

VOICEGENIE

VoiceGenie 7 SIP Proxy System Reference Guide

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Revision History

Version	Date	Change Summary	Author/Editor
1.0	January 25 th , 2005	Initial release	Henry Lum
1.1	March 4 th , 2005	Updated for VoiceGenie 7 release	Andrew Ho
1.2	April 13 th , 2005	Revised Version	Andrew Ho

1 Introduction

This guide serves as the system reference manual for the VoiceGenie 7 SIP Proxy software. It is intended to provide a complete reference for all aspects related to the configuration, Metrics and alarming of the SIP Proxy.

The following table gives definitions of some acronyms that are used throughout this document:

Acronyms	Full Definitions
ASR	Automated Speech Recognition (Engines/Technologies)
CLC	Command Line Console -- A command line interface that can be used to query information and issue commands
MRCP	Media Resource Control Protocol -- Adopted by the VoiceGenie Media Platform to control ASR and TTS resources
SRM	Speech Resource Management -- A component integrated into the VoiceGenie Media Platform to provide Speech Recognition and Synthesis functionalities to the application developers
SMC	System Management Console -- A web based tool for administering clusters of VoiceGenie VoiceXML Platforms
OA&M	Operation, Administration and Management
TTS	Text To Speech (Engines/Technologies)

The following sections may contain references to terminology that has become obsolete since the last release, NeXusPoint 6.4.x. Here is a mapping between these terms:

Historical Terms	New Terms
PhoneWeb Software / NeXusPoint 6.4.x Software	VoiceGenie 7 Software
Cluster Management Platform (CMP)	OA&M Framework
Voice Resource Manager (VRM)	Speech Resource Management (SRM)
VoiceGenie Management Console (VMC)	System Management Console (SMC)

2 Directory Structure

SIP Proxy home directory will reside in /usr/local/ccp-proxy. The following table lists the subdirectories/files and their description:

File (relative to SIP Proxy home):	Description
bin/ccpproxy	SIP Proxy executable
config/ccpproxy.cfg	Local SIP Proxy configuration file
config/ccpproxy_provision.dat	Local SIP Proxy provisioning file
config/ccp-proxy.xml	SIP Proxy definition file
Lib/libccure.so	SIP Proxy library file
Lib/libccurest.so	SIP Proxy library file
logs/CMP.log.ccpproxy*	SIP Proxy log files

CCP-RM is also required to be installed on the same system, which will reside in /usr/local/ccp-rm. The following table lists the subdirectories and files:

File (relative to CCP-RM home):	Description
bin/ccprm	CCP-RM executable
config/ccprm.cfg	Local CCP-RM configuration file
config/ccprm_provision.dat	Local CCP-RM provisioning file
config/ccp-rm.xml	CCP-RM definition file
scripts/start_ccprm	CCP-RM start script
logs/CMP.log.ccprm*	CCP-RM log files

3 Configuration

3.1 SIP Proxy Configuration

The following table lists the configuration parameters that apply to the SIP Proxy.

Name	Description	Default Value
cmp.proxy	The IP or hostname of the CMP Proxy that CLC to connect to	127.0.0.1
cmp.proxy_port	The port number of the CMP proxy to connect to	8700
cmp.heartbeat	The interval, in seconds, to send a periodic heartbeat message from the component to the CMP Proxy	20
cmp.reconnect	The interval, in seconds, between reconnection attempts to the CMP Server	5
cmp.log_file	This full path to the log file of the CCP-Proxy	/usr/local/ccp-proxy /logs/CMP.log.ccpp oxy
cmp.size_option	Rollover all log files by size or by time	TRUE
cmp.rollover_size	The size limit, in MB, for rollover when rolling over by size	10
cmp.num_rollover_files	The number of files to roll through before they are overwritten when rolling over by size	5
cmp.rollover_mins	The interval of time, in minutes, between rollover when rolling over by time	1440
cmp.rollover_time	The time at which the log files are rolled over when rolling over by time	4:00
cmp.email	If the EMAIL sink is specified, the email address be used	name@domain.com
cmp.log_sinks	Sinks that will be used by this component, possible sinks are: FILE, UPSTREAM, SYSLOG, SNMP, EMAIL	FILE UPSTREAM
cmp.trace_flag	Enables tracing (Log 5 filter)	FALSE
cmp.pid_option	Appends PID of the process to the name of the trace file so that they are not overwritten when the process restarts	FALSE
cmp.metrics	log mask for metrics data	0 1
cmp.log_0	Log mask for data logged at log level 0	
cmp.log_1	Log mask for data logged at log level 1	
cmp.log_2	Log mask for data logged at log level 2	
cmp.log_3	Log mask for data logged at log level 3	
cmp.log_4	Log mask for data logged at log level 4	
cmp.log_5	Log mask for data logged at log level 5	
cmp.guaranteed_logs_to_file	Specify if logs that are guaranteed to be sent upstream should be logged to a temp file	true
cmp.unsent_log_file	Specify the name of the temp log file to log to if cmp.guaranteed_logs_to_file	/usr/local/ccp-proxy/logs/ guaranteed.log.ccpp roxy

