



## **Sippo manager user guide**

*Release 4.1.0*

**Quobis**

**Oct 03, 2020**



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## INTRODUCTION

### 1.1 About Quobis

Quobis is a leading European company in the delivery of carrier-class unified communications solutions with a special focus on security, interconnection and identity management. You can learn more about our activities at our website, <http://www.quobis.com/>.

### 1.2 About this guide

This guide provides information for end users to employ all the features present in Sippo manager. The information is written for every user without any specific knowledge of unified communication protocols. This guide is written for Sippo manager version 1.1.0, for other versions of this guide, please contact your sales representative.

### 1.3 About Sippo manager

Sippo manager is a web application developed for system administrators to manage and gather status and troubleshooting information for a Sippo deployment through an easy to use GUI.

### 1.4 Comments and suggestions

Quobis is committed to develop quality documents for their customers. If you have any suggestions, questions, comments or concerns about our documentation, please contact your representative in Quobis or send an email to [support@quobis.com](mailto:support@quobis.com).





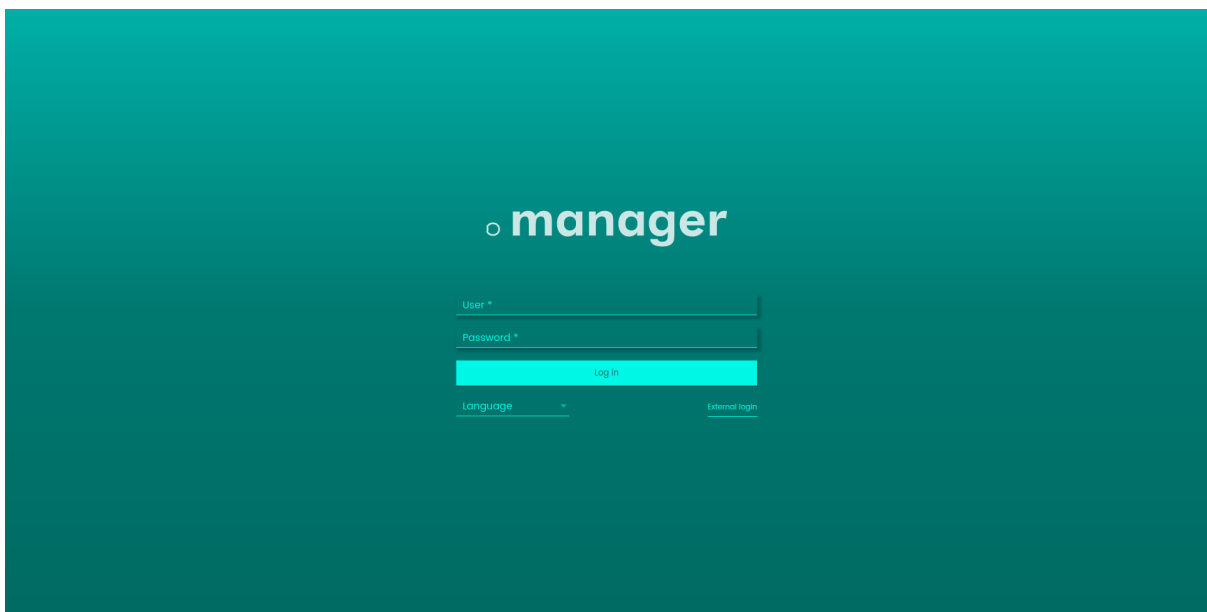
## GETTING STARTED

### 2.1 Access to Sippo manager

In order to use the Sippo manger application you must first open a compatible browser and navigate to the URL provided by your system administrator. By default it may be your Sippo collaborator URL followed by `/sman`. This URL will take you to the sippo manager login page.

