

Lync RCC Gateway

User Guide

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This section describes the purpose, audience, organization, and conventions that are used in this iPECS Lync RCC Gateway User Guide.

Purpose

This guide introduces the iPECS Lync RCC Gateway and explains how to correctly install and activate services of the RCC Gateway.

Audience

This guide provides installation, configuration, and management information intended for installers and administrators of the iPECS Lync RCC Gateway.

Document Organization

This guide consists of this 'About This Guide' section, three chapters, and the Appendix listed below.

- About This Guide
- Chapter 1: Overview
- Chapter 2: Installation and Set-up
- Chapter 3: RCC Gateway Service
- Appendix: A

Document Conventions

This section describes text formatting conventions and important notice formats used in this guide.

Text formatting

The narrative-text formatting conventions used in this guide are as follows:

Convention	Description
Bold text	Bold text indicates a button, menu item, or dialog box option you can click or select.
Italic text	A cross-reference or an important term.
Code text	A command prompt.

(P, S) Premium or Standard license to support function.	
(LIK, Unified, CM)	Relevant system LIIK, iPECS Unified (UCP/eMG), CM to support function.

Important notices

The following icons and notices are used in this guide to convey important cautions and notes.



CAUTION

A caution statement alerts you to situations that may cause damage to hardware, software, or data.

NOTE

A note provides additional explanations, emphasis on important information, or a reference to related information.

Chapter 1. Overview

This chapter is an overview of the iPECS RCC Gateway.

1.1 Introduction of RCC Gateway

The RCC Gateway is a Windows based application that is employed with the RCC Client for Lync providing call control for the user's iPECS desk phone from the Lync screen. The Gateway acts as the communications link between the RCC Client and the iPECS host platform. The Gateway interprets client requests and delivers the request to the iPECS host. The iPECS host executes the request informing the Gateway of resulting actions, which the Gateway interprets and informs to the RCC Client.

Additionally, the RCC Gateway monitors the status of other iPECS user devices informing the RCC Client, which, in turn, notifies the Lync Client to maintain appropriate telepresence.

The RCC Gateway is compatible with all iPECS voice platforms including:

- iPECS LIK
- iPECS Unified (UCP and eMG)
- iPECS CM

1.2 Components of program

The RCC Client employs CTI to communicate with the iPECS RCC Gateway, which connects to the iPECS platform. The RCC Gateway also monitors tele-presence from the iPECS, which is provided to Lync through the RCC Client.

This chapter explains the RCC Gateway installation process and set-up including the requirements for the hardware and the operating system.

2.1 System requirements

The system requirements for installing and executing the RCC Gateway are as shown below. Note the processing power required increases with the number of users.

The components of the screen or quality characteristics may vary according to the version and characteristics of operating system (OS) as well as the hardware.

2.1.1 Under 1000 users

- Processor: Quad Core 2.7G or higher
- Main Memory: 4GB RAM minimum
- OS: Windows 2008 R2 or later

2.1.2 Over 1000 user

- Processor: Quad Core 3.3G or higher
- Main Memory: 4GB RAM minimum
- OS: Windows 2008 R2 or later

2.1.3 Additional requirements for specific functions

• .NET Framework version 4.5.1 or a higher must be installed in the RCC Gateway server.

2.2 Installation RCC Gateway

After preparing the installation environment (Section 2.1.1), the RCC Gateway wizard manages installation of the Gateway (Section 2.2.2). Once installed, the Manager is launched (Section 2.3.2) and configured (Section 2.3.3) then the gateway Services are installed (Section 3.1) and started (Section 3.2).

2.2.1 Pre-installation

Prior to installation of the RCC Gateway, the following items should be completed.

- Assure the iPECS platform is installed and operational.
- Assure appropriate RCC Gateway and Client licenses are installed in the iPECS.
- Assure the ELG-E TSP is installed and the iPECS is configured to support CTI with the Gateway server.
- Assure .Net Framework 4.5.1 or higher is installed on the RCC Gateway server
- Grant permission to all clients to establish a connection with the RCC Client. To grant permission the IP address and port must be reserved as below:
 - 1. Use the **Ipconfig** command at the Windows command prompt to determine the IP address and port.
 - 2. Execute the following command using the IP address and port from step 1 above.

"netsh http add urlacl url=http://xxx.xxx.xxx:xxx/ user=Everyone"



NOTE

It is recommended you record the IP address and port as this data is required when installing the RCC Client.

2.2.2 Installation

The RCC Gateway installation is managed by the Install Wizard, which is activated when the setup program in the RCC Gateway software package is opened. To begin the installation,

1. Launch "/RCCGateway/Setup.exe" from the Gateway software package. This will open the Install Wizard.



2. After the Install Wizard initializes, click the Next button to complete the installation settings.



3. When all settings are completed, click the **Install** button to begin installation.

謬	RccGateway - InstallShield Wizard
R	eady to Install the Program The wizard is ready to begin installation.
	If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard. Current Settings:
	Setup Type:
	Typical
	Destination Folder:
	C:₩Program Files (x86)₩Ericsson-LG₩RccGateway₩
	User Information:
	Name: Windows User
	Company:
Insta	I allShield
	< <u>B</u> ack Install Cancel

4. When the Wizard indicates the installation is completed, click the **Finish** button to finish the installation and close the Wizard.



2.2.3 Program re-installation

The steps below explain what you need to do to re-installation or removal depending on the system you are using. If service is on running.

In the UCP System

1. Click the button of **Tools > Stop service** to terminate service.

.		F	RCCGateway Manage
File View	Tools Info		
DateTime	Install Service	Action	
	Uninstall Service		Date I im
	Start Service		
	Stop Service		
	Setting		

In the CM System

1. Click the button of Register >Gateway Server, configuration window will be displayed.



2. Click the button of Service Stop to close service.

	GatewayRegForm		- 🗆 🗙
GateWay IP/Port :	150, 150, 131, 237 / 808]	Save
GateWay Name :	Q/V TEST		Exit
LOG File Name :	RCCLOG]	
LOG Path:	C:₩TEST₩LOG	** LogPath	Disk Full Attention
LOG Size(Megabyte) :	100 ~		Service Start
LOG Policy Day :	7		Service Stop
Memo :	4*6001]	Service Install
			Service Un Install

NOTE

If service is on running, it should be closed prior to re-installation or removal.

2.3 Initial Set-up

After completing the installation of the Gateway application, the Trunk access code, and the RCC gateway and iPECS PBX platform IP hosts must be configured.

2.3.1 Trunk Access Code – (UCP)

The Trunk Access Code is the digit(s) users must dial to access an outside line for placing a call to a destination external to the iPECS platform. The code is assigned under the 'Dialing rules' of the Windows OS Control Panel '**Phone and Modem**' selection as shown below.

You should also verify and, if needed, modify the Country/region, Area Code etc.

Section Edit Location
General Area Code Rules Calling Card
Location name: My Location
Specify the location from which you will be dialing.
Country/region: Area code:
Korea v 82
Dialing rules When dialing from this location, use the following rules: To access an outside line for local calls, dial: To access an outside line for long-distance calls, dial: Use this carrier code to make long-distance calls: Use this carrier code to make international calls:
☐ To disable call <u>w</u> aiting, dial:
Dial using:
OK Cancel Apply

• Typically the digit '9' is employed as the code.

NOTE

The Phone & Modem settings, including the Trunk Access Code, for the RCC Gateway and RCC Client type must be the same.

If any of the settings are changed, the RCC Gateway must be restarted.

2.3.2 Starting the Gateway Manager

Start the RCC Gateway by launching the **RCC Gateway Manager.exe** file in the install directory used by the Install Wizard. This will open the Gateway Manager shown below.

In the UCP System

			RCCGateway Manager			 x
File View Tools	Info					
DateTime	Status	Action	DateTim	State	Action	
				51410	nouon	
						Ê
		_	L			
Connected User Count	: Not Installed Servic	±]				

In the CM System



NOTE

Once the Gateway Service is started as described in Chapter 3, should the server experience a power restart, the Gateway Service will restart as well. However, the Gateway Manager is launched manually to manage the Service and view logs.

2.3.3 Set up the information of PBX

After starting the Manager, the gateway server should be configured with the IP host information for the gateway and the iPECS Platform.

In the UCP System

- 1. Click **Tools > Setting** to enter the IP host information.
- 2. Server Setting screen will be displayed.

			RCCGateway Manager
File View	Tools Info		
DateTime	Install Service Uninstall Service Start Service Stop Service	Action	DateTim
	Setting		

3. In the Server Setting screen enter the RCC Gateway and iPECS PBX IP host information, which allows the Gateway to communicate with the RCC Client and iPECS.

Server Setting
RCC Gateway
IP Address : 150.150.131.234 ¥
Port : 808
Monitoring Port : 809
PBX Information
IP Address : 150.150.131.233
Port : 9992
Language
Language : English v
Ok Cancel

RCC Gateway

- IP Address—The IP address of the RCC Gateway for communication with the Client.
- **Port**—The TCP port employed for gateway/client communications.
- **Monitoring Port**—The TCP port employed for communications between the RCC Gateway Service and the Manager.

PBX (iPECS Platform)

- IP Address—The IP address of the iPECS platform for communication with the iPECS.
- Port—The TCP port employed for iPECS/gateway communications.

Language

- Language—The UI text language can be selected as English or Korean.
- 4. After entering or modifying data, click OK.



NOTE

If any of the host data is altered, the RCC Gateway Manager and RCC Gateway Service must be restarted.

In the CM System

1. Click Register > CM Server to display the setting menu.

	RCC Gateway Serve
egister State LOG	
ClientPolicy	
CM Server	
Gateway Server	
Tenant Prefix	

2. On this menu, set all of information of RCC Gateway Servers to connect CM Server.

		CmReg		- 🗆 ×
CM IP / Port :		/		Save
				Delete
Mento .				5 ×
CMUR	CM Pet	CM Nama	Mana	Exit
CMIP	CM Port		Memo	
				.11

• Related information is as below

Setting information						
	CM IP / Port	Put in IP and port of CM Server.Basic port of CM is 13222.				
CM REG	CM Name	Put in the name of CM Server.It is not mandatory.				
	Memo	 If there is specific things related to CM, put in. 				

