



NORTEL

Nortel Media Application Server 6.0 for AS 5300

Fundamentals

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New in this release

The following sections detail what is new in *Media Application Server 6.0 for AS 5300 Fundamentals* (NN44470-100).

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- [Features \(page 5\)](#)
- [Other changes \(page 5\)](#)

Features

See the following sections for information about feature changes:

- [MAS and AS 5300 integration \(page 5\)](#)
- [Administration and security \(page 5\)](#)

MAS and AS 5300 integration

The Media Application Server (MAS) 6.0 supports integration with the Application Server (AS) 5300. For more information, see the figure [MAS commissioning](#).

Administration and security

The MAS 6.0 for AS 5300 release contains new features that include SIP TLS, Secure SRTP, and platform security. For more information, see the figure [MAS administration and security](#).

Other changes

The MAS 6.0 documentation suite contains reorganized content from the MAS 5.1, 5.0, and 4.0 documentation suites.

Introduction

The Media Application Server (MAS) is a software platform for hosting multimedia applications. This document explains MAS platform fundamentals.

Navigation

- [MAS installation \(page 7\)](#)
- [MAS commissioning \(page 13\)](#)
- [MAS administration and security \(page 26\)](#)
- [MAS performance management \(page 34\)](#)
- [MAS fault management \(page 35\)](#)
- [Nortel MAS Console \(page 42\)](#)
- [Terminology \(page 58\)](#)

MAS installation

This chapter explains MAS installation fundamentals. For step-by-step information about how to install the MAS platform, see *Nortel Media Application Server 6.0 for AS 5300 Installation* (NN44470-300).

Navigation

- [Architecture and supported hardware and software \(page 7\)](#)
- [MAS installation \(page 9\)](#)
- [Options for MAS application deployment \(page 10\)](#)
- [Maintenance Releases \(page 12\)](#)

Architecture and supported hardware and software

This section details the system architecture for MAS 6.0 for Application Server (AS) 5300 release as well as the supported hardware and software for that platform. For more information, refer to *Media Application Server 6.0 for AS 5300 Planning and Engineering* (NN44470-200).

System architecture

The MAS platform is a software-based, media processing server. Software on the host server performs all media processing. The MAS architecture permits scalability for all core functions of the platform, including signaling, application execution, content management, and media processing.

Network architecture

The MAS platform can scale from a small, duplex server solution. The system exploits a multiprocess, multithreaded architecture that is designed to take advantage of multiple processor core and hardware platforms. The server achieves scalability across multiple computers by replicating the entire system.

Supported hardware and software

The MAS platform uses commercial operating systems and commercial hardware platforms for all processing.

Supported hardware platform

You can install the MAS software on an IBM X3550. The X3550 has an Intel XEON 5140 2.33 GHZ processor, 2 GB of RAM and a SCSI hard drive.

Supported operating system

You can install the MAS software on Windows 2003 operating system (OS). To comply with the Defense Information Systems Agency (DISA) Security Technical Implementation Guideline (STIG) and GR-815 compliancy, you must install additional OS hardening patches and security software must be installed on the MAS before you install MAS platform or MAS application software.

MAS platform core components

The MAS platform software includes the following core components:

- [Session controller \(page 8\)](#)
- [VXML browser \(page 8\)](#)
- [SIP Multimedia Conductor \(SIPMC\) \(page 8\)](#)
- [Multimedia Controller \(page 8\)](#)
- [IVR media processor \(IVRMP\) \(page 9\)](#)
- [Conference media processor \(page 9\)](#)
- [Multimedia Content Store \(page 9\)](#)
- [Stream source \(page 9\)](#)
- [Reporter \(page 9\)](#)

Session controller

The Session Controller (SC) provides the application execution environment and manages all platform resources. The Media Controller provides the conduit for communication between components and is the core of the platform.

VXML browser

The VXML Browser (VXMLI) provides the execution environment for VXML based applications.

SIP Multimedia Conductor (SIPMC)

The SIP Multimedia Conductor (SIPMC) provides SIP signalling and session management capabilities.

Multimedia Controller

The Multimedia Controller (also called the SoftIVR Controller, or SC) is the core of the MAS platform. The SC provides the conduit for communication between components, provides the environment for application execution,

and manages all platform resources. The SC is a client with respect to all other components. The SC connects to all components identified as part of one virtual system.

IVR media processor (IVRMP)

The IVR media processor IVRMP provides audio and video streaming, digit collection, automatic speech recognition (ASR) and Text-to-Speech (TTS) capabilities.

Conference media processor

The Conference media processor (ConfMP) provides audio and video conferencing functions to the remainder of the platform.

Multimedia Content Store

The Multimedia Content Store (CStore) manages all content types and ensures that you can access content reliably and consistently within a platform cluster.

Stream source

The Stream source (streamsource) provides continuous pretranscoded real-time audio to the IVRMP to facilitate a radio broadcast effect. Multiple IVRMP channels use this feature to listen to the same real-time audio stream without transcoding the stream on each channel or connecting each channel to a remote server. Primarily, the SSRC is used for music-on-hold streaming or connecting to Internet streaming radio servers.

Reporter

Reporter (reporter) generates scheduled reports (CSV, HTML) with optional FTP/SMTP delivery. Reporter also replicates OM and call detail records.

MAS installation

The MAS platform and its associated applications are installed together on a commercial off-the shelf (COTS) server. The server is shipped with a hardened version of Microsoft Windows Server 2003 preinstalled. After you power on the server, change the IP address, netmask, gateway, and host name. A Gigabit Ethernet (GbE) (recommended) or 100 MB full-duplex network connectivity is required. Quality of service (QoS) policies on the switch connecting directly to the server must trust the server to allow Differentiated Services Code Point (DSCP) markings to flow through the switch.

Uninstallation

Under normal circumstances, you need not uninstall the MAS platform unless you want to perform a clean installation. Before you install the platform, you must uninstall all applications and close all instances of the Nortel MAS Console. If instances of the Nortel MAS Console are running when you uninstall the MAS platform, you must restart the server.

Reinstallation

If you need to reinstall the MAS platform, you can use the MAS installation DVD. The MAS installation DVD contains an automated installer. The MAS platform is contained in a single installer; each application is bundled in a separate installer. After you insert the DVD, locate and run the setup program.

MAS installation verification

After you install the MAS platform, you must verify that the IP address and host name are correct.

Supported third-party software

Nortel supports **McAfee VirusScan Enterprise Edition 8.5** only.

Options for MAS application deployment

The following sections provide an overview of the applications available for use on the MAS 6.0 platform, as well as the application deployment options for the platform.

Meet Me Conferencing

The Meet Me Conferencing application provides reservation-less audio conferencing on the MAS platform. You can use Meet Me Conferencing for private conferencing at any time. Meet Me Conferencing is controlled by the chairperson, who is assigned the role by an Application Administrator (AA). For more information about Meet Me Conferencing, see *Nortel Media Application Server 6.0 for AS 5300 Meet Me Conferencing Fundamentals* (NN44470-103).

Ad Hoc Conferencing

Use Ad Hoc Conferencing to join together multiple simultaneous calls into a single conference call. You can initiate a conference call from any client. To initiate a conference, place a number of calls on hold and then select the Join button in the Multimedia PC Client to transfer the calls to the conference server and start the conference. The conference originator may leave the conference without interrupting the call. The conference server terminates the call when there is only one participant left. For more information about Ad Hoc Conferencing, see *Nortel Media Application Server 6.0 for AS 5300 Ad Hoc Conferencing Fundamentals* (NN44470-104).

Music On Hold

With the Music On Hold application, a system administrator can provision the MAS system to play music while a caller is hold. The Music on hold application lets a caller know that the call is still connected. It is possible to implement the Music on Hold application for the following types of hold: end-user, transfer, and Call park. This application continuously plays for the user on hold and does not restart the tune each time a user is put on hold. For more information about Music on Hold, see *Nortel Media Application Server 6.0 for AS 5300 Music on Hold Fundamentals* (NN44470-106).

Announcements

The Announcements application plays recordings for branding, causes, and treatments. You can use announcements to indicate the status of calls and internal session manager conditions (treatments); which are used in all-circuit busy situations. Announcements also provides treatment when calls fail to complete, and provides branding (for example, Welcome to Nortel Networks). For more information about Announcements, see *Nortel Media Application Server 6.0 for AS 5300 Announcements Fundamentals* (NN44470-105).

Unified Communications

The Unified Communications application provides users with integrated access to their voice-mail messages from a preferred client device, such as a PC, voice over IP (VoIP) phone, wireless phone, or a traditional circuit switched telephone. One single mailbox can be used by multiple telephony devices and the messages deposited in this common mailbox may optionally be mailed to a user's e-mail client, offering another convenient access option for voice mail message playback. Users manage their account through a traditional Telephony User Interface (TUI) or through the web-based Personal Agent (PA), which may be optionally configured for the user. For more information about Unified Communications, see *Nortel Media Application Server 6.0 for AS 5300 Unified Communications Fundamentals* (NN44470-102).

Application deployment options

In Release 6.0, Media Application Servers are deployed as duplex clusters (pairs) to ensure redundancy. In a duplex cluster, the MAS applications are installed on both servers. The only exception to this rule is Meet Me, which can be installed in an N+1 cluster configuration. You can deploy MAS applications in one of three different deployment scenarios:

- Dedicated Deployment
- Co-resident Application Deployment (including Meet Me)
- Co-resident Application Deployment (excluding Meet Me)

The deployment scenario you select is determined by your capacity requirements.

Dedicated deployment

In a dedicated deployment scenario, each application is deployed on its own MAS pair to the maximum capacity of that single application. However, for the most efficient use of resources, a combination of dedicated deployment and multi application deployment is required.

Co-resident deployment

In a co-resident deployment, up to five MAS applications (Meet-Me, Ad Hoc, Music on Hold, Announcements, and Unified Communications) can be deployed on the same MAS duplex.