### 2.2 Logging in

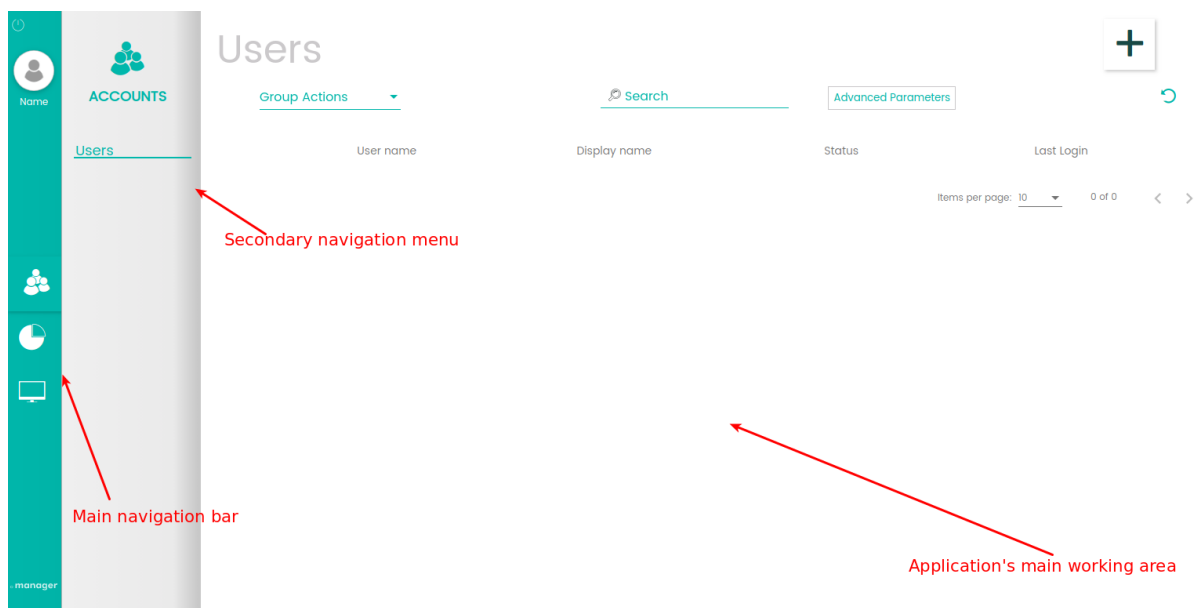
From this login page you can select the language to use for the whole session.



To initiate a session in sippo manager you must provide a valid system administrator credentials which should be composed of a combination of username and password. Also an “external login” button is available to authenticate via an external provider.

### 2.3 General overview

Once you are logged in you will see a screen similar to the following one.



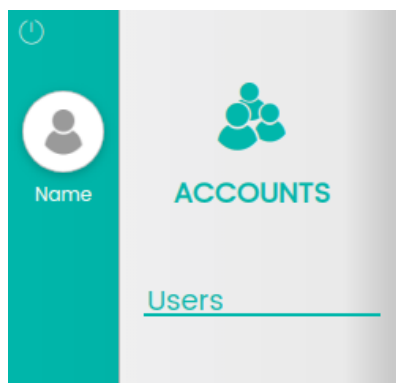
The application's layout is divided into three sections. Starting from the left, we have the main navigation bar, a secondary navigation menu and, on the right side, the application's main working area. This space will be used by the user to interact with the application.

The navigation bar has three icons, corresponding to the three main application's sections.

- *Account management*. Manage user accounts and groups.
- *Monitoring*. Dashboard based overview of collected data.
- *Reporting*. Call detail record.

## 2.4 Terminating the session

To log out of your session from any screen inside sippo manager just reach the power button located in the navigation bar's upper left corner.



## ACCOUNT MANAGEMENT

### 3.1 Users

Selecting “users” in the left panel will display a list of accounts registered on the system. This list will show by default six columns:

	User URI	User role	User email	User alias	Created by	Last login
<input type="checkbox"/>	admin@quobis	admin	info@quobis.com	d58ff6b-6784-4c75-b0e7-3c7fae0dc4bc	2019-01-29 14:53:47	2020-03-05 13:23:45
<input type="checkbox"/>	qa2@quobis	user		dos	2019-01-29 15:38:59	2020-04-23 16:48:09
<input type="checkbox"/>	qa3@quobis	user		tres	2019-01-29 15:37:05	2020-03-24 11:03:12
<input type="checkbox"/>	qa4@quobis	user		qacuatro	2019-01-29 15:37:12	2020-04-23 10:31:45

- **User URI.** Consisting of username and domain.
- **Role.** Admin, user or anonymous.
- **Email.** Account associated email.
- **Alias name.** Unique user identifier.
- **Created.** Date and time in which the user was included into the platform.
- **Last login.** User’s last login date and time.

In order to locate one or several users from the list you have the following options:

- Search by name using the top search box.
- Use filters located under the **Advanced Parameters** button. Two filters can be applied:
  - **Status.** Which will let you select between *Not Available*, *Available* and *Disable* users.
  - **Last login.** Where you can select a from and to time instances where a user made its last login into the platform
- Sort by a specified column by clicking on the column title.

Once located, you can select a user by clicking on it. This will display a detailed view where you will be able to see the account’s information as well as the groups and agendas it associates with. You can also select group of users by marking the checkboxes next to the *Username* column and perform an action over all of them together.