3. If all articles done and click the button of **save**, these will be displayed or updated at the bottom of screen.

		CmReg	_ _ ×
CM IP / Port :	192.168.125.102	/ 13222	Save
CM Name :	102 CM Server		Delete
Memo :	6*0001		
			Fxit
CM IP	CM Port	CM Name	Memo
192.168.125.102	13222	102 CM Server	6*0001
<		III	>

• If click the contents of bottom side, these will be displayed at upper side.

4. Select the CM Server you want to delete from the bottom of the screen and click the **Delete** button. Selected CM Server will be removed.

		CmReg	_ D X
CM IP / Port :	192.168.125.102	/ 13222	Save
CM Name :	102 CM Server		Delete
Memo :	6*0001		
			Exit
CMIP	CM Port	CM Name	Memo
192 168 125 102	13222	102 CM Server	6*0001
192 168 125 25	13222	Number 5 CM Server	6*0255 Use Delete TEST
192,168,125,5	13222	Number 5 CM Server	6*0255
<		III	>

5. If removed normally, it will be disappeared at upper and bottom side. If all of configuration done, click the button of **Exit** to close Registration of CM Server.

		CmReg	_ _ X
CM IP / Port :		1	Save
CM Name :			Delete
Memo :			
Mento .			
			Exit
CM IP	CM Port	CM Name	Memo
192.168.125.102	13222	102 Number F., CM Server	6*0001
132.100.123.3	13222	Number 5 CM Server	6 0200
<			>
			 h.

2.3.4 Set up TenantPrefix – (CM)

1. Click Register >TenantPrefix to display the setting menu.

	RCC Gateway Serve
Register State LOG	
ClientPolicy	
CM Server	
Gateway Server	
Tenant Prefix	

2. This menu is to set up the information of tenant prefix for Client routing to proper

		•	TenantPrefixRegFor	m	- 🗆 ×			
CM IP/Name : Index : TenantPrefix :	 192, 168, 125, 1 192, 168, 125, 1	02 05	V /	fix Auto Create	Save Delete			
Tenana Tena	InfantPrefix - InfantPrefix Auto Create Not use TenantPrefix ("000000" is the value for not using TenantPrefix)							
CompanyName :					Out Text File			
Memo					In Text File			
					Exit			
CM IP	Index	TenantPrefix	CompanyName	Memo	Last Chang Time			

• Related information is as below.

Setting information						
TenantPrefixForm	CM IP / Name	 Selection with click the button of in CM Server list which set up at CM REG. Name copied automatically from that of CM REG. 				
	Index	 Each CM Server has totally 254 number assigned and index is one of them. 				
	TenantPrefix	6 digit provided per one index				
	CompanyName	Company name of tenant.				
	Memo	Specific things				

NOTE

In running status, if TenantPrefix updated, it takes around 5 minutes to apply at client.

- 🗆 🗙 TenantPrefixRegForm CM IP/Name : 192, 168, 125, 102 ✓ / 102 Save Index : Delete ~ TenantPrefix : TenantPrefix Auto Create Not use TenantPrefix ("000000" is the value for not using TenantPrefix) CompanyName : Out Text File In Text File Memo : Exit CM IP TenantPrefix Last Chang Time CompanyName Index Merno 192, 168, 125, 102 1 6*0001 TEST Company 2015-09-16 15:42:00
- 3. If click the button of Save, it will be displayed at the bottom of screen.

- All of items which have already TenantPrefix will be updated.
- 4. For elimination, TenantPrefix selected and then click the button of **Delete**.

TenantPrefixRegForm – 🗖 🗙							
CM IP/Name :	192,	192, 168, 125, 5 v / Number 5 CM Server Sa			Save		
Index :	2					Delete	
TenantPrefix :	6*02	55 ~	Т	enantPrefix Auto C	reate		
	<u> </u>	ot use TenantPre	fix ("000000" is the valu	e for not using Tena	antPrefix)		
CompanyName :						Out Text I	File
Memo :	Dele	te TEST				In Text F	ile
						Evit	
			1			LAIL	
CM IP	Ind	TenantPrefix	CompanyName	Memo	Last Chang	Time	
192,168,125,5	1	6*0255 6*0255		Doloto TEST	2015-09-16	15:46:02	
132, 100, 123, 3	6	0-0200		Delete (ED)	2013 03 10	13140123	

5. If deleted normally, selected TenantPrefix will be disappeared at upper and bottom sides.

			TenantPre	fixRegForm		- 🗆 ×
CM IP/Name :	192,	168, 125, 5	👻 / Nu	mber 5 CM Serve	er	Save
Index :	1					Delete
TenantPrefix :	6*02	55 ~		TenantPrefix Auto	o Create	
	<u>N</u>	lot use TenantPre	fix ("000000" is the va	lue for not using T	enantPrefix)	
CompanyName :						Out Text File
Memo :						In Text File
						Exit
CMIR	Ind	TopostDrofiu	ComponyNemo	Marga	Lost Chopa	Time
192.168.125.5	1	6±0255	Companyivame	Memo	2015-09-16	15:46:02

NOTE

All of contents in bottom of screen show that of CM server IP which selected in CM IP/Name.

6. For auto-generation of TenantPrefix, first put in index, the first and second items of TenantPrefix and then click the button of **TenantPrefix Auto Create**. TenantPrefix will be generated with repeating the first and second items.

			TenantPref	ixRegForm		-	
CM IP/Name	: 192,	168, 125, 5	✓ / Nu	mber 5 CM Serv	er .	Save	
Index	: 2					Delete	
T (D (-	01 0	0000	*		Delete	
TenantPrefix	: 6*00	01 ~ 07	-0999	TenantPretix Au	to Create		
	N	ot use TenantPre	efix ("000000" is the val	ue for not using	TenantPrefix)		
CompanyName	:					Out Text I	File
Mama						In Toyt F	ilo
Mento						III Text1	ile
						Exit	
CM IP	Ind	TenantPrefix	CompanyName	Merno	Last Chang	Time	^
192, 168, 125, 5	1	6*0255			2015-09-16	15:46:02	
192, 168, 125, 5	2	6×0001			2015-09-16	15:54:50	
192, 168, 125, 5	2	6*0002			2015-09-16	15:54:50	
192, 168, 125, 5	2	6*0003			2015-09-16	15:54:50	
192, 168, 125, 5	2	6*0004			2015-09-16	15:54:50	
192, 168, 125, 5	2	6*0005			2015-09-16	15:54:50	
192, 168, 125, 5	2	6*0006			2015-09-16	15:54:50	
192, 168, 125, 5	2	6*0007			2015-09-16	15:54:50	
192, 168, 125, 5	2	6*0008			2015-09-16	15:54:50	
192, 168, 125, 5	2	6*0009			2015-09-16	15:54:50	
192, 168, 125, 5	2	6*0010			2015-09-16	15:54:50	
192, 168, 125, 5	2	6*0011			2015-09-16	15:54:50	
192, 168, 125, 5	2	6*0012			2015-09-16	15:54:50	
192, 168, 125, 5	2	6*0013			2015-09-16	15:54:50	
192, 168, 125, 5	2	6+0014			2015-09-16	15:54:50	
192, 168, 125, 5	2	6*0015			2015-09-16	15:54:50	
192, 168, 125, 5	2	6*0016			2015-09-16	15:54:50	
192 168 125 5	2	6±0017			2015-09-16	15:54:50	¥ .

 If not used TenantPrefix, put in "000000" in the field of TenantPrefix or check "Not use TenantPrefix" (In case of single iPECS CM System.)

			TenantPref	ixRegForm		- 🗆 ×
CM IP/Name :	192,	168, 125, 5	✓ / Nur	mber 5 CM Server	· [Save
TenantPrefix :	0000	00 ~		TenantPrefix Auto	Create	Delete
CompanyName :		ot use TenantPre	fix ("000000" is the val	ue for not using Te	nantPrefix)	Out Text File
Merno :						In Text File
					[Exit
CM IP	Ind	TenantPrefix	CompanyName	Memo	Last Chang	Time

8. In case of saving as Text File about all configured data, click the button of **Out Text File** and select Out File path.

Desister	State LOC Infe			Tena	antPrefixRegForm	- 🗆 ×
Register	state LOG Into	OutFileForm	-	□ ×	Number 5 CM Server	Save
	Out File Path :				TenantPrefix Auto Create	Delete
	Out File Name :				the value for not using TenantPrefix)	
	Bu	1	Exit			Out Text File
					-	In Text File

• Click the button to select the Out File Path item and click the **OK** button.

Folder		×
Source for HyunKia+		^
Source for send company		
b sung1e ub data		
⊳ III SVN		
> SWSETUP		
System Volume Information		
SYSTEM.SAV		
> 퉲 temp		
TEST		
Ubibase Works		
Users		
Windows		
XecureSSL		
Recovery Image (D:)		
HP_TOOLS (E:)		
▷ shared_directory(₩₩150.150.131.234) (Y:)		
▷ → home(₩₩kani.dscloud.me) (Z:)		~
	ОК Са	ancel
		.:

• Put in File Name and click the button of **Run**.

	OutFileForm	- 🗆 🗙
Out File Path :	C:\TEST	
Out File Name :	OutFile	
	Bun	Exit

► File export is complete, click the **OK** button.