If you choose a co-resident deployment, you must stay within the engineered capacity limits for that co-resident deployment. You cannot, for example, expand the capacity for Meet Me and balance that by reducing Unified Communications capacity. If you require additional application capacity, you can add an additional MAS pair and deploy a dedicated service to accommodate the additional capacity requirements for that service. For example, if you currently have a combination five deployment, and you require additional Meet Me capacity, you can purchase additional Meet Me licenses and servers and deploy a dedicated Meet Me server cluster to handle the increased capacity.

The available co-resident deployment options are defined in the following sections.

Co-resident Application Deployment (including Meet Me)

In a Co-resident Application Deployment (excluding Meet Me), all five MAS applications are deployed on the same MAS pair.

Co-resident Application Deployment (excluding Meet Me)

In a Co-resident Application Deployment (including Meet Me), Ad Hoc, Music on Hold, Announcements, and Unified Communications are deployed on one MAS pair and a separate MAS pair is dedicated to Meet Me Conferencing.

Maintenance Releases

The MAS is updated or downgraded using executable installers (DVDs). To update the MAS to the latest maintenance release, you must obtain the latest maintenance release DVD and install the software. To downgrade to an earlier maintenance release, you must run the installer on desired maintenance release DVD. For the procedures to update and downgrade maintenance releases, see *Nortel Media Application Server 6.0 for AS 5300 Installation* (NN44470-300).

MAS commissioning

This chapter describes the items that you can configure on the MAS platform. For detailed information, see *Nortel Media Application Server Commissioning* (NN44470-301).

Navigation

- [AS 5300 commissioning for MAS \(page 13\)](#)
- [MAS clusters \(page 14\)](#)
- [SIP signaling \(page 17\)](#)
- [Media conferencing \(page 19\)](#)
- [Media settings \(page 21\)](#)
- [Continuous streaming \(page 24\)](#)

AS 5300 commissioning for MAS

For more information about commissioning the Application Server (AS) 5300 system for use with MAS, see *Nortel Media Application Server Commissioning* (NN44470-301) and the AS 5300 documentation suite.

Packaged applications

You can deploy packaged applications on the MAS platform. Packaged applications are prepackaged applications that you configure on the system using an installer.

Attention: This release does not currently support custom applications.

Packaged application installation and licensing

You can install packaged applications after you install and configure the MAS platform. As part of the installation process, you must configure license keys for all packaged applications that you install.

To view installed packaged applications, use the Nortel MAS Console. The Nortel MAS Console lists the application version and the current operational state for that application. An example of a packaged application would be Recorder.

Configuration data

Each packaged application has one or more configuration parameters that you can modify to alter the behavior of the application. To view and modify these application-specific parameters, use the Nortel MAS Console.

Operational state

Each packaged application has an operational state that you can view and modify. To view and modify the operational state of an application, use the Nortel MAS Console.

You can select one of the following operational states:

- **Unlocked**—This is the default. Normal call processing is performed for the application.
- **Locked**—When the application enters a Locked state, existing sessions for that application are terminated and the system redirects new traffic. You typically place the application into a Locked state when performing maintenance (for example, application upgrades) to the application.
- **Pending Lock**—When the application enters a Pending Locked state, the system redirects new traffic for that application, while existing sessions are preserved.

MAS clusters

A MAS cluster is a collection of MAS nodes that work closely together. A MAS cluster shares the following resources:

- SNTP server for clock synchronization
- persistent content storage
- Controller Peer Ring
- redundant license servers

A cluster consists of N+1 active MAS servers where N is a maximum of 7 for high availability and redundancy. An additional server is used as a spare to accommodate one server failure. The spare server is active and handling traffic, but the entire system is engineered to N servers of capacity (not N+1). This ensures that enough remaining capacity is available to handle peak traffic if one server fails.

The following terminology describes the different cluster types:

- **Duplex**—a cluster consisting of two MAS nodes

- N-way—a cluster consisting of three or more MAS nodes

Because the cluster is based on system replication, you must configure the same applications on all of the MAS servers in the same cluster and provision any application data (such as subscriber information) for that cluster. The SIP proxy must support load balancing across multiple MAS nodes in the same cluster.

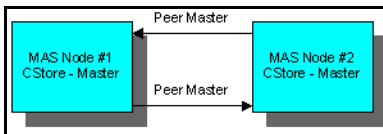
Persistent content storage

Configuration of the persistent content storage depends on

- the number of nodes in a cluster
- the applications that are provisioned for that cluster
- how those applications make use of the persistent content storage

For duplex configuration, the cluster consists of two nodes. On both nodes, configure the Content Store Local Function key to Master, configure the Content Store Peer Master Server key to contain the IP address of the peer master node, and configure the Content Store Remote Server(s) key to a blank value. To view an example of a duplex cluster, see [CStore duplex cluster configuration \(page 15\)](#).

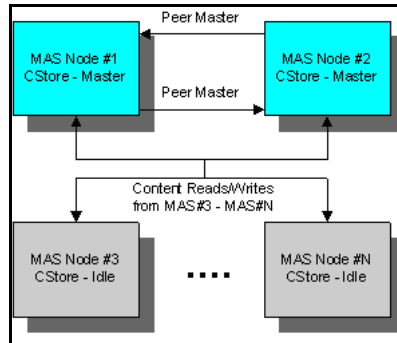
CStore duplex cluster configuration



For N-way configuration, the cluster consists of three or more nodes. On the first two nodes, configure the Content Store Local Function key to Master, configure the Content Store Peer Master Server key to contain the IP address of its peer master node, and configure the Content Store Remote Server(s) key to a blank value. Disable the CStore for all other nodes.

For all other nodes, configure Content Store Local Function to Idle and configure the Content Store Remote Server(s) key to contain the IP address of both CStore masters. Configure the Content Store Peer Master Server key to blank. To view an example of an N-way cluster, see [CStore N-way cluster configuration \(page 16\)](#).

CStore N-way cluster configuration

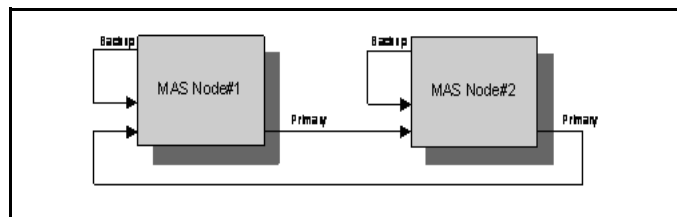


Controller Peer Ring

Applications use the Controller Peer Ring to send and receive events to the various MAS nodes in the cluster. Configuration of the Controller Peer Ring depends on the number of nodes in the cluster and if the provisioned applications use the Controller Peer Ring. To create the ring, configure each MAS node with a primary and backup controller peer. You can then dynamically add or remove MAS nodes to and from the Controller Peer Ring.

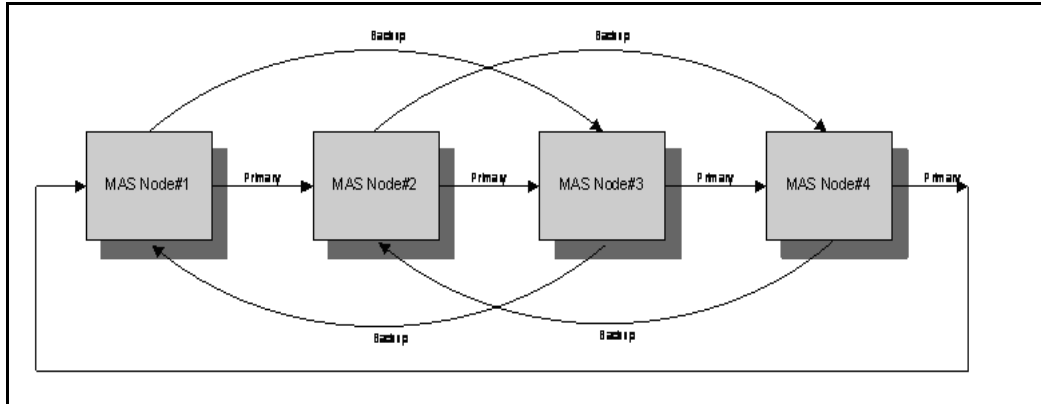
For duplex configuration, configure the Controller Peer Primary Server key to the IP address of the other media server and configure the Controller Peer Backup Server key to the IP address of the same server. To view an example of a duplex controller ring, see [Duplex controller ring \(page 16\)](#).

Duplex controller ring



For an N-way configuration, for Node n, configure the Controller Peer Primary Server key to the IP address of Node n+1 and the Controller Peer Backup Server key to the IP address of Node n+2. To view an example of a 4-way controller ring, see [4-Way controller ring \(page 17\)](#).

4-Way controller ring



SIP signaling

SIP configuration is broken into the following categories: General, Domains, Accounts, Trusted Nodes, and Routes. The following sections describe these categories in more detail.

SIP properties

You can modify the following SIP properties.

SIP properties

Property	Description
Always use SIP default outbound proxy	If enabled, the system routes SIP requests, which do not match domain proxy configuration, through the default outbound proxy (if configured), even if the IP address is specified in the host portion of the destination Universal Resource Indicator (URI).
Answer Delay (rings)	Represents the number of rings before an incoming SIP call is answered. To configure the duration of a ring, use the Ring Interval engineering parameter. Zero rings means that the call is immediately answered.
Hide SIP User-Agent Header	If enabled, the User-Agent header is not included in SIP messaging.

SIP domains

You must define all SIP domains on the MAS. You must configure a SIP domain before you can configure SIP accounts and routes.

The platform has an internal domain called the wildcard domain, which is represented with an asterisk and is the default domain if no matching domain is found.

SIP accounts

SIP accounts are used for application registration in the SIP network. The MAS registers all accounts against the registrar servers. For information about the servers, see [SIP registrar servers \(page 19\)](#). You can view, add, and delete SIP accounts.