Name	Description	Default Value
rmserviceagent.ccprmpo rt	Defines the port number of the CCP-RM service manager. This port number is referred to as RMSERVICEMgrBase.ServerPort on the CCP-RM configuration. The port numbers must match. Default value is 6001.	6001
proxy.session_timeout	Defines the session timeout period for calls that use up a port on a resource. if CCP-Proxy has not forwarded any req for this call within the timeout period, the pore from the assigned resource. Default value is 300000ms (5 minutes).	300000
proxy.update_period	Defines the time period between each checkpoint update sent to the peer members. Default value is 5000ms.	5000
proxy.sip.proxy.respaddr	The set of addresses or domains that the proxy is responsible for. e.g. sip.proxy.respaddr = 10.0.0.107,10.0.0.108,10.0.0.109	
proxy.sip.proxy.uactype	Determines whether the UAC will send messages to the proxies using unicast or multicast e.g. sip.proxy.uactype = unicast	
proxy.sip.proxy.uastype	Determines whether the UAS will send messages to the proxies using unicast or multicast e.g. sip.proxy.uastype = unicast	
proxy.sip.transport.0	Defines transport layer for SIP stack and the network interfaces that are used to process SIP requests	transport0 udp:any:5060
proxy.sip.transport.1	The format is:	
proxy.sip.transport.2	sip.transport.x = name type:ip:port [parameters]	
proxy.sip.transport.3		
proxy.sip.transport.4	name is any string; type is udp; ip is the IP address of the network interface that accepts incoming SIP messages. "any" (all network interfaces) is the default value; port is the port number where SIP stack accepts incoming SIP messages. 5060 is default value; [parameters] defines any extra SIP transport parameters. mcast is the multicast address which stack will accept multicast SIP messages; mcast-if is the network interface which will accept multicast messages.	
proxy.sip. timer.ci_proceeding	Defines a timer for client transaction in the proceeding state. if a final response is not received within this value in milliseconds, the client transaction is considered terminated. Default value is 120000 (120 seconds).	120000
proxy.sip.route.dest.x	Defines an IP routing table to determine which SIP Proxy transport will be used to forward SIP requests. Here is a sample routing table and the corresponding configuration parameters:	

Name	Description	Default Value
	<p>Destination Netmask Transport Metric</p> <p>10.0.0.0 255.255.255.0 0 0</p> <p>10.0.0.0 255.255.255.0 1 0</p> <p>192.0.0.0 255.255.255.0 2 0</p> <p>10.0.1.0 255.255.255.0 2 0</p> <p>Configuration</p> <p>sip.route.dest.0 = 10.0.0.0 255.255.255.0 0 0</p> <p>sip.route.dest.1 = 10.0.0.0 255.255.255.0 1 0</p> <p>sip.route.dest.2 = 192.0.0.0 255.255.255.0 2 0</p> <p>sip.route.dest.3 = 10.0.1.0 255.255.255.0 2 0</p> <p>To select an interface, take the outgoing IP address after DNS has been resolved. From the list of interfaces with the matching protocol, starting from the top entry, mask the IP address with Netmask column and compare with Destination column. If Destination matches the masked value, then stop and use SIP Transport under the Transport column.</p> <p>If no route matches, proxy will select the transport defined in proxy.sip.route.default.udp or proxy.sip.route.default.tcp.</p>	
proxy.sip.route.default.udp	Default route for UDP transport. The number is the index to proxy.sip.transport.x.	0
proxy.sip.route.default.tcp	Default route for TCP. The number is the index to proxy.sip.transport.x	
registrar.sip.transport.0	Please see proxy.sip.transport.0	transport0 udp:any:5062
registrar.sip.registrar.domain	A comma-delimited list of domains accepted by this registrar. If a REGISTER request registers with a domain that is not in this list, the request will be rejected with a 488 Not Acceptable Here.	
registrar.sip.localuser	SIP user presented in outbound calls and at registration. This configuration parameter controls the address that will be used in SIP registrations with a registrar/proxy server, and presented in requests that are initiated by the local system. The specified text will be presented in the "From:" field, and must be of the form "sip:user@host[:port]".	VoiceGenie
registrar.sip.localhostname	Similar to registrar.sip.localuser, this parameter controls the hostname that will be presented in SIP requests sent by the local system. Note that the local hostname must not include a port number. If this parameter is not specified, then the IP address of the local system will be used. If it is desired to use a hostname or other name instead, then this parameter can be specified. This parameter can also be used to provide the fully qualified domain name in SIP requests.	227.0.0.1
monitor.sip.transport.0	Please see proxy.sip.transport.0	transport0

