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Solution Brief

Nortel Media Processing Server Manager

Web-based system management for Nortel Self-Service Solutions

Nortel's Media Processing Server (MPS) series of self-service platforms provides an integrated web-based suite of tools to streamline system management and administration and to manipulate and view network activity. Nortel's Media Processing Server Manager (formerly known as PeriView), a browser-based management and administration system, makes it easy to set up, manage and administer your MPS systems whether stand-alone or in a networked environment. MPS Manager monitors and manages system alarms, applications and system activity, and controls user privileges. MPS Manager runs as a stand-alone java client application or in a common, industry-standard web browser window. You can take advantage of sophisticated tools such as Media Processing Server Studio (formerly known as PeriStudio) — a software package used for creating, managing and editing menu prompts and speech elements, and Media Processing Server Reporter (formerly known as Peri-Reporter) — a tool for collecting and

maintaining statistical data for reports, without large capital investment.

The MPS Manager consolidation workstation can control multiple MPS systems. The consolidated MPS Manager enables management of an entire MPS network in one session. MPS Manager can be run locally as a standalone application or remotely from anywhere on the network through a web browser. One MPS Manager session is capable of providing OA&M services for about 12,000 ports.

The main MPS Manager window consists of an MPS network topology

tree on the left with a canvas and tool bars on the right. The MPS topology can be expanded into a hierarchical tree structure to view nodes, components, phone lines, spans and applications as well as physical properties and attributes. The tool bars contain icons for the various configuration and monitoring tools provided.

Each of the tools offers a wide range of customization and can be launched and used individually or simultaneously. This flexibility permits simultaneous interaction with multiple MPS Manager operations to enhance network awareness



and control in the operating environment. For example, alarms can be viewed in the Alarm Viewer and applications monitored in the activity monitors while assigning, starting or terminating applications.

MPS Manager 2.1 provides the following tools:

User Manager Tool — Defines User and Group logon names and descriptions and enables an administrator to create and configure new users for the system. From the User Manager menu, the administrator can add new Users or Groups, edit existing Users or Groups, set account privileges, set account properties, set fault priorities, copy attributes of an existing User or Group and delete User or Group profiles.

Account Privileges — Is used to grant or deny access for each user to the various tools in MPS Manager.

Global Configuration Tool — Manages properties that are global to an MPS network such as connection retry times, read/write time-out, messaging and SMTP server configuration parameters.

The Control Center — Provides the tools necessary for configuration of the MPS system. It provides interfaces to configure the MPS network, the MPS components on the network, the Voice Operating System (VOS) processes for each component and management of the speech elements (vocabularies) on the system.

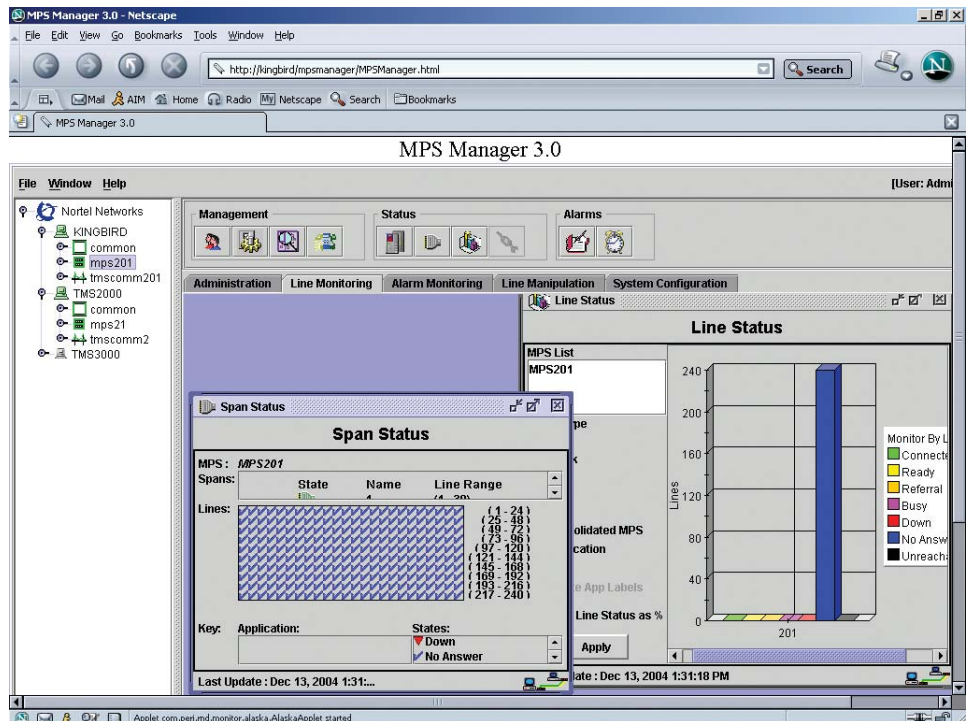
IPML Configuration Tool — Allows configuration of the following:

