

Knowledge Base Article #ETM144

ETM[®] (Enterprise Telephony Management) System v6.1.1

Release Notes

This document contains important information about release 6.1.1 of the ETM[®] System. The ETM System includes the ETM Communications and Application Appliances, ETM Server software, and the ETM applications: the Performance Manager, the Voice Firewall, the Usage Manager, AAA Services for the Voice Firewall, the Voice IPS (Intrusion Prevention System), and the Call Recorder.

Changes in v6.1.1

Collection Server integrated with ETM[®] Web Portal for remote search and playback of call recordings—Recordings stored on Collection Server can now be accessed remotely from the ETM Web Portal, just like those stored on the CRC.

Enhanced support for special recording treatment of specified extensions—Formerly, a Protected Extensions list allowed you to define a list of 60 extensions to which calls were never to be recorded, based on inbound SMDR. This capability has been expanded into an SMDR Extensions list. You can now use inbound SMDR to create a whitelist or blacklist of extensions for which call recordings require special treatment, such as being flagged as sensitive (subject to privacy restrictions) or being deleted. You can also now define up to 1000 such entries, and can use ranges. Each range counts as one entry, vastly expanding the number of actual extensions that can be represented.

Optional file compression of recordings on Collection Server—You can optionally choose to have voice recordings compressed for storage on the Collection Server, to conserve disk space.

Optional automatic purging of files from the Collection Server—You can optionally enable automatic purging of files based on the age of the file to free disk space for newer recordings.

Syslog Alerting—Syslog policy and system event alerts are now supported. Alerts can be sent to multiple Syslog servers.

Upload logging of call recording file access—All access to call recordings via the ETM Web Portal is now logged to the Diagnostic Log.

New model 5060 Call Recording Cache (CRC) Appliance available—The 5060 provides more processing power and larger storage than the 1060 CRC.

DiffServ (QoS) preservation for SIP Signaling—The DiffServ value is now preserved.

IPv6 Support for Last Resort—When using Last Resort to restore an appliance, IPv6 is now supported.

Issues Resolved in v6.1.1

- TT 7888—HA: Config script should not permit 2 nics to have the same network address when controlled by Heartbeat
- TT 7884—HA: Configuration Script inserting unmanaged nodes in the ha.cf file
- TT 7885—HA: Configuration Script resets network interfaces prior to the Start Heartbeat prompt
- TT 7889—HA: Configuration script currently sets the entry 'crm on' in the ha.cf file. This should be set to 'crm respawn' to pr...
- TT 7916— SIP Call Recording fails for source-based recording policy
- TT 7918— SIP: SMDR Provider change breaks SIP Trunk iptables rules and prevents calls
- TT 7871— Switch Config not pushed down when span moved to a new switch

- TT 7893—ETM Configuration script using incorrect Callprocessor port number
- TT 7927— SIP Spans that are not connected to their CRC do not show the "No CRC Connection" icon
- TT 7952— Discrepancies in handling of multiple calltypes between SIP CR and TDM CR
- TT 7963— Calltype not set for certain SIP codecs
- TT 7972— SIP CRC Default Port Number Difference with MS
- TT 7887—MP Panic when upgrading MP Software with SP offline
- TT 7913— oracle_install.pl Script - Linux: Errors encountered when running the script
- TT 1459— Clock Adjustments/Time Changes can cause loss of short calls/distort call times
- TT 7825— SIP CR: CRC Disk Space defaults to 4000 MB rather than a size based on the given disk space
- TT 7838— CR: CRC to CS networking problem causes recording to be lost
- TT 7849— Status and Error LEDs not working in 6.0 and beyond
- TT 7837—SIP Offline: SP Panic when going to Offline mode when multiple trunks are defined using the same IP addresses
- TT 7840—SIP Offline: With SIP Offline, not able to upgrade software on the SP
- TT 7843— SIP Reject Terminated Calls do not set Call type to Unanswered
- TT 7850— Country and State Labels in 6.1 Dialing Plan Files Cause Issues
- TT 7844— SIP Trace Files only show up under Debugging Output in Server File Management

Special Configuration Instructions

Web Portal Installer—Ensure you stop the Apache Tomcat service prior to upgrading the Web Portal application, or the **webetm.war** file will not be replaced, and the old version of the Web Portal will still be installed.

Hostname and BAMS configuration—When specifying a BAMS server using an IP address, if the address is converted into a hostname, this hostname (instead of the IP address) must also be used in the **known_host** file that is used for enabling SSH communications with the BAMS server.

