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# SIP Feature Server Administration Guide

SIP Feature Server 8.1.2Legacy

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# SIP Feature Server Administration Guide

## Warning

This Administration Guide applies ONLY to the Legacy SIP Feature Server 8.1.200.xx release. Unless you have been told to use this documentation, use the current [8.1.2 Administration Guide](#)

The Feature Server Administration web application enables you to provision users, devices (DNs), and mailboxes. If you installed Feature Server, you can also set up the dial plan that governs call disposition.

Some tasks, such as user and user group creation, can occur only in [Genesys Administrator](#).

If your environment administers the dial plan through SIP Server, the Administration web application does not display the dial plan.

Voice prompts for the Telephone User Interface (TUI) are available in 11 language variants: English (UK and US), Spanish (Spain and Latin America), German, French, Italian, Japanese, Brazilian Portuguese, Russian, and Chinese.

### Provisioning

[Provision](#) users and mailboxes.

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# Provisioning

## Warning

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To use Feature Server, you assign user roles and mailboxes.

# Provisioning users

## Warning

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You create users and perform most provisioning in Genesys Administrator, then assign user roles and time zone in Feature Server (you can only view user groups in Feature Server).

To assign a role to a user:

1. Log into the Feature Server administration Web application as an administrator (<Feature Server IP address>:<port>/fs/admin). Search for the user by typing the beginning of the user name in the User name field and pressing Search. Click the user name of the user that you want to provision.
2. Select a role:
  - *User* (default) grants the user access to voicemail through the Web or the Telephone user interface (TUI).
  - *No Web Mailbox Access* grants the user access to voicemail only through the TUI.
  - *Restricted Web Mailbox Access* grants the user limited access to voicemail through the Web application.
  - *Administrator* grants the user the ability to log in as administrator and perform all the tasks available in the Feature Server administration Web application.
  - *Group Mailbox Administrator* grants the user the ability to log in as administrator and manage group mailboxes in the Feature Server administration Web application.

**Note:** Only users who are Group Mailbox Administrators can change greetings and passwords for group mailboxes.

3. Select a time zone for message playback. When a user specifies a time zone in their user profile, the value overrides this setting. The user time zone also takes precedence over the default time zones for the application, switch, and mailbox, unless:
  - the user time zone is set to Default and the mailbox time zone is not set to Default, or
  - the user uses the telephone UI to log into a group mailbox anonymously, without first logging into a personal mailbox

In both cases, the mailbox time zone takes precedence.

4. Save your changes.

# Provisioning mailboxes

## Warning

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To provision mailboxes:

1. Log into the Feature Server administration Web application as an administrator (<Feature Server IP address>:<port>/fs/admin). Select Mailboxes. Search for the mailbox by typing the beginning of the mailbox number and pressing Search. Click the mailbox number that you want to provision.
2. You can configure these mailbox settings:

| Setting      | Values (default value in bold)                                            | Description                                                                                                                                               |
|--------------|---------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Status       | <b>Active</b> , Locked                                                    | If the mailbox owner tries to log in unsuccessfully four times, they are locked out for 10 minutes. You can override the lock by pressing Unlock.         |
| Password     | <b>Default</b> , <user-selected>                                          | Press Reset to reset the password to the default.                                                                                                         |
| Messages     | Unread/Total (Unread high priority messages/Total high priority messages) | Press Delete All to delete all normal and high priority messages                                                                                          |
| Max Messages | <b>10</b> , 1 to <i>n</i>                                                 | Press Change to set a new maximum number of messages. Press Reset to restore the default value.                                                           |
| Optout Phone | <b>none</b> , <any phone number or routing point>                         | When set, enables a caller to transfer out of voicemail to the specified destination at any time during a call. Press Reset to restore the default value. |
| Time Zone    | <b>Default</b> ,                                                          | Press Change to set a new time zone for all mailboxes that use the default time zone. Press Reset to restore the default value.                           |
| Language     | <b>Default (English(United States))</b> , <language from menu>            | Press Change to set a new language for all mailboxes that use the default language. Press Reset to restore the default value.                             |

3. Optionally, press Disclaimer and upload an audio disclaimer message or other message to be played during every call, before message deposit. If you see the Disclaimer is disabled message, you must open Genesys Administrator and set the **play-disclaimer** option to true under the Options tab of the

governing switch, in the VoicemailServer section. See [Configuration options](#).

