |

| CDR Component | Field Name | Field Type | Field Description | Example Value/Range |
|---------------------------------|---------------------|------------------|---|---|
| | Call Duration | integer | Duration of the call | Duration of the call (included only when the call is successfully answered and connected) |
| RTP Stream | DTMF Mode | character string | DTMF mode | inband, outofband, rfc2833 |
| | RTP StartTime | ISO Date | RTP stream start time | 2015-01-29T05:51:23.544Z |
| | RTP EndTime | ISO Date | RTP stream end time | 2015-01-29T05:51:23.553Z |
| RTP Stream (Audio Codec) | Audio BitRate | integer | Bitrate of audio codec used in the call | 64000 |
| | Audio ClockRate | integer | Clock rate of audio codec used in the call | 8000 |
| | Audio Coder FrameSz | integer | Coder frame size for audio codec used in the call | 20 |
| | Audio Dir | character string | Direction for audio RTP stream | sendrecv, sendonly, recvonly, inactive |
| | Audio Encoding | character string | Encoding selected for audio RTP | pcmu, pcma, etc. |
| | Audio FramesPerPkt | integer | Frames per packet for audio encoding | 1 |
| | Audio LocalIp | character string | Local IP for audio stream | 10.40.2.183 |
| | Audio LocalPort | integer | Local port for audio stream | 49158 |
| | Audio PayloadType | integer | Audio payload type in SDP | 0 |
| | Audio RemoteIp | character string | Remote IP for audio stream | 10.40.2.162 |
| | Audio RemotePort | integer | Remote port for audio stream | 6000 |

| CDR Component | Field Name | Field Type | Field Description | Example Value/Range |
|---------------------------------|--------------------|------------------|--|---|
| | Audio VAD Enabled | integer | VAD (voice activity detection) is enabled for the call | 0 or 1 (for disabled or enabled respectively) |
| RTP Stream (Video Codec) | video BitRate | integer | Bitrate of video codec | 768000 |
| | Video MaxBitRate | integer | Maximum bitrate | 0 |
| | Video SamplingRate | integer | Sampling rate of codec | 1 |
| | Video ImgWidth | integer | Image width in video | 640 |
| | Video ImgHeight | integer | Image height in video | 480 |
| | Video Dir | character string | Direction of video RTP stream | sendrecv, sendonly, recvonly, inactive |
| | Video Encoding | character string | Encoding selected for video RTP | vp8 |
| | Video PayloadType | integer | Payload type for video media | 120 |
| | Video LocalIp | character string | Local IP for video stream | 10.40.2.183 |
| | Video LocalPort | integer | Local port for video stream | 49158 |
| | Video RemoteIp | character string | Remote IP for video stream | 10.40.2.162 |
| | Video RemotePort | integer | Remote port for video stream | 6000 |
| RTP Stream (QoS) | QOS Jitter | integer | Average jitter since the beginning of the call (in msec) | 14 |
| | QOS LostPkts | integer | Percent of lost packets since the beginning of the call | 0 |
| | QOS LocalTxPkts | integer | Number of packets sent by the local sender | 3871 |

| CDR Component | Field Name | Field Type | Field Description | Example Value/Range |
|---------------|---------------------|------------|--|---------------------|
| | QOS LocalTxOcts | integer | Number of bytes sent by the local sender | 597120 |
| | QOS RemoteCumuLost | integer | Number of packets lost, as computed by the remote receiver | 0 |
| | QOS RemoteTxPkts | integer | Number of packets sent by the remote sender | 3606 |
| | QOS RemoteTxOcts | integer | Number of bytes sent by the remote sender | 576960 |
| | QOS LocalCumuLost | integer | Number of packets lost, as computed by the local receiver | 0 |
| | QOS LocalTimeStamp | integer | Local time stamp | 1052560549 |
| | QOS LocalSeqNum | integer | Local sequence number | 249 |
| | QOS RemoteTimeStamp | integer | Remote time stamp | 63920 |
| | QOS RemoteSeqNum | integer | Remote sequence number | 363 |

CDR Management

This section explains how the CDR data is maintained internally to avoid disk space overrun by the CDR database and CDR files.

The amount of time that the data is kept in the CDR database and the amount of data contained in the CDR files on hard disk is controlled by following two configuration parameters:

1. Active CDR Age (in hours) - Time that CDRs remain in the CDR database.
2. CDR File Duration (in hours) - Time windows that CDRs are grouped into. When the CDR File Duration time window ends, the group of CDRs in that time window are exported to hard disk.

Note: CDRs can only be viewed in the WebGUI that are in the CDR database. The CDRs will remain in the CDR database for at least the time period set for "Active CDR Age". CDR data moved to CDR files are considered Historical CDRs and can be retrieved by the user for offline data analysis.

Logic of CDR File Creation and CDR Removal from the CDR Database

The Active CDR Age in combination with CDR File Duration dictates how long CDRs will remain in the database after their insertion. The CDRs will be removed from the database only when they fulfill the following two conditions:

1. The CDRs have completed the "Active CDR Age" time in the database.
2. The CDRs have completed the "CDR File Duration" time and have been exported to hard disk.

The CDR database is checked to see if conditions have been met in the last hour (e.g., 12:00AM, 1:00AM, and so on) at every hour past 5 minutes (e.g., 12:05AM, 01:05AM, and so on). If the CDR File Duration condition has been met, the applicable CDRs are exported to hard disk. If the CDRs that have been exported to hard disk also meet the Active CDR Age condition, the CDRs are removed from the database.