			TenantPre	fixRegForm		-	
CM IP/Name	: 192,	168, 125, 5	✓ / N	umber 5 CM Serv	er	Save	
Index	: 2					Delete	
		Ou	tFileForm	-		Delete	
Out File Pat	h: C:∀	∀TEST					
						Out Tout E	1-
Out File Nam	e: Out	File				Out lext Fi	le
		Bup		Evit		In Text Fil	e
		nan		LAR			
					-11		
						Eult	
						LXII	
CM IP	Ind	TenantPrefix	CompanyName	Memo	Last Chan	g Time	^
192, 168, 125, 5	1	6+0255			2015-09-16	6 15:46:02	
192, 168, 125, 5	2		×		2015-09-16	6 15:54:50	
192, 168, 125, 5	2				2015-09-16	6 15:54:50	
192, 168, 125, 5	2				2015-09-16	6 15:54:50	
192, 168, 125, 5	2	Brocoss OK			2015-09-16	6 15:54:50	
192, 168, 125, 5	2	PIOCess OK			2015-09-16	6 15:54:50	
192, 168, 125, 5	2				2015-09-16	6 15:54:50	
192, 168, 125, 5	2				2015-09-16	6 15:54:50	
192, 168, 125, 5	2		ОК		2015-09-16	6 15:54:50	
192, 168, 125, 5	2				2015-09-16	6 15:54:50	
192, 168, 125, 5	2	0×0010			2015-09-16	6 15:54:50	
192, 168, 125, 5	2	6+0011			2015-09-16	6 15:54:50	
192, 168, 125, 5	2	6+0012			2015-09-16	6 15:54:50	
192, 168, 125, 5	2	6×0013			2015-09-16	6 15:54:50	
192, 168, 125, 5	2	6±0014			2015-09-16	6 15:54:50	
192, 168, 125, 5	2	6×0015			2015-09-16	6 15:54:50	
192, 168, 125, 5	2	6+0016			2015-09-16	6 15:54:50	
192 168 125 5	2	6±0017			2015-09-16	6 15:54:50	¥

9. For saving text file, click to the button of In Text file and go process as below.

			TenantPrefix	RegForm		- 🗆 🗙
CM IP/Name Index TenantPrefix	:	ot use TenantPre	("000000" is the value	enantPrefix Auto C e for not using Tena	reate	Save Delete
CompanyName Memo						Out Text File In Text File Exit
CM IP	Ind	TenantPrefix	CompanyName	Memo InputForm	Last Chang Time	- 🗆 ×
		In File Nam	e :Run		Exit	

► Click the In File Name 📃 button to select the file to read.

	Ope	n		×
ເ ি 🛞 ▾ ↑ 🌗 « Windows	(C:) → TEST	~ ¢		Q
			-== -==	• 🔟 🔞
indows (C:)	^	Name	^	• .
👝 Recovery Image (D:)		OutFile		2015-09
HP_TOOLS (E:)				
	- 1			
		1	_	>
Filonomo:				
Filename.	OutFile			¥
			Open	Cancel

Click the **Run** button.

InputFo	orm – 🗆 🗙
In File Name: C:₩TEST₩OutFile	
Run	Exit

Click the **OK** button.

			TenantPrefi	xRegForm		-		×
CM IP/Name	:		✓ /			Save		
Index TenantPrefix	:	~		ConontProfix Aut	o Create	Delet	e	
Tenana Tena	N	ot use TenantPre	fix ("000000" is the valu	ie for not using T	enantPrefix)			
CompanyName	:					Out Text	File	
Memo	:					In Text	File	
						Exit		
CM IP	Ind	TenantPrefix	CompanyName	Memo	Last Chang T	ïme		
				InputFor	m	_ 1		ĸ
		In File Nar	me : C:\TEST\Out	File				
		-	×					
			Run		Exi	it		
		Process OK						
			ОК					

Click the **Exit** button.

			TenantPrefi	xRegForm		-	
CM IP/Name	:		v /			Save	
Index 3	:					Delete	
TenantPrefix	:	~		FenantPrefix Auto (Create		
	<u>N</u>	ot use TenantPre	fix ("000000" is the valu	ie for not using Ter	antPrefix)		
CompanyName :	:					Out Text I	File
Memo	:					In Text F	ïle
CM IP	Ind	TenantPrefix	CompanyName	Memo	Last Chang Time	Exit	
CM IP	Ind,	TenantPrefix	CompanyName	Memo InputForm	Last Chang Time	Exit	ı x
CM IP	Ind	TenantPrefix In File Nat	CompanyName me : C:\TEST\Out	Memo InputForm File	Last Chang Time	Exit	1 X

► To confirm contents, select the item of CM IP/Name.

			TenantPref	ixRegForm		- 🗆	×
CM IP/Name	: 192,	168, 125, 5	✓ / Nu	mber 5 CM Serv	er	Save	
Index	: 2					Delete	
T+D	-	00		T	ta Casata	Delete	
TenantPretix	: 6*00	08 ~ _		TenantPretix Au	to Create		
	N	ot use TenantPre	efix ("000000" is the val	ue for not using	TenantPrefix)		
CompanyName	:					Out Text File	
Memo	:					In Text File	
						Exit	
CM IP	Ind	TenantPrefix	CompanyName	Memo	Last Chang	Time	^
192, 168, 125, 5	1	6*0255			2015-09-16	16:39:24	
192, 168, 125, 5	2	6*0001			2015-09-16	16:39:24	
192, 168, 125, 5	2	6*0002			2015-09-16	16:39:24	
192, 168, 125, 5	2	6*0003			2015-09-16	16:39:24	
192, 168, 125, 5	2	6+0004			2015-09-16	16:39:24	
192, 168, 125, 5	2	6*0005			2015-09-16	16:39:24	
192, 168, 125, 5	2	6*0006			2015-09-16	16:39:24	
192, 168, 125, 5	2	6+0007			2015-09-16	16:39:24	
192, 168, 125, 5	2	6+0008			2015-09-16	16:39:24	
192, 168, 125, 5	2	6×0009			2015-09-16	16:39:24	
192, 168, 125, 5	2	6*0010			2015-09-16	16:39:24	
192, 168, 125, 5	2	6+0011			2015-09-16	16:39:24	
192, 168, 125, 5	2	6*0012			2015-09-16	16:39:24	
192, 168, 125, 5	2	6*0013			2015-09-16	16:39:24	
192, 168, 125, 5	2	6*0014			2015-09-16	16:39:24	
192, 168, 125, 5	2	6+0015			2015-09-16	16:39:24	
192, 168, 125, 5	2	6+0016			2015-09-16	16:39:24	
192 168 125 5	2	6±0017			2015-09-16	16:39:24	× .

- 🗆 🗙 TenantPrefixRegForm CM IP/Name : 192, 168, 125, 5 / Number 5 CM Server Save 2 Index : Delete TenantPrefix : 6+0008 ~ TenantPrefix Auto Create Not use TenantPrefix ("000000" is the value for not using TenantPrefix) CompanyName : Out Text File In Text File Memo : Exit CM IP Ind... TenantPrefix CompanyName Merno Last Chang Time ^ 192, 168, 125, 5 6*0255 2015-09-16 16:39:24 1 192, 168, 125, 5 6+0001 2015-09-16 16:39:24 2 192, 168, 125, 5 2 6*0002 2015-09-16 16:39:24 192, 168, 125, 5 2 6*0003 2015-09-16 16:39:24 192, 168, 125, 5 192, 168, 125, 5 6*0004 2015-09-16 16:39:24 2015-09-16 16:39:24 2 2 6+0005 192, 168, 125, 5 2 6+0006 2015-09-16 16:39:24 192, 168, 125, 5 6*0007 2015-09-16 16:39:24 192, 168, 125, 5 2 6*0008 2015-09-16 16:39:24 192, 168, 125, 5 192, 168, 125, 5 6*0009 6*0010 2015-09-16 16:39:24 2015-09-16 16:39:24 2 192, 168, 125, 5 6+0011 2015-09-16 16:39:24 2 192, 168, 125, 5 2 6+0012 2015-09-16 16:39:24 192, 168, 125, 5 2 6*0013 2015-09-16 16:39:24 192, 168, 125, 5 192, 168, 125, 5 6*0014 6*0015 2015-09-16 16:39:24 2015-09-16 16:39:24 2 2 192, 168, 125, 5 2 6+0016 2015-09-16 16:39:24 192 168 125 5 6*0017 2015-09-16 16:39:24
- 1 0. If all configuration done, click the button of Exit for termination of TenantPrefix setting.

2.3.5 Set up RCC Gateway server

In the UCP System

1. Click the **Tools > Setting** to open the Server Setting window.

			RCCGateway Manager
File View	Tools Info		
DateTime	Install Service Uninstall Service Start Service Stop Service	Action	Date Tim
	Setting]	

2. As below, the window of server setting will be displayed.

Server Setting ×
RCC Gateway
IP Address : 150.150.131.234 V
Port : 808
Monitoring Port : 809
PBX Information IP Address : 150.150.131.233 Port : 9992
Language
Language : English v
Ok Cancel

3. In this window, set up the information for RCC Gateway connection to PBX(UCP), Client connection to RCC Gateway and language information.

Setting Information				
	IP address	 Put in the IP address of PC installed with RCC Gateway. Using this, client can connect RCC Gateway. 		
RCC Gateway	Port	• For connection of client and RCC Gateway		
	Monitoring port	 For exchange of monitoring information between RCC Gateway service and administrator. 		

4. After done, restart as below.

x	:
Please Restart RCC Gateway Manager and RCC Gateway Service!	
ОК	

In the CM System

1. Click the Register >Gateway Server, window of set-up displayed

Register State LOG ClientPolicy		RCC
ClientPolicy CM Server Gateway Server	gister State LOG	
CM Server Gateway Server	ClientPolicy	
Gateway Server	CM Server	
	Gateway Server	
Tenant Prefix	Tenant Prefix	

2. This is for putting in critical items of RCC Gateway Server management and service control (Install/Uninstall/start/stop of service and Install/Uninstall of SNMP)

	Gatev	vayRegForm		- • ×
GateWay IP/Port :	1150, 1150, 1131, 237	/ 808		Save
GateWay Name :	Q/V TEST]	Exit
LOG File Name :	RCCLOG]	
LOG Path :	C:₩TEST₩LOG		∗∗ LogPath	Disk Full Attention
LOG Size(Megabyte):	100	~]	Service Start
LOG Policy Day :	7	~]	Service Stop
Memo :	4*6001]	Service Install
				Service Un Install
				SNMP Install
				SNMP Un Install
CM List :	CMIP	CM Name]	CM IP
	192.168.125.102	102		192, 168, 125, 102
	192, 168, 125, 5	Number 5 CM Server	>>	192, 168, 125, 5
			<<	
	<	>		< >

- This is for putting in critical items of RCC Gateway Server management and service control (Install/Uninstall/start/stop of service and Install/Uninstall of SNMP)
- Configuration information is as below.