**Disclaimer file types:**

- For the United States and Japan, use CCITT uLaw (Mono) 64Kbps wav disclaimer files.
- For all other nations, use CCITT aLaw (Mono) 64Kbps wav disclaimer files.



# Dial plan

## Warning

This Administration Guide applies ONLY to the Legacy SIP Feature Server 8.1.200.xx release. Unless you have been told to use this documentation, use the current [8.1.2 Administration Guide](#)

The dial plan governs the disposition of inbound and outbound calls. If your Feature Server installation allows it, you can set up the dial plan in the Feature Server web application. Otherwise, you must use the existing SIP Server dial plan functionality. See the Dial-Plan Rule section in the [Framework 8.1 SIP Server Deployment Guide](#).

The Feature Server dial plan consists of:

- Partitions, known as "dial plan rules" in SIP Server 8.1.0 and before, which are the low-level building blocks of a dial plan, specifying criteria such as dialing patterns and effective times.
- Calling profiles, which consist of one or more partitions.
- Dial plan settings, which set calling profiles and options for internal and external users, outbound calling, and voicemail.

Where multiple outcomes are possible, as in calling profiles and outbound routing rules, the application selects the closest match. If a caller, for example, dials 911, the application uses the rule with the pattern 911 rather than the pattern 9XX.

# Creating partitions

## Warning

This Administration Guide applies ONLY to the Legacy SIP Feature Server 8.1.200.xx release. Unless you have been told to use this documentation, use the current [8.1.2 Administration Guide](#)

If your Feature Server installation allows it, you can create and edit partitions in the Feature Server Web application. Otherwise, any dial plan settings you make in the administration web application are *not* used.

To create or edit a partition:

1. Log into the Feature Server administration Web application as an administrator (<Feature Server IP address>:8080/fs/admin).
2. Select **Dial Plan > Partitions** and click **New** to create a partition, or click the name of the partition that you want to edit.
3. Name or rename the partition. See the table below for examples.
4. To inactivate an existing partition without deleting it, uncheck **Active**.
5. Check **Block** to set this partition to block access according to the pattern specified.
6. Optionally, select a time zone. To default to the time zone of the call center, user, or device, select **Default (Not Set)**. To find time zone details, see [List of tz database time zones](#).
7. Optionally, click the Time Start and Time End fields to select a time during which this partition is effective. Leave the fields empty to select the entire day.
8. Optionally, click the Days of Week field to select the specific days during which this partition is effective. Leave the field empty to select all days.
9. Type a pattern, using the patterns below as examples. Create a new partition for each pattern. To build your own patterns, see the Dial-Plan Rule section in the [SIP Server 8.1 Deployment Guide](#) (note that the Dial Plan Parameters section does not apply to SIP Feature Server).

| Name                  | Pattern                                                                                       |
|-----------------------|-----------------------------------------------------------------------------------------------|
| route-point-partition | .                                                                                             |
| emergency-partition   | 911=>911                                                                                      |
| default-partition     | .=>\${DIGITS}                                                                                 |
| voicemail             | 5555=>gcti::voicemail<br>(where 5555 is the number that users dial to access their voicemail) |

10. Click **Save changes**.
11. [Create calling profiles](#).

# Creating calling profiles

## Warning

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If your Feature Server installation allows it, you can create and edit calling profiles in the Feature Server Web application. Otherwise, any dial plan settings you make in the administration web application are *not* used.

To create or edit a calling profile:

1. Log into the Feature Server administration Web application as an administrator (<Feature Server IP address>:<port>/fs/admin).
2. Ensure that you have [created the required partitions](#).
3. Select Dial Plan > Calling Profiles and click **New** to create a calling profile, or click the name of the profile that you want to edit.
4. Name or rename the calling profile.
5. Select one or more partitions from the menu.
6. Create additional calling profiles as needed. To configure voicemail, create at least one calling profile named voicemail-profile-id (can be any name of your choice) and add your default-partition and voicemail partitions to it.
7. [Edit dial plan settings](#).