Example 1

In this example, the XMS system starts receiving calls at 1:30AM. The Active CDR Age is 3, so the CDR database will always contain the last 3 hours of CDRs. The CDR File Duration is 4, so the CDRs will be grouped in 4-hour time windows: 12:00AM to 4:00AM, 4:00AM to 8:00AM, and so on—the last time window of a day being 8:00PM to 12:00AM. When the CDR database is checked to see if conditions have been met every hour past 5 minutes, there are no results until 4:05AM.

At 4:05AM, the CDR database is checked to see if any conditions were met between 3:00AM and 4:00AM. The CDRs from the 4-hour time window of 12:00AM to 4:00AM are exported as a single file to hard disk because they now meet the 4-hour CDR File Duration condition. No CDRs meet the 3-hour Active CDR Age condition yet because the XMS node did not receive calls until 1:30AM, which makes the oldest CDR in the database a maximum of 2.5 hours old.

At 5:05AM, the CDR database is checked to see if any conditions were met between 4:00AM and 5:00AM. CDRs from 1:30AM to 2:00AM now meet the 3-hour Active CDR Age condition because they have been on the database for more than 3 hours. The CDRs from 1:30AM to 2:00AM already met the 4-hour CDR File Duration condition at 4:05AM. Because the CDRs from 1:30AM to 2:00AM now meet both conditions, they are removed from the database.

The next time CDRs are removed from the database is at 6:05AM. The CDRs that will be removed are those in the database from 2:00AM to 3:00AM.

The next export to hard disk will happen at 8:05AM. The file will contain CDRs from 4:00AM to 08:00AM.

Example 2

In this example, the XMS system starts receiving calls at 5:00PM on July 1. The Active CDR Age is 72 hours, so the database will always contain the last 72 hours of CDRs. The CDR File Duration is 24 hours, so the CDRs will be grouped in 24-hour time windows from 12:00AM to 11:59PM (one day). These are the maximum configurable values for these parameters.

On July 2 at 12:05AM, the CDRs from the 24-hour time window of 12:00AM to 11:59PM for July 1 are exported as a single file to hard disk because they now meet the 24-hour CDR File Duration condition. No CDRs meet the 72-hour Active CDR Age condition yet because the oldest CDR in the database is a maximum of 7 hours old.

On July 3 at 12:05AM, the CDRs from the 24-hour time window of 12:00AM to 11:59PM for July 2 are exported as a single file to hard disk because they now meet the 24-hour CDR File Duration condition. No CDRs meet the 72-hour Active CDR Age condition yet because the oldest CDR in the database is a maximum of 31 hours old.

On July 4 at 12:05AM, the CDRs from the 24-hour time window of 12:00AM to 11:59PM for July 2 are exported as a single file to hard disk because they now meet the 24-hour CDR File Duration condition. No CDRs meet the 72-hour Active CDR Age condition yet because the oldest CDR in the database is a maximum of 55 hours old.

On July 4 at 6:05PM, the CDRs from 5:00PM to 6:00PM on July 1 meet the 72-hour Active CDR Age condition because they have been on the database for more than 72 hours. The CDRs from 5:00PM to 6:00PM on July 1 already met the 24-hour CDR File Duration condition and were exported to hard disk on July 2 at 12:05AM. Because the CDRs from 5:00PM to 6:00PM on July 1 meet the Active CDR Age condition and have been exported to hard disk, they now meet both conditions and are removed from the database.

CDR File Rotation

The CDR files created will be kept on the hard disk of the XMS system for a limited period of time. This is controlled by two parameters:

1. Maximum Disk Space (in MB) - This is configurable from the WebGUI.
2. cdrPurgeSizeInPercent (in percent)- This is not configurable from the WebGUI but can be configured in the CDR configuration file (/etc/xms/cdrserver/config/cdrconfig.json).

Once the cumulative size of all CDR files on hard disk crosses the Maximum Disk Space threshold, the older CDR files will be removed to recover a fraction of Maximum Disk Space size. This fraction is configured in the parameter cdrPurgeSizeInPercent as a percentage value. For example, if Maximum Disk Space is configured to 4096 MB and cdrPurgeSizeInPercent is configured to 25%, then when cumulative size of all CDR files crosses 4096 MB, the oldest CDR files are deleted to recover 25% of 4096 MB (i.e., 1024 MB) of disk space.

Retrieval of Historical CDR Files

A CDR file written to the disk is considered a Historical CDR file. Only those CDRs that are currently in the CDR database can be queried (and viewed) from the WebGUI. CDRs that have been moved to the hard disk as Historical CDRs cannot be fetched via the WebGUI. As such, Historical CDRs will only be available in the form of files and can be downloaded via secure copy (SCP) by the authorized users.

The XMS administrator can create a user account that has access to the CDR files so that the CDR files can be downloaded before they are removed from the XMS system due to reaching the cumulative Maximum Disk Space size limit.

Refer to [Access to CDR Files](#) for information on creating a user account that has access to CDR files.

Note: When the cumulative size of CDR files crosses the configured high threshold value "CDR Disk Usage" (default=75%), then an SNMP trap is raised by the system (xmsCdrFileHighThresMet). This trap is an indication to the CDR user that the CDR files should be downloaded to a machine or backed up to a separate server before they hit the 100% threshold and are removed automatically from the XMS machine.

Naming Convention of CDR Files

The CDR files are created by exporting data from the CDR database to the hard disk with the following a naming convention:

cdr-YYYYMMDD-hhmmss<TMZN>-NN.csv

YYYY, MM, and DD correspond to year, month and date of file creation and hh, mm, and ss correspond to hour, minute, and second of file creation time. The TMZN is the time zone of the XMS system and contains five characters representing the numerical UTC time zone offset. For example, -0500 or +0530 for EST or IST time zones, respectively. The NN component is the number of hours contained in the CDR file, which equals the CDR File Duration parameter as configured from the WebGUI.