Setting Inforamtion				
GatewayRegForm	GateWay IP/Port	 Put in the IP and port of RCC Gateway Server for operation. Port is basically 808. 		
	GateWay Name	Enter a name in RCC Gateway Server.		
	LOG File name	• Enter a log file name that occurs during operation.		
	LOG Path	• Click the button of 🔲 and select Log path.		
	LOG Size	• Unit is Megabyte.		
	LOG	• If log file is over assigned date, it will be erased. If 7 days		

Policy Day	assigned as LOG Policy Day, It will be saved till 7 days further from now.
 Memo	Enter the peculiarity or note.

NOTE

If there is changed contents after running of RCC Gateway Server, It could be applied after rebooting of RCC Gateway Server.

► If select one of CM IP and click the <u>select</u> button, it will move to CM List.

CM List :	CM IP	CM Name	CM IP 192.168.125.102 192.168.125.5
		Į.	>>
		1	~~
			< 111 >

► CM Server registered in CM List can interwork with RCC Gateway Server.

	Gatew	vayRegForm			X
GateWay IP/Port :	150, 150, 131, 237	/ 808		Save	
GateWay Name :	Q/V TEST			Exit	
LOG File Name :	RCCLOG				
LOG Path:	C:₩TEST₩LOG		** LogPath	Disk Full Attention	
LOG Size(Megabyte) :	100	Ý		Service Start	
LOG Policy Day :	7	Y		Service Stop	
Merno :	4*6001			Service Install	
				Service Un Install	
				SNMP Install	
				SNMP Un Install	
CM List :	CM IP 192, 168, 125, 102 192, 168, 125, 5	CM Name 102 Number 5 CM Server	>>	CM IP 192, 168, 125, 102 192, 168, 125, 5	
	<	>		<	>

		GatewayRegForm		- 🗆 🗙
GateWay IP/Port :	150, 150, 131, 237	/ 808		Save
GateWay Name :	Q/V TEST			Exit
LOG File Name :	RCCLOG			
LOG Path:	C:₩TEST₩LOG		** LogPath	Disk Full Attention
LOG Size(Megabyte) :	100	~		Service Start
LOG Policy Day :	7	~		Service Stop
Memo :	4*6001			Service Install
				Service Un Install
				SNMP Install
				SNMP Un Install
CM List :	CM IP 192, 168, 125, 102 192, 168, 125, 5	CM Name 102 Number 5 CM Server	>>	CM IP 192, 168, 125, 102 192, 168, 125, 5
	<	>		< >>

► For elimination, select one of CM List and click the *button*.

3. If all configuration done, Click the **Save** button.

	Gatewa	ayRegForm		- 🗆 ×
GateWay IP/Port :	150, 150, 131, 237	/ 808		Save
GateWay Name :	Q/V TEST			Exit
LOG File Name :	RCCLOG			
LOG Path :	C:₩TEST₩LOG		∗∗ LogPath	Disk Full Attention
LOG Size(Megabyte) :	100	×		Service Start
LOG Policy Day :	7	~		Service Stop
Memo :	4*6001			Service Install
				Service Un Install
				SNMP Install
				SNMP Un Install
CM List :	CM IP 192, 168, 125, 102	CM Name 102	>>	CM IP 192, 168, 125, 102
	192, 168, 125, 5	Number 5 CM Server	<<	192, 168, 125, 5
	<	>		< >

4. Click the Exit button for termination of GatewayRegForm setting.

2.3.6 Set up client policy – (CM)

1. If click the button of Register->ClientPolicy, screen of set-up displayed.

	RCC Gateway Serve
egister State LOG	
ClientPolicy	
CM Server	
Gateway Server	
Tenant Prefix	

- 2. This ClientPolicyForm is for local or geographical redundancy of RCC Gateway Server.
- **3.** Client can send certain signal to RCC Gateway Server periodically and RCC Gateway Server deliver backup IP to client as below configuration. If incident situation happened, client can connect RCC Gateway server registered in backup IP and keep normal operation.

		ClientPolicyF	orm			- 🗆 🗙
Local GateWay IP : GateWay Name :	150, 150, 131, 237 Q/V TEST		¥	CM IP 192, 168, 125, 102 192, 168, 125, 5	Index 1 2	TenantPrefix 6*0001 6*0255
Backup IP / Port :	Geo Redundancy Backup Gateway IP 150, 150, 131, 234	Backup Gateway Port	- Redi Loca			
	< Save	Exit	>	< Tenant	Prefix Vie	> >

• Configuration information is as below.

Local • RCC Gateway Server IP for Client connect	
GateWay IP • Read only.	ction.
GateWay Name • Name of RCC Gateway Server. • Read only.	
Backup IP /Port • Put in IP and Port of RCC Gateway Serve situation	er for incident
GatewayRegFormGeo Redundancy• Enter multiple values separated by local a geographical redundancy. • Checked Backup IP in here will be set as	ind Iower priority.
Backup IP List • All inputted item list by clicking • buttor	۱.
TenantPrefix• Output of TenantPrefix that registered in FViewServer for reference.	RCC Gateway

4. To add at list, put in or select IP and port of Backup and Geo. Redundancy and click the ± button.

		ClientPolicyFe	orm			- 🗆 🗙
Local GateWay IP : GateWay Name :	150, 150, 131, 237 Q/V TEST		×	CM IP 192, 168, 125, 102 192, 168, 125, 5	Index 1 2	TenantPrefix 6*0001 6*0255
Backup IP / Port :	Geo Redundancy		-			
	Backup Gateway IP 150, 150, 131, 234	Backup Gateway Port 808	Redi Loca			
	< Save	Exit	>	<		>
				Tenant	Prefix Vie	ew .

5. For elimination, select one of list and click the 🕒 button.

		ClientPolicyFo	orm			- 🗆 🗙
Local GateWay IP : GateWay Name :	150, 150, 131, 237 Q/V TEST		×	CM IP 192, 168, 125, 102 192, 168, 125, 5	Index 1 2	TenantPrefix 6+0001 6+0255
Backup IP / Port :	Geo Redundancy	/	-			
	Backup Gateway IP 150, 150, 131, 234	Backup Gateway Port 808	Red: Loc:			
	< Save	Exit	>	4		
				Tenan	Prefix Vie	IW

6. If all configuration done, Click the **Save** button.

		ClientPolicyFe	orm			- • ×
Local GateWay IP : GateWay Name :	150, 150, 131, 237 Q/V TEST		~	CM IP 192, 168, 125, 102 192, 168, 125, 5	Index 1 2	TenantPrefix 6+0001 6+0255
Backup IP / Port :	🗌 Geo Redundancy	/	-			
	Backup Gateway IP 150, 150, 131, 234	Backup Gateway Port 808	Red: Loca			
	< Save	Exit	>	<		>
				Tenant	Prefix Vie	W

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7. Click the **Exit** button for termination of ClientPolicyForm setting.

		ClientPo	licyFo	rm			- 🗆 🗙
Local GateWay IP :	150, 150, 131, 237			×	CM IP	Index	TenantPrefix
GateWay Name :	Q/V TEST				192, 168, 125, 102 192, 168, 125, 5	1	6*0001 6*0255
Backup IP / Port :	Geo Redundancy	/ [[+	-		-	
	Backup Gateway IP 150, 150, 131, 234	Backup Gateway 808	Port	Red: Loc:			
	< Save		Exit	>	<	Profix Via	>
					renan		

NOTE

If clientpolicy updated in normal operation, it takes around 5 minutes for implementation of client.

2.3.7 Set up password preventing dual registration – (CM)

From the version R1.0.21 of client software, new feature of password management in Client software added. If password forgotten, it can be found out or updated in RCC Gateway Server and informed to user as below.

1. Click the Register > Reset Auth Password, below menu will be displayed.



2. All list will be displayed and for update, select one of users.

		– 🗆 X
6900011001		Reset(Delete Password)
1111		User Define
Exit		Save
User Number 07089845934 1212 6900011000 <u>6900011001</u> 6900011011 6900011088 6902552000 TEST TEST1	Password 4444444 kkkkkkk 12345 1111 325467 P@ssw0rd 33333 9999999999	LastDate Time 2017-02-23 16:51:41 2017-02-23 16:15:50 2017-02-23 16:15:50 2017-02-23 16:15:50 2017-02-23 16:15:50 2017-02-23 16:15:50 2017-02-23 16:15:56 2017-02-23 16:51:56
	6900011001 1111 Exit User Number 07089845934 1212 6900011001 6900011001 6900011001 69002552000 TEST TEST1	Exit User Number Password 07099845934 4444444 1212 kkkkkkk 6900011000 12345 6900011001 1111 6900011001 1111 6900011001 1111 69002152000 P@ssw0rd TEST 333333 TEST1 9999999999

- 3. If click the button of Reset (Delete Password), password of user will be blank.
- 4. If click the button of Random Password, password of user will be set as 6 digit randomly.
- 5. If click the button of User Define, User password can be set in Password article.
- 6. If update done, click the Save button for termination.

NOTE

Sometimes below message will be displayed."Data Save fail Retry !!!". This case denote some error happened in database so need to retry till this message disappeared.

2.3.8 Redundancy of RCC Gateway- (CM)

When certain client needs connection change from A to B Gateway server, proceed as followed.