# Editing dial plan settings

## Warning

This Administration Guide applies ONLY to the Legacy SIP Feature Server 8.1.200.xx release. Unless you have been told to use this documentation, use the current [8.1.2 Administration Guide](#)

If your Feature Server installation allows it, you can edit dial plan settings in the Feature Server web application. Otherwise, any dial plan settings you make in the administration web application are *not* used.

To edit the top-level dial plan settings:

1. Log into the Feature Server administration Web application as an administrator (<Feature Server IP address>:<port>/fs/admin). Select Dial Plan > Dial Plan Settings.
2. Ensure that you have [created the required calling profiles](#).
3. At the bottom of the page, click **Edit**.
4. Select a Default Internal Calling Profile to govern what happens when a call arrives from an internal user or DN (including internal remote users). Note that call settings assigned at the user or DN-level take precedence over the value assigned here.
5. Select an External Caller Calling Profile to govern what happens when a call arrives from an external source.
6. Configure Outbound Routing Rules to specify the physical route to take for external destinations.
  - Click **New** to add a routing rule. The rule is a pattern that must match the outbound dialed number; for example, 91XXXXXXXXXX=>\${DIGITS} means that all 12-digit numbers (beginning with 91) dial the route groups that you specify in the next step.
  - Under the Groups column, click **Add** to assign one or more route groups to the routing rule in that row. Add groups in order of priority: the server attempts to route the call through the first route group that you add, then tries the next group until it succeeds. Name the route group and type a prefix that is one or more digits that match the prefix option, which belongs to a SIP Server trunk or trunk group. For example, you can route a call to a trunk with a 54 prefix, or to a trunk group with a us-ip prefix.

## Important

You must assign at least one trunk to each outbound routing rule.

7. Configure call settings:

| Setting                  | Values (default value in bold) | Description                           |
|--------------------------|--------------------------------|---------------------------------------|
| Reject Call On Not Ready | <b>Off</b> , On                | Rejects call when a user is not ready |

---

| Setting                 | Values (default value in bold)                          | Description                                                                                                |
|-------------------------|---------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
|                         |                                                         | on a device.                                                                                               |
| Call Waiting            | <b>On</b> , Off                                         | Does not reject a call when the user or device is already in a call.                                       |
| No Answer Timeout       | <b>30 sec</b> , 5 to 60 seconds (in 5-second intervals) | Specifies the length of time, in seconds, that Feature Server waits for the user to answer a ringing call. |
| Voicemail Enabled       | <b>Yes</b> , No                                         | Enables calls to be sent to voicemail, if a mailbox exists and if call waiting is off and DND is on.       |
| Forwarding On No Answer | <b>Null (Not Set)</b> , Voicemail, <DN>                 | After the No Answer Timeout value elapses, forwards calls to voicemail or to a specified number.           |
| Forwarding On Busy      | <b>Null (Not Set)</b> , Voicemail, <DN>                 | When the user or device is on a call, forwards calls to voicemail or to a specified number.                |

**Note:** User settings have a higher priority than dial plan settings.

- Click **Save changes**.

# Monitoring

## Warning

This Administration Guide applies ONLY to the Legacy SIP Feature Server 8.1.200.xx release. Unless you have been told to use this documentation, use the current [8.1.2 Administration Guide](#)

The SIP Feature Server Web application includes a set of built-in metrics that enable you to monitor the state of environment components, currently and historically. The metrics report statistics in areas such as:

- system load (such as CPU and memory usage)
- system performance (such as response times)
- call information (such as calls created and total calls)
- agent and device information (such as logged-in agents and out-of-service devices)

The database retains data for one week. The real-time metrics reflect data for the previous 15 minutes.

Monitoring requires specific configuration for each component. See [Configuring monitoring](#).