Example

A CDR file generated on July 6, 2015 at 3:00AM in the UTC-0400 time zone with a CDR File Duration of 1 hour results in the following file name: *cdr-20150706-030000-0400-01.csv*.

Format of CDR files

The CDR files will be in .csv formats, but in order to save the disk space, cdrserver gzips these files so the CDR files will have extension .csv.gz.

The CDR file will contain first line sep=# (the # is used as a separator here so that a field containing a semicolon (;), which is generally used as field separator for csv files, is not misinterpreted as a field separator. A CDR field will not usually contain # character.

Following is a sample CDR generated for a video call.

```
sep=#
callId#calledUri#callerUri#callStartTime#callAnswerTime#callEndTime#SIPCallId#callDir#releaseDir#
protocol#relReason#reqUri#relCode#callState#callDuration#audioBitRate#audioClockRate#audioCoderFr
ameSz#audioDir#audioEncoding#audioFramesPerPkt#audioLocalIp#audioLocalPort#audioPayloadType#audio
RemoteIp#audioRemotePort#audioVADEnabled#dtmfMode#rtpStartTime#rtpEndTime#videoBitRate#videoMaxBi
tRate#videoSamplingRate#videoImgWidth#videoImgHeight#videoDir#videoEncoding#videoPayloadType#vide
oLocalIp#videoLocalPort#videoRemoteIp#videoRemotePort#qosLostPkts#qosJitter#qosRTLLatency#qosLocal
TxPkts#qosLocalTxOcts#qosLocalCumLost#qosRemoteTxPkts#qosRemoteTxOcts#qosRemoteCumLost#qosLocal
TimeStamp#qosLocalSeqNum#qosRemoteTimeStamp#qosRemoteSeqNum#
e3fb0ecb-a414-4367-b1fc-b57d9a1f50ec#<sip:msml@10.40.2.212>;tag=f7288b50-d402280a-13c4-65014-15e-
25cffc45-15e#<sip:2422@14.96.218.81>;tag=FpW-zD1f1#2015-08-21T15:10:31-0400#2015-08-21T15:10:31-
0400#2015-08-21T15:10:53-0400#LhBt6Ynz0i#INBOUND#network#SIP#800
Bye#sip:msml@10.40.2.212#800#cleared#22#64000#8000#20#sendrecv#pcmu#1#10.40.2.212#49152#0#192.168
.250.138#7078#0#rfc2833#2015-08-21T15:10:31-0400#2015-08-21T15:10:53-
0400#384000#0#1#352#288#sendrecv#h263-
1998#96#10.40.2.212#57344#192.168.250.138#9078#0#0#1085#167040#0#600#96000#0#3910533713#629#1063
20##
```

Note:

1. The first line of each CDR file will be sep=# so that when the user opens this on Windows platform by double clicking the file, it is opened in Microsoft Excel as a csv file.
2. The second line of each CDR file will contain the field names separated by # character.
3. After the second line, each line will contain the CDR for a call.

CDR-Related SNMP Traps and Their Meaning

For the CDR subsystem, the following SNMP traps have been defined:

- **xmsCdrDeleted** - This SNMP trap is raised by the XMS system when the CDR subsystem deletes one or more oldest CDR files on the hard disk because the cumulative size of CDR files on the disk have exceeded their maximum size threshold.
- **xmsCdrCreationFailed** - This SNMP trap is raised by the XMS system when the CDR subsystem fails to export CDR files to hard disk. The CDR file export might fail due to one of the following reasons:
 - a. Insufficient disk space.
 - b. An internal error due to the inability of a CDR service to communicate with CDR database.
 - c. An internal API error.
- **xmsCdrSizeHighThresMet** - This SNMP trap is raised by the XMS system when the cumulative size of CDR files on hard disk reaches the configured high threshold value "CDR Disk Usage" (default=75%) of total configured Maximum Disk Space. This trap serves as an indication to the CDR user that the oldest CDR files will soon be deleted once they hit their 100% size threshold. The user should download the CDR files to the system to preserve Historical CDR data.

11. Appendix D: Sample Use Cases

PowerMedia XMS includes a set of scripts to provide access of management commands through the Command Line Interface (CLI). PowerMedia XMS CLI scripts use the RESTful Management API to provide repeatable management functionality through CLI that can be used by remote script processes for PowerMedia XMS management purposes. The set of CLI scripts provide an example that can be expanded by system administrators to cover a variety of PowerMedia XMS management functions.

The following describes the command scripts covered by the CLI:

- [Start/Stop Service and Application](#)
- [Check Status of Service](#)
- [Check/Install License](#)
- [MSML Configuration](#)
- [Tone Configuration](#)
- [Codec Configuration](#)

Note: PowerMedia XMS CLI does not cover all the configuration options of the Console.

Script Location

The CLI is implemented via scripts located in the following directories:

```
/sbin  
/usr/sbin
```

For the scripts to work, these directories must be in the path of the administrator login.