Users

qall  
ID: 5cdd89d9e5d4d7a52a21a6

Created at 2019/05/16 09:51

Display name  
El Once (qall)

Alias name  
qall

Role  
user

Domain  
quobis

Email (Default)  
-

Phone (Default)  
-

Password  
.....

User capabilities:  Name


Call-History	Create-Contacts	Call-From-Chat
W3c-Contacts-API	Whiteboard	
Attended-Transfer	Change-Camera	
Blind-Transfer	Chat	

Not available  
Last Login: 2020/02/28 12:54


1 GROUPS


CLOSE

### 3.1.1 Adding a new user

To add a new user click on the  icon on the upper right corner of the screen. A new form will appear in order to configure the following attributes:

Users

Username   \*Please check this field

 Change

Display name  \*Please check this field

Alias name

Role

Domain  \*Please check this field

Email  \*Please check this field

Phone (Default)  +


Password  Toggle visibility GENERATE

Capability	User capabilities
<input type="checkbox"/> attended-transfer <input type="checkbox"/> audio-call <input type="checkbox"/> audio-video-call <input type="checkbox"/> blind-transfer <input type="checkbox"/> call-from-chat <input type="checkbox"/> call-history <input type="checkbox"/> call-external-site	<input type="text"/>

CREATE CANCEL

Following the order shown in the image:

- **Username.** Name by which the user is registered. It may not match with the display name.
- **Profile picture.** User's avatar image.
- **Display name.** Name seen by the user and its contacts.
- **Alias name.** A unique string which identifies the user inside the system. It's generated when a new user is added and cannot be modified.

- **Role.** Available to choose between *user*, *admin* or *anonymous*.
- **Domain.** User's domain.
- **Email.** User's email.
- **Phone.** User's phone. More than one phone number can be added to a same user tapping the  icon next to this input
- **Password.** Account's password. Clicking on "generate" automatically generates a 8 alphanumeric character password.
- **Capabilities.** Two lists are displayed, being the one on the left, all the available capabilities and the one on the right the ones the user will acquire. You can add or take capabilities from the user just by dragging them from one list to the other

After filling in all required fields click (in the upper right corner of the screen) on



to register the new user into the platform or



to dismiss this screen.

---

**Note:** All required fields are accompanied by a *Please check this field* side note. A new user account cannot be created until all these fields are correctly covered.

---

### 3.1.2 Editing users

To edit a user's information, on the detailed view, click on the edit button next to the display name text box.

By doing so, an edit screen will reveal where you will be able to change any of the attributes mentioned when creating a new user. From this menu you will also be able to delete the user with the *delete user* button provided in the top right corner.

## 3.2 Groups

In the left menu click *Groups* Just like the *Users* section a list will come up displaying all groups registered in the system. This list is composed of six columns:

- Group name.
- Group ID.
- Users.
- Phonebooks. Indicates phonebooks the group owns.
- Created by. Shows the display name of the creator.
- Creation date.



## MONITORING

This section of the application is available by clicking the corresponding icon in your navigation bar. A new tab will open giving access to a Grafana web interface. Grafana is an open source analytics and visualization platform which allows to query and visualize different metrics relevant to your Sippo deployment. To access the Grafana UI user credentials will be required. These are set up during the Sippo wac installation phase through the configuration files. More information at [Sippo wac administration guide](#)

The interface is designed around dashboards which are a quick way of visualizing data and the current state of the deployment. It also incorporates Loki, a log aggregation system which allows for an easy visualization and filtering of Sippo logs.