SIP trusted nodes

MAS processes SIP traffic from trusted nodes only (for example, proxies and gateways). Any requests from a nontrusted node are rejected. You can view, add, and delete trusted nodes.

Attention: If you add or delete a trusted node, you must restart the platform for the change to take effect.

SIP routes

Use SIP routes to define all proxy and registrar servers with which a MAS node communicates. You can configure up to 32 routes for each domain.

SIP proxy servers

A SIP proxy server accepts MAS requests and queries the SIP registrar server to obtain the recipient addressing information. The proxy server then forwards the request directly to the recipient if the recipient is in the same domain or to another proxy server if the recipient is in a different domain.

The MAS platform uses proxy server routes to route outbound SIP requests to the appropriate proxy server for outbound traffic load sharing and failover. Routes are selected based on the domain (or subdomain) lookup. If no matching domain is configured, the default wildcard (*) route is used. For example, if an outbound call is made to janedoe@techtrial.com, the routes associated with the techtrial.com domain are selected.

On the first routing attempt, the MAS platform selects active routes that are online based on the lowest priority only. The weight is used to select routes within the same priority level. Route selection from the next priority level is chosen automatically only if the lower priority routes are either offline or fail to respond.

For load sharing configurations, you can define multiple routes with the same priority. For failover configurations, configure the primary routes with priority = 0 and weight = 10 and configure the secondary routes with priority = 1 and weight = 10.

SIP registrar servers

A SIP registrar server is a database that contains the location of all user agents within a domain. MAS registers its applications with all configured SIP registrars. Registration is optional based on MAS configuration. Digest authentication is supported.

Media conferencing

MAS supports multimedia conferencing for both audio and video streams. You can use one of the following conferencing algorithms: basic and premium.

Basic conferencing algorithm

The basic conferencing algorithm mixes the two audio streams with the highest energy and provides the mixed audio to the remaining participants. The two participants with the highest energy audio streams receive only the other active participant's audio so they do not hear themselves. The participant with the highest energy with of the two highest energy speakers is known as the primary active speaker. The other participant is the secondary active speaker. (The system continually monitors the energy of all participants in a conference, and using threshold algorithms, changes the conference focus point.)

When some or all of the participants in the conference have corresponding video streams, the video streams of the primary active speaker are replicated and sent to those participants. The primary and secondary speakers see only each other if they have video-enabled clients. The system attempts to provide video participants with video when possible. If the active speaker does not have video capabilities, participants receive a configurable replacement video, which by default is an icon of a megaphone.

Premium conferencing algorithm

A more advanced conferencing algorithm (called premium conferencing) mixes up to four parties simultaneously. Each channel runs a voice activity detector (to determine speech versus background noise), an automatic gain control algorithm, and a dynamic jitter buffer with compaction and packet loss concealment. This algorithm is suitable for mixing large conferences.

Number of conferences and participants

MAS has no hard limitations on how many simultaneous conferences can exist on the system, or how many participants can be in each conference. The maximum number of participants in a single conference, without bridging multiple conferences together, is limited only by the capacity of the scaled system, which can vary based on hardware and the operating system.

Mixing different codecs

The system can mix participants with potentially different codecs in the same conference. To achieve this, the system transcodes the incoming streams into a common format, mixes, and then provides each participant with the correctly mixed audio. The system optimizes for multiple participants by transcoding the resulting mixed audio based upon a grouping of conference participants. If every participant uses identical codecs, at least three groups exist in a conference.

The first group contains the primary speaker, the second group contains the secondary speaker, and the third group contains the remainder of the participants. The groups describe the different versions of the mixed audio required in a conference. The first and second groups exist because the primary and secondary speakers do not hear their own voice, thus they must receive a different version of the audio than other participants. The third group is for all other participants who require the mixed audio of both active speakers.

The system must transcode all incoming audio streams to test for energy. However, if the basic conference algorithm is used, the system must transcode only the audio of each group and then replicate for each participant as needed. This conserves system resources. If multiple codecs exist in a single conference or if the premium conference algorithm is used, additional groups are required. The system can, therefore, optimize conferences with more than three participants because the additional system resources required for each participant includes transcoding the incoming audio stream and testing for energy. The additional participants are assigned to existing groups as needed so they receive the same audio as other group members.

The MAS can provide additional media processing functions for conferences on a global conference basis or for each participant. Optionally, the system can allocate a global announcement port that provides broadcast announcement capability to all participants. Additionally, the system can allocate a pseudo resource for each participant that enables the system to perform digit collection, speech recognition, and whisper-like functions for a specific individual.

Media settings

This section describes audio codecs, video codecs, and digital relay.

Audio codecs

To configure audio codec settings, use the Nortel MAS Console. You can complete the following configuration tasks for audio codecs:

- Enable or disable audio codecs. The following audio codecs are supported:
 - G.711-ULAW
 - G.711-ALAW
 - G.729A
 - EVRC-0
- Configure the preferred order of enabled codecs for negotiation (Session Description Protocol [SDP] answer) or default SDP (SDP offer).
- Enable packet time (ptime) for each codec.
- Configure the default ptime for each codec.

Video codecs

To configure video codec settings, use the Nortel MAS Console. You can configure the following video codec settings:

- Enable or disable video codecs. The following video codecs are supported:
 - H.263
 - H.263+
 - H.263++
 - NNVC
- Configure the preferred order of enabled codecs for negotiation (SDP answer) or default SDP (SDP offer).
- Enable frame rates for each codec.
- Configure the Annex profile for each codec (if required).

Digit relay

To configure digit relay, use the Nortel MAS Console. You can configure the following digit relay properties:

- Enable or disable the dual-tone multi-frequency (DTMF) relay method. The following DTMF relay methods are supported:
 - INFO Digits

— RFC2833

Attention: If you remove all methods, inband DTMF detection is forced, which is not recommended because it degrades system capacity.

- Configure the preferred order of enabled DTMF relay methods for negotiation (SDP answer) or default SDP (SDP offer).
- Configure the RFC2833 payload type. Nortel recommends that you select the default payload type, which is determined dynamically. However, some clients require a fixed payload type.

Conferencing

To configure conferencing, use the Nortel MAS Console. You can configure the following conferencing properties:

- Enable or disable the Automatic Gain Control. The default is enabled.
- Enable or disable the Customized Replacement Video property. When enabled, customer-supplied replacement video files are used. The default selection is enabled.
- Enable or disable the Lock Video Format on First Party in Conference property. When enabled, the first party determines the video format. If the first party is audio-only, the conference has no video. When disabled, the first party with active video determines the video format. The default is enabled.
- Enable or disable the Replacement Video For Active Speaker property. When enabled, the active speaker receives replacement video in conferences where one or more than two (but not two) parties are enabled to speak. The default is enabled.
- For the Silent Conference Teardown Delay (sec) property, configure the number of seconds a conference must be silent before it is terminated (0 indicates no termination). The default value is one hour.

Quality of Service

MAS supports Differentiated Services (DiffServ) packet marking on outgoing Real-time Transport Protocol (RTP) streams. The system sets the DiffServ Control Point (DSCP) to expedited forwarding (EF), which is a widely supported indicator for QoS-enabled networks carrying real-time audio and video data. Network routers that are QoS-enabled examine the type of service bits in the IP header and provide priority (with respect to routing and handling) to those packets marked with expedited forwarding. In addition to marking packets, MAS uses high resolution, interrupt-driven timers to drive RTP packetization at precise intervals.

MAS uses flow specifications for each codec to identify packet delivery characteristics to the operating system, enabling it to prioritize (internally) packets destined to and from the network interface card (NIC). The framework ensures that QoS marked packets sent from MAS media processors are not dropped or delayed in their delivery to the wire. MAS can reserve a percentage of NIC bandwidth for its media processors. This ensures that management and signaling does not affect the quality of the audio or video streams in use on the platform. Use of flow specifications also offers some denial of service protection as the transport layers discard packets (instead of attempting to process them) that do not conform to the flow specification.

MAS contains the Telchemy VQMON agent for QoS monitoring and RTCP-XR support. R-Factor, jitter, and packet loss are continually monitored for each call. Calls that fall below a configured R-Factor threshold are logged. All QoS statistics are archived with session detail records for analysis.

To configure QoS, use the Nortel MAS Console. You can configure the following QoS properties.

QoS properties

Property	Description
QOS Maximum Bandwidth Per H.263 Video Flow (Bytes)	The QoS maximum bandwidth for H.263 video flow in bytes. The default is 300 kbytes.
QOS Maximum Bandwidth Per NNVC Video Flow (Bytes)	The QoS maximum bandwidth for NNVC video flow in bytes. The default is 300 kbytes.
QOS Monitoring	Enable or disable QoS monitoring and reporting.
QOS Monitoring Critical R Threshold (%)	The R-Factor threshold, which generates a critical alert when the threshold is crossed. The default value is 70%.
QOS Monitoring Warning R Threshold (%)	The R-Factor threshold, which generates a warning alert when the threshold is crossed. The default is 80%.
QOS Monitoring Maximum Alerts	The maximum number of alerts that can be generated during a particular interval (QoS Monitoring Alert Interval). This property reduces network traffic. The default value is 100.
QOS Monitoring Alert Interval (sec)	The minimum time between QoS alert monitoring (the alert refresh interval). The default value is 60 seconds.
QOS Monitoring Refresh Interval (sec)	The minimum time between QoS statistic reporting. The default is 15 seconds. Nortel recommends that you do not modify this property.

Continuous streaming

The MAS platform supports continuous streaming of pretranscoded real-time audio that applications can use to facilitate a radio broadcast effect. With this feature, applications can give sessions music-on-hold streaming or connect the sessions to Internet-streaming radio servers. Multiple sessions can listen to the same real-time audio stream without the cost of transcoding the stream on each session or connecting each session to a remote server.