Start/Stop Service and Application

To start/stop/restart the services, run the following command:

```
service nodecontroller stop|start|restart
```

The following shows the sample output of the command:

```
[root@xms ~]# service nodecontroller restart  
Stopping: nodecontroller .....[ OK ].....  
Starting: nodecontroller .....[ OK ].....
```

Check Status of Service

To get the status of all services, run the following command:

```
xmstatus-python
```

The following shows the sample output of the command:

```
[root@xms ~]# xmstatus-python  
['<service id="hmp" state="RUNNING" description="Media processing services." optional="no"  
onStart="yes" />']  
['<service id="broker" state="RUNNING" description="Message routing services." optional="no"  
onStart="yes" />']  
['<service id="xmserver" state="RUNNING" description="Signalling and Media services."  
optional="no" onStart="yes" />']  
['<service id="httpclient" state="RUNNING" description="HTTP Client." optional="yes"  
onStart="yes" />']  
['<service id="mrpcclient" state="RUNNING" description="MRCP Client." optional="yes"  
onStart="yes" />']  
['<service id="rtcweb" state="RUNNING" description="RtcWeb Signalling Server." optional="yes"  
onStart="yes" />']
```

```
[<service id="appmanager" state="RUNNING" description="Application interface." optional="no"
onStart="yes" />']
[<service id="xmsrest" state="RUNNING" description="RESTful API for call control and media
control." optional="yes" onStart="yes" />']
[<service id="netann" state="RUNNING" description="NETANN Process." optional="yes" onStart="yes"
/>']
[<service id="vxml" state="RUNNING" description="VXML Process." optional="yes" onStart="yes"
/>']
[<service id="msml" state="RUNNING" description="MSML Server" optional="yes" onStart="yes" />']
[<service id="msrpservice" state="RUNNING" description="MSRP Service." optional="yes"
onStart="yes" />']
[<service id="verification" state="RUNNING" description="System/Application Verification Server"
optional="yes" onStart="yes" />']
[<service id="xmssysstats" state="RUNNING" description="Application to provide system stats to
Performance Manager" optional="yes" onStart="yes" />']
[<service id="perfmanager" state="RUNNING" description="Performance Manager" optional="yes"
onStart="yes" />']
[<service id="eventmanager" state="RUNNING" description="Event Manager" optional="yes"
onStart="yes" />']
```

Check/Install License

To get the details regarding the currently installed licenses, run the following command:

```
checklicense-python
```

The following shows the sample output of the command:

```
[root@xms ~]# checklicense-python
XMS2x__host_pur_000C2909F9F6.lic :
verification.lic :
('Advanced Video', '0')
('Basic Audio', '2000')
('GSMAMR Audio', '0')
('HD Voice', '0')
('High Resolution Video', '0')
('LBR Audio', '0')
('MRB', '0')
('MRCP Speech Server', '0')
('MSRP', '0')
```

To install a license, run the following command:

```
activatelicence-python <license-file>
```

Note: The <license-file> must reside in the current directory and it must be specified as a pure file name (as opposed to path).

For example, specifying `"/XMS2x__host_pur_000C299A815E.lic"` would be incorrect. The new installed licenses take effect only after a PowerMedia XMS service restart.

The following shows the sample output of the command:

```
[root@xms tmp]# activatelicence-python XMS2x__host_pur_000C299A815E.lic
COPYING XMS2x__host_pur_000C299A815E.lic to /etc/xms/license
ACTIVATING XMS2x__host_pur_000C299A815E.lic
SERVER RESPONSE:
<?xml version='1.0'?>
<web_service version="1.0">
  <response>
    <license id="XMS2x__host_pur_000C299A815E.lic" type="Purchased"
expires="permanent" status="active" >
      <feature id="advanced_video" display_name="Advanced Video" value="300" />
      <feature id="basic_audio" display_name="Basic Audio" value="200" />
      <feature id="gsmamr_audio" display_name="GSMAMR Audio" value="100" />
      <feature id="hd_voice" display_name="HD Voice" value="200" />
      <feature id="high_res_video" display_name="High Resolution Video"
value="40" />
      <feature id="lbr_audio" display_name="LBR Audio" value="100" />
      <feature id="mrb" display_name="MRB" value="0" />
      <feature id="mrpc_speech_server" display_name="MRCP Speech Server"
value="150" />
```

```

        <feature id="msrp" display_name="MSRP" value="250" />
    </license>
</response>
</web_service>
#####
Service Restart is Required!!
#####

```

MSML Configuration

To get the current MSML configuration, run the following command:

```
showmsmlparms-python
```

The following shows the sample output of the command:

```

[root@xms ~]# showmsmlparms-python
{
    "version" : "1.1",
    "http_caching" : "yes",
    "http_connect_timeout" : "30",
    "schema_validation" : "no",
    "adaptor_port" : "",
    "storage_directory" : "",
    "content_type" : "xml",
    "encoding" : "utf_8",
    "clear_db" : "no",
    "dtmf_start_time" : "no",
    "adv_digit_pattern" : "no",
    "video_fast_update" : "",
    "video_bandwidth" : "512",
    "conf_agc_default" : "no",
    "default_amr_alignment" : "BANDWIDTH_EFFICIENT",
    "dtmf_detect_mode" : "RFC-2833",
    "dns_cache_timeout" : "0",
    "cert_verify_peer" : "no",
    "cert_verify_host" : "no",
    "cpa" : []
}

```

To set a specific parameter in the MSML configuration, run the following command:

```
setmsmlparms-python <msml-params-file-name>
```

The <msml-params-file-name> is the path to the file, which contains the MSML parameters in JSON format. A good way to modify any parameter would be to generate this file using the "showmsmlparms-python" command, modify the value of the specific parameter in the file, and supply this file as an argument to the "setmsmlparms-python". See the *Dialogic® PowerMedia™ XMS RESTful Management API User's Guide* (/msml section) for detailed information about these parameters.

