

DGW Services
For all Mediatrix units

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System Services vs User Services

The Mediatrix unit uses many services to carry out tasks and support features.

There are 3 service commands that can be used:

- Start
- Stop
- Restart

There are two types of services:

- **system services:** the user cannot perform service commands. The service can only be restarted by rebooting the unit. Refer to [Restarting a System Service](#) (p.9).
- **user services:** the user can perform service commands. The service can be restarted by the user. Refer to [Setting the Service Start-up Type](#) (p.7)

Note: Available services may differ depending on the Mediatrix unit you are using. Furthermore, some services are available only if a licence has been installed. Available services are displayed on the DGW Web page, under **System/Services**.

When a system or a user service needs to be restarted, the **Some changes require to restart a service to apply new configuration** message is systematically displayed on the DGW Web pages. Also, every service has the **NeedRestartInfo** CLI/MIB parameter to indicate if the service needs to be restarted for the configuration to fully take effect.

Note: For the complete list of parameters and commands available for the configuration of each service, refer to the [DGW Configuration Guide - Reference Guide](#) published on the [Media5 Documentation Portal](#).

DGW System Services

System Service	Description
Authentication, Authorization and Accounting (Aaa)	Manages the administrator accounts and grants or denies access to various parameters.
Certificate Manager (Cert)	Manages the security certificates used for the authentication of the unit and its peers before establishing a secure connection.
Configuration Manager (Conf)	Allows executing configuration scripts as well as performing backup/restore of the unit configuration.
Device Control Manager (Dcm)	Manages the hardware properties as well as the licence activation keys.
Ethernet Manager (Eth)	Manages the unit Ethernet link interfaces.
File Manager (File)	Allows the administrator to manage the files stored on the unit.
Firmware Pack Updater (Fpu)	Manages firmware upgrade, downgrade and rollback operations.
Host Configuration (Hoc)	Manages the IP host parameters and other system settings.
Local Quality Of Service (LQos)	Manages the QoS parameters applicable to the unit.
Notifications and Logging Manager (Nlm)	Manages the routing and filtering of the unit's event notification messages.
Process Control Manager (Pcm)	Manages the startup and shutdown sequence of the system.
Service Controller Manager (Scm)	Allows the administrator to enable or disable services.

DGW User Services

User Service	Description
Basic Network Interface (Bni)	Manages the layer 3 network interfaces.
Call Detail Record (Cdr)	Allows the administrator to generate custom call notifications with information such as endpoints, point of origin, duration, etc.
Command Line Interface (Cli)	Allows the administrator to manage the unit using the SSH or TELNET protocols.
Call Routing (Crout)	Transforms properties and routes calls between telephony interfaces and SIP endpoints.
CPE WAN Management Protocol (Cwmp)	Allows the administrator to manage the unit using the TR-069 protocol.
DHCP Server (Dhcp)	Manages a DHCP server on each network interface.
E&M Channel Associated Signaling (Eam)	Manages the E&M CAS telephony interfaces.
Element Management System for Virtuo (EMS)	Makes the unit compatible with the Virtuo EMS infrastructure.
Endpoint Administration (EpAdm)	Allows for high-level management of telephony endpoints.
Endpoint Services (EpServ)	Manages the telephony services of each endpoint.
IP routing (IpRouting)	Manages the unit's IP routing table.
Integrated Services Digital Network (Isdn)	Manages the ISDN parameters for BRI and PRI telephony interfaces.
Local Firewall (Lfw)	Allows the administrator to filter the network with the unit as final destination.
Link Layer Discovery Protocol (Lldp)	Manages the IEEE 802.1ab protocol used for advertising the unit's capabilities on the network.
Media IP Transport (Mipt)	Manages the voice and data encodings over the IP network.
Music on Hold (Moh)	Manages the option to play an audio file when a telephony endpoint is on hold.
Network Address Translation (Nat)	Allows the administrator to change the source or destination IP address of a packet.

User Service	Description
Network Firewall (Nfw)	Allows the administrator to filter traffic that is routed between networks.
Network Traffic Control (Ntc)	Allows the administrator to perform traffic shaping on the network interfaces.
Plain Old Telephony System Line (Pots)	Manages the FXS and FXO analog telephony interfaces.
R2 Channel Associated Signaling (R2)	Manages the E1 CAS telephony interfaces
Session Border Controller (Sbc)	Allows the administrator to perform SIP to SIP normalization, call routing, NAT traversal, and survivability.
SIP Endpoint (SipEp)	Allows the administrator to associate telephony endpoints with SIP user agents.
SIP Proxy (SipProxy)	The SIP Proxy (SipProxy) service is used to add local survivability for local endpoints and SIP phones.
Simple Network Management Protocol (Snmp)	Allows the administrator to manage the unit using the SNMP protocol.
Telephony Interface (TelIf)	Manages tone generation and detection on the telephony interfaces.
Virtual Machine (Vm)	Allows the administrator to manage virtual machines.
Web Service (Web)	Manage the unit using HTTP(S) web pages.

Basic Tasks

Setting the Service Start-up Type

Steps

- 1) Go to **System/Services**.
- 2) In the **User Service** table, from the **Startup Type** selection list located next to the service you wish to set.
 - choose **Auto** if you wish the service to start automatically when the system starts, or
 - choose **Manual** to start to the service manually when needed.
- 3) Click **Apply**.

Result

The services set to **Auto** will automatically start every time the unit boots, while the services set to **Manual** must be started each time by the administrator when needed.