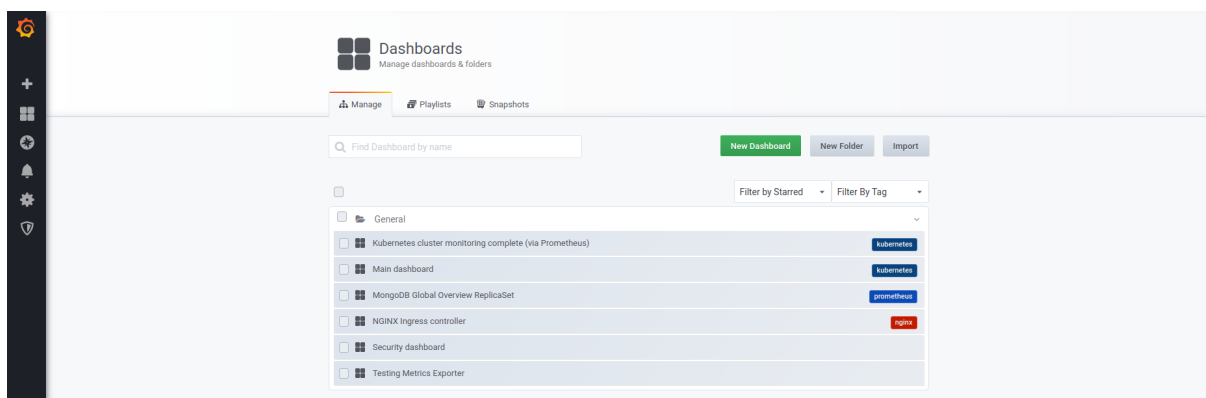
---

**Note:** More information about Grafana and Loki can be found on the [Grafana official website](#).

---

### 4.1 Dashboards

The interface is divided into several dashboards, each one giving information about a different topic related to the deployment. Dashboards can be added, modified or eliminated, although deployment comes with several pre-configured useful dashboards.



- **Kubernetes cluster.** Displays system resources usage for the whole cluster, divided by processes and instances
- **Main.** Shows a summary of system resource usage.
- **Database.** Displays information about Sippo's database

In all dashboards, from the top menu you can select the node to collect data from (in case your deployment handles more than one node) as well as the range from when to visualize the data.

## 4.2 System Logs (Loki)

Loki logs can be accessed by tapping on the *explore* button and selecting Loki from the dropdown menu at the top of the screen. In *Log Labels*, the *app* dropdown menu allows to select the running process for which to visualize the logs. Further querying selectors are available in the same menu that make it possible to filter by different criteria.

**Note:** Loki also allows for more complex search expressions using operators (see [Loki Log Queries](#)).

For extra information about the log querying syntax check <https://github.com/grafana/loki/blob/master/docs/logql.md>

The log queries are composed by two main parts inside brackets: a log stream selector, and a search expression. For performance reasons you need to start by choosing a log stream by selecting a log label.

```
{job="sippo-server"} |= "error" != "timeout"
---- Stream -----      ---- Search exp ----
```

### Stream selector

Allows to select the logs source. Multiple streams, and several expressions for the stream selector can also be added. For the label part of the query expression, wrap it in curly braces {} and then use the key value syntax for selecting labels. Multiple label expressions are separated by a comma:

```
{app="mysql",name="mysql-backup"}
```

The following label matching operators are currently supported:

- = exactly equal.
- != not equal.
- =~ regex-match.
- !~ do not regex-match.

### Search expression

Allows to filter the content from the stream selected. The search expression can be just text or a regex expression. Example queries:

```
{job="mysql"} |= "error"
{name="kafka"} |~ "tsdb-ops.*io:2003"
{instance=~"kafka-[23]",name="kafka"} != "kafka.server:type=ReplicaManager"
```

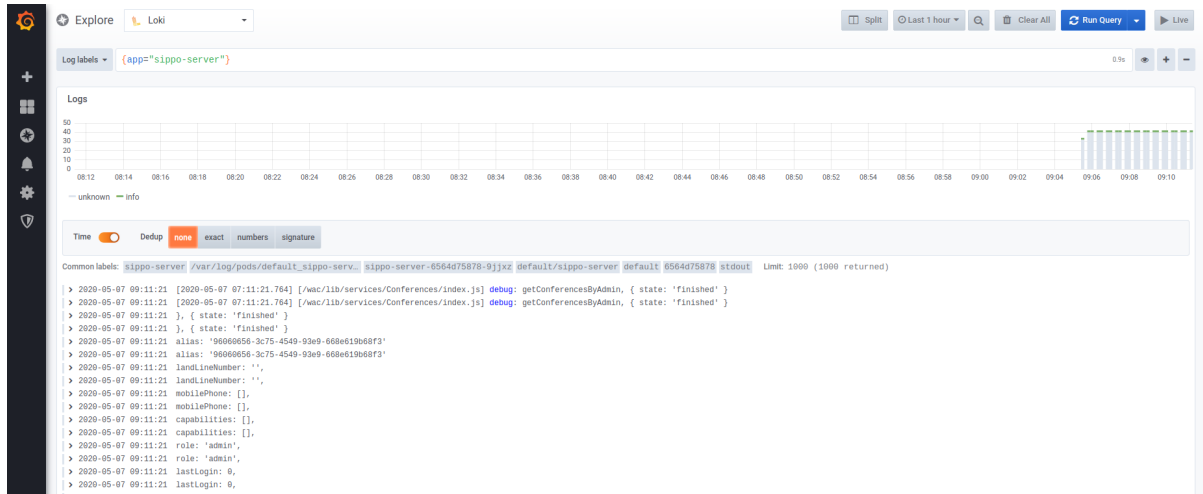
Filter operators can be chained and will sequentially filter down the expression. The resulting log lines will satisfy every filter. Example:

```
{job="mysql"} |= "error" != "timeout"
```

The following filter types are currently supported:

- |= line contains string.
- != line doesn't contain string.
- |~ line matches regular expression.
- !~ line does not match regular expression.