The following sequence of commands illustrates the procedure:

```

[root@xms ~]# setmsmlparms-python msml
Request url =http://127.0.0.1:10080/msml
SERVER RESPONSE:
{
    "version" : "1.1",
    "http_caching" : "yes",
    "http_connect_timeout" : "45",
    "schema_validation" : "yes",
    "adaptor_port" : "",
    "storage_directory" : "hello",
    "content_type" : "msml_xml",
    "encoding" : "utf_ascii",
    "clear_db" : "yes",
    "dtmf_start_time" : "yes",
    "adv_digit_pattern" : "yes",
    "video_fast_update" : "INFO",
    "video_bandwidth" : "256",
    "conf_agc_default" : "yes",

```

```

        "default_amr_alignment" : "OCTET-ALIGNED",
        "dtmf_detect_mode" : "IN-BAND",
        "dns_cache_timeout" : "100",
        "cert_verify_peer" : "yes",
        "cert_verify_host" : "yes",
        "cpa" : []
    }
}
#####
Service Restart is Required!!
#####

```

Tone Configuration

To get a listing of the current tones, run the following command:

```
showtones-python
```

The following shows the sample output of the command:

```

[root@xms ~]# showtones-python
{
    "tones" : [
        {
            "New" : {
                "freq1" : 300,
                "fq1dev" : 0,
                "freq2" : 400,
                "fq2dev" : 0,
                "ontime" : 40,
                "ontdev" : 1,
                "offtime" : 40,
                "offtdev" : 1,
                "repcnt" : 0
            }
        }
    ]
}

```

To set a custom tone, run the following command:

```
settones-python <tones-file-name>
```

The <tones-file-name> is the path to the file, which contains the JSON formatted tone information (usually the output of "showtones-python"). A good way to modify any parameter would be to generate this file using the "showtones-python" command, modify the value of the specific parameter in the file, and supply this file as an argument to the "settones-python".

The following sequence of commands illustrates the procedure:

```

[root@xms ~]# showtones-python > tones.txt
<modify the values in the "tones.txt" using any editor>
[root@xms ~]# settones-python tones.txt
Request url =http://127.0.0.1:10080/tones
SERVER RESPONSE:
{
    "tones" : [
        {
            "New" : {
                "freq1" : 350,
                "fq1dev" : 2,
                "freq2" : 450,
                "fq2dev" : 4,
                "ontime" : 45,
                "ontdev" : 1,
                "offtime" : 50,
                "offtdev" : 1,
                "repcnt" : 0
            }
        }
    ]
}

```

```
}
#####
Service Restart is Required!!
#####
```

Codec Configuration

To get a listing of the current codecs and their parameters, run the following command:

```
savecodecs-python
```

The following shows the sample output of the command:

```
[root@xms ~]# savecodecs-python
{
  "audio_codecs" : [
    {
      "g722" : {
        "enabled" : "yes"
      }
    },
    {
      "pcmu" : {
        "enabled" : "yes"
      }
    },
    {
      "pcma" : {
        "enabled" : "yes"
      }
    },
    {
      "g726-32" : {
        "enabled" : "yes"
      }
    },
    {
      "amr" : {
        "enabled" : "yes"
      }
    },
    {
      "g723" : {
        "enabled" : "yes"
      }
    },
    {
      "g729" : {
        "enabled" : "yes"
      }
    },
    {
      "amr-wb" : {
        "enabled" : "yes"
      }
    },
    {
      "iLBC" : {
        "enabled" : "yes"
      }
    },
    {
      "opus" : {
        "enabled" : "yes"
      }
    },
    {
      "gsm" : {
        "enabled" : "yes"
      }
    }
  ]
}
```



```

        {
            "gsm-efr" : {
                "enabled" : "yes"
            }
        },
        "video_codecs" : [
            {
                "h264" : {
                    "enabled" : "yes"
                }
            },
            {
                "mp4v-es" : {
                    "enabled" : "yes"
                }
            },
            {
                "h263" : {
                    "enabled" : "yes"
                }
            },
            {
                "h263-1998" : {
                    "enabled" : "yes"
                }
            },
            {
                "h263-2000" : {
                    "enabled" : "yes"
                }
            },
            {
                "vp8" : {
                    "enabled" : "yes"
                }
            }
        ],
        "video_encoder_sharing" : "Disabled"
    }

```

To set a custom tone, run the following command:

```
setcodecs-python <codecs-file-name>
```

The <codecs-file-name> is the path to the file, which contains the JSON formatted codec information (usually the output of "savecodecs-python"). A good way to modify any parameter would be to generate this file using the "setcodecs-python" command, modify the value of the specific parameter in the file, and supply this file as an argument to the "savecodecs-python".

The following sequence of commands illustrates the procedure:

```

[root@xms ~]# savecodecs-python > codecs.txt
<modify the values in the "codecs.txt" using any editor>
[root@xms ~]# setcodecs-python codecs.txt
{
    "audio_codecs" : [
        {
            "pcmu" : {
                "enabled" : "yes"
            }
        },
        {
            "pcma" : {
                "enabled" : "yes"
            }
        },
        {
            "g726-32" : {
                "enabled" : "yes"
            }
        }
    ]
}

```

```

    },
    {
        "amr" : {
            "enabled" : "yes"
        }
    },
    {
        "g723" : {
            "enabled" : "yes"
        }
    },
    {
        "g729" : {
            "enabled" : "yes"
        }
    },
    {
        "amr-wb" : {
            "enabled" : "yes"
        }
    },
    {
        "iLBC" : {
            "enabled" : "yes"
        }
    },
    {
        "opus" : {
            "enabled" : "yes"
        }
    },
    {
        "gsm" : {
            "enabled" : "yes"
        }
    },
    {
        "gsm-efr" : {
            "enabled" : "yes"
        }
    },
    {
        "g722" : {
            "enabled" : "no"
        }
    }
],
"video_codecs" : [
    {
        "h264" : {
            "enabled" : "yes"
        }
    },
    {
        "mp4v-es" : {
            "enabled" : "yes"
        }
    },
    {
        "h263" : {
            "enabled" : "yes"
        }
    },
    {
        "h263-1998" : {
            "enabled" : "yes"
        }
    },
    {
        "h263-2000" : {

```

```
        "enabled" : "yes"
    },
    {
        "vp8" : {
            "enabled" : "yes"
        }
    }
],
"video_encoder_sharing" : "Disabled"
```

12. Appendix E: SIP OPTIONS Ping Processing

The SIP OPTIONS ping responses are coordinated between the PowerMedia XMS and PowerMedia MRB to provide consistent responses that take into consideration the system status and resource availability at each network element. The SIP OPTIONS ping response also considers the status of the XMS-monitored subservices and licenses.