- > Switch type for the Telephony Link Server
- > CSRSM, CSTAPI and CSVAPI for each MPS
- > The core IPML processes MCB, TLS, VAPI, DA, DBC
- > The switch specific processes RSM, RSMLS, TAPI, TAPILS and HDXLS

Figure 1. MPS Manager User Manager Menu



Figure 2. MPS Manager Line Monitoring Window



Application Configuration Tool — Configures the run-time properties for both MPS Developer and VoiceXML applications. These properties are specified with parameters in the application's configuration file and include data processing, host communications, diagnostics, vocabularies and shared libraries.

Application Management Tool — Manages MPS Manager and VoiceXML applications and phone line resources. Application Management functions include assigning applications to phone lines, starting the application's execution cycle, terminating applications, un-assigning applications from phone lines, defining the default line start order during reboot, copying shared libraries and removing files related to application processing.

Host Status Tool — Displays the status of an external host. You can select to display host status based on either the VT number or the phone line number with which the VT is associated.

Line Status Tool — Displays phone line activity for components, phone lines and applications.

Span Status Tool — Graphically displays the state of digital spans (physical phone lines) on a per component basis.

Linked Application Status Tool — Monitors phone line status of a currently executing main application and its linking activity, if any. Linking activity represents the activity between the main application and the applications to which it links during its execution cycle.

Fault Priority Modifier — Displays the actions to be taken upon receipt of all types of faults. Each MPS Manager user can modify its own individual fault priorities.

Alarm Filter Tool — Defines alarm filtering properties to allow control of the alarms that display and are logged.

Alarm Viewer Tool — Is used to view live and logged alarms.

MPS Reporter — System and line statistics collected by the Media Processing Server provide generic information on system resource utilization. Each MPS keeps its own statistics data. An MPS Manager server may be used to consolidate the status data from multiple networked systems. The Media Processing Server can also upload statistics data to an attached host on demand, utilizing a predefined format for different host types. In addition, the system and other application-specific statistics data can also be transferred to other computers for further processing. Statistics data can also be off-loaded on a 4mm tape for

transfer to other systems. Each Media Processing Server collects three types of statistical data:

> **Line statistics**

- % line utilization
- Minutes in service
- Number of calls ended
- Average call length
- Number of caller abandoned calls
- Number of system abandoned calls
- Number of calls originated
- Average outbound call seconds
- Number of user abandoned outbound calls
- Number of failed outbound calls

> **System statistics**

- All trunks busy seconds
- Total number of calls
- Total number of host input messages (for each attached host)
- Total number of host output messages (for each attached host)

> **Span (T1/E1) statistics**

- All trunks busy seconds
- Errored seconds (slips, bipolar violations)
- Severely errored seconds (out of sync conditions)
- Failed seconds
- Yellow Alarm seconds
- Maximum A/B bit change rate

MPS Reporter is the reporting tool for all MPS system and application statistics. It consists of three modules — MPS Report Consolidator (formerly known as PeriConsolidator), MPS Report Definer (formerly known as PeriDefiner) and MPS Reporter — which participate in the process of collecting, maintaining, defining and reporting statistical data for the Media Processing Server network. The GUI format allows a point-and-click specification of multiple report formats for each statistics record type.

MPS Report Definer is the graphical utility which is used to set-up the contents and the display of a specific

report. Once a report definition is created and saved, then it can be generated on demand or automatically on a scheduled basis.

MPS Report Consolidator gathers all system and application statistics and consolidates them into 15-minute, hourly, daily, weekly, monthly and yearly files. Statistical data is used by MPS Reporter to generate either tabular reports or graphs.

Nortel Customer Contact and Self-Service Solutions

Nortel has a broad range of self-service solutions designed to help your business increase customer loyalty and improve profitability. These innovative solutions reflect a broader-based, fully integrated approach aimed at helping customers do business — anywhere, anyway and anytime. Having established more than 40,000 contact centers and shipped over 750,000 self-service ports worldwide, Nortel has the business and technological expertise within our team to create a scalable, flexible and resilient solution that will grow and change with your organization. By offering a complete portfolio, we can help you achieve your business objectives quickly and effectively.

We can also help you better integrate contact center strategies into your company's overall operations by giving you the tools to manage and understand customer relationships more effectively, and to maximize your return on those relationships. And backed by our team's global reputation for quality and reliability, we offer a single, responsive point of contact for all of your sales and service needs.

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