Name	Description	Default Value
		udp:any:5064
monitor.sip.proxy.optionsinterval	Defines the interval in milliseconds between the sending of OPTIONS message to monitor SIP resources.	5000
monitor.sip.localuser	SIP user presented OPTIONS requests. The specified text will be presented in the "From:" field of the form sip:user@host[:port].	VoiceGenie
monitor.sip.localhostname	Similar to monitor.sip.localuser, this parameter represents the hostname portion of SIP OPTIONS requests. Note that this value must not include a port number. If this parameter is not specified, then the IP address of the local system will be used.	227.0.0.1

3.2 Redundancy Manager Cluster Mapping

The following screenshot shows a sample Redundancy Manager Cluster with a single machine. For each SIP Proxy that exists in the cluster, ensure there is an entry in this mapping. Enter the member string for each redundancy manager with its IP address on port 9801.

System Management Console

Monitoring Operations Configuration Administration

millhouse.voicegenie.com | Connected to CMP Proxy User Name: pw | v7.0.0 Cluster

- Concise Config View ▾
- OA&M Framework**
 - CMP Server ▾
 - CMP Proxy ▾
- Command Line Console ▾
- System Mgmt Console ▾
- Media Platform**
 - Call Manager ▾
 - VoiceXML Interpreter ▾
 - Web Proxy ▾
- DNIS - URL Mapping ▾
 - Dialing Rules ▾
 - Hunt Groups ▾
- Partition Definition ▾
- Speech Resources ▾
- CCP SIP Proxy**
 - CCP SIP Proxy ▾
 - SIP Resource Types ▾
 - SIP Resources ▾
 - SIP Services ▾
 - SIP Services Mapping ▾
- CCP RM**
 - Redundancy Manager ▾
 - RM Cluster Mapping ▾

RM Cluster Mapping Configuration

To create a new Redundancy Manager Cluster, click on *Create RM Cluster*.

To add a member to an entry, choose the Redundancy Manager from the drop down list, entry member string and click on Add.
Click on Remove to remove a member from a RM Cluster entry.
Click on Delete to delete an entry.

Redundancy Manager Cluster ID: 2

Cluster Members			
RM:	Member ID	Member String	
10.0.0.190 (5)	1	10.0.0.190:9801	<input type="button" value="Remove"/>
<input type="button" value="Delete"/>			

3.3 Redundancy Manager Configuration

The following table describes the configuration parameters for the Redundancy Manager. Please do not modify configuration parameters without consulting with VoiceGenie.

Name	Description	Default Value
ccp.cmp.ignoremetrics	Ignore Metrics logs received from CMP Engine; this saves CPU time to not parse messages that will be discarded	1
ccure.client0	This parameter defines a CCure client component	MPAC Server
ccure.client0.heartbeatinterval	CCure client heart beat interval in milliseconds	10000
ccure.client0.validateexpiry	Configure the expiry value for client validation requests. CCP-RM periodically sends validation requests and expects a reply within this expiry timer. If the CCure client	10000