For the XMS to respond to a SIP OPTIONS ping with a 200 OK, all XMS services must be operational and there must be one available signaling license to accept a new call. When the XMS services are operational but there are no available signaling licenses, XMS responds with 486 Busy. When an XMS service is not operational, XMS responds with 503 Service Unavailable. Refer to the following table.

| Services/Conditions | Operational Status | Response |
|---------------------|---|-------------------------|
| XMS Services | Active (All services are operational and there is an available signaling license.) | 200 OK |
| | Failed (All services are not operational.) | 503 Service Unavailable |
| Signaling Licenses | Available (All services are operational and there is an available signaling license.) | 200 OK |
| | Unavailable (All services are operational but all signaling licenses are in use.) | 486 Busy |

Note: Services that are administratively disabled at system startup are excluded when the XMS checks the operational status of the services.

Note: Every SIP OPTIONS ping processed by the XMS consumes a signaling license for the duration of the transaction. Typical use of this feature may require pinging up to five services concurrently (msml, vxml, xmsrest, and netann) resulting in the periodic use of five licenses. Because this feature allows for up to 256 concurrent pings, up to 256 licenses can be consumed.

13. Appendix F: Dashboard Counters

Note: Since this functionality is in a controlled introduction, the list of dashboard counters and names may change in future PowerMedia XMS releases; some counters may not be included while others could be added.

CDR Server

The following table lists the counters used for CDR Server:

| Name |
|------------------------------|
| CDR Server Database Size |
| CDR Server Number of Records |
| CDR Server Index Size |
| CDR Server Resident Memory |
| CDR Server Virtual Memory |
| CDR Server Bulk Op Duration |
| CDR Server Bulk Op Size |
| CDR Server Errors Per Minute |
| CDR Server Query Attempts |
| CDR Server Update Attempts |
| CDR Server Update Failures |
| CDR Server Storage Size |
| CDR Server Export Duration |
| CDR Server Export Records |
| CDR Server Op Queue Size |
| CDR Server Export Storage |

Fax Service

The following table lists the counters used for Fax Service:

| Name |
|--|
| Fax Service FAX Session Attempts |
| Fax Service FAX Session Failures |
| Fax Service FAX Session Failure Training |
| Fax Service FAX Session Failure Not Auth |
| Fax Service FAX Session TA Attempt |
| Fax Service FAX Session TA Failure |
| Fax Service FAX Send Failures |

| Name |
|---------------------------------------|
| Fax Service FAX Rcv Failures |
| Fax Service FAX Session Active |
| Fax Service FAX Rcv Active |
| Fax Service FAX Send Active |
| Fax Service FAX Session Active T30 |
| Fax Service FAX Session Active T38 |
| Fax Service FAX Page Send Attempts |
| Fax Service FAX Page Send Failures |
| Fax Service FAX Page Rcv Attempts |
| Fax Service FAX Page Rcv Failure |
| Fax Service FAX Cvt tiff2pdf Attempts |
| Fax Service FAX Cvt tiff2pdf Failures |
| Fax Service FAX Cvt tiff2pdf Active |
| Fax Service FAX Cvt pdf2tiff Attempts |
| Fax Service FAX Cvt pdf2tiff Failures |
| Fax Service FAX Cvt pdf2tiff Active |
| Fax Service FAX HTTP GET Attempts |
| Fax Service FAX HTTP GET Failures |
| Fax Service FAX HTTP GET Active |
| Fax Service FAX HTTP PUT Attempts |
| Fax Service FAX HTTP PUT Failures |
| Fax Service FAX HTTP PUT Active |

HTTP Client

The following table lists the counters used for HTTP Client:

| Name |
|---------------------------------|
| HTTP Client Cache Hits |
| HTTP Client Cache Size |
| HTTP Client DELETE Active |
| HTTP Client DELETE Attempts |
| HTTP Client DELETE Failures |
| HTTP Client Connection Failures |
| HTTP Client GET Active |
| HTTP Client GET Attempts |

| Name |
|---------------------------------|
| HTTP Client GET Failures |
| HTTP Client POST Active |
| HTTP Client POST Attempt |
| HTTP Client POST Failure |
| HTTP Client PUT Active |
| HTTP Client PUT Attempts |
| HTTP Client PUT Failure |
| HTTP Client HTTP DELETE Success |
| HTTP Client HTTP GET Success |
| HTTP Client HTTP PUT Success |
| HTTP Client HTTP POST Success |