The MAS platform can stream from the following providers: Directory or RSS. The following sections describe these providers in detail.

To adjust the continuous stream volume, use the Nortel MAS Console to edit the Continuous Streaming Volume Adjustment (dB) property (specify the value in decibels [dB]).

Directory provider

With the directory provider, files in a local directory can be transcoded, cached, and played indefinitely in alphabetic order. Continuous playback is achieved by repeating the sequence. The platform monitors the directory and detects any changes made for dynamic updates.

To configure the Directory Provider you must create a directory inside %BASEDIR%\platdata\StreamSource\ChannelRoot. This directory name is the channel name that the application specifies and is used to stream from this source. Nortel recommends that you place all audio files in this directory.

RSS provider

The RSS provider can retrieve and parse Real Simple Syndication (RSS) documents. The RSS provider downloads the contents of these documents so the directory provider can play them. The RSS provider supports the following features:

- automatic RSS feed synchronization—to automatically add and remove content
- time-to-live attribute—to update content
- fault tolerance—to preserve local files until files are safely downloaded
- MP3 and WAV content types

RSS is a dialect of Extensible Markup Language (XML) and the platform currently supports RSS 2.0. For more information, see the RSS 2.0 specification document at www.rss-specification.com.

The platform is currently limited to RSS documents that are no larger than 260 kbytes. The following illustration shows a sample RSS 2.0 document.

RSS 2.0 sample document

```
<?xml version="1.0" encoding="UTF-8" ?>
<rss xmlns:itunes="http://www.itunes.com/DTDs/Podcast-1.0.dtd" version="2.0">
  <channel>
    <title>Steve's StreamSource Music Playlist</title>
    <link>http://47.102.228.107/MediaServer/Music</link>
    <description>Steve's Music Playlist For MAS Server Testing</description>
    <generator>Steve</generator>
    <language>en-us</language>
    <category>Music</category>
    <ttl>30</ttl>
  </channel>
  <item>
    <title>Corporate Edge - A Clear Vision</title>
    <link>http://47.102.228.107/MediaServer/Music/Davenport Music - Corporate Edge - A Clear Vision.wav</link>
    <enclosure url="http://47.102.228.107/MediaServer/Music/Davenport Music - Corporate Edge - A Clear Vision.wav" type="audio/wav" />
    <guid>http://47.102.228.107/MediaServer/Music/Davenport Music - Corporate Edge - A Clear Vision.wav</guid>
  </item>
  <item>
    <title>Corporate Edge - First Impressions</title>
    <link>http://47.102.228.107/MediaServer/Music/Davenport Music - Corporate Edge - First Impressions.wav</link>
    <enclosure url="http://47.102.228.107/MediaServer/Music/Davenport Music - Corporate Edge - First Impressions.wav" type="audio/wav" />
    <guid>http://47.102.228.107/MediaServer/Music/Davenport Music - Corporate Edge - First Impressions.wav</guid>
  </item>
  <item>
    <title>Kaleidoscope - Shades of Blue</title>
    <link>http://47.102.228.107/MediaServer/Music/Davenport Music - Kaleidoscope - Shades of Blue.wav</link>
    <enclosure url="http://47.102.228.107/MediaServer/Music/Davenport Music - Kaleidoscope - Shades of Blue.wav" type="audio/wav" />
    <guid>http://47.102.228.107/MediaServer/Music/Davenport Music - Kaleidoscope - Shades of Blue.wav</guid>
  </item>
  <item>
    <title>Keynotes - Colors</title>
    <link>http://47.102.228.107/MediaServer/Music/Davenport Music - Keynotes - Colors.wav</link>
    <enclosure url="http://47.102.228.107/MediaServer/Music/Davenport Music - Keynotes - Colors.wav" type="audio/wav" />
    <guid>http://47.102.228.107/MediaServer/Music/Davenport Music - Keynotes - Colors.wav</guid>
  </item>
  <item>
    <title>Millenium - Choices</title>
    <link>http://47.102.228.107/MediaServer/Music/Davenport Music - Millenium - Choices.wav</link>
    <enclosure url="http://47.102.228.107/MediaServer/Music/Davenport Music - Millenium - Choices.wav" type="audio/wav" />
    <guid>http://47.102.228.107/MediaServer/Music/Davenport Music - Millenium - Choices.wav</guid>
  </item>
</channel>
</rss>
```

To enable the RSS provider, you must configure the URL of the RSS document. This document is fetched when you start the MAS platform or change the URL. The RSS provider automatically adds or deletes content when you change the URL. To configure the URL, use the Nortel MAS Console.

MAS administration and security

This chapter describes the administration tasks and security tools associated with MAS operation and management.

Navigation

- [Access security setup \(page 26\)](#)
- [Remote Desktop Protocol \(page 28\)](#)
- [IPSEC configuration \(page 29\)](#)
- [Security tools \(page 29\)](#)
- [Certificate management \(page 30\)](#)
- [Service and configuration data backup \(page 31\)](#)
- [Automatic and manual backups \(page 31\)](#)
- [System maintenance \(page 33\)](#)

Access security setup

Administrative access to the MAS is obtained using the Microsoft Remote Desktop Connection Client. This client is based on the Remote Desktop Protocol (RDP), which provides access over separate virtual channels.

For the purposes of enhanced security, management access control is restricted to a limited number of authorized IP addresses. The number of authorized IP addresses must be less than or equal to the number of network administrators.

A timeout feature, set to a default value of 15 minutes, is used to disconnect idle connections. In addition, management ports that receive three consecutive failed login attempts are made unavailable for at least 60 seconds, and network connected management ports drop a connection or session that becomes disconnected for any reason, within 15 seconds.

RDP is separated from other traffic through the use of a virtual local area network (VLAN). A VLAN is added through the Broadcom Advanced Control Suite and a virtual adapter is created for each VLAN added.

User accounts

This section introduces the concept of multiple users and user roles. To accommodate customers who wish to use the shared account methodology, support for the use of the shared administrator account is provided.

When a user is added to the system, it is defined as filling one of these user roles assumes the ability to perform the administrative functions associated with that role.

Individual user accounts provides full accountability and monitoring of individual user actions on the system. User accounts are managed on an individual basis for each server; it is the responsibility of the customer to create each individual user account and to ensure that identical users are created on each server within the MAS environment.

Each individual user account has a password that is processed through the password complexity profile and can be enabled or disabled by a Security System Administrator as required.

To maintain the accountability with individual users for the security of their account, each individual user should be knowledgeable of only their own password and not of the passwords of other users.

The following user roles (Windows User Groups) are identified with the MAS system:

System Security Administrator (SSA)

The System Security Administrator is ultimately responsible for the complete range of system administration functions, as follows:

- Maintaining Operating System configuration.
- Maintaining hardware and network configuration.
- Maintaining security policy configuration.
- Performing user management functions such as add, delete, or modify accounts.
- Performing certificate management functions.
- Installing and upgrading MAS platform and application software.
- Performing any task or operation within the MAS Console.

Security Auditor (SA)

The Security Auditor (SA) monitors security related events on the MAS system, and manages the security log files, including viewing the security log files and creating backup archives of the security logs.

The Security Auditor does not have permission to run the MAS Console.

Application Administrator (AA)

The Application Administrator (AA) performs administrative functions that relate to the operation of applications on the MAS system, and can perform all operations within the MAS Console. The Application Administrator can install MAS software patches, but cannot access Event Viewer Security Logs.

Logon banners

A logon banner is a message screen that is displayed to users before a logon to the system is attempted.

The logon banner does the following:

- informs users that they are logging onto a secure and private system, and warns unauthorized users that unless they are authorized they should not proceed.
- warns both authorized and unauthorized users that they are subject to monitoring to detect unauthorized use.

A logon banner can be displayed to users before the login screen for the MAS platform is displayed. Using a logon banner is optional. The banner title and text values can be configured to display information for the system. The logon banner is configured with default values when system is installed. After installation, the customer is responsible for modifying the logon banner settings if the default banner is not sufficient for their system.

Remote Desktop Protocol

Existing administrative access to the MAS is accomplished using the Microsoft Remote Desktop Connection Client. This client is based on the Remote Desktop Protocol (RDP) that provides for separate virtual channels. IPSEC policy (with preshared key) is used to secure RDP. The RDP feature for MAS 6.0 for AS 5300 continues to leverage IPSEC policy, however replaces the preshared key with a TLS certificate (PKCS-12 format).

The following requirements apply to the MAS 6.0 for AS 5300 release:

- Management access control is restricted to a limited number of authorized IP addresses. The number of IP addresses must be equal to or less than the number of network administrators. A valid username and password is required for access to the MAS.
- A timeout feature, set to 15 minutes, is used to disconnect idle connections.
- Management ports that receive three consecutive failed logon attempts are unavailable for at least 60 seconds (port 3389 for RDP).
- Network connected management ports drop a connection or session that is interrupted for any reason within 15 seconds.

- RDP is separated from other traffic by using a virtual local area network (VLAN). A VLAN is added through the Broadcom Advanced Control Suite. A virtual adapter is created for each VLAN added. The VLAN for RDP is identified as the Management VLAN. The VLAN for all other network traffic is identified as the Service VLAN.
- The only protocol assigned to the Mgmt VLAN in this release is RDP.
- Only accept RDP connections on the Mgmt VLAN

IPSEC configuration

IPSec is used to encrypt and authenticate communications between servers. Each IPSec policy is made for both the source IP and for the destination.

There are three IPSec encryption algorithms available:

- DES (56bit key)
- AES (128bit key)
- 3DES (168bit key)

IPSec can be used to protect communications with servers outside of the trusted system.

For detailed information about configuring IPSec, see *Media Application Server 6.0 for AS 5300 Commissioning (NN44470-301)*.

Security tools

This section details the security tools included with the MAS 6.0 for AS 5300 platform install. To preserve system security and file integrity, Nortel recommends that the security tools are run continuously or periodically by the onsite System Administrator to monitor potential security breaches.