1. If click the button of State->RCC Gateway, below menu will be displayed.

					RCC	Gateway Server
Register	State	LOG				
	R	CC GateWay				
	_		_			

2. In Gateway List, first thing is Local RCC Gateway Server and others are reserved RCC Gateway Server.

		(GatewayState			
Gateway IP Local 150, 150, 131, 237	Backup IP 150, 150, 131, 237 150, 150, 131, 234	Redundancy DEV - Local Redundancy	Client Connectd Count O O	Gateway State unconfirmed unconfirmed	Backup Port 808 808	Last check Time - -
v	All S	Selected Client I	Move All Non Select		E> Selected Gatewa	kit ay Detail Display
		V			Condition	i Display
Gateway IP	CM IP	Client ID	Client IP	Last Connect Tir	ne	
	Gateway IP Local 150, 150, 131, 237 ✓ Gateway IP	Gateway IP Backup IP Local 150, 150, 131, 237 150, 150, 131, 237 150, 150, 131, 234	Gateway IP Backup IP Redundancy DEV Local 150, 150, 131, 237 - 150, 150, 131, 237 150, 150, 131, 234 Local Redundancy Selected Client I All Select Gateway IP CM IP Client ID	Gateway IP Backup IP Redundancy DEV Client Connectd Count Local 150, 150, 131, 237 - 0 150, 150, 131, 237 150, 150, 131, 234 Local Redundancy 0 V Selected Client Move - - All Select All Non Select - - Gateway IP CM IP Client ID Client IP	Gateway IP Backup IP Redundancy DEV Client Connectd Count Gateway State Local 150, 150, 131, 237 - 0 unconfirmed 150, 150, 131, 237 150, 150, 131, 234 Local Redundancy 0 unconfirmed ISO, 150, 131, 234 Local Redundancy 0 unconfirmed Inconfirmed ISO, 150, 131, 234 Selected Client Move Inconfirmed Inconfirmed Inconfirmed Gateway IP All Select All Non Select Inconfirmed Inconfirmed Inconfirmed Gateway IP CM IP Client ID Client IP Last Connect Time Inconfirmed Inconf	Gateway IP Backup IP Redundancy DEV Client Connectd Count Gateway State Backup Port Local 150, 150, 131, 237 - 0 unconfirmed 808 150, 150, 131, 237 150, 150, 131, 234 Local Redundancy 0 unconfirmed 808 V Selected Client Move Estimate All Non Select Selected Gateway Gateway IP CM IP Client ID Client IP Last Connect Time Gateway IP CM IP I I I I I I

 If click the button of GatewayList State Refresh, keep the status of RCC Gateway Server current.

		х						
Gateway List :	Gateway IP	Backup IP	Redundancy DEV	Client Connectd Count	Gateway State	Backup Port	Last check Time	
Gatewayl iet State	Local 150, 150, 131, 237	150, 150, 131, 237 150, 150, 131, 234	- Local Redundancy	0 2	Active Active	808 808	2015-08-18 오후 4:52:20 2015-08-18 오후 4:57:42	
Refresh								

3. Below example is for both clients relocation to Local RCC Gateway Server from other RCC Gateway Server.

	GatewayState – 🗆 🗠										
Gateway List :	Gateway IP	Backup IP	Redundancy DEV	Client Connectd Count	Gateway State	Backup Port	Last check Time				
	Local	150, 150, 131, 237	-	0	Active	808	2015-08-18 PM 4:52:20				
GatewayList State Refresh	150, 150, 131, 237	150, 150, 131, 234	Local Redundancy	2	Active	808	2015-08-18 PM 4:57:42				
Target Gateway IP :	×		Selected Client Mov	/e		Exit					
Select Count :		All S	elect	All Non Select		Selected Gateway	Detail Display				
Condition :			v			Condition D	isplay				
Client List :	Gateway IP	CM IP P	M Client ID	Client IP	Last Connect Tim	18					
	150, 150, 131, 234	192, 168, 125, 102	6+00011904	150, 150, 131, 235	2015-08-18 PM 43	58:42					
	150, 150, 131, 234	192, 168, 125, 102	6+00011902	150, 150, 131, 238	2015-08-18 PM 4:	58:50					

4. Select one of clients and Target Gateway IP. If all of Client selected, click the button of All Select and for clear, click the button of All Non Select.

				GatewayState			- • ×
Galeway List :	Gateway IP	Backup IP	Redundancy DEV	Client Connectd Count	Gateway State	Backup Port	Last check Time
	Local	150, 150, 131, 237	-	Π	Active	808	2015-08-18 PM 4:52:20
GatewayList State Nefresh	150, 150, 131, 237	150, 150, 131, 234	Local Redundancy	2	Active	808	2015-08-18 PM 4:57:42
Taryet Galeway IP ;	 		Selected Client	(Muve		E	xil
Select Count :	150, 150, 131, 234	All S	elect	All Non Select	Selected Gateway Detail Display		ay Detail Display
Condition :			v			Condition	n Display
Client List :	Gateway IP	CM IP	Client ID	Client IP	Last Connect Tir	me	
	150, 150, 131, 234	192, 168, 125, 102	6+00011904	150, 150, 131, 235	2015-08-18 PM 4	-58:42	

5. Click the button of Selected Client Move and move Client

				GatewayState				X
Gateway List :	Gateway IP	Backup IP	Kedundancy DEV	Client Connectd Count	Gateway State	Backup Port	Last check lime	_
	Local	150, 150, 131, 237	-	0	Active	808	2015-08-18 PM 4:52:20	
GatewayList State Refresh	150, 150, 131, 237	150, 150, 131, 234	Local Redundancy	2	Active	808	2015-08-18 PM 4:57:42	
Target Gateway IP :	120112011211227	/	Selected Clie	nt Move		E	at	
Select Count :		2 All S	Select	All Non Select		Selected Gatewa	ay Detall Display	
Condition :			*			Condition	n Display	
Client List :	Gateway IP	CM IP	Client ID	Client IP	Last Connect Ti	me		_
	150, 150, 131, 234	192, 168, 125, 102	6+00011904	150, 150, 131, 235	2015-08-18 PM 4	:58:42		
	150, 150, 131, 234	192, 168, 125, 102	6+00011902	150, 150, 131, 238	2015-08-18 PM 4	-58:50		

Decision of execution



6. Execute Selected Client Move, then selected number and related information will be displayed at select count.

Target Gateway IP:	150, 150, 131, 237	~	Selected Client Move			
Select Count :	2	2/2	All Select	All Non Select		

 After waiting around (Maximum) 5 minutes, click the button of GatewayList State Refresh for confirmation.

				GatewayState			- • ×
Gateway List :	Gateway IP	Backup IP	Redundancy DEV	Client Connectd Count	Gateway State	Backup Port	Last check Time
	Local	150, 150, 131, 237	-	2	Active	808	2015-08-18 PM 4:57:42
GatewayList State Refresh	150.150.131.237	150.150.131.234	Local Redundancy	0	Active	000	2015-00-10 PM 4:52:20
Target Gateway IP :	150, 150, 131, 237 🗸		Selected Clien	it Move		Ex	it
Select Count :		All S	elect	All Non Select		Selected Gatewa	y Detail Display
Condition :		I	v			Condition	Display
Client List :	Gateway IP	CM IP	Client ID	Client IP	Last Connect Ti	me	
	150, 150, 131, 237	192, 168, 125, 102	6×00011902	150, 150, 131, 238	2015-08-18 PM 4	:58:42	
	150, 150, 131, 237	192, 168, 125, 102	6+00011904	150, 150, 131, 235	2015-08-18 PM 4	:58:50	

NOTE

If Time synchronization didn't between RCC Gateway Servers, waiting time will be increased.

Look for Client. Sometimes, there is specific cases that have to search or move particular client. For this, if select CM IP or put in condition of Client ID, Client IP and then click the button of Condition Display, particular client will be moved. (all conditions are "AND")

Condition :		l v			Condition Display	
Client List :	Gateway IP	192, 168, 125, 102	Client ID	Client IP	Last Connect Time	
	150, 150, 131, 237 150, 150, 131, 237	192, 168, 125, 102 192, 168, 125, 102	6+00011902 6+00011904	150, 150, 131, 238 150, 150, 131, 235	2015-08-18 PM 4:58:42 2015-08-18 PM 4:58:50	

Below is example that put in 238 in Client to search a few clients including 238.

			G	atewayState			- 🗆 ×
Gateway List :	Gateway IP	Backup IP	Redundancy DEV	Client Connectd Count	Gateway State	Backup Port	Last check Time
	Local	150, 150, 131, 237	-	2	Active .	808	2015-08-18 PM 4:57:42
GatewayList State Hetresh	150, 150, 131, 237	150, 150, 131, 234	Local Redundancy	ō	Active	000	2015-00-10 PM 4:52:20
Target Gateway IP :	150, 150, 131, 237 🗸		Selected Client M	ove		E>	dit
Select Count :		All Se	elect	All Non Select]	Selected Gatewa	ay Detail Display
Condition :			Y	238		Condition	Display
Client List ;	Gateway IP	CM IP	Client ID	Client IP	Last Connect Tir	me	
	150, 150, 131, 237	192, 168, 125, 102	6+00011902	150, 150, 131, 238	2015-08-18 PM 4	:58:42	

Chapter 3. RCC Gateway Service

This chapter explains how to install and manage the RCC Gateway Service.

3.1 RCC Gateway Service Installation

1. Install the RCC Gateway Service by clicking Tools > Install Service.

		R	CCGateway Manage
File View	Tools Info		
DateTime	Install Service	Action	D. I. T
	Uninstall Service		Date I im
	Start Service	-	
	Stop Service		
	Setting		

2. To verify the RCC Gateway Service is installed, use the Windows Task Manager Services management tool as below. To access the tool, press CTRL+ALT+DEL then select Start Task Manager. In the Task Manager select the Services tab then highlight the RCC Service item and click the Services button at the bottom right of the Task Manager screen.

		Service	5				X
<u>File Action View H</u> e	lp						
(= =) 📰 🖬 🖬							
🔍 Services (Local)	Services (Local)						
	RCC Gateway Service	Name *	Description	Status	Startup Type	Log On As	
		RCC Gateway Service					
	Start the service	🔍 Remote Access Auto Conne	Creates a connection to a remote net		Manual	Local System	
		🔍 Remote Access Connection	Manages dial-up and virtual private		Manual	Local System	
		🔍 Remote Desktop Configurat	Remote Desktop Configuration servi	Running	Manual	Local System	
		🔍 Remote Desktop Services	Allows users to connect interactively	Running	Manual	Network Service	
		🧟 Remote Desktop Services U	Allows the redirection of Printers/Dri	Running	Manual	Local System	
		🔍 Remote Packet Capture Pro	Allows to capture traffic on this mac		Manual	Local System	
		强 Remote Procedure Call (RPC)	The RPCSS service is the Service Con	Running	Automatic	Network Service	
		🔍 Remote Procedure Call (RP	In Windows 2003 and earlier versions		Manual	Network Service	
		🔍 Remote Registry	Enables remote users to modify regis		Automatic (T	Local Service	
		🔅 Resultant Set of Policy Provi	Provides a network service that proc		Manual	Local System	
		Routing and Remote Access	Offers routing services to businesses		Disabled	Local System	
		🌼 RPC Endpoint Mapper	Resolves RPC interfaces identifiers to	Running	Automatic	Network Service	
		Secondary Logon	Enables starting processes under alte		Manual	Local System	≡
		🔍 Secure Socket Tunneling Pr	Provides support for the Secure Sock		Manual	Local Service	
		Security Accounts Manager	The startup of this service signals oth	Running	Automatic	Local System	
		🔍 Server	Supports file, print, and named-pipe	Running	Automatic	Local System	
		Shell Hardware Detection	Provides notifications for AutoPlay h	Running	Automatic	Local System	
		🔍 Smart Card	Manages access to smart cards read		Disabled	Local Service	
		Smart Card Device Enumera	Creates software device nodes for all	Running	Manual (Trig	Local System	
		🔍 Smart Card Removal Policy	Allows the system to be configured t		Manual	Local System	
		SNMP Trap	Receives trap messages generated by		Manual	Local Service	
		🔍 Software Protection	Enables the download, installation a		Automatic (D	Network Service	×
	Extended Standard						

3.2 Managing the RCC Gateway Service

3.2.1 Starting the Service

Start the Gateway Service by clicking Tools > Start Service. Once started, the RCC Gateway
will permit connections to RCC Client types and establish communication with the iPECS
platform.