MRCP Client

The following table lists the counters used for MRCP Client:

| Name |
|---------------------------------------|
| MRCP Client Recognize Active |
| MRCP Client Recognize Attempts |
| MRCP Client Recognize Cmplt Cause 000 |
| MRCP Client Recognize Cmplt Cause 001 |
| MRCP Client Recognize Cmplt Cause 002 |
| MRCP Client Recognize Cmplt Cause 003 |
| MRCP Client Recognize Cmplt Cause 004 |
| MRCP Client Recognize Cmplt Cause 005 |
| MRCP Client Recognize Cmplt Cause 006 |
| MRCP Client Recognize Cmplt Cause 007 |
| MRCP Client Recognize Cmplt Cause 008 |
| MRCP Client Recognize Cmplt Cause 009 |
| MRCP Client Recognize Cmplt Cause 010 |
| MRCP Client Recognize Cmplt Cause 011 |
| MRCP Client Recognize Cmplt Cause 012 |
| MRCP Client Recognize Cmplt Cause 013 |
| MRCP Client Recognize Cmplt Cause 014 |
| MRCP Client Recognize Cmplt Cause 015 |
| MRCP Client Recognize Cmplt Cause 016 |

| Name |
|--|
| MRCP Client Recognize Failure |
| MRCP Client Server State |
| MRCP Client Sessions Active |
| MRCP Client Session Attempts |
| MRCP Client Session Connection Failure |
| MRCP Client Session Signalling Failure |
| MRCP Client Speak Active |
| MRCP Client Speak Attempts |
| MRCP Client Speak Cmplt Cause 000 |
| MRCP Client Speak Cmplt Cause 001 |
| MRCP Client Speak Cmplt Cause 002 |
| MRCP Client Speak Cmplt Cause 003 |
| MRCP Client Speak Cmplt Cause 004 |
| MRCP Client Speak Cmplt Cause 005 |
| MRCP Client Speak Cmplt Cause 006 |
| MRCP Client Speak Cmplt Cause 007 |
| MRCP Client Speak Failure |
| MRCP Client Stop Active |
| MRCP Client Stop Attempts |
| MRCP Client Stop Failure |
| MRCP Client Update Session Active |
| MRCP Client Update Session Attempts |
| MRCP Client Update Session Failure |
| MRCP Client Recognize Success |
| MRCP Client Speak Success |
| MRCP Client Stop Success |
| MRCP Client Session Success |

MSML Server

The following table lists the counters used for MSML Server:

| Name |
|-------------------------------|
| MSML Server Calls Active |
| MSML Server Media Active |
| MSML Server Portstream Active |

| Name |
|--------------------------------|
| MSML Server Collect Active |
| MSML Server Collect Attempts |
| MSML Server Collect Failures |
| MSML Server CPA Active |
| MSML Server CPA Attempts |
| MSML Server CPA Failures |
| MSML Server Dtmfgen Active |
| MSML Server Dtmfgen Attempts |
| MSML Server Dtmfgen Failures |
| MSML Server Faxdetect Active |
| MSML Server Faxdetect Attempts |
| MSML Server Faxdetect Failures |
| MSML Server Faxrcv Active |
| MSML Server Faxrcv Attempts |
| MSML Server Faxrcv Failures |
| MSML Server Faxsend Active |
| MSML Server Faxsend Attempts |
| MSML Server Faxsend Failures |
| MSML Server Fileop Active |
| MSML Server Fileop Attempts |
| MSML Server Fileop Failures |
| MSML Server Play Active |
| MSML Server Play Attempts |
| MSML Server Play Failures |
| MSML Server Record Active |
| MSML Server Record Attempts |
| MSML Server Record Failures |
| MSML Server Speech Actives |
| MSML Server Speech Attempts |
| MSML Server Speech Failures |
| MSML Server Transfer Active |
| MSML Server Transfer Attempts |
| MSML Server Transfer Failures |

| Name |
|---------------------------------------|
| MSML Server Vad Active |
| MSML Server Vad Attempts |
| MSML Server Vad Failures |
| MSML Server Conference Active |
| MSML Server Conference Attempts |
| MSML Server Conference Failures |
| MSML Server Conference Party Active |
| MSML Server Conference Party Attempts |
| MSML Server Conference Party Failures |
| MSML Server Connections Active |
| MSML Server Connection Attempts |
| MSML Server Connection Failures |
| MSML Server Dialog Active |
| MSML Server Dialog Allocated |
| MSML Server Dialog Attempts |
| MSML Server Dialog Failures |
| MSML Server Transaction Failures |

MSRP Server

The following table lists the counters used for MSRP Server:

| Name |
|--------------------------------|
| MSRP Server Messages Active |
| MSRP Server Message Attempts |
| MSRP Server Message Failures |
| MSRP Server Sessions Active |
| MSRP Server Session Attempts |
| MSRP Server Session Failures |
| MSRP Server File Rcv Active |
| MSRP Server File Rcv Attempts |
| MSRP Server File Rcv Failures |
| MSRP Server File Send Active |
| MSRP Server File Send Attempts |
| MSRP Server File Send failures |
| MSRP Server Msg Rcv Active |

| Name |
|-------------------------------|
| MSRP Server Msg Rcv Attempts |
| MSRP Server Msg Rcv Failure |
| MSRP Server Msg Send Active |
| MSRP Server Msg Send Attempts |
| MSRP Server Msg Send Failure |

NETANN Server

The following table lists the counters used for NETANN Server:

| Name |
|---|
| NETANN Server Play Active |
| NETANN Server Play Attempts |
| NETANN Server Play Failures |
| NETANN Server Conference Active |
| NETANN Server Conference Attempts |
| NETANN Server Conference Failures |
| NETANN Server Conference Party Active |
| NETANN Server Conference Party Attempts |
| NETANN Server Conference Party Failures |
| NETANN Server Connection Active |
| NETANN Server Connection Attempts |
| NETANN Server Connection Failures |

RESTful API Server

The following table lists the counters used for RESTful API Server:

| Name |
|---------------------------------------|
| RESTful API Server Call Active |
| RESTful API Server Call Attempts |
| RESTful API Server Call Failure |
| RESTful API Server Conference Active |
| RESTful API Server Conference Attempt |
| RESTful API Server Conference Failure |
| RESTful API Server MRCP Active |
| RESTful API Server MRCP Attempts |
| RESTful API Server MRCP Failures |