Upgrade 1060 CRCs first—When upgrading appliances to v6.1.1, 1060 CRC appliances should be upgraded prior to other appliances. This ensures proper configuration of the Enhanced Protected Extensions feature.

New NIC driver requires appliance reboot—v6.1.1 SIP appliances include a new Network Interface Card driver that facilitates high capacity networking, and thus allows a larger number of simultaneous SIP calls. In order to load this new NIC driver, the SIP appliance must be rebooted following upgrade to 6.1.1.

Last Resort—In order to support the Last Resort feature using IPv6 on a given appliance, the 6.1.1 P2 package must be installed on that appliance.

Collection Server search database—The v6.1.1 Collection Server uses a database to store Call Recording information for searches using the Web Portal. This database is built when the 6.1.1 Collection Server is installed and by request from the user. Depending on the number of recordings stored on the Collection Server, this operation could take several hours. A rough estimate (that varies based on the performance of the given server) is that it takes approximately 1 hour to build the database for every 500,000 call recordings. During the time that the Collection Server is building the

database, it will be unavailable for all other actions such as uploading new recordings. Therefore, choose an appropriate time to install the 6.1.1 Collection Server or to initiate rebuilds of the database. Note that a rebuild of the database on a periodic basis may be useful to keep the database in sync with the stored recordings if call recordings are periodically moved or removed from the Collection Server using processes outside of the Collection Server.

SS7 Signaling Listener Ports—When configuring fully-associated signaling links on SS7 Bearer Spans, ensure that a unique listener port is selected for each Span on a Card, or port conflicts will occur. During the "out-of-the box" configuration of Cards, the Appliance software selects unique listener ports based on the Span number on the Card. If you change these port assignments, assign a distinct value for each Span. See the *ETM® System Installation Guide* for details.

IMPORTANT INFORMATION for installing on Windows Vista or Server 2008—A feature called User Account Control (UAC) was introduced in Windows Vista and Windows Server 2008 that limits application software to standard user privileges and only provides administrator level privileges if authorized by an Administrator-level user. In addition to requiring administrator privileges to perform administrative functions, UAC also introduced File and Registry Virtualization, which causes user-level programs to write data and registry settings to a virtual area for the given user, rather than to a system directory (such as Program Files) or the registry. Various functions, scripts, and installations in the ETM System may be adversely affected.

To prevent issues, do one of the following when installing on one of these operating systems:

- Ensure a user with Administrator privileges installs the ETM System applications and then run the applications as Administrator rather than local user.
- Install the ETM System in a directory that is not a system directory (for example, not in Program Files).
- Disable the UAC feature on your operating system.

Delayed interface responsiveness—On Windows, an additional delay averaging 20 seconds may be encountered when any of the ETM System Software Components attempts to open a network connection to a remote machine. This delay is due to the lack of a DNS Server definition or an invalid DNS server definition in the Windows Internet Protocol (TCP/IP) Properties for the applicable networking interface, exacerbated by the Java 1.5 Virtual Machine use of a SOCKS networking protocol that requires additional DNS lookups.

To avoid this delay, do one of the following:

- Specify a valid DNS Server in the Windows Internet Protocol (TCP/IP) Properties for the applicable networking interface.
- On each remote client computer, add an entry for the ETM Server computer to the HOSTS file. For example, if the Server is **zephyr.securelogix.com** with an IP address of 10.1.1.202, you would add the following entry:

```
10.1.1.202 zephyr      zephyr.securelogix.com
```

SMDR recording file lock—When recording SMDR data to a file, the recording mechanism locks the file until the maximum record count is reached (10,000). While the file is locked for writing, the CDR importer cannot import the file. This is intended behavior. However, in low-volume environments, the amount of time the file is locked to reach the max record count may be unacceptable. If a smaller count is needed, add the following command-line switch to the # Java switches to supply to the Java Virtual Machine line in the **ETMManagementService.cfg** file and then restart the Server:
-Dsmdr.RecorderRecordsPerFile=<value>

For graduated SIP software upgrades, Call Recording functionality requires components to be upgraded in a specific order— If you want to upgrade one SIP Appliance proxy component first and let

it run for an extended amount of time before upgrading the other proxy component, then the Signaling Proxy should be the first upgraded to ensure media continues to be natted. This is not an issue if both components are upgraded in a timely manner.