Virus Protection using McAfee VirusScan Enterprise Edition 8.5

The virus protection software must be installed and configured to run automatically on a weekly basis on every server. The **McAfee VirusScan Command Line Scanner** software is included with the OS during installation and comes preconfigured to run a scheduled scan once per week and to scan the entire file system (excluding configured system directories) for potential problems due to viruses.

When a virus scan is completed, the status is reported to the system log. Any problems found are logged as critical in the system log and full details of the error are then placed in the security log. Any files with suspected virus infection are moved to a configured quarantine location. It is the responsibility of a System Security Administrator to remove these files manually.

The default scheduled time for a scan to run is on Sundays at 4:22 AM. A script is provided to allow the configuration of a different day and time for when the scan is executed, or to disable automatic scanning entirely if this is desired. Scanning the entire file system (excluding configured system directories) takes at least 20 minutes under no load. This should be taken into account when determining the day and time when the scanner is to be run.

Retrieving the latest virus definition files from McAfee and manually loading them on the system is the responsibility of the onsite System Security Administrator.

File system integrity and the fcheck tool

The file system integrity security tool allows an System Security Administrator create a baseline of cryptographic hashes for a subset of files on the file system. Once a baseline is created, future baselines can then be compared against previous baselines to give the System Security Administrator an indication of what files have changed on the system since the last time the tool was run. Depending on which files were changed, added, or deleted since the last baseline was taken, the System Security Administrator can determine whether or not a security breach has occurred.

The file system integrity tool fcheck is the baselining tool used in this process, and is included with the OS installation. The **fcheck** tool must be run manually by an onsite System Security Administrator and must not be scheduled to run automatically by the system. The System Security Administrator must determine how frequently (weekly, for example) and under what conditions a baseline should be taken.

The purpose of the file security integrity tool is to track files that should not change very often. The tool allows a list of excluded directories and files to be used.

Usage instructions and documentation are included in the default directory location (C:\fcheck).

Certificate management

MAS 6.0 for AS 5300 uses the X.509 certificate type, that contains the public key for a server and a signature from the certification authority (CA). A certification authority is a trusted entity that issues, renews, and revokes certificates.

A server uses a certificate to identify itself. A TLS or SSL connection or an IPSec channel between two servers is established after two servers exchange certificates and authentication is completed when the certificates are verified.

To create and install a valid certificate, you must do the following:

- Generate a public and private key pair.
- Generate a Certificate Signing Request (CSR).
- Send CSR to CA to request the certificate.
- Transfer CA-signed certificate to the MAS using SFTP.
- Install the certificate using the MAS Console.

A certificate may also be revoked by the CA. A Certificate Revocation List (CRL) must be obtained from the CA and installed on the server. When a new CRL is available from the CA, the previously installed CRL on the server is replaced.

- The CRL is obtained from the CA using a secure method.
- The CRL is installed in a designated location on the server.

Service and configuration data backup

The following sections define configuration data and application data.

Configuration data

Configuration data is the system configuration data that includes all the configuration parameters. You can use the Nortel MAS Console to view the configuration parameters.

Service data

Application data is the user data that resides on disk in the managed storage area of the Content Store.

Automatic and manual backups

This section explains the backup and restore capabilities on the MAS platform. To back up and restore configuration and service data, you can use the Nortel MAS Console.

You can use the automatic backup task menu to create regularly scheduled backups to run, for example, daily, weekly, and biweekly. You can configure the local destination directory using the properties panel. In the automatic backup task menu, you can transfer the archive to a remote server through the File Transfer Protocol (FTP). You can use the properties panel to access the FTP host, user name, password, destination path, and the option to delete the local file after transfer.

The following sections explain backup and restore functions for configuration data and service data.

Backup of configuration data

You can back up configuration data while the system is online, but the MAS must be offline before you can perform a restore operation.

The configuration data backup file contains the following files:

- an SQL database dump that contains data from the system configuration-related database
- a text file that contains metadata for the load
- a text file that contains metadata for the schema versions

Restrictions

The backup zip file contains metadata that defines the complete load version, for example, 5.0.193. You can perform restore operations only if the load version metadata in the backup file is identical to the running load version.

Attention: You must create a backup file after any installation or upgrade to ensure a compatible backup is available for restoration. If you do not create a backup file, you cannot restore the currently running version.

Service data (Content Store data)

You can back up service data while the system is online, but the MAS must be offline before you can perform a restore operation.

The service data backup file contains the following files:

- an SQL database dump that contains data from the Content Store-related database
- a zip file of all files on disk in the managed storage area of the Content Store
- a text file containing the metadata for the load
- a text file containing the schema versions

Restrictions

The backup zip file contains metadata that defines the complete load version, for example, 5.0.193. You can perform restore operations only if the major load version in the backup file matches the running major load version. Minor version, load build number, and schema version are not considered.

Attention: You must create a backup file after any installation or upgrade to ensure a compatible backup is available for restoration. However, unlike configuration data, you can perform a restoration from a noncompatible backup file only if you perform an upgrade from a previous release or the major load version is 5, for example MAS 1.0.193.

System maintenance

It is good practice to perform routine maintenance tasks to avoid problems that can affect server performance or cause the server to fail. The MAS platform includes a number of useful tools and indicators to help you monitor your server performance quickly and easily. With these tools, you can perform regular maintenance routines.

Event logs

To ensure you are aware of service-affecting events so that you can take appropriate action, check your event logs daily. Investigate any unusual alarms or events, changes in alarm patterns, or inordinate alarm volumes.

Backups

To protect your site against data loss, maintain up-to-date backups. Ensure you have a full system backup scheduled at regular intervals, even on systems equipped with Redundant Array of Independent Disks (RAID). A full system backup is critical to prevent data loss if a system failure occurs, such as a disk drive failure or data corruption. Nortel also recommends that you perform a full system backup before you upgrade or install new software. You can schedule backups to run online while the system is still in service; however, Nortel recommends that you schedule backups for off-peak hours.

MAS performance management

Performance management includes report generation and Operational Measurements. For detailed information about MAS performance management, see *Media Application Server 6.0 for AS 5300 Performance Management (NN44470-701)*.

MAS fault management

This chapter describes fault management on the MAS platform. For step-by-step information, see *Media Application Server 6.0 for AS 5300 Troubleshooting and Fault Management* (NN44470-700).

Navigation

- [Fault management architecture \(page 35\)](#)
- [SNMP management \(page 36\)](#)
- [Supported MIBs \(page 36\)](#)
- [Syslog \(page 37\)](#)
- [Event logs \(page 37\)](#)
- [Alarms \(page 39\)](#)

Fault management architecture

This section describes the fault management architecture.

Polling management data

The MAS supports the polled management model of the Simple Network Management Protocol (SNMP) to facilitate well-controlled network management traffic and to enable reliable data synchronization through a request-response interaction. By maintaining Management Information Base (MIB) tables and variables, the Internet Protocol (IP) Multimedia System (IMS) enables the following functions:

- To recover the missing data due to lost notifications. This is referred to as auditing and is described in the next section.
- To perform initial data synchronization for the active alarm list.
- To monitor the status of operation, administration, and maintenance (OAM) communications with the agents and resynchronize all data after recovering from communication loss.

Auditing

Auditing includes regular auditing and data auditing. With regular auditing, you can use the SNMP agent to poll the value of the following MIB variables:

- sysUpTime (1.3.6.1.4.1.562.29.1.1.3)
- currentTxNotificationSequenceNum (1.3.6.1.4.1.562.29.1.6.1)

Active alarm status

A management application can determine the latest alarm for a particular network element. When the network element instance restarts, the value is reset to zero.

SNMP management

The MAS platform provides SNMP management. SNMP management supports outgoing traps for logs and alarms to remote SNMP-based Network Management Stations (NMS). In addition, NMS can query alarm table and audit services. Use the Nortel MAS Console to activate the Windows SNMP service and configure system parameters.

Traps

Traps use the Nortel Reliable MIB format to support active and cleared alarm notifications as well as informational log messages. To enable or disable alarm-related traps and information log traps, use the Nortel MAS Console.

MAS SNMP agent

The MAS SNMP agent supports queries on the ActiveAlarm table and audits for resynchronization with the management server. These queries can be in the form of Get requests on specific fields or GetNext requests for table traversal.

SNMPv1/v2

SNMPv1/v2 uses community names to authenticate messages. The community name is like a password shared by the SNMP NMS and the MAS SNMP agent. The community name must be the same value on both the NMS and the MAS SNMP agent.

Supported MIBs

Nortel supports the following MIBs. You must load MIBs in the following order:

- 1 nortel.mib
- 2 nortelGenericMIBs-smi2.mib
- 3 nortelNMItextConv-smi2.mib
- 4 nortelNMIconfigMgmt-smi2.mib
- 5 nortelNMIconformance-smi2.mib

- 6 nortelNMIgroups-smi2.mib
- 7 nortelNMIresourceMgmt-smi2.mib
- 8 nortelNMInotifications-smi2.mib
- 9 nortelNMIinventory-smi2.mib
- 10 nortelNMIconfigNoti-smi2.mib
- 11 nortelNMIfaultMgmt-smi2.mib
- 12 nortelNMIfaultNoti-smi2.mib
- 13 nortelNMIalarmSurv-smi2.mib
- 14 nortelNMIstateInfo-smi2.mib
- 15 nortelNMIappComplianceIndications-smi2.mib
- 16 nortelNMIappRequirements-smi2.mib
- 17 nortelCSMOAappRequirements-smi2.mib
- 18 nortelCSMOAappComplianceIndications-smi2.mib

Syslog

Syslog is a standard for forwarding log messages in an IP network. The MAS platform optionally supports syslog over User Datagram Protocol (UDP) for the delivery of logs and alarm history to one or more syslog server destinations.

