

3.5.5 TASK | Recording Proxy Server Status

TASK DETAILS:

In the center side, there are 4 Recording Proxy Servers, 2 for the Blue Node and 2 for the Green Node. Each Recording Proxy Server have three instances (three blue or three green) which are connected to one of the Recorders (A2/A3 for Blue Node or B2/B3 for the Green Node).

On the APPs sites, there are 2 Recording Proxy Servers with 2 instances each, one blue and one green connected to one of the two Recorders (ED137-GS1S1 or ED137-GS1S2)

Each service (XRAC(Frequency), PGW(Phone)) is connected to two Recording Proxy Servers for redundancy.

TASK PROPERTIES:

Main Product: SIS TEL ATN GRAVAÇÃO

Frequency: Daily

Level: Base

Expected Duration: 30min

#Technicians: 01

Equipment Out of Service: None

Unavailability Period: None

Way to Work: NA

Task Classification: NA

APPLICABLE HOST-TYPES:

Recording Proxy Server

CONFIGURATION ITEM:

Recording Proxy Server

PRE-REQUISITES:

In case of unavailability of any of the below mentioned Pre-Requisities contact Frequentis Support.

ID	Pre-Requisites
1	Verify FMS access
2	Verify StableNet access

MONITORING:

Using StableNet, you can check the status and reachability of recording proxy and the status of its services.

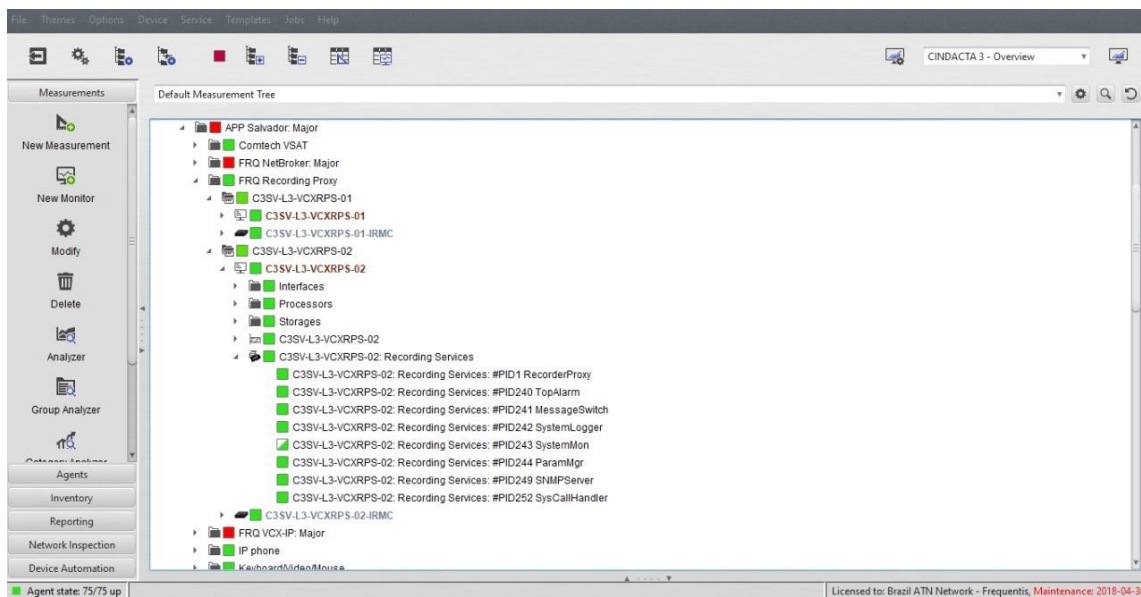


Fig. 43: StableNet – "Recording Proxy Element Status"

PREVENTIVE ACTIONS:

In the FMS, choose the element and right-click and choose the option "Open Elements Status Window".

