

# MetaView Service Assurance Server



Today's service provider converged networks are more technologically sophisticated than ever before, incorporating more layers, devices and varying customer environments. Unfortunately there will always be network issues that can adversely affect a subscriber's service. You need to be able to address these issues quickly and efficiently so that you can resolve them and maintain your customers' loyalty. This requires having the right diagnostic tools to properly identify the problem.

MetaView Service Assurance Server™ is unique in that it provides detailed diagnostics for all calls, over all protocols, all the time. These detailed call traces enable your technicians to diagnose many common configuration, network and interoperability problems, saving you time and money.

## Instant Access to Diagnostics for All Call

When the diagnostics are enabled on a Metaswitch system, traces are recorded for all calls and transferred to an external database—they do not have to be individually enabled on particular lines or subscribers.

When investigating customer trouble-tickets, a web-based application is used to search the database for traces related to particular lines or subscribers and to view the traces. The application also allows traces to be printed or exported for offline storage or to pass to Metaswitch support for further assistance.

Collected traces include:

- Decoded signaling messages
- Routing and number validation events
- Call service actions/decisions
- Codec selection
- Media events such as digit and tone detection, tone generation, and digit outpulsing

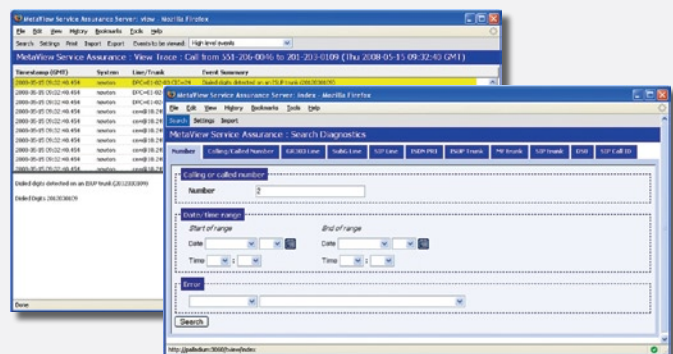
- Billing records and concise call logs.
- CommPortal subscriber events including logins, configuration changes, and errors.

## Statistics Collected for Optimal Performance

MetaView Service Assurance Server tracks additional statistics covering its own operation and presents trends in a graphical format. These important metrics help you keep your Service Assurance Server running optimally, ensuring its ongoing responsiveness to your operators. By monitoring statistics such as peak queue lengths, you can determine when your Service Assurance Server is running close to its capacity, empowering you to make an informed decision to upgrade your hardware or reduce the number of optional events configured.

## Integrated or Dedicated Server Solution

The Service Assurance Server database and application can be installed on a MetaView server, provided the peak call load on the Metaswitch system is less than 50,000 BHCA. Since the diagnostics are recorded for all calls, the load on the server increases in proportion to the call load. At call loads above 50,000 BHCA, it is recommended that the Service Assurance Server reside on a dedicated UX4410 server. An additional UX4510 disk array is available for call loads exceeding 350,000 BHCA.



MetaView Service Assurance Server search index and Call Diagnostics detailed trace.

# MetaView Service Assurance Server Specifications

## ▶ Hardware

- UX4410
- May reside on shared server with MetaView NMS; optional dedicated server will increase scalability
- Power:
  - 400W (-48V) power supply
  - AC (UX4410A) or DC (UX4410D)
  - -36 to -72 VDC
- NEBS Level 3 certified

## ▶ Storage Capacity

- Storage records for approximately one week (120 million calls) from MetaSphere Application Server generating 1.3 million BHCA during peak hours

## ▶ Collected Traces

- Decoded signaling messages
- Routing and number validation events
- Call service actions/decisions
- Codec selection
- Echo cancellation programming
- Media events such as digit and tone detection, tone generation, and digit outpulsing
- Billing records and concise call logs

## ▶ CommPortal Subscriber Event Collection

- Logins
- Configuration changes
- Errors

## ▶ Protocols Decoded

- SIP
- ISDN PRI
- SS7
- GR-303
- H.248

## ▶ Search Interface Features

- Drop-down lists for certain fields, eliminating the need to remember configured names of (for example) ISUP or SIP trunks
- Search for calls with MetaSphere errors alone (for deployments which include MetaSphere enhanced applications)

## ▶ Service Assurance Server Statistics Graphing

- Graphs show how the size of the Service Assurance Server event database changes over time
- Graphs show the rate at which the Service Assurance Server is processing events

	Match Criteria	Calling Number	Called Number
<a href="#">View</a>	Subscriber number: 201-203-8866	201-203-8867	201-203-8864, ...
<a href="#">View</a>	Subscriber number: 201-203-8866	CommPortal configuration error	
<a href="#">View</a>	Subscriber number: 201-203-8866	201-203-8867	201-203-8005, ...
<a href="#">View</a>	Subscriber number: 201-203-8866	201-203-8867	201-203-8866, ...
<a href="#">View</a>	Subscriber number: 201-203-8866	CommPortal configuration update	
<a href="#">View</a>	Subscriber number: 201-203-8866	CommPortal login	
<a href="#">View</a>	Calling number: 201-203-8866	201-203-8866	201-203-8866
<a href="#">View</a>	Subscriber number: 201-203-8866	201-203-8867	201-203-8005, ...
<a href="#">View</a>	Called number: 201-203-8866	201-203-8867	201-203-8866, ...
<a href="#">View</a>	Called number: 201-203-8866	201-203-8867	201-203-8866
<a href="#">View</a>	Subscriber number: 201-203-8866	201-203-8867	201-203-8864, ...
<a href="#">View</a>	Calling number: 201-203-8866	201-203-8866	201-203-8864, ...

*Collect CommPortal Subscriber events including logins, configuration changes and errors.*

Subject to change without notice. Contact your local sales representative or go to [www.metaswitch.com/specs](http://www.metaswitch.com/specs) for most current information.



[www.metaswitch.com](http://www.metaswitch.com)