The screenshot displays the Loki log viewer interface. At the top, there is a search bar with 'Loki' and a 'Log labels' dropdown set to '(app="sippo-server")'. The interface includes a 'Split' button, a 'Last 1 hour' time range selector, a search icon, a 'Clear All' button, a 'Run Query' button, and a 'Live' button. Below the search bar is a 'Logs' section with a vertical bar chart showing log volume over time. The x-axis represents time from 08:12 to 09:10, and the y-axis represents log count from 0 to 50. A legend below the chart shows 'unknown' and 'info'. Below the chart is a filter bar with 'Time' selected, and options for 'Dedup', 'none', 'exact', 'numbers', and 'signature'. The main log output area shows common labels and a list of log entries. The log entries are as follows:

```
Common labels: sippo-server /var/log/pods/default_sippo-serv... sippo-server-6564d75878-9jjxz default/sippo-server default 6564d75878 stdout Limit: 1000 (1000 returned)
|> 2020-05-07 09:11:21 [2020-05-07 07:11:21.784] [/var/lib/services/Conferences/Index.js] debug: getConferencesByAdmin, { state: 'finished' }
|> 2020-05-07 09:11:21 [2020-05-07 07:11:21.784] [/var/lib/services/Conferences/Index.js] debug: getConferencesByAdmin, { state: 'finished' }
|> 2020-05-07 09:11:21 }, { state: 'finished' }
|> 2020-05-07 09:11:21 }, { state: 'finished' }
|> 2020-05-07 09:11:21 alias: '98068658-3c75-4549-93e9-668e19e68f3'
|> 2020-05-07 09:11:21 alias: '98068658-3c75-4549-93e9-668e19e68f3'
|> 2020-05-07 09:11:21 landLineNumber: '',
|> 2020-05-07 09:11:21 landLineNumber: '',
|> 2020-05-07 09:11:21 mobilePhone: [],
|> 2020-05-07 09:11:21 mobilePhone: [],
|> 2020-05-07 09:11:21 capabilities: [],
|> 2020-05-07 09:11:21 capabilities: [],
|> 2020-05-07 09:11:21 role: 'admin',
|> 2020-05-07 09:11:21 role: 'admin',
|> 2020-05-07 09:11:21 lastLogin: 0,
|> 2020-05-07 09:11:21 lastLogin: 0,
```



## REPORTING

The reporting section inside Sippo manager is responsible for displaying a detailed view of events relative to the whole system.

### 5.1 Conferences

Consists of a detailed record of all conferences (one to one calls or multi-user conference calls) performed on the platform. This call detail record contains data fields that describe an instance of a call transaction, but does not include the content of the transaction itself.

#### Conferences



ID *	From user name *	N° participants *	End reason *	Call finish *	Duration *
5ea98eafc5b76f14ff68703d	dev20	2	Accepted	2020/04/03 18:28	00:33:50
5ea9717c5b76f018a688fbc	e509c407-47af-4dad-9afe-dea23b121c1c	0	Rejected	2020/04/03 14:22	00:01:27
5ea97089c5b76f07c688fae	490ca4e7-434e-4956-93be-3360d27bd895	0	Rejected	2020/04/03 14:18	00:01:34
5ea98fc2c5b76f0e97688fa5	47753bc4-154c-48f5-bb76-60kdall8e527	0	Rejected	2020/04/03 14:14	00:01:44
5ea96d7c5b76f3584888f8a	501a238d-95d9-4d2a-9b90-e8c9a550091a	0	Rejected	2020/04/03 14:05	00:01:22

Attributes of the record are divided into columns:

- **ID.** Transaction unique identifier. Used for cross referencing with system logs.
- **From user name.** Username of the caller, the owner of the room or the user that creates the room itself.
- **N° participants.** Maximum number of users participating in the conference.
- **End reason.** Last status received from the conference or call. Can take one of the following values:
  - *ringing*
  - *active*
  - *normal end*
  - *busy*
  - *network*
  - *error*
  - *admin end*
- **Call start.** Room creation timestamp.(Or first user joining the call timestamp).
- **Call finish.** Room destruction timestamp. (Or last user abandoning the call timestamp).
- **Duration.** Time between *call start* and *call finish*.

The whole record can also be exported into a CSV file using the download button located in the upper left corner of the screen.