VXML Server

The following table lists the counters used for VXML Server:

| Name |
|--|
| VXML Server Field DTMF Active |
| VXML Server Field DTMF Attempts |
| VXML Server Field DTMF Failures |
| VXML Server Field Voice Active |
| VXML Server Field Voice Attempts |
| VXML Server Field Voice Failures |
| VXML Server Prompt Play Active |
| VXML Server Prompt Play Attempts |
| VXML Server Prompt Play Failures |
| VXML Server Prompt Speech Active |
| VXML Server Prompt Speech Attempts |
| VXML Server Prompt Speech Failures |
| VXML Server Record Active |
| VXML Server Record Attempts |
| VXML Server Record Failures |
| VXML Server Say-as Active |
| VXML Server Say-as Attempts |
| VXML Server Say-as Failures |
| VXML Server Transfer Active |
| VXML Server Transfer Attempts |
| VXML Server Transfer Failures |
| VXML Server Connections Active |
| VXML Server Connections Allocated |
| VXML Server Connection Incoming Attempts |
| VXML Server Connection Incoming Failures |
| VXML Server Connection Outgoing Attempts |
| VXML Server Connection Outgoing Failures |

XMS Server

The following table lists the counters used for XMS Server:

| Name |
|------------------------------------|
| XMS Server Codec AMR Active |
| XMS Server Codec AMR-WB Active |
| XMS Server Codec EVS Active |
| XMS Server Codec G.722 Active |
| XMS Server Codec G.723 Active |
| XMS Server Codec G.729 Active |
| XMS Server Codec G.726 Active |
| XMS Server Codec GSM Active |
| XMS Server Codec GSM-EFR Active |
| XMS Server Codec iLBC Active |
| XMS Server Codec Opus Active |
| XMS Server Codec PCMA Active |
| XMS Server Codec PCMU Active |
| XMS Server Codec H.263 Active |
| XMS Server Codec H.263-1998 Active |
| XMS Server Codec H.263-2000 Active |
| XMS Server Codec H.264 Active |
| XMS Server Codec MP4-ES Active |
| XMS Server Codec VP8 Active |
| XMS Server Codec VP9 Active |
| XMS Server Lic BA Active |
| XMS Server Lic BA Max |
| XMS Server Lic GSM-AMR Active |
| XMS Server Lic GSM-AMR Max |
| XMS Server Lic HD-Voice Active |
| XMS Server Lic HD-Voice Max |
| XMS Server Lic LBR Active |
| XMS Server Lic LBR Max |
| XMS Server Lic FAX Active |
| XMS Server Lic FAX Max |
| XMS Server Lic MRCP Active |

| Name |
|--|
| XMS Server Lic MRCP Max |
| XMS Server Lic MSRP Active |
| XMS Server Lic MSRP Max |
| XMS Server Lic Adv-Video Active |
| XMS Server Lic Adv-Video Max |
| XMS Server Lic HR-Video Active |
| XMS Server Lic HR-Video Max |
| XMS Server SIP Rcv BYE |
| XMS Server SIP Rcv INVITE |
| XMS Server SIP Sent BYE |
| XMS Server SIP Sent INVITE |
| XMS Server SIP Rcv Responses |
| XMS Server SIP Rcv Resp INVITE 2xx |
| XMS Server SIP Sent Responses |
| XMS Server SIP Sent Resp INVITE 2xx |
| XMS Server SIP Sent Resp INVITE 486 |
| XMS Server SIP Sent Resp INVITE 503 |
| XMS Server Conference Active |
| XMS Server Conference MCU Active |
| XMS Server Conference MCU Attempts |
| XMS Server Conference MCU Failures |
| XMS Server Conference SFU Active |
| XMS Server Conference SFU Attempts |
| XMS Server Conference SFU Failures |
| XMS Server Conference Party Active |
| XMS Server Conference Party Media Active |
| XMS Server Media Active |
| XMS Server Play Active |
| XMS Server Play Attempts |
| XMS Server Play Failures |
| XMS Server Record Active |
| XMS Server Record Attempts |
| XMS Server Record Failures |

| Name |
|--|
| XMS Server FAX Session Active |
| XMS Server FAX Session Attempts |
| XMS Server FAX Session Failures |
| XMS Server MRCP Session Active |
| XMS Server MRCP Session Attempts |
| XMS Server MRCP Session Failures |
| XMS Server RTP Session Active |
| XMS Server RTP Session Attempts |
| XMS Server RTP Session Failures |
| XMS Server SIP Session Active |
| XMS Server SIP Session (in) Attempts |
| XMS Server SIP Session (in) Failures |
| XMS Server SIP Session (out) Attempts |
| XMS Server SIP Session (out) Failures |
| XMS Server WebRTC Session Active |
| XMS Server WebRTC Session (in) Attempts |
| XMS Server WebRTC Session (in) Failures |
| XMS Server WebRTC Session (out) Attempts |
| XMS Server WebRTC Session (out) Failures |
| XMS Server Callgroup Calls Active |

XMS Service

The following table lists the counters used for XMS Service:

| Name |
|--------------------------------|
| XMS Service Status HMP |
| XMS Service Status Broker |
| XMS Service Status XMServer |
| XMS Service Status Appmanager |
| XMS Service Status Perfmanager |
| XMS Service Status HTTPClient |
| XMS Service Status MRCPClient |
| XMS Service Status RTCWeb |
| XMS Service Status XMSRest |
| XMS Service Status NETANN |

| Name |
|-------------------------|
| XMS Service Status VXML |
| XMS Service Status MSML |
| XMS Service Status MSRP |
| XMS Service Status FAX |
| XMS Service Status CDR |