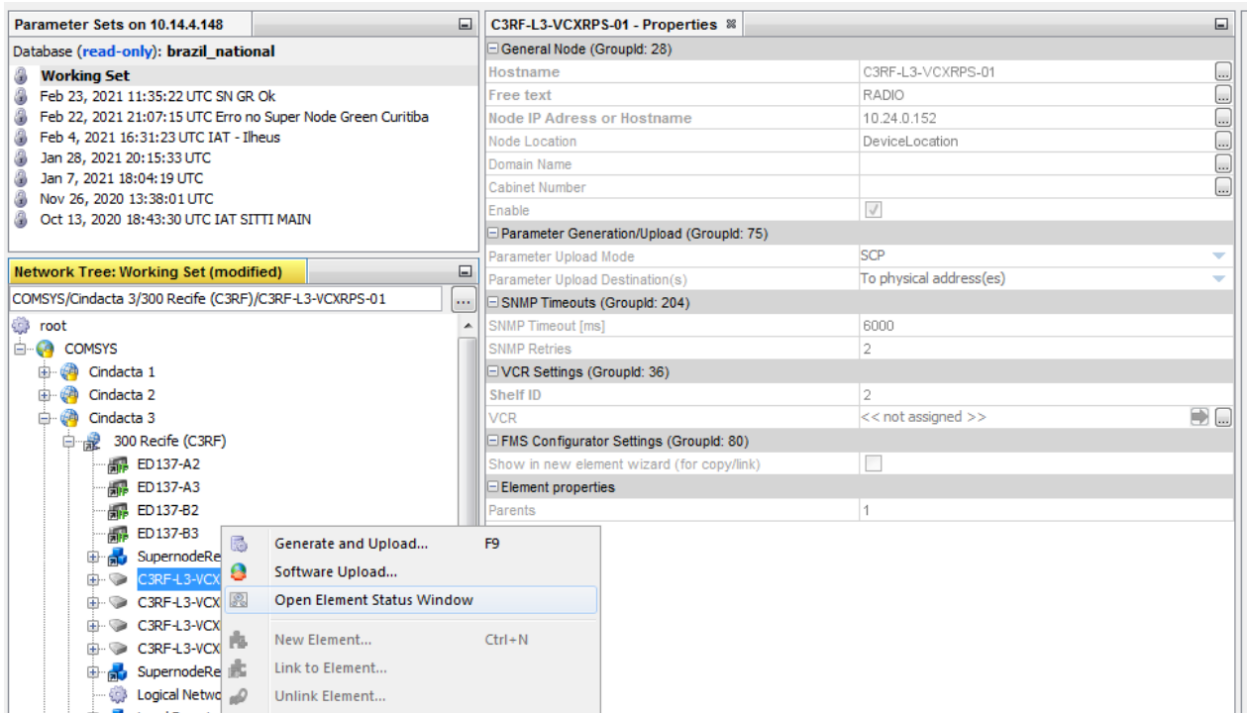


Fig. 44: FMS – "Recording Proxy Element Status"

In the Element Status window, update the elements. On this example, the instances of the "C3RF-L3-VCXRPS-01" must be green.

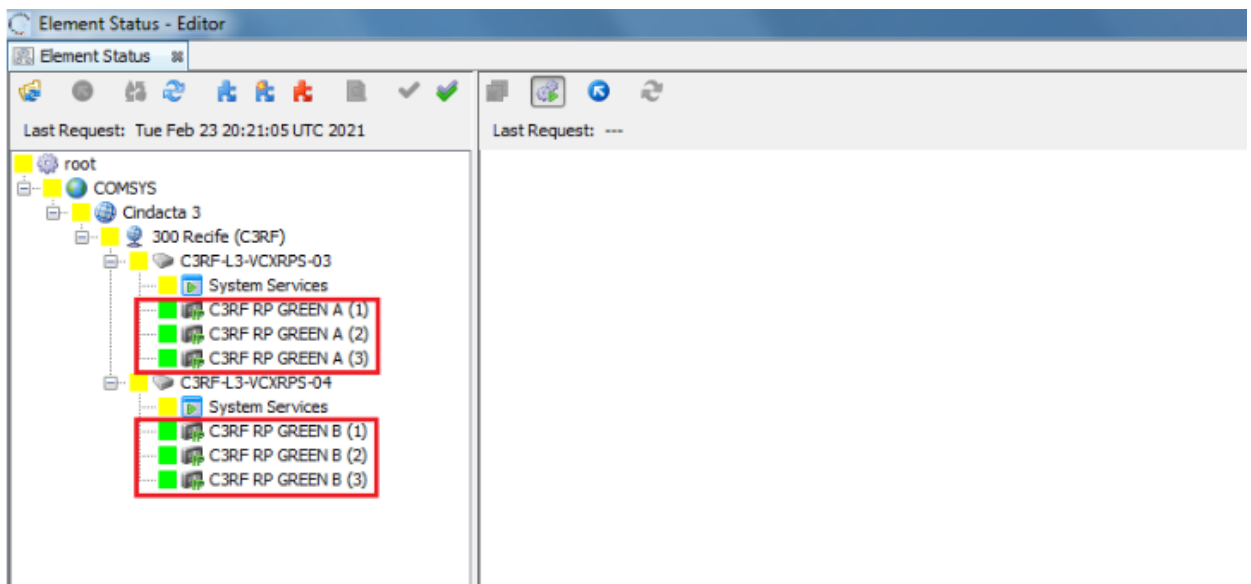


Fig. 45: FMS – "Recording Proxy Element Status Instances"

To check the recording channels, right-click in the instance and choose the option "Frequentis Recording Channel Table".