### To monitor the SIP Feature Server environment:

1. Open Firefox or Chrome and log in to `http://<SIP Feature Server IP Address>:8080/fs/admin`.
2. Click **Monitoring**.
3. Select a SIP component (SIPS, ICON, URS, STATS, or SIP Proxy) to monitor.
4. Select one or more metrics from the list, which displays the current value for the metric and adds the metric to the list of metrics to be displayed when you select Real-Time or Historical Monitoring. Note that selecting metrics of widely differing scales (for example, Memory Usage, which can run to 9 digits or more, and Number of running modes, which is typically only 1 or 2 digits) might result in less useful charts.
5. Select **Real-Time Monitoring** to view frequently refreshed current data for the selected metrics, or **History** to view data of selected metrics from a range of dates and times.

# Configuring environment monitoring

## Warning

This Deployment Guide applies ONLY to the Legacy SIP Feature Server 8.1.200.xx release. Unless you have been told to use this documentation, use the current [8.1.2 Deployment Guide](#)

To configure monitoring for the components that you want to monitor from within the SIP Feature Server administration web application:

1. In Genesys Administrator, add the components to be monitored in the Connections tab of Feature Server applications.
2. Using the following table, create an http-port ID in the applications of the components that are to be monitored, where <port> is any free port in the host machine of a specific component:

| Application | Navigate to       | Value  |
|-------------|-------------------|--------|
| SIP Server  | Options > TServer | <port> |
| Stat Server | Server Info       | <port> |
| ICON        | Server Info       | <port> |
| URS         | Server Info       | <port> |
| SIP Proxy   | Server Info       | <port> |

# Maintaining

## Warning

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Maintenance tasks include starting, stopping, and updating Feature Server.



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# Starting Feature Server

## Warning

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To start and verify SIP Feature Server:

## Warning

Do not start Feature Server until you have set the configuration options *replicationStrategyClassName* and *replicationOptions*. See [Cassandra options](#).

1. To run Feature Server in secure (https) mode:
  - Open the `start.ini` file and uncomment `etc/jetty-ssl.xml`
  - In the IVR Profile, set `initial-page-url = https://Feature Server IP address or host name:8443/fs`
2. Use Genesys Administrator, not the command line, to start SIP Feature Server. If you are running more than one Feature Server, start the Master first.
3. In Genesys Administrator, verify that the Feature Server is running.
4. Verify that the administration Web interface is running by logging in as the Default administrator (in other words, the Default user in Configuration Server):  
`<Feature Server IP address>:<port>/fs/admin`  
To enable other users to log in as administrators, [assign the Administrator role](#) to them.

# Stopping Feature Server

## Warning

This Administration Guide applies ONLY to the Legacy SIP Feature Server 8.1.200.xx release. Unless you have been told to use this documentation, use the current [8.1.2 Administration Guide](#)

To stop Feature Server, use Solution Control Interface (SCI), not the command line. If you are running more than one Feature Server, stop the Master only after you have stopped all non-Master servers.

## Important

Stop Feature Server before disconnecting the network. Failing to do so can cause Windows to terminate unexpectedly.

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# Updating Feature Server

## Warning

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Use this procedure to update to a minor version of SIP Feature Server 8.1.2. Note the following restrictions:

- Upgrading from SIP Voicemail to SIP Feature Server requires a fresh installation.
- You cannot change installation modes (cluster to standalone or vice-versa).
- If you are upgrading from a restricted release of SIP Feature Server 8.1.2 (any version prior to 8.1.200.85), you must manually restore the `vms_host` parameter, as follows:
  1. Open `launcher.xml`.
  2. In the `vms_host` section, in the line `<format type="string" default="localhost" />`, replace "localhost" with "0.0.0.0" or a specific IP address to restrict Feature Server web application access to that address.

To update a single Feature Server:

1. **Stop Feature Server.**
2. On the Feature Server master node (which is also the Cassandra seeds node), back up all files in the **etc** folder, which includes the `cassandra.yaml` file.
3. Back up the database files for all nodes in the Cassandra cluster (because the upgrade propagates changes to all nodes in the cluster). Note the file locations.
4. Install Feature Server from the installation package. During the upgrade, the installer uses the values provided during a fresh installation.  
**Note:** You can change the destination directory during the installation.
5. **Start Feature Server.**