Name	Description	Default Value
	fails to respond within this timer, CCP-RM re-sends the validation requests. Please see ccure.expirytimes for the number of retries before CCP-RM deems a CCure client to be out of service. Unit is milliseconds.	
ccure.client1	This parameter defines a CCure client component	etsi_mtpl3_0
ccure.client1.heartbeatinterval	CCure client heart beat interval in milliseconds	10000
ccure.client1.validateexpiry	Configure the expiry value for client validation requests. CCP-RM periodically sends validation requests and expects a reply within this expiry timer. If the CCure client fails to respond within this timer, CCP-RM re-sends the validation requests. Please see ccure.expirytimes for the number of retries before CCP-RM deems a CCure client to be out of service. Unit is milliseconds.	10000
ccure.client2	This parameter defines a CCure client component	isup_0
ccure.client2.heartbeatinterval	CCure client heart beat interval in milliseconds	10000
ccure.client2.validateexpiry	Configure the expiry value for client validation requests. CCP-RM periodically sends validation requests and expects a reply within this expiry timer. If the CCure client fails to respond within this timer, CCP-RM re-sends the validation requests. Please see ccure.expirytimes for the number of retries before CCP-RM deems a CCure client to be out of service. Unit is milliseconds.	10000
ccure.client3	This parameter defines a CCure client component	security_0
ccure.client3.heartbeatinterval	CCure client heart beat interval in milliseconds	10000
ccure.client3.validateexpiry	Configure the expiry value for client validation requests. CCP-RM periodically sends validation requests and expects a reply within this expiry timer. If the CCure client fails to respond within this timer, CCP-RM re-sends the validation requests. Please see ccure.expirytimes for the number of retries before CCP-RM deems a CCure client to be out of service. Unit is milliseconds.	10000
ccure.port0	CCure accept port address	9100
ccure.heartbeatinterval	CCure heart beat interval in milliseconds	10000
ccure.validateexpiry	Configure the expiry value for validation requests. CCP-RM periodically sends validation requests and expects a reply within this expiry timer. If the CCure client fails to respond within this timer, CCP-RM re-sends the validation requests. Please see ccure.expirytimes for the number of retries before CCP-RM deems a CCure client to be out of service. Unit is milliseconds.	10000
ccure.expirytimes	Number of retries allowed for failed validation requests before considering a CCure client is out of service.	3
RMComm.TCPBondingLocalPort	TCP port number for CCP-RM cluster communication	9801
RMComm.HeartBeatTimer	CCP-RM communication heart beat timer in milliseconds	2000
RMClusterMgr.ElectionTimer	CCP-RM cluster manager election timer in milliseconds	3000
RMCCPSS7ServiceMgr.	CCP-RM CCPSS7 service manager startup timer	2000

Name	Description	Default Value
StartUpTimer		
RMCCPSS7ServiceMgr. HandshakeDeferTimer	CCP-RM CCPSS7 service manager handshake defer timer in milliseconds	5000
RMCCPSS7ServiceMgr. SubServiceStateChangeTimer		5000
RMServiceMgrBase.ServerPort	TCP port number for accepting CCP-RM clients, such as CCP-SS7.	6001
vg.nic.eth0	Ethernet link detection input path	/proc/net/ bonding/bond0
vg.nic.linkattribute	Ethernet link detection attribute	MII Status:
vg.nic.upvalue	Ethernet link detection up value	up

4 Appendix A – Health SNMP Gets

Using SNMP Get, a number of health parameters about the VoiceGenie software are retrievable. This section outlines what health information can be retrieved for SIP Proxy and CCP-RM.

4.1 SIP Proxy

The name prefix is

".iso.org.dod.internet.private.enterprises.vg.voiceXMLGateway.vgData.sippScalarTable.sippScalarTableEntry."

