MetaView Service Assurance Server

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

MetaView Service Assurance Server™ is unique in that it captures detailed diagnostics for all calls, over all protocols, all the time. Highly optimized for service provider workloads it stores all that data an order of magnitude more efficiently than general purpose database solutions. Plus it offers powerful real-time searches and correlation to allow your technicians to jump straight to the diagnostics of interest. These detailed call traces enable your technicians to diagnose many common configuration, network and interoperability problems immediately, saving you time and money.

### Instant Access to Diagnostics for All Calls

When the diagnostics are enabled on a Metaswitch system, traces are recorded for all calls and transferred to an external database—they do not have to be individually enabled on particular lines or subscribers. Nor are external probes or monitoring systems required.

When investigating customer trouble-tickets, a web-based application is used to search the database for traces. A powerful set of filters can be applied to narrow down the search, including protocol, calling/called numbers, error codes, trunk identifiers, IP in-

formation and more. Once you've found a trace of interest, other related traces from different elements are automatically correlated and displayed to the user in a series of easy to understand windows of increasing detail. The application also allows traces to be printed or exported for sharing internally or with 3rd parties.

A Solution for All Sizes of Deployments

The Service Assurance Server database and application can be installed alongside other applications for small deployments, or can be federated into large server pools for deployments serving 10s of millions of subscribers, with a single query interface spanning the entire federation.
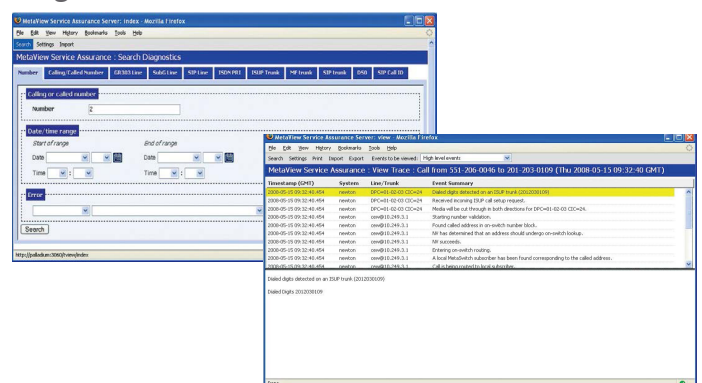
MetaView Service Assurance Server search options and call diagnostics detailed trace

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Specifications

Platforms

- SAS is available on multiple hardware and virtual plat-forms, including VmWare and Openstack. Hardware platforms include NEBS level 3 and non-NEBS datacenter servers.

Storage Capacity

- An individual node can store records for approximately one week of data for all calls up to a maximum of 6 million BHCA during peak hours

Collected Traces

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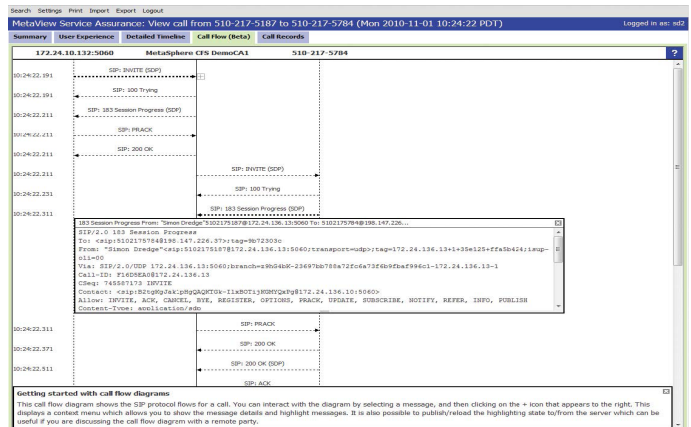
CommPortal Subscriber Event Collection

- Logins
- Configuration changes
- Errors

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

Protocols Decoded

- SIP
- ISDN PRI
- SS7
- GR-303
- H.248
- H.323
- Diameter

Protocol bounce / ladder diagrams provide an easy way to track message flows across the entire call path. Analysts simply click on a message to obtain the full protocol decode.

Search Interface Features

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

Monitoring

- Service Assurance Server Statistics Graphing
  - Graphs show how the size of the Service Assurance Server event database changes over time
  - Graphs show the rate at which the Service Assurance Server is processing events
- SNMP for external alarm and statistic integration