To enable or disable syslog delivery, use the Delivery of SYSLOG property (found in the Nortel MAS Console). To configure one or more syslog server destinations, use the SYSLOG Destination Server List property (found in the Nortel MAS Console). You can enter the syslog server host name or IP address; separate each entry with a semicolon.

Event logs

Event logs provide a historical view of events that occur on the system. Event logs are delivered to all configured destinations, which may include the MAS management console, syslog destinations, SNMP destinations, and the local Microsoft Event Viewer. The system automatically archives and rotates the logs as needed.

Every log is assigned one of the following severities: Error, Warning, or Informational. Errors are the most severe and provide further details on alarm conditions. Warnings are less severe and are generated for events such as raising or clearing an alarm. Informational logs are the least severe and provide indication of processing, such as new connections initialized for each component during startup.

You can configure logs to syslog destinations and to be sent as SNMP traps when generated.

To view event logs, use the Nortel MAS Console. The following table describes the information that you can view in each event log.

Field	Description
Type	Event log severity. (Error, Warning, or Informational). In addition, a colored icon represents the log type. Red indicates Error, yellow indicates Warning, and white indicates Informational.
Timestamp	Timestamp of when the event was logged. You can configure the timestamp to display as either local time or Coordinated Universal Time (UTC) time. UTC time is useful for correlating logs with events in other time zones.
Id	Identifier assigned to the event log.
Description	A description of the event log.
Source	The platform component that generated the log.

Security Logs

Security logs provide Security Administrators and Auditors the ability to track critical operations of the system and to analyze historical data should a security breach occur. Security logs are viewed using the Event Viewer Administrative tool.

Security logs are archived using the Save Log File As... popup menu option in the Event Viewer. It is the responsibility of onsite personnel to transfer these files off of the system if a backup of the security logs is required.

Access to security logs is restricted to either SSA or SA users.

The following parameters are set during installation:

- **MaximumLogSize** = 81920 KB
- **AuditLogRetentionPeriod** = 2

Windows OS Security Logs

All system events such as logins, file access, file handling, and network access are all tracked using various Windows operating system services. The rules that govern these logs are factory configured and installed on the server during installation.

At a minimum, the following are monitored and logged by the OS:

- User authentication attempts
- Unauthorized attempts to access resources (files or programs on the server, for example)
- User login attempts (both successes and failures)
- Changes made to a user security profile or to user attributes
- Disabling and enabling of a user profile
- Changes made to security profile or attributes associated with a channel or port
- Changes made to access rights associated with resources
- Changes made in the security configuration

MAS Console security logs

The MAS Console generates security logs for the following operations:

- Software stops, starts, and restarts
- Operational state changes (lock, pending-lock, or lock) for platform or applications
- Changes made to configuration data
- Backups and Restores (system or service data)
- Active sessions control (mute, un-mute, and delete)
- Generate Report (control panel)

A critical event viewer application log is generated if the console is unable to write to a security log. The contents of the log are as follows:

- Description
- Date and Time
- User ID
- Type of Operation (for example, stops, starts, or configuration data changes)
- Source (client) IP address
- Success and Failure of operations

Alarms

When a serious error is detected and corrective action is required, the MAS platform generates an alarm. Alarms generate an event log each time an alarm is raised or cleared and this provides a clear record of all state changes on the platform.

Every alarm is assigned one of the following severities:

- Critical
- Major
- Minor
- Warning

Optionally, you can configure alarms to be sent as SNMP traps when alarms are raised or cleared, which is described in [SNMP management \(page 36\)](#). A network management station can use SNMP to poll the platform to determine which alarms are active.

To view active alarms, use the Nortel MAS Console. The following table describes the information that you can view for each alarm.

Field	Description
Alarm ID	A globally unique identifier assigned to the alarm. In addition a colored icon represents the alarm severity. Red indicates Critical and yellow represents all other alarms.
Name	Descriptive text associated with the alarm.
Severity	The severity of the alarm, which can be one of the following (listed from most to least severe): Critical, Major, Minor, and Warning.
Timestamp	Timestamp of when the alarm was raised. You can configure timestamps to display as either local time or UTC time. UTC time is useful for correlating alarms with events in other time zones.

(1 of 2)

Field	Description
Type	Alarm type. The following is a list of alarm types: <ul style="list-style-type: none">• GENERIC• ATTRCHANGE• COMMALARM• ENVIRONALARM• EQUIPALARM• INTEGRITYVIOLATION• OBJCREATION• OBJDELETION• OPERATIONALVIOLATION• PHYSICALVIOLATION• PROCESSINGERROR• QOSALARM• QOSALARM• RELATIONCHANGE• SECURITYVIOLATION• STATECHANGE• TIMEDOMAINVIOLATION
Probable Cause	A description of what probably caused this alarm to be raised.
Corrective Action	Suggested corrective action to resolve this error.
(2 of 2)	

Nortel MAS Console

This chapter describes the Nortel MAS Console application. You can use the Nortel MAS Console to manage, monitor, and configure the MAS platform. The Nortel MAS Console is a Microsoft Management Console (MMC) snap-in and is installed with the platform. To access the Nortel MAS Console, you must use a Remote Desktop Connection. The Nortel MAS Console provides nodal access only. Alternatively, you can use the Remote Console to configure, manage, and monitor multiple MASs from a user desktop.

Navigation

- [Counters & Gauges \(page 42\)](#)
- [Nortel MAS Console \(page 43\)](#)
- [Dialog boxes \(page 45\)](#)

Counters & Gauges

You can complete the following tasks in the Counters & Gauges view.

- create a new counter set
- view current activity
- view log data
- view graph
- view histogram
- view report
- add counters
- view system monitor properties
- freeze display
- update data

For more information about Counters and Gauges, see *Media Application Server 6.0 for AS 5300 Performance Management (NN44470-701)*. For detailed information about using the Counters & Gauges view, see the online Help that is available with this view.

Nortel MAS Console

You can view or configure the following items in the Nortel MAS Console view of the Nortel MAS Console application.

Command	Description
Active Sessions	Use the Active Sessions command to view active sessions. You cannot configure active sessions.
Log Viewer	Use the Log Viewer command to view all system logs. You cannot configure system logs.
Statistics	Use the Statistics command to view system statistics. You can configure system statistics. For more information about configuration, see <i>Media Application Server 6.0 for AS 5300 Performance Management</i> (NN44450-701).
Configuration	Use the Configuration command to access the following sections: <ul style="list-style-type: none">• IP Interfaces (page 43)• Logging (page 44)• Applications (page 44)• Licensing (page 44)• Signaling (page 44)• Media Settings (page 44)• Management (page 44)• Clustering (page 44)• Reporter (page 44)• Advanced Settings (page 44) For more information about configuration, see <i>Media Application Server 6.0 for AS 5300 Commissioning</i> (NN44470-301).
Alarms	Use the Alarms command to view active alarms. You cannot configure active alarms.
Control Panel	Use the Control Panel command to perform administrative type of operations.

IP Interfaces

Use the IP Interfaces menu option to configure general settings for the MAS platform, for example, IP address and node name.

Logging

Use the Logging command to view and configure trace logs, the syslog, the Session Detail Record archive, and the Operational Measurement (OM) archive.

Applications

Use the Applications command to:

- view and modify installed packaged applications
- view and modify the operational state of packaged applications
- create, delete, view, and modify translations

Attention: This release does not support custom applications.

Licensing

Use the Licensing command to configure license keys and servers.

Signaling

Use the Signaling command to view and configure SIP domains, SIP accounts, SIP trusted nodes, SIP routes, and general SIP settings.

Attention: This release does not support MRCP.

Media Settings

Use the Media Settings command to configure media-related settings, such as audio codecs, video codecs, DTMF relay, streaming, conference settings, and QoS.

Management

Use the Management command to configure remote management (SNMP or SOAP) and users.

Clustering

Use the Clustering command to configure a cluster of MAS platform nodes.

Reporter

Use the Reporter command to configure report generation.

Advanced Settings

Use the Advanced Settings command to view and configure trace logging, media processing, network settings, and engineering parameters.

Attention: Nortel recommends that you change advanced settings only if Nortel product development instructs you to do so.

Dialog boxes

This section describes the following dialog boxes:

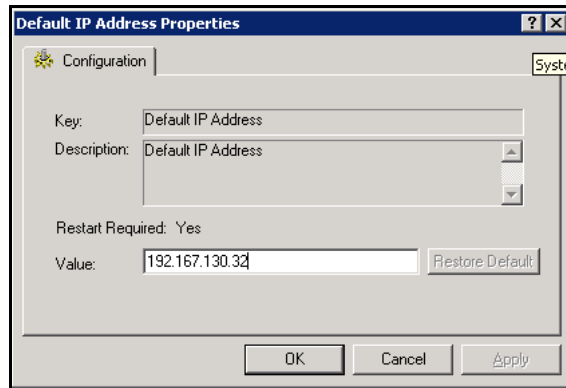
- [Configuration properties \(page 45\)](#)
- [Translation properties \(page 46\)](#)
- [SIP domain properties \(page 48\)](#)
- [SIP account properties \(page 49\)](#)
- [SIP Trusted Nodes properties \(page 50\)](#)
- [SIP route properties \(page 50\)](#)
- [Audio codec configuration \(page 52\)](#)
- [Video codec configuration \(page 53\)](#)
- [Digit relay configuration \(page 55\)](#)
- [Users properties \(page 56\)](#)

Configuration properties

You can use the [Configuration Properties dialog box \(page 46\)](#) to view the properties for:

- Logging
- Licensing
- SIP General Settings
- Media Settings
- Management General Settings
- Clustering
- Reporter

Configuration Properties dialog box



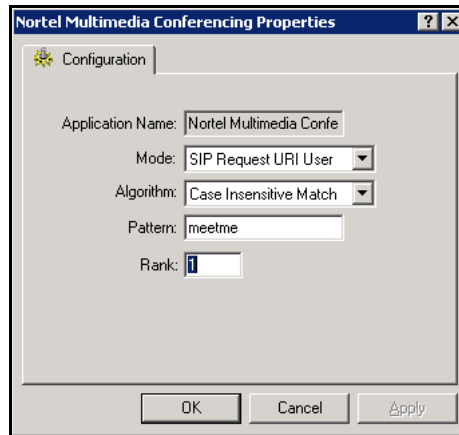
The following table describes the Configuration Properties dialog box fields and buttons.