Starting/Stopping/Restarting a User Service Using the DGW Web Page

Steps

- 1) Go to **System/Services**.
- 2) In the **User Service** table, on the line of the service you wish to set.
 - click  if you wish to start the service, or
 - click  to restart the service.
 - click  to stop the service.

Note: When stopping or restarting a service, some interruptions might occur, such as dropped calls, virtual machine shutdown or loss of network connectivity, depending on the affected services and/or its dependencies.

- 3) Click **Apply**.

Result

The status of the service (in the **Status** column) changes following the executed service command.

- If you clicked , the tab from which you can access the service from the Web pages are greyed out

- If you clicked , the tab from which you can access the service from the Web pages are no longer greyed out.

Disabling a Service

Steps

- 1) Go to **System/Services**.
- 2) In the **User Service** table, on the line of the service you wish to disable, click  to stop the service.

Note: When stopping a service, some interruptions might occur, such as dropped calls, virtual machine shutdown or loss of network connectivity, depending on the affected services and/or its dependencies.

- 3) In the **User Service** table, from the **Startup Type** selection list located next to the service you wish to disable, choose **Manual**.
- 4) Click **Apply**.

Result

The service will be stopped and will not be restarted automatically at the next unit start-up.

Restarting a Service with a Grace Delay

Information

If no service needs to be restarted, the table will be greyed out.

Steps

- 1) Go to **System/Services**.
- 2) In the **Restart Required Services** table, set the **Graceful Delay (min)** field.
- 3) Click **Restart Required Services**.

Result

The services that require a restart are restarted after the delay allowing ongoing calls to be completed. At the expiration of the delay, the services are forced to restart even if calls are still ongoing. Therefore, ongoing calls are abruptly disconnected without proper release. The users are not informed of the call disconnection event (ex.: end-of-call tone).

Restart Required Services	
Graceful Delay (min)	2 Cancel Restart Required Services

Restarting a System Service

Information

System services cannot be restarted by the user. To restart a system service, the unit must be restarted.

Steps

- 1) Go to **Reboot**.
- 2) In the **Reboot** page, click **Reboot**.

Note: If the unit is in use when clicking **Reboot**, all calls are terminated.

Result

The Web session will be lost and you will be redirected to the login page after the reboot process. All system services needing to be restarted, will be restarted.

Advanced Tasks

Starting/Stopping/Restarting a User Service Using a MIB Browser

Steps

- 1) Open a MIB Browser
- 2) Navigate to the Service that needs to be restarted.
- 3) Locate the **needRestartInfo** parameter to determine if the service needs to be restarted.
- 4) In the scmMIB, locate the serviceCommandsTable .
- 5) In the **serviceCommandsName** column, locate the service to restart.
 - a) To restart the service, set the **serviceCommandsRestart** column to **restart**
 - b) To start the service, set the **serviceCommandsStart** column to **Start**
 - c) To stop the service, set the **serviceCommandsStop** column to **Stop**

Note: Stopping or restarting a service will cause an interruption in that service, which may result for example in network lost, call interruption, or virtual machine shutdown, depending on the service(s) stopped or restarted.

Starting/Stopping/Restarting a Service Using the CLI

Information

For more details, refer to the [Technical Bulletin - Using the CLI via an SSH Session](#) published on the [Media5 Documentation Portal](#).

Steps

- 1) Log into the CLI using an SSH client.
- 2) Type : .
 - a) `scm.ServiceCommands[Name=ServiceName].Start=Start` to start a service
 - b) `scm.ServiceCommands[Name=ServiceName].stop=stop` to stop a service
 - c) `scm.ServiceCommands[Name=ServiceName].restart=restart` to restart a service,

Note: Stopping or restarting a service will cause an interruption in that service, which may result for example in network lost, call interruption, or virtual machine shutdown, depending on the service(s) stopped or restarted.

Online Help

If you are not familiar with the meaning of the fields and buttons, click **Show Help**, located at the upper right corner of the Web page. When activated, the fields and buttons that offer online help will change to green and if you hover over them, the description will be displayed.

DGW Documentation

Mediatrix devices are supplied with an exhaustive set of documentation.

Mediatrix user documentation is available on the [Media5 Documentation Portal](#).

Several types of documents were created to clearly present the information you are looking for. Our documentation includes:

- **Release notes:** Generated at each GA release, this document includes the known and solved issues of the software. It also outlines the changes and the new features the release includes.
- **Configuration notes:** These documents are created to facilitate the configuration of a specific use case. They address a configuration aspect we consider that most users will need to perform. However, in some cases, a configuration note is created after receiving a question from a customer. They provide standard step-by-step procedures detailing the values of the parameters to use. They provide a means of validation and present some conceptual information. The configuration notes are specifically created to guide the user through an aspect of the configuration.
- **Technical bulletins:** These documents are created to facilitate the configuration of a specific technical action, such as performing a firmware upgrade.
- **Hardware installation guide:** They provide the detailed procedure on how to safely and adequately install the unit. It provides information on card installation, cable connections, and how to access for the first time the Management interface.
- **User guide:** The user guide explains how to customise to your needs the configuration of the unit. Although this document is task oriented, it provides conceptual information to help the user understand the purpose and impact of each task. The User Guide will provide information such as where and how TR-069 can be configured in the Management Interface, how to set firewalls, or how to use the CLI to configure parameters that are not available in the Management Interface.
- **Reference guide:** This exhaustive document has been created for advanced users. It includes a description of all the parameters used by all the services of the Mediatrix units. You will find, for example, scripts to configure a specific parameter, notification messages sent by a service, or an action description used to create Rulesets. This document includes reference information such as a dictionary, and it does not include any step-by-step procedures.

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