Name	OID	Type	Description
CCPPROXY-HEALTHDATA-CCPPROXYSTATE	.1.3.6.1.4.1.7469.3.9.16.1.28	Scalar	SIP Proxy State
CCPPROXY-HEALTHDATA-TOTAL-REQUESTS-FORWARDED	.1.3.6.1.4.1.7469.3.9.16.1.29	Scalar	Total requests forwarded
CCPPROXY-HEALTHDATA-CONF-CREATED	.1.3.6.1.4.1.7469.3.9.16.1.30	Scalar	Total number of conferences created
CCPPROXY-HEALTHDATA-REQUESTS-FORWARDED-PAST-5MINS	.1.3.6.1.4.1.7469.3.9.16.1.31	Scalar	Number of requests forwarded in the past 5 minutes
CCPPROXY-HEALTHDATA-PEAK-REQUESTS-FORWARDED	.1.3.6.1.4.1.7469.3.9.16.1.32	Scalar	Peak requests forwarded
CCPPROXY-HEALTHDATA-RETRANSMISSIONS	.1.3.6.1.4.1.7469.3.9.16.1.33	Scalar	Number of retransmissions
CCPPROXY-HEALTHDATA-INVITE-RECEIVED	.1.3.6.1.4.1.7469.3.9.16.1.34	Scalar	Number of INVITE messages received
CCPPROXY-HEALTHDATA-ACK-RECEIVED	.1.3.6.1.4.1.7469.3.9.16.1.35	Scalar	Number of ACK messages received
CCPPROXY-HEALTHDATA-BYE-RECEIVED	.1.3.6.1.4.1.7469.3.9.16.1.36	Scalar	Number of BYE messages received
CCPPROXY-HEALTHDATA-CANCEL-RECEIVED	.1.3.6.1.4.1.7469.3.9.16.1.37	Scalar	Number of CANCEL messages received
CCPPROXY-HEALTHDATA-INFO-RECEIVED	.1.3.6.1.4.1.7469.3.9.16.1.38	Scalar	Number of INFO messages received
CCPPROXY-HEALTHDATA-OPTIONS-RECEIVED	.1.3.6.1.4.1.7469.3.9.16.1.39	Scalar	Number of OPTIONS messages received
CCPPROXY-HEALTHDATA-UNKNOWN-RECEIVED	.1.3.6.1.4.1.7469.3.9.16.1.40	Scalar	Number of unknown messages received
CCPPROXY-HEALTHDATA-INVITE-SENT	.1.3.6.1.4.1.7469.3.9.16.1.41	Scalar	Number of INVITE messages sent
CCPPROXY-HEALTHDATA-ACK-SENT	.1.3.6.1.4.1.7469.3.9.16.1.42	Scalar	Number of ACK messages sent
CCPPROXY-HEALTHDATA-BYE-SENT	.1.3.6.1.4.1.7469.3.9.16.1.43	Scalar	Number of BYE messages sent
CCPPROXY-HEALTHDATA-CANCEL-SENT	.1.3.6.1.4.1.7469.3.9.16.1.44	Scalar	Number of CANCEL messages sent
CCPPROXY-HEALTHDATA-INFO-SENT	.1.3.6.1.4.1.7469.3.9.16.1.45	Scalar	Number of INFO messages sent
CCPPROXY-HEALTHDATA-OPTIONS-SENT	.1.3.6.1.4.1.7469.3.9.16.1.46	Scalar	Number of OPTIONS

Name	OID	Type	Description
			messages sent
CCPPROXY-HEALTHDATA-UNKNOWN-SENT	.1.3.6.1.4.1.7469.3.9.16.1.47	Scalar	Number of unknown messages sent
CCPPROXY-HEALTHDATA-BAD-MESSAGE-RECEIVED	.1.3.6.1.4.1.7469.3.9.16.1.48	Scalar	Number of bad messages received
CCPPROXY-HEALTHDATA-1XX-RECEIVED	.1.3.6.1.4.1.7469.3.9.17.1.49	Tabular	Number of 1xx messages received
CCPPROXY-HEALTHDATA-2XX-RECEIVED	.1.3.6.1.4.1.7469.3.9.17.1.50	Tabular	Number of 2xx messages received
CCPPROXY-HEALTHDATA-3XX-RECEIVED	.1.3.6.1.4.1.7469.3.9.17.1.51	Tabular	Number of 3xx messages received
CCPPROXY-HEALTHDATA-4XX-RECEIVED	.1.3.6.1.4.1.7469.3.9.17.1.52	Tabular	Number of 4xx messages received
CCPPROXY-HEALTHDATA-5XX-RECEIVED	.1.3.6.1.4.1.7469.3.9.17.1.53	Tabular	Number of 5xx messages received
CCPPROXY-HEALTHDATA-6XX-RECEIVED	.1.3.6.1.4.1.7469.3.9.17.1.54	Tabular	Number of 6xx messages received
CCPPROXY-HEALTHDATA-1XX-SENT	.1.3.6.1.4.1.7469.3.9.17.1.55	Tabular	Number of 1xx messages sent
CCPPROXY-HEALTHDATA-2XX-SENT	.1.3.6.1.4.1.7469.3.9.17.1.56	Tabular	Number of 2xx messages sent
CCPPROXY-HEALTHDATA-3XX-SENT	.1.3.6.1.4.1.7469.3.9.17.1.57	Tabular	Number of 3xx messages sent
CCPPROXY-HEALTHDATA-4XX-SENT	.1.3.6.1.4.1.7469.3.9.17.1.58	Tabular	Number of 4xx messages sent
CCPPROXY-HEALTHDATA-5XX-SENT	.1.3.6.1.4.1.7469.3.9.17.1.59	Tabular	Number of 5xx messages sent
CCPPROXY-HEALTHDATA-6XX-SENT	.1.3.6.1.4.1.7469.3.9.17.1.60	Tabular	Number of 6xx messages sent