SMDR Recording File Directory not automatically created— When you configure an Appliance to record raw SMDR, the directory where the files are stored is not automatically created. Manually create the following directory before enabling SMDR recording on the Switch:<INSTALL_DIR>/ps/smdr-recording

Web Portal Installer limitation—When upgrading the Web Portal, since the installer does not create jakarta-tomcat-5.5.9\webapps\webetm directory, it is not replaced by the installer. To work around this issue:

1. Stop Tomcat.
2. Install the upgrade.
3. Copy <install_dir>\jakarta-tomcat-5.5.9\webapps\webetm\WEB-INF\server-defn.xml file to a safe directory.
4. Delete the <install_dir>\jakarta-tomcat-5.5.9\webapps\webetm directory.
5. Start the Tomcat service.
6. Copy the original server-defn.xml file back into the new WEB-INF directory,
7. Restart the Tomcat service.

Known Limitations in v6.1.1

Web Portal—

- Undetermined shown for multiple call types —When searching for calls on a Collection Server in the Web Portal, if recordings exist that contain multiple call type values, the call type field in the Search results for these calls shows "Undetermined".
- Java Heap Space Exception for large query result (thousands of calls)—If a large number of calls (thousands or more) match a search via the Web Portal (CRC or Collection Server), a Java Heap Space exception may occur. To resolve this issue, initiate a new Web Portal session and repeat the search using a smaller start time range to reduce the number of matching recordings.
- Preview of Compressed Recordings Fails—If recordings are being compressed at the Collection Server, previews of these recordings using the Web Portal will sometimes cause an error in the media player indicating that the wav file is corrupt. The preview media is played properly even when this error occurs. The problem does not occur when compressed recordings are played in their entirety.
- Collection Server search results do not provide wav file size—Web Portal results for call recordings stored on a CRC display the size of the wav file. This field is left blank for Collection Server results. Filtering based on wav file size when searching a Collection Server is ignored (the filter criteria will not be used).
- Preview fails for calls less than 10s. If you attempt to preview a recording from the Collection Server using the Web Portal and the recording is less than the preview length (default of 10 seconds), the recording will not download properly. The file will download and play properly if the play option (entire recording) is selected.

SIP Media Timeout Rule does not fire properly if the action is Terminate—If a Media Timeout attribute is added to a Firewall policy rule and the action is Terminate, the rule will not properly fire when matched. The rule firing will not be logged and the termination will not be attempted.

No Dirty Policy indicator for Call Recorder Policies when URIs are changed in the Directory—When a URI associated with a Listing used in an installed Call Recorder Policy is changed, the Dirty Policy indicator fails to display for the Policy. The Dirty Policy indicator displays correctly when phone

numbers are changed and for other Policy types. If you modify the URI in a Listing used in an installed Call Recorder Policy, ensure you reinstall the Policy.

SIP Appliance CRC and Span System Statistics are inflated—The SIP Span CRC system statistics value for **Recordings in Progress** and the SIP Recording Span statistics value for **Active Recordings** do not get updated properly for recordings that are attempted, but do not actually proceed. Therefore, these values may be greater than the actual number of active recordings.

SIP Call Recording Threshold Detector calculation issue—Erroneous values are generated for the Call Recording threshold detector on SIP Spans.

Cannot authenticate user when LDAP server is using IPv6—If the LDAP server uses an IPv6 IP address, LDAP authentication fails. Only IPv4 LDAP servers are supported in this release.

Serial SMDR GUI settings available for SIP Spans, but only IP SMDR is supported—Ignore the Serial SMDR settings.

IP Subnets not correctly applied in Call Recording Policies on SIP Spans— Call Recording policy processing on SIP Spans does not match on IP Subnet values in the **Source** or **Destination** column. Do not use Subnets in Call Recording Policies on SIP Spans.

SIP Call Recording files corrupted if 3DES Encryption is disabled—If you are using Call Recorder on SIP appliances, ensure you have encryption enabled.

SIP Call Recording limits—

- G.711 and G.729 codecs only
- Single stream only (last one in SDP list for multiple audio streams)
- 30 simultaneous recordings max
- Local CRC only

IPv6 not supported on the SIP AXP solution—AXP blades do not support IPv6, and therefore IPv4 must be used for addressing of the blade itself and of SIP Trunks on a SIP AXP application.

Version History

For information about previous releases of the ETM System, see the SecureLogix Knowledge Base at <http://support.securelogix.com>, keyword "release notes."

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DE 1,415,459 B1, FR 1,415,459 B1, and GB 1,415,459 B1. U.S. Patents Pending.

The ETM System includes: Data Encryption Standard software developed by Eric Young (eay@mincom.oz.au),
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