		R	CCGateway Manager
File View	Tools Info		
DateTime	Install Service	Action	
	Uninstall Service		DateTim
	Start Service		
	Stop Service		

2. You can use the Windows Task Manager Services management tool, see Section 3.1, to verify the RCC Gateway Service status, which should display as Starting or Running.

Services (Local)						
RCC Gateway Service	Name	Description	Status	Startup Type	Log On As	^
	😩 RCC Gateway Service		Starting	Automatic	Local System	
	🔍 Remote Access Auto Conne	Creates a connection to a remote net		Manual	Local System	
	🔍 Remote Access Connection	Manages dial-up and virtual private		Manual	Local System	
	🔍 Remote Desktop Configurat	Remote Desktop Configuration servi	Running	Manual	Local System	
	🌼 Remote Desktop Services	Allows users to connect interactively	Running	Manual	Network Service	

3.2.2 Stopping the Service

1. You can stop the service by clicking **Tools >Stop Service**. When stopped, all client connections are terminated and communications with the iPECS platform stops.

•		F	CCGateway Manage
File View	Tools Info		
DateTime	Install Service Uninstall Service	Action	DateTim
	Start Service Stop Service		
	Setting		

3.2.3 Uninstalling the Service

1. You can uninstall the service by first stopping the service as described in section 3.2.2 then clicking **Tools > Uninstall Service**.

		R	CCGateway Manage
File View DateTime	Tools Info Install Service	Action	DataTim
	Uninstall Service Start Service		Date mi

3.3 Monitoring RCC Gateway Service

3.3.1 Gateway Manager Screen

When the Gateway Service starts, communication with the iPECS platform is initiated and RCC Client types can connect with the gateway. The Gateway Manager screen displays log entries as shown below.

On the left side of the screen is a list of active log entries in brief. Each entry includes the date and time, the status or type of entry (Client request, Information, Response, Event or Fault), and an Action. On the right is detailed information on the log entry highlighted in the left screen.

The number of connected clients and the Service status are displayed in the bottom left of the screen.

.		RCCG	ateway Manager			,
File View Tools	Info					
DateTime	Status	Action				
2015-05-12 13:08:38	Information	socket connected.	DateTim 2015-05-12	State Event	Action RCCEntity.CallStateEvent	
2015-05-12 13:08:39	Information	Server started at http://192.168.123.99:808	/"CallerNumber"."1052" "Calle	dNumber"-"1050" '	ConnectedNumber":"1052" "State":"Ide" "	CallerName"-"CTA
2015-05-12 13:08:41	Request	DeviceRegister	1052", "Called Name": "STA105	60"."ConnectedNam	re":"STA1052"."DeviceID":"1052"."Cause"	null."LocalConnec
2015-05-12 13:08:41	Information	1050 is valid	tionInfo":null,"MonitorCrossRef	ID":null,"CallID":nu	ll,"Name":"RCCEntity.CallStateEvent"}	
015-05-12 13:08:41	Event	RCCEntity.LicenseCheckEvent				
2015-05-12 13:08:41	Request	GetDoNotDisturb				
2015-05-12 13:08:41	Event	RCCEntity.DoNotDisturbEvent				
2015-05-12 13:08:42	Request	GetForwarding				
2015-05-12 13:08:42	Event	RCCEntity.ForwardingEvent				
015-05-12 13:09:03	Event	RCCEntity.CallStateEvent				
015-05-12 13:09:03	Information	PBX->>CallState	-			
2015-05-12 13:09:03	Information	PBX>>NewCall	-			
015-05-12 13:09:03	Event	RCCEntity.CallStateEvent				
015-05-12 13:09:03	Information	PBX>>CallInfoChanged	-			
015-05-12 13:09:04	Event	RCCEntity.CallStateEvent				
015-05-12 13:09:04	Information	PBX>>CallState	-			
015-05-12 13:09:04	Event	RCCEntity.CallStateEvent				
015-05-12 13:09:04	Information	PBX>>CallInfoChanged	-			
015-05-12 13:09:08	Event	RCCEntity.CallStateEvent				
015-05-12 13:09:08	Information	PBX>>CallState	-			
015-05-12 13:09:08	Event	RCCEntity.CallStateEvent				
015-05-12 13:09:08	Information	PBX>>CallState				
015-05-12 13:09:08	Information	PBX->>NewCall				
015-05-12 13:09:11	Event	RCCEntity.CallStateEvent				
015-05-12 13:09:11	Information	PBX->>CallState				
015-05-12 13:09:11	Event	RCCEntity.CallStateEvent				
015-05-12 13:09:11	Information	PBX->>CallState				
015-05-12 13:09:11	Information	PBX>>CallInfoChanged				
015-05-12 13:09:13	Event	RCCEntity.CallStateEvent				
015-05-12 13:09:13	Information	PBX>>CallState				
015-05-12 13:09:13	Event	RCCEntity.CallStateEvent				-
101E 0E 10 10:00:10	Information	PBX>CallState				

NOTE

The color of the log entries vary based on the status of the log.

3.3.2 Auto Scroll

Normally the Gateway Manager refreshes continuously scrolling new entries in at the bottom of the list. You may stop the scrolling to select a specific entry to view by clicking **View > Auto Scroll**.

6	.			RCCG	ateway Manager
	File Vie	ew Tools	Info		
	Date Tin 🗸	Auto Scroll		Action	
	2015-05 Refresh Service State		ice State	PBX Initialize Start	DateTim 2015
	2015-05	The service of the se		PBX Initialize End	["Termedian Term"
	2015-05-12	12:35:47	Information	socket connected.	roull "LocalConnec
	2015-05-12	12:35:47	Information	Server started at http://192.168.123.99:808	
	2015-05-12	12:35:49	Request	DeviceRegister	
	2015-05-12	12:35:49	Information	1050 is valid	
		10.05.10	1.00	DOOD IN THE OWNER OF THE	

3.3.3 Reading Stored Log Files

The RCC Gateway Manager stores a log file for each minute there is activity. The log files are saved in the **c:\temp\rccgatewaylog** directory.

1. To view the logs, click File > Open Log File.

File View Tools Ir	fo	
Open Log File	Status	Action
Exit	Information	socket connected.
2010 00 12 10:00:00	Information	Server started at http://19
2015-05-12 13:08:41	Request	DeviceRegister
2015-05-12 13:08:41	Information	1050 is valid
2015-05-12 13:08:41	Event	RCCEntity.LicenseCheck

2. The list of saved Log files displays.

•	(Open		x
🔄 🍥 🔻 🕇 <u>)</u> « tem	np → RCCGetewayLog	~ ¢	Search RCCGetewayL	og 🔎
Organize 👻 New folder			::::::::::::::::::::::::::::::::::::::	- 🔲 🔞
📥 Local Disk (C:) \land	Name	Date modified	Туре	Size
CsData inetpub LyncShare LyncTopology PerLogs Program Files RtcReplicaRoot ≡ temp	 log.2015051212 log.20150511108 log.20150512137 log.20150512138 log.20150512139 log.201505111011 log.201505111011 log.201505111012 log.201505120958 	5/12/2015 12:33 PM 5/11/2015 10:08 AM 5/12/2015 1:07 PM 5/12/2015 1:08 PM 5/12/2015 1:09 PM 5/11/2015 10:11 AM 5/11/2015 10:12 AM 5/12/2015 9:58 AM	Text Document Text Document Text Document Text Document Text Document Text Document Text Document Text Document	3 KB 2 KB 1 KB 2 KB 5 KB 9 KB 2 KB 4 KB
Users Windows	log.201505121013 log.201505121014 log.201505121235	5/12/2015 10:13 AM 5/12/2015 10:14 AM 5/12/2015 12:35 PM	Text Document Text Document Text Document	2 KB 1 KB 2 KB
File <u>p</u> ar	me: log.201505121235	~	Text files (*.bxt)	✓ Cancel

3. When you double click on a log file, the file opens the RCC Manager saved log screen as shown below.

e		RCCGa	teway Manager		
File View Tools	Info				
DateTime	Status	Action	Sector Sector States	1444 - 14 - 14 - 14 - 14 - 14 - 14 - 14	
2015-05-12 12:35:00	Information	PBX initialize Start	Date Tim 2015-05-12	State Event	Action RCCEntry ForwardingEvent
2015-05-12 12:35:47	Information	PBX Initialize End	P.Casuradas T. as T. Saurada	and state " "East-and	Date of Chaines Theorem Territy Theorem Day 198807 (Compared
015-05-12 12:35:47	Information	socket connected.	null "LocalConnectionInfo" n	ul."MontorCrossRef	ID" null "CallD" null "Name". "RCCEntty ForwardingEvent
015-05-12 12:35:47	Information	Server started at http://192.168.123.99.808			
015-05-12 12:35:49	Request	DeviceRegister			
015-05-12 12:35:49	Information	1050 is valid			
015-05-12 12:35:49	Event	RCCEntly.LicenseCheckEvent			
015-05-12 12:35:50	Request	GetDoNotDisturb			
015-05-12 12:35:50	Event	RCCEntly DoNotDisturbEvent			
2015-05-12 12:35:50	Request	GetForwarding			
2015-05-12 12:35:50	Event	RCCEntty, ForwardingEvent			
annessed lines Courses	10 Grand Carles				

3.4 SNMP of RCC Gateway – (CM)

3.4.1 SNMP of RCC Gateway installation

1. If click the button of Register->Gateway Server, below menu will be displayed.

	RCC Gateway Serve
Register State LOG	
ClientPolicy	
CM Server	
Gateway Server	
Tenant Prefix	

- 2. The purpose of SNMP installation is to provide the operation of RCC Gateway Server thru. SNMP Service. If click the button of SNMP Install, CMD window appeared and installation will start (Max. around 5 min waiting)
- 3. If not finished over 5 minutes, close CMD window then root cause will be displayed.