4.2 Call Control Platform Redundancy Manager

The name prefix is

".iso.org.dod.internet.private.enterprises.vg.voiceXMLGateway.vgData.sippScalarTable.rmgrScalarTableEntry."

Name	OID	Type	Description
CCPRM-HEALTHDATA-STARTED	.1.3.6.1.4.1.7469.3.9.18.1.22	Scalar	CCPRM Start Time
CCPRM-HEALTHDATA-MASTER-SERVER-ID	.1.3.6.1.4.1.7469.3.9.18.1.25	Scalar	Master Server ID
CCPRM-HEALTHDATA-MYSERVER-ID	.1.3.6.1.4.1.7469.3.9.18.1.26	Scalar	My server ID
CCPRM-HEALTHDATA-NETWORK-STATUS	.1.3.6.1.4.1.7469.3.9.18.1.27	Scalar	Network Status
CCPRM-HEALTHDATA-SERVICE-MANAGER-STATUS	.1.3.6.1.4.1.7469.3.9.19.1.23	Tabular	Service Manager Status
CCPRM-HEALTHDATA-SLAVES-SERVER-ID	.1.3.6.1.4.1.7469.3.9.19.1.24	Tabular	Slave Server ID

5 Appendix B – Logging Traps

The OID prefix is ".1.3.6.1.4.1.7469.251.1.316". To get the OID of a trap, just append the prefix with the suffix column. For example, VGLOG-CCPPROXY-WARNING-LICENSE has an OID of .1.3.6.1.4.1.7469.251.1.316.155190023.

5.1 Severity – Critical (LOG_0)

Name	OID suffix	Response Code	Impacts	Causes	Recommended Actions	Message
VGLOG-CCPRM-UNRECOVERABLEERR	156238081	CKCFG SWRS REVG	Cannot start ccp-rm	Bad configuration	Check configuration and restart software. Report to VoiceGenie if problem is unresolved	Uncoverable Error

5.2 Severity – Error (LOG_1)

Name	OID suffix	Response Code	Impacts	Causes	Recommended Actions	Message
VGLOG-CCPRM-CONFIGERR	156238337	CKCFG	Software may not start	Incorrect configuration parameters	Check configuration with IP addresses and ports	Configuration error
VGLOG-CCPRM-CCPSS7ERR	156238338	NOTE	Failed to become active or standby SS7 Server	network problem	Check network; report to VoiceGenie	CCPSS7 Error with auto recovery
VGLOG-CCPRM-SOCKETERR	156238339	SWRS	Failed to create TCP accept socket	Conflicting ports	Check configuration and restart software	Socket Error
VGLOG-CCPPROXY-ERROR-NO-CONF-CREATED	155189764	CKCFG	Cannot find active server to forward request to; request is rejected (480 Temporarily Unavailable)	No conference defined in the cluster or not running	Check operational state of conference server; check SIP Resources and Resource Type Tables	Cannot find a server to start a conference
VGLOG-CCPPROXY-ERROR-NO-CONF-RESRC	155189765	CKOP	Conference resources are full; rejecting request with 480	Conference resources are used up	Check the operational states of conference servers or check	Failed to create conference due to lack of resources