Field	Description
Key	This is a read-only field. It is the configuration parameter name.
Description	This is a read-only field. It provides a description of the selected configuration item.
Restart required	This is a read-only field. It indicates whether a restart is required if you modify the properties for this configuration item. Values are Yes and No. Yes indicates a platform restart is required for the configuration change to take effect.
Value	The Value field represents the current value of the configuration parameter.
Restore Default	Click Restore Default to restore the configuration to the factory default value.
OK	Click OK to close the dialog box.
Cancel	Click Cancel to close the dialog box without saving changes.
Apply	Click Apply to save property changes.

Translation properties

The following figure shows an example of a Translation Properties dialog box.

Translation Properties dialog box



The following table describes the Translation Properties dialog box fields and buttons.

Field	Description
Application Name	After you create and save a translation, this field is read-only.
Mode	The mode applied to the algorithm. You can select one of the following modes: <ul style="list-style-type: none">• None• SIP Request URI• Called DN• Calling DN• SIP Request URI User• SIP To• SIP From
(1 of 2)	

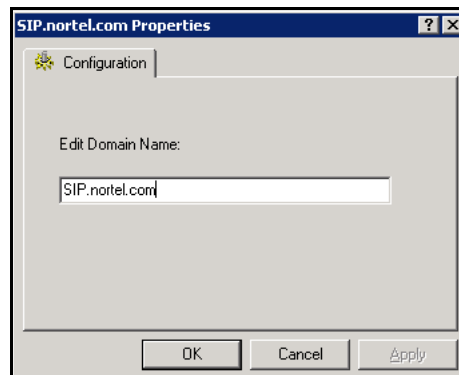
Field	Description
Algorithm	The algorithm is used to determine if there is a match between the translation and the SIP request. You can select one of the following algorithms: <ul style="list-style-type: none">• None• Substring Match• Regular Expression• Exact Match• Case Insensitive Match• Hash• Dial Plan Notation
Pattern	Regular expression that is used when the application determines if the algorithm finds a match.
Rank	The order in which to apply translations if multiple translations match. If translations have the same rank, the translations are selected in the order that it is defined.
OK	Click OK to close the dialog box.
Cancel	Click Cancel to close the dialog box without saving changes.
Apply	Click Apply to save property changes.

(2 of 2)

SIP domain properties

The following figure shows an example of a SIP Domain Properties dialog box.

SIP Domain Properties dialog box



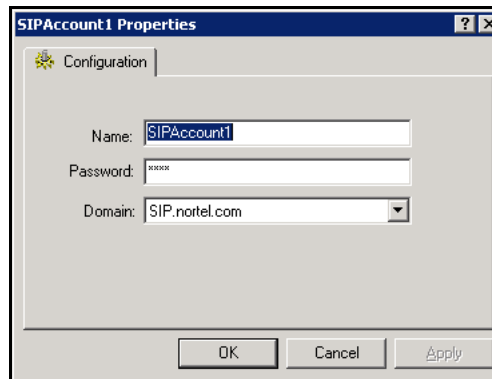
The following table describes the SIP Domain Properties dialog box fields and buttons.

Field	Description
Edit Domain Name	Type the new SIP domain name.
OK	Click OK to close the dialog box.
Cancel	Click Cancel to close the dialog box without saving changes.
Apply	Click Apply to save property changes.

SIP account properties

The following figure shows an example of a SIP Account Properties dialog box.

SIP Account Properties dialog box



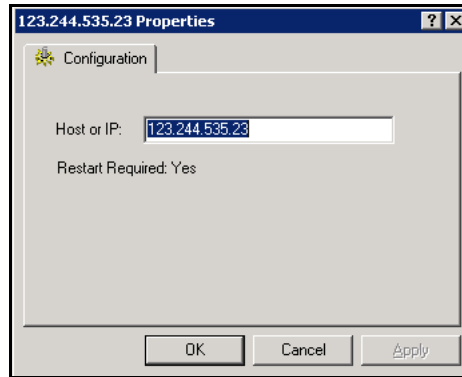
The following table describes the SIP Account Properties dialog box fields and buttons.

Field	Description
Name	Type the new SIP account name.
Password	Type the new password
Domain	Select a SIP domain for this SIP account.
OK	Click OK to close the dialog box.
Cancel	Click Cancel to close the dialog box without saving changes.
Apply	Click Apply to save property changes.

SIP Trusted Nodes properties

The following figure shows an example of a SIP Trusted Nodes Properties dialog box.

SIP Trusted Nodes Properties dialog box



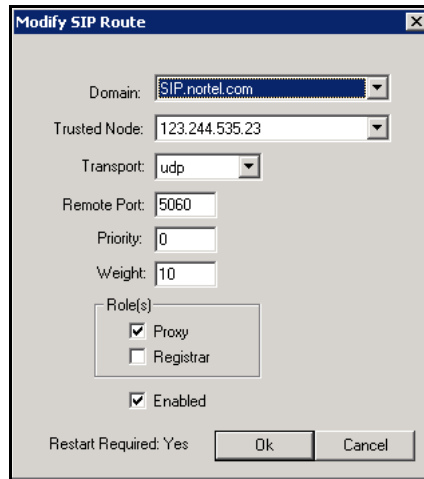
The following table describes the SIP Trusted Nodes Properties dialog box fields and buttons.

Field	Description
Host or IP	Type the host name or IP address for the trusted node. Attention: If you use a host name, you must use a Domain Name System (DNS) server to resolve it.
Restart Required	This is a read-only field. It indicates whether a restart of the server is required if you modify the trusted node host name or IP address. Values are Yes and No. Yes indicates a platform restart is required for the configuration change to take effect.
OK	Click OK to close the dialog box.
Cancel	Click Cancel to close the dialog box without saving changes.
Apply	Click Apply to save property changes.

SIP route properties

The following figure shows an example of a Modify SIP Route dialog box.

Modify SIP Route dialog box



The following table describes the Modify SIP Route dialog box fields and buttons.

Field	Description
Domain	Select the domain to associate with this SIP route. If no route is configured for a domain, routes associated with the wildcard domain are used.
Trusted Node	Select the trusted node to associate with this route.
Transport	Select the one of the following SIP transports: UDP, TCP, or TLS. Attention: TLS is not supported.
Remote Port	Type the remote port on which the route is accepting SIP requests.
Priority	Priority values with a range of 0 – 65535. The lowest value is the highest priority. The default priority is 0.
Weight	Priority values range from 0 – 65535. The default priority is 10.
Role(s)	Select the roles that this SIP route performs. You can select Proxy and Registrar.
Enabled	Select the Enabled check box to enable or disable a selected route. Typically routes are enabled, but you can disable a route to remove it temporarily without reconfiguring the system.

(1 of 2)

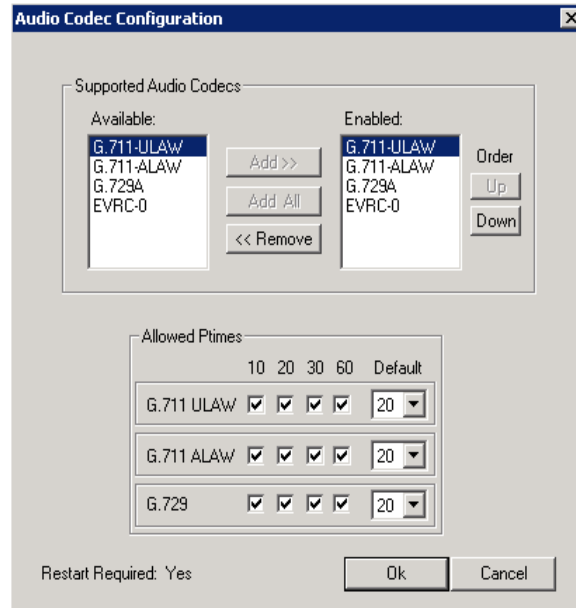
Field	Description
Restart Required	This is a read-only field. It indicates whether a restart of the server is required if you modify the trusted node host name or IP address. Values are Yes and No.
OK	Click OK to close the dialog box.
Cancel	Click Cancel to close the dialog box without saving changes.

(2 of 2)

Audio codec configuration

The following figure shows an example of an Audio Codec Configuration Dialog box.

Audio Codec Configuration dialog box



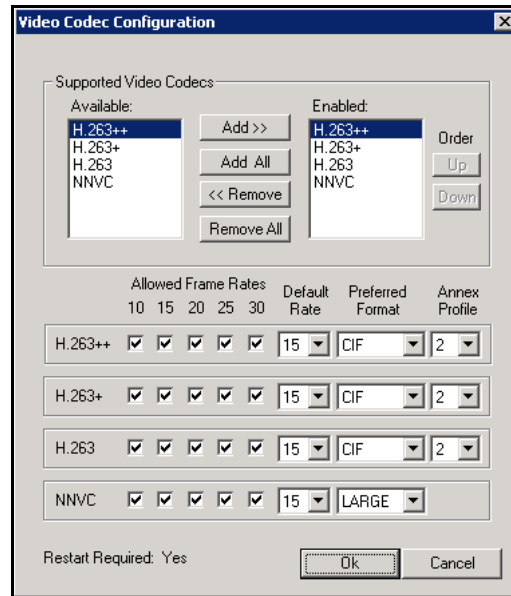
The following table describes the Audio Codec Configuration dialog box fields and buttons.