	G	atewayRegForm		- □ ×
GateWay IP/Port :	150, 150, 131, 237	/ 808]	Save
GateWay Name :	Q/V TEST]	Exit
LOG File Name :	RCCLOG]	
LOG Path:	C:₩TEST₩LOG		++ LogPath	Disk Full Attention
LOG Size(Megabyte) :	100	Y]	Service Start
LOG Policy Day :	7	v]	Service Stop
Memo :	4*6001]	Service Install
				Service Un Install
				SNMP Install
				SNMP Un Install
CM List :	CM IP 192, 168, 125, 102 192, 168, 125, 5	CM Name 102 Number 5 CM Server	>> <<	CM IP 192, 168, 125, 102 192, 168, 125, 5
	<	>		< >>

4. If done, the result will be displayed. If certain problem happened, that means that administrator authority or executed again in execution status.



3.4.2 SNMP of RCC Gateway elimination

1. If click the button of Register->Gateway Server, below menu will be displayed.

	RCC Gateway Serve
Register State LOG	
ClientPolicy	
CM Server	
Gateway Server	
Tenant Prefix	

2. The purpose of SNMP uninstallation is to stop SNMP Service. If click the button of SNMP Uninstall, CMD window appeared and Uninstallation will start (Maximum around 5 min waiting)

		GatewayRegForm		- 🗆 🗙
GateWay IP/Port :	150, 150, 131, 237	/ 808		Save
GateWay Name :	Q/V TEST			Exit
LOG File Name :	RCCLOG			
LOG Path :	C:₩TEST₩LOG		** LogPath	Disk Full Attention
LOG Size(Megabyte) :	100	¥		Service Start
LOG Policy Day :	7	Y		Service Stop
Memo :	4*6001			Service Install
				Service Un Install
				SNMP Install
				SNMP Un Install
CM List :	CM IP 192, 168, 125, 102 192, 168, 125, 5	CM Name 102 Number 5 CM Server	>>	CM IP 192, 168, 125, 102 192, 168, 125, 5

3. If done, the result will be displayed. If certain problem happened, that means that administrator authority or executed again in execution status.

Start
Microsoft Windows [Version 6.3.9600] (c) 2013 Microsoft Corporation. All rights reserved. C:\Program Files (x80)Ericson-LG\RccGateway-CM>Uninstall_Ubibase-Snmp_with_Hea bit ib rend
C:\Program Files (x86)\Ericsson-LG\RccGateway-CM> net stop SNMP The SNMP Service service is stopping. The SNMP Service service was stopped successfully.
C:\Program Files (x86)\Ericsson-LG\RccGateway-CM>rd /s /q "C:\Program Files\Ericsson-LG\SNMP\UbiHealthLib"
C:\Program Files (x88)\Ericsson-LG\RccGateway-CM>regedit /s Registry\Uninstall_Ubibase-Snmp.reg
C:\Program Files (x88)\Ericsson-LG\RccGateway-CM>dism /online /disable-feature /featurename:SNMP
Deployment Image Servicing and Management tool Version: 6.3.9600.17031
Image Version: 6.3.9600.17031
Disabling feature(s) The operation completed successfully.
C:\Program Files (x86)\Ericsson-LG\RccGateway-CM>
ОК

3.5 RCC gateway monitoring

3.5.1 Screen of RCC Gateway monitoring

If service running, the connection of client will be allowed and displayed as below.

In the UCP System

- 1. If RCC gateway executed, log in main screen will be displayed.
- 2. You can monitor from the log screen on the main screen.

		RCCG	ateway Manager			_ 🗆 X
File View Tools	Info					
DateTime	Status	Action				
2015-05-12 13:08:38	Information	socket connected.	DateTim 2015-05-12	State Event	Action RCCEntity.CallStateEvent	
2015-05-12 13:08:39	Information	Server started at http://192.168.123.99:808			2 . IN	
2015-05-12 13:08:41	Request	DeviceRegister	1052" "CalledName" "STA105	GINUMBER: 1050, 0	""STA1052" "DeviceID" "1050" "Cause"	calerivame : STA
2015-05-12 13:08:41	Information	1050 is valid	ionInfo":null,"MonitorCrossRef	ID":null,"CalIID":null	"Name":"RCCEntity.CallStateEvent"}	
2015-05-12 13:08:41	Event	RCCEntity.LicenseCheckEvent	11			
2015-05-12 13:08:41	Request	GetDoNotDisturb				
2015-05-12 13:08:41	Event	RCCEntity.DoNotDisturbEvent	(1)			
2015-05-12 13:08:42	Request	GetForwarding	11			
2015-05-12 13:08:42	Event	RCCEntity.ForwardingEvent				
2015-05-12 13:09:03	Event	RCCEntity.CallStateEvent	a 1			
2015-05-12 13:09:03	Information	PBX->>CallState	11			
2015-05-12 13:09:03	Information	PBX->>NewCall	11			
2015-05-12 13:09:03	Event	RCCEntity.CallStateEvent	a 1			
2015-05-12 13:09:03	Information	PBX>>CallInfoChanged	11			
2015-05-12 13:09:04	Event	RCCEntity.CallStateEvent	a 1			
2015-05-12 13:09:04	Information	PBX->>CallState	11			
2015-05-12 13:09:04	Event	RCCEntity.CallStateEvent	a 1			
2015-05-12 13:09:04	Information	PBX>>CallInfoChanged	11			
2015-05-12 13:09:08	Event	RCCEntity.CallStateEvent	a 1			
2015-05-12 13:09:08	Information	PBX>>CallState	11			
2015-05-12 13:09:08	Event	RCCEntity.CallStateEvent	a 1			
2015-05-12 13:09:08	Information	PBX>>CallState				
2015-05-12 13:09:08	Information	PBX>>NewCall	11			
2015-05-12 13:09:11	Event	RCCEntity.CallStateEvent	a 1			
2015-05-12 13:09:11	Information	PBX>>CallState				
2015-05-12 13:09:11	Event	RCCEntity.CallStateEvent				
2015-05-12 13:09:11	Information	PBX>>CallState				
2015-05-12 13:09:11	Information	PBX>>CallInfoChanged	11			
2015-05-12 13:09:13	Event	RCCEntity.CallStateEvent	(1)			
2015-05-12 13:09:13	Information	PBX>>CallState	11			
2015-05-12 13:09:13	Event	RCCEntity.CallStateEvent				
2015-05-12 13:09:13	Information	PBX>>CallState				
Connected User Count :	10 Started Service					

- The left side of above is the log of PBX(UCP) and the right side of above is detail message which selected.
- Each log consist of date, status, operation and detail message and each status value consist of Request, Response, Event, Fault. According to status, the color of log will be different.
- The message of the number of client and service operation will be displayed in bottom side.