Name	OID suffix	Response Code	Impacts	Causes	Recommended Actions	Message
VGLOG-CCPPROXY-ERROR-NO-SERVER-FOUND	155189766	CKCFG	Temporarily Unavailable No active server to forward message to; rejecting request (480) Temporarily Unavailable) Server resources are full; rejecting request with 480	Servers are not running or not configured Server resources are used up	configuration Check the operational states of servers or check configuration Check the operational states of servers or check configuration	Cannot find a server to forward message
VGLOG-CCPPROXY-ERROR-NO-SERVER-RESRC	155189767	CKOP	Temporarily Unavailable Server is not synchronized with CMP server	Network disconnection; CMP server/proxy is not running	Check network and operation state of CMP server	Failed to forward message due to lack of resources
VGLOG-CCPCMP-RESPONSE-TO-QUERY	157286912	CKNW CKOP	Servers will get out of sync with others	Message corruption	Report to VoiceGenie	CMP failed to respond to query/snapshot
VGLOG-CCPCMP-SUBSCRIPTION-FAILURE	157286913	REVG	Fail to forward message; reject with 485 Ambiguous	Ambiguous configuration in SIP Service Mapping Table	Check SIP Service Mapping Table	Failed to subscribe/unsubscribe to component Invalid regular expression; No conference parameters defined in message for conference; Neither host/IP nor SIP Service defined for conference; No confmaxsize parameter defined for conference; No confreserve parameter defined for
VGLOG-CCPPROXY-ERROR-BAD-CONFIG	155189768	CKCFG				

Name	OID suffix	Response Code	Impacts	Causes	Recommended Actions	Message
VGLOG-CCPPROXY-ERROR-INITIALIZATION	155159769	CKCFG	Fail to start ccp-proxy	Incorrect configuration	Check CCP-Proxy configuration	conference; Confreserve parameter greater than confmaxsize parameter for conference; Host/IP %s does support sip service %s but confmaxsize is greater than confresourcety pemaxsize; Unrecognized host/IP Fail to initialize

5.3 Severity – Warning (LOG_2)

Name	OID suffix	Response Code	Impacts	Causes	Recommended Actions	Message
VGLOG-CCPRM-CCPSS7SUBSERFAIL	156238595	NOTE	SS7 server is out of service	Software is stopping or caused by process death	Check operational state	CCPSS7 sub-service failure
VGLOG-CCPRM-INVALIDMSG	156238593	REVG	Affects checkpoint synchronization	message corruption	Report to VoiceGenie	INVALID CCP-RM Message
VGLOG-CCPRM-INVALIDCONFIG	156238594	CKCFG	Cluster is not working	Incorrect cluster configuration	Stop entire cluster and fix CCP-RM cluster configuration	INVALID cluster Configuration
VGLOG-CCPRM-NETWORKPROBLEM	156238596	CKNW	Service is out of service	LAN has been disconnected	Check LAN connection	LAN problem
VGLOG-CCPPROXY-WARNING-LICENSE	155190023	CKOP	Exceeding 90% license limit; will reject requests when	Too many requests or too little resources	Check operational state of the servers; add more resources if	Exceeded 90% license limit on concurrent sessions

Name	OID suffix	Response Code	Impacts	Causes	Recommended Actions	Message
VGLOG-CCPPROXY- NOTICE-LICENSE	155190278	CKOP	reaching 100% Exceeding 80% license limit; will reject requests when reaching 100%	Too many requests or too little resources	Check operational state of the servers; add more resources if necessary	Exceeded 80% license limit on concurrent sessions
VGLOG-CCPPROXY- WARNING-BAD- CONFIG	155190024	CKCFG	SIP Service Mapping points to a specific IP address but the server does not support the server that is mapped. This will cause the service to be miscounted.	Bad service mapping or bad host translation	Check SIP Service Mapping Table or examine request URI	Host/IP %s does not support sip service

6 Appendix C – General Parameters for SIP Resource Types

Parameter Name	Description
confresourcetypemaxsize	Maximum allowed size for a conference

7 Appendix D – SIP Service URI parameters

URI Parameter Name	Description
sipservice	SIP Service name; this name corresponds to the SIP Service Table
confinstid	A unique ID that represents a conference instance. All incoming SIP requests with the same conference ID will be forwarded to the same conference server.
confreserve	Number of ports to be reserved when an instance of conference is created. This parameter affects the first call to a conference instance.
confmaxsize	Maximum number of participants to a conference instance. This parameter affects the first call to a conference instance.