Field	Description
Supported Audio Codecs	The following audio codecs are supported: G.711-ULAW, G.711-ALAW, EVRC-0, and G.729A. To enable an audio codec, from the Available list, select an audio codec, and then click the right arrow. Use the left arrow to remove an audio codec.
Add	Click Add to enable an audio codec. From the Available list, select an audio codec, and then click Add.
Add All	Click Add to enable all audio codecs. From the Available list, select an audio codec, and then click Add All.
Remove	Click Remove to disable an audio codec. From the Enable list, select an audio codec, and then click Remove.
ptimes	Select the packet times (ptimes) to enable for each enabled audio codec.
Default	Select the default packet time for each enabled audio codec.
Restart Required	This is a read-only field. It indicates whether a restart of the server is required if you modify the trusted node host name or IP address. Values are Yes and No. Yes indicates a platform restart is required for the configuration change to take effect.
OK	Click OK to close the dialog box.
Cancel	Click Cancel to close the dialog box without saving changes.

Video codec configuration

The following figure shows an example of a Video Codec Configuration dialog box.

Video Codec Configuration dialog box



The following table describes the Video Codec Configuration dialog box fields and buttons.

Field	Description
Supported Audio Codecs	Lists the following supported video codecs that you can enable or disable: H.263 and NNVC.
Add	Click Add to enable a video codec. From the Available list, select a video codec, and then click Add.
Add All	Click Add to enable all video codecs. From the Available list, select a video codec, and then click Add All.
Remove	Click Remove to disable a video codec. From the Enable list, select a video codec, and then click Remove.
Remove All	Click Remove All to disable all video codecs. From the Enable list, select a video codec, and then click Remove All.
Up and Down	Use the Up and Down buttons to change the order of the enabled video codecs.
Allowed Frame Rates	Select the frame rates for each enabled video codec.
(1 of 2)	

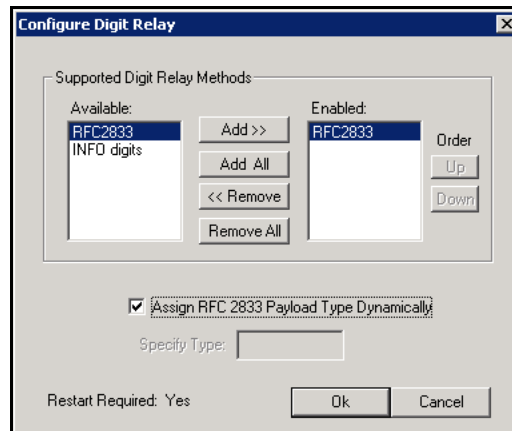
Field	Description
Default Rates	Select the default frame rate for each enabled video codec.
Preferred Format	Select the preferred format for each enabled video codec.
Annex Profile	Select the annex profile for each enabled video codec.
Restart Required	This is a read-only field. It indicates whether a restart of the server is required if you modify the trusted node host name or IP address. Values are Yes and No. Yes indicates a platform restart is required for the configuration change to take effect.
OK	Click OK to close the dialog box.
Cancel	Click Cancel to close the dialog box without saving changes.

(2 of 2)

Digit relay configuration

The following figure shows an example of a Configure Digit Relay dialog box.

Configure Digit Relay dialog box



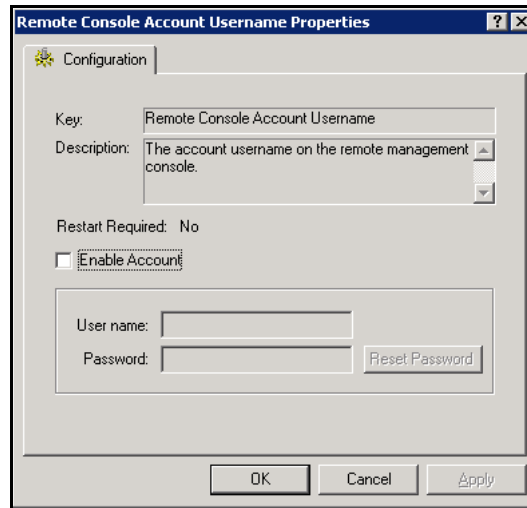
The following table describes the Configure Digit Relay dialog box fields and buttons.

Field	Description
Supported Digital Relay Methods	You can enable or disable the following supported digital relay methods: INFO Digits and RFC2833. Attention: Nortel recommends that you do not disable all methods. If you disable all methods, inband DTMF detection is enforced and system capacity degrades.
Add	Click Add to enable a digital relay method. From the Available list, select a digital relay method, and then click Add.
Add All	Click Add All to enable all digital relay methods. From the Available list, select a digital relay method, and then click Add All.
Remove	Click Remove to disable a digital relay method. From the Enable list, select a digital relay method, and then click Remove.
Remove All	Click Remove All to disable all digital relay methods. From the Enable list, select a digital relay method, and then click Remove All.
Up and Down	Use the Up and Down buttons to change the order of the enabled digital relay methods.
Assign RFC 2833 Payload Type Dynamically	This check box is selected by default. Nortel recommends that RFC 2833 payload type is assigned dynamically. However, some clients require a fixed payload type.
Specify Type	If you require a fixed payload type, clear the Assign RFC 2833 Payload Type Dynamically check box, and then in the Specify Type box, type the payload type.
Restart Required	This is a read-only field. It indicates whether a restart of the server is required if you modify the trusted node host name or IP address. Values are Yes and No. Yes indicates a platform restart is required for the configuration change to take effect.
OK	Click OK to close the dialog box.
Cancel	Click Cancel to close the dialog box without saving changes.

Users properties

The following figure shows an example of a Users Properties dialog box.

User Properties dialog box



The following table describes the User Properties dialog box fields and buttons.

Field	Description
Key	This is a read-only field.
Description	This is a read-only field. It provides a description for the selected configuration item.
Restart required	This is a read-only field. It indicates whether a restart is required if you modify the properties of this configuration item. Values are Yes and No. Yes indicates a platform restart is required for the configuration change to take effect.
Enable Account	Select the Enable Account check box to modify the user name and password fields or reset the password.
User name and Password	Enter the user name and password in these fields.
Reset Password	Use to reset the password.
OK	Click OK to close the dialog box.
Cancel	Click Cancel to close the dialog box without saving changes.
Apply	Click Apply to save property changes.

Terminology

A

digest access authentication

A method which web page can use to establish user identity (using the Hypertext Transfer Protocol) without having to send a password in plaintext over the network.

audio codec

A computer program that compresses and decompresses digital audio data according to a given audio file format or streaming audio format.

ASR

See [automatic speech recognition](#).

automatic speech recognition

The process of converting a speech signal to a sequence of words, by means of an algorithm implemented as a computer program.

C

Call Control Extensible Markup Language

An Extensible Markup Language (XML) standard designed to provide telephony support to VoiceXML. Informs the voice browser how to handle the telephony control of the voice channel. See also [Voice Extensible Markup Language](#).

CCXML

See [Call Control Extensible Markup Language](#).

D

Differentiated Services

A computer networking architecture that specifies a simple, scalable, and coarse-grained mechanism for classifying, managing network traffic, and providing Quality of Service (QoS) guarantees on IP networks.

Differentiated Services Code Point

A field in an IP packet that enables different levels of service to be assigned to network traffic. This is achieved by marking each packet on the network with a DSCP code and assigning to it the corresponding level of service.

DSCP

See [Differentiated Services Code Point](#).

DTMF

See [dual-tone multi-frequency](#).

dual-tone multi-frequency

A system of signal tones used in telecommunications. Also known as touch-tone.

M

Management Information Base

A type of database used to manage the devices in a communications network. It comprises a collection of objects in a (virtual) database used to manage entities (such as routers and switches) in a network.

MAS

See [Media Application Server](#).

Media Application Server

A media services platform that supports a diverse range of multimedia services and applications.

MIB

See [Management Information Base](#).

Media Server Link

A proprietary network messaging protocol.

MSLink

See [Media Server Link](#).

R

RAID

See [Redundant Array of Independent Disks](#).

Real-time Transport Protocol

A standardized packet format for delivering audio and video over the Internet.

Redundant Array of Independent Disks

A category of disk drives that employ two or more drives in combination for fault tolerance and performance. RAID disk drives are used frequently on servers.

RTP

See [Real-time Transport Protocol](#).

S

SDP

See [Session Description Protocol](#).

Session Description Protocol

Session Description Protocol (SDP), is a format for describing streaming media initialization parameters. SDP is intended for describing multimedia sessions for the purposes of session announcement, session invitation, and other forms of multimedia session initiation.

Session Information Protocol

An application-layer control protocol that can establish, modify and terminate multimedia sessions or calls.

Simple Network Management Protocol

Used by network management systems to monitor network-attached devices for conditions that warrant administrative attention. Simple Network Management Protocol consists of a set of standards for network management, including an Application Layer protocol, a database schema, and a set of data objects

Simple Network Time Protocol

An Internet protocol used to synchronize computer clocks in the Internet.

SIP

See [Session Information Protocol](#).

SNMP

See [Simple Network Management Protocol](#).

SNTP

See [Simple Network Time Protocol](#).

T

Text-to-speech

A text-to-speech (TTS) system converts normal language text into speech.

TTS

See [Text-to-speech](#).

U

UDP

See [User Datagram Protocol](#).

Universal Resource Indicator

A short string of characters that represent the address or location of resources, typically on the Internet, and how that resource should be accessed.

URI

See [Universal Resource Indicator](#).

User Datagram Protocol

One of the core protocols of the Internet protocol suite. Using UDP, programs on networked computers can send short messages to one another

V

video codec

A computer program that compresses and decompresses digital video data according to a given video file format or streaming video format.

VXML

See [Voice Extensible Markup Language](#)

Voice Extensible Markup Language

A standard XML format for specifying interactive voice dialogues between a human and a computer.

Nortel Media Application Server 6.0 for AS 5300

Fundamentals

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