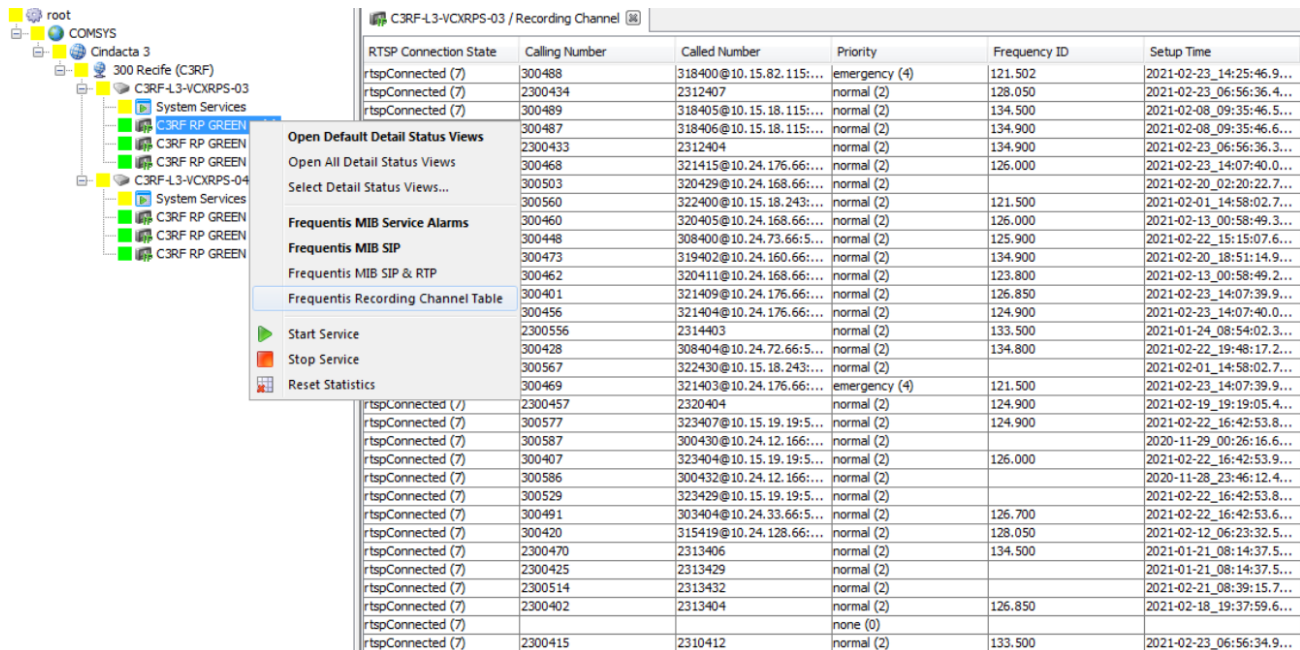


Fig. 46: FMS – "Recording Proxy Element Status Recording Channels"

The status of the Recording Proxy Server and its services also can be checked in the StableNet as shown under the "Monitoring" session of this task.

CORRECTIVE ACTIONS:

Instance(s) in the "BLUE" status.

The service could be stopped, or recording proxy server is not connected or powered down or some change has been done in the recording proxy server and has not been sent parameters to the system.

If the VCXRPS is reachable:

- 1 - In the "Element Status Window" right-click in the VCXRPS and choose the option "Start Service". Reload the page and check the status. If It is still blue, open a new window and check the status. If it is still blue, go to step 2.
- 2 - Check the reachability. If it is reachable, the blue status might be related to the some change made in the parameter of the VCXRPS. To try to fix it, generate and upload the parameters to the VCXRPS affected. After the paramenterers has been sent, check the status of the VCXRPS. Reload the page and check the status. If it is still blue, go to step 3.
- 3 - Login to the VCXRPS affected and reload it. Wait until it recovers from the reloading and check the the status of the instance.

If the VCXRPS is not reachable: Contact someone in the site to check the VCXRPS or FREQUENTIS representative.

Instance(s) in the "RED" status.

1 - Check the connectivity to the VCXRPS. If it is reachable, contact the responsible for the Recorders and ask to check the recorder(s).

2 - If it is not reachable, contact someone in the site to check the VCXRPS or FREQUENTIS representative

INTERFACES:

Not Applicable

SUMMARY OF TASK VERIFICATION AND ACTIONS:

ITEM	DESCRIPTION
Failure Type	Connectivity
Failure	Instability/Failure in the recording system
Effect	Possibility of Recording Loss
Cause	VCXRPS is disconnected/Powered Down / Recorder Service is not running or stopped
Solution	Re-establish the service in the VCXRPS or in the Recorder