In the CM System

1. If click the button of LOG >LOG Search, Gateway Log View will be displayed.



2. If check Real Time Log View, on-time monitoring will be available.

	Gateway LOG View					
Si Time HI	elect Date : Tuesday , H/MM/SS : 00 v /	July 21, 2015	▼ ~ Tuesday July 21, 20 ∨ ~ 22 ∨ / 55 ∨	115 □ ▼ Name :		
	State : M Constant Co					
	DateTime	State	Name	Content		
	2015-07-21 19:26:15 8348	Event	Client Timer Check	Send Message Client ,6*02551903		
	2015-07-21 19:26:24 2436	Request	CM_IP = 192.168.125.102	xml version="1.0" encoding="UTF-8"? <reset 1.0"="" ?="" application="" encoding="UTF-8" session="" timer="" xmlns="http://www.ecma-int</td></tr><tr><td></td><td>2015-07-21 19:26:26 3721</td><td>Request</td><td>CM_IP = 192.168.125.5</td><td><?xml version="><reset 1.0"="" ?="" application="" encoding="UTF-8" session="" timer="" xmlns="http://www.ecma-int</td></tr><tr><td></td><td>2015-07-21 19:26:54 2574</td><td>Request</td><td>CM_IP = 192.168.125.102</td><td><?xml version="><resetapplicationsessiontimerxmlns="http: td="" www.ecma-int<=""></resetapplicationsessiontimerxmlns="http:></reset></reset>		
	2015-07-21 19:26:56 3732	Request	CM_IP = 192.168.125.5	xml version="1.0" encoding="UTF-8"? <reset 1.0"="" ?="" application="" encoding="UTF-8" session="" timer="" xmlns="http://www.ecma-int</td></tr><tr><td></td><td>2015-07-21 19:27:24 2753</td><td>Request</td><td>CM_IP = 192.168.125.102</td><td><?xml version="><resetapplicationsessiontimer.xmlns="http: td="" www.ecma-int<=""></resetapplicationsessiontimer.xmlns="http:></reset>		
	2015-07-21 19:27:26 3885	Request	CM_IP = 192.168.125.5	xml version="1.0" encoding="UTF-8"? <resetapplicationsessiontimerxmlns="http: td="" www.ecma-int<=""></resetapplicationsessiontimerxmlns="http:>		
	2015-07-21 19:27:54 2929	Request	CM_IP = 192.168.125.102	xml version="1.0" encoding="UTF-8"? <resetapplicationsessiontimer 1.0"="" ?="" encoding="UTF-8" xmlns="http://www.ecma-int</td></tr><tr><td></td><td>2015-07-21 19:27:56 3984</td><td>Request</td><td>CM_IP = 192.168.125.5</td><td><?xml version="><resetapplicationsessiontimer 1.0"="" ?="" encoding="UTF-8" xmlns="http://www.ecma-int</td></tr><tr><td></td><td>2015-07-21 19:27:57 0077</td><td>Event</td><td>Client Timer Check</td><td>Send Message Client ,6*02551903</td></tr><tr><td></td><td>2015-07-21 19:28:24 3060</td><td>Request</td><td>CM_IP = 192.168.125.102</td><td><?xml version="><resetapplicationsessiontimer.xmlns="http: td="" www.ecma.int<=""></resetapplicationsessiontimer.xmlns="http:></resetapplicationsessiontimer></resetapplicationsessiontimer>		
	2015-07-21 19:28:26 4153	Request	CM_IP = 192.168.125.5	xml version="1.0" encoding="UTF-8"? <reset 1.0"="" ?="" application="" encoding="UTF-8" session="" timer="" xmlns="http://www.ecma-int</td></tr><tr><td></td><td>2015-07-21 19:28:54 3263</td><td>Request</td><td>CM_IP = 192.168.125.102</td><td><?xml version="><resetapplicationsessiontimer.xmlns="http: td="" www.ecma-int<=""></resetapplicationsessiontimer.xmlns="http:></reset>		
	2015-07-21 19:28:56 4390	Request	CM_IP = 192.168.125.5	xml version="1.0" encoding="UTF-8"? <resetapplicationsessiontimer.xmlns="http: td="" www.ecma-int<=""></resetapplicationsessiontimer.xmlns="http:>		
	2015-07-21 19:29:24 3299	Request	CM_IP = 192.168.125.102	xml version="1.0" encoding="UTF-8"? <reset 1.0"="" ?="" application="" encoding="UTF-8" session="" timer="" xmlns="http://www.ecma-int</td></tr><tr><td></td><td>2015-07-21 19:29:26 4562</td><td>Request</td><td>CM_IP = 192.168.125.5</td><td><?xml version="><reset 1.0"="" ?="" application="" encoding="UTF-8" session="" timer="" xmlns="http://www.ecma-int</td></tr><tr><td></td><td>2015-07-21 19:29:38 0506</td><td>Event</td><td>Client Timer Check</td><td>Send Message Client ,6*02551903</td></tr><tr><td></td><td>2015-07-21 19:29:54 3332</td><td>Request</td><td>CM_IP = 192.168.125.102</td><td><?xml version="><resetapplicationsessiontimer 1.0"="" ?="" encoding="UTF-8" xmlns="http://www.ecma-int</td></tr><tr><td></td><td>2015-07-21 19:29:56 4616</td><td>Request</td><td>CM_IP = 192.168.125.5</td><td><?xml version="><ResetApplicationSessionTimer xmlns="http://www.ecma-int</td></resetapplicationsessiontimer></reset></reset>		
*						
Send M	essage Client ,6*02551903			∧		

- The left side of above is the log of PBX(UCP) and the right side of above is detail message which selected.
- Each log consist of date, status, operation and detail message and each status value consist of Request, Response, Event, Fault. According to status, the color of log will be different.
- The message of the number of client and service operation will be displayed in bottom side.

3.6 View a Log

In the UCP System

 Click the File > Open Log File to read log available. Basically log file will be saved in c:\temp\rccgatewaylog.

	(Open		x
🔄 😔 🔻 🚹 🕌 « tem	~ ¢	Search RCCGetewayLog		
Organize 👻 New folder	r		:	- 🔟 🔞
🃥 Local Disk (C:) \land	Name	Date modified	Туре	Size
📗 CsData	log.2015051212	5/12/2015 12:33 PM	Text Document	3 KB
inetpub	og.20150511108	5/11/2015 10:08 AM	Text Document	2 KB
LyncShare	og.20150512137	5/12/2015 1:07 PM	Text Document	1 KB
Lync I opology	Dog.20150512138	5/12/2015 1:08 PM	Text Document	2 KB
PerfLogs	📄 log.20150512139	5/12/2015 1:09 PM	Text Document	5 KB
Program Files	📋 log.201505111011	5/11/2015 10:11 AM	Text Document	9 KB
Program Files (📄 log.201505111012	5/11/2015 10:12 AM	Text Document	2 KB
	📋 log.201505120958	5/12/2015 9:58 AM	Text Document	4 KB
	log.201505121013	5/12/2015 10:13 AM	Text Document	2 KB
Windows	Dog.201505121014	5/12/2015 10:14 AM	Text Document	1 KB
Windows Serve	Dog.201505121235	5/12/2015 12:35 PM	Text Document	2 KB
File <u>n</u> a	me: log.201505121235	~	Text files (*.txt)	~
			<u>O</u> pen	Cancel

2. If inquired log file opened, recorded log in file will be displayed.

e .		RCCGa	ateway Manager			- 0
File View Tools DateTime 2015/05-12/23/500 2015/05-12/23/500 2015/05-12/23/547 2015/05/12/23/547 2015/05/12/23/547 2015/05/12/23/549 2015/05/12/23/549 2015/05/12/23/549 2015/05/12/23/549 2015/05/12/23/549	Info Status Information Information Information Prequest Information Event Request Event Request Event	RCCGe Action PIX, Initiatize Start PBX, Initiatize Start PBX, Initiatize Start Server startad at http://192.158.123.99.808 DeviceRegister DeviceRegister 1909 in void RCCErstly LicenseCheckEvent GetChild/Starub RCCErstly/SilverStarbevent GetChild/Starub RCCErstly/SilverStarbevent	Iteway Manager Date Tim 2015.05.12 (Forwardro Type 'Towardro Type	State Event mmediste [®] "Forwards ull,"Monto/CrossRef	Action RCCEntly ForwardingEvent Ratura "Tales "Forward To"" "Device ID" D"null, "ÇBID"null, "Name" ("RCCEntly Fo	1050"."Cause wardingEvent
Connected User Count :	10 Started Service					

3. Through View > Auto Scroll, it can be assigned whether added file displayed continuously or stop auto-scroll.

•	RCCGa	teway Manager
File View Tools Info		
DateTin 🖌 Auto Scroll	Action	
2015-05 Refresh Service State	PBX Initialize Start	DateTim 2015
2015-05	PBX Initialize End	/"Ensureding Tops"
2015-05-12 12:35:47 Information	socket connected.	roull "LocalConnec
2015-05-12 12:35:47 Information	Server started at http://192.168.123.99:808	
2015-05-12 12:35:49 Request	DeviceRegister	
	1050	

In the CM System

1. If click the button of LOG >LOG Search, window will be displayed.



- Multi windows can be displayed and comparison of logs available.
- 2. Below window is for searching for on-time log of RCC Gateway Server.

						Gatew	ay LOG Viev	v			- 1	x
Time I	Select Date : HH/MM/SS : State :	Tuesday . July 00 v / 00 All	21,2015 🗐	▼ ~ [▼ ~ [Tuesday , July 23 v / 59	v 21, 2	015 🗐 🔻 59 🗸 V	Name : Content :	 Real Time LOG View	LOG Search		Exit
	DateTime	State	e	Name			Content					
•						_						
												^
												Ľ

Search Item				
Gateway LOG View	Select Date	Date range for search.		
	Time HH/MM/SS	 Determine the time (HH / MM / SS) you want to start and finish for search. 		
	State	 Select of request, response, event and error. 		
	Name	 Searched when a value is entered in the Name. 		
	Content	Searched when a value is entered in the Content.		

 If put in condition in content article and click the button of LOG Search, applicable data will be displayed. If click the button of LOG Search, the check of Real Time LOG View will be terminated.

			Gatev	vay LOG View		_ 🗆 X
Select Date :	Tuesday ,	July 21, 2015	. Tuesday , July 21, 2	015 🗐 🔻 🛛 Name :	:	
Time HH/MM/SS :	00 🗸 /	00 🗸 / 00	✓ ~ 23 ✓ / 55 ✓ /	59 V Content :	.6*02551903	
State	All				Beal Time LOG View LOG Sauch	Evit
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DateTime		State	Name	Content		^
2015-07-2	19:02:42 4970	Event	Client Timer Check	Send Message Client ,6*025	551903	
2015-07-2	19:04:23 4323	Event	Client Timer Check	Send Message Client ,6*025	551903	
2015-07-2	19:06:04 3193	Event	Client Timer Check	Send Message Client ,6*025	551903	
2015-07-2	19:07:45 2877	Event	Client Timer Check	Send Message Client ,6*025	551903	
2015-07-2	19:09:26 2297	Event	Client Timer Check	Send Message Client .6*025	551903	
2015-07-2	19:11:07 1948	Event	Client Timer Check	Send Message Client ,6*025	551903	
2015-07-2	19:12:48 1475	Event	Client Timer Check	Send Message Client ,6*025	551903	
2015-07-2	19:14:29 0884	Event	Client Timer Check	Send Message Client ,6*025	551903	
2015-07-2	19:16:10 1495	Event	Client Timer Check	Send Message Client ,6*025	551	
2015-07-2	19:17:51 1213	Event	Client Timer Check	Send Message Client ,6*025	551	
2015-07-2	19:19:32 0392	Event	Client Timer Check	Send Message Client ,6*025	551 LOG File Search OK	
2015-07-2	19:21:13 0247	Event	Client Timer Check	Send Message Client ,6*025	551	
2015-07-2	19:22:53 9836	Event	Client Timer Check	Send Message Client ,6*025	551	
2015-07-2	19:24:34 9053	Event	Client Timer Check	Send Message Client ,6*025	551 OK	
2015-07-2	19:26:15 8348	Event	Client Timer Check	Send Message Client ,6*025	551-000	
2015-07-2	19:27:57 0077	Event	Client Timer Check	Send Message Client ,6*025	551903	
2015-07-2	19:29:38 0506	Event	Client Timer Check	Send Message Client ,6*025	551903	=
2015-07-2	19:31:19 0254	Event	Client Timer Check	Send Message Client ,6*025	551903	
2015-07-2	19:33:00 0092	Event	Client Timer Check	Send Message Client ,6*025	551903	
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Send Message Clier	t ,6*02551903					^
1						
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• Above is a searched example.

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