

Appendix D - Port Usage

This appendix contains port usage information.

- [Port Usage Tables](#)

Port Usage Tables

The following sections provide port usage information for the Connect system. For easier printing and viewing, the information is divided into three parts, as shown in [Devices Included in Parts 1, 2, and 3](#).

Table 80: Devices Included in Parts 1, 2, and 3

Originating Device	Destination Device
SG-Generation Switch	Destination Devices Shown in Part 1 (Table 81: Port Usage — Part 1)
V-Switch & ST-Generation Switch	
Service Appliance (Conferencing and IM)	
IP Phone	
MGCP Phone	
MGCP Phone	Destination Devices Shown in Part 2 (Table 82: Port Usage — Part 2)
Connect Client and Softphone	
Connect Client for Web and Softphone	
ECC Supervisor Client	
Linux DVS	
Windows DVS	Destination Devices Shown in Part 3 (Table 83: Port Usage — Part 3)
Headquarters Server	
Mobility Client (SMC)	
Mobility Router (SMR)	
D&M Server (Standalone)	
Edge Gateway	
Other (such as SIP endpoints)	

Port Usage Part 1

[Port Usage — Part 1](#) contains the first part of the port usage information for the Connect system.

Table 81: Port Usage — Part 1

Originating Device	Destination Device				MGCP Phone
	SG Switch	V-Switch ST Switch	Service Appliance (Conferencing and IM)	IP Phone	
Switch	Call Control UDP 5440 – Location Service UDP 5441 – Call Control UDP 5443 – Bandwidth Manager UDP 5445 – Admission Control Media Stream UDP 10000-20000 RTP (configurable) IP Path Trace UDP 33434+255	Call Control UDP 5440 – Location Service UDP 5441 – Call Control UDP 5443 – Bandwidth Manager UDP 5445 – Admission Control Media Stream UDP 10000-20000 RTP (configurable) IP Path Trace UDP 33434+255	Call Control UDP 5440 – Location Service UDP 5441 – Call Control UDP 5443 – Bandwidth Manager UDP 5445 – Admission Control Media Stream UDP 10000-20000 RTP (configurable) IP Path Trace UDP 33434+255	Media Stream UDP 10000-10128 RTP (configurable) IP Path Trace UDP 33434+255	Call Control UDP 2427 MGCP Media Stream UDP 10000-10128 RTP (configurable) IP Path Trace UDP 33434+255

Originating Device	Destination Device				MGCP Phone
	SG Switch	V-Switch ST Switch	Appliance (Conferencing and IM)	IP Phone	
V-Switch	<p>Call Control</p> <p>UDP 5440 – Location Service</p> <p>UDP 5441 – Call Control</p> <p>UDP 5443 – Bandwidth Manager</p> <p>UDP 5445 – Admission Control</p> <p>Media Stream</p> <p>UDP 10000-20000 RTP (configurable)</p> <p>IP Path Trace</p> <p>UDP 33434+255</p>	<p>Call Control</p> <p>UDP 5440 – Location Service</p> <p>UDP 5441 – Call Control</p> <p>UDP 5443 – Bandwidth Manager</p> <p>UDP 5445 – Admission Control</p> <p>Media Stream</p> <p>UDP 10000-20000 RTP (configurable)</p> <p>IP Path Trace</p> <p>UDP 33434+255</p> <p>Transport: TCP 5432 – Xprt</p> <p>SMTP</p> <p>TCP 25 – SMTP</p>	<p>Call Control</p> <p>UDP 5440 – Location Service</p> <p>UDP 5441 – Call Control</p> <p>UDP 5443 – Bandwidth Manager</p> <p>UDP 5445 – Admission Control</p> <p>Media Stream</p> <p>UDP 10000-20000 RTP (configurable)</p> <p>IP Path Trace</p> <p>UDP 33434+255</p>	<p>Media Stream</p> <p>UDP 10000-10128 RTP (configurable)</p> <p>IP Path Trace</p> <p>UDP 33434+255</p>	<p>Call Control</p> <p>UDP 2427 MGCP</p> <p>Media Stream</p> <p>UDP 10000-10128 RTP (configurable)</p> <p>IP Path Trace</p> <p>UDP 33434+255</p>
V-Switch		<p>Transport:</p> <p>TCP 5432 – Xprt</p> <p>SMTP</p> <p>TCP 25 – SMTP</p>			

Originating Device	Destination Device				MGCP Phone
	SG Switch	V-Switch ST Switch	Service Appliance (Conferencing and IM)	IP Phone	
Service Appliance (Conferencing and IM)	Call Control UDP 5440 – Location Service UDP 5441 – Call Control UDP 5443 – Bandwidth Manager UDP 5445– Admission Control	Call Control UDP 5440 – Location Service UDP 5441 – Call Control UDP 5443– Bandwidth Manager UDP 5445 – Admission Control	Call Control UDP 5440 – Location Service UDP 5441 – Call Control UDP 5443 – Bandwidth Manager UDP 5445 – Admission Control	Media Stream UDP 10000-10128 RTP (configurable) IP Path Trace UDP 33434+255	Media Stream UDP 10000-10128 RTP (configurable) IP Path Trace ICMP 33434+255
	Media Stream UDP 10000-20000 RTP (configurable)	Media Stream UDP 10000-20000 RTP (configurable)	Media Stream UDP 10000-20000 RTP (configurable)		
	IP Path Trace UDP 33434+255	IP Path Trace UDP 33434+255			
Service Appliance (Conferencing and IM)			CMCA (Web Share): TCP/UDP 5450 Ping Sync TCP 80 HTTP Web share TCP 443 HTTPS Web share Transport TCP 5432 – Xprt SMTP TCP 25 – SMTP		

Originating Device	Destination Device				MGCP Phone
	SG Switch	V-Switch ST Switch	Appliance (Conferencing and IM)	IP Phone	
IP Phone	Call Control TCP 5061 SIPS Media Stream UDP 10000-20000 RTP (configurable) IP Path Trace ICMP Traceroute	Call Control TCP 5061 SIPS Media Stream UDP 10000-20000 RTP (configurable) IP Path Trace ICMP Traceroute	Media Stream UDP 10000-20000 RTP (configurable) IP Path Trace ICMP Traceroute	Peer SW Update TCP 80 HTTP Media Stream UDP 10000-10128 RTP (configurable) IP Path Trace ICMP Traceroute	Media Stream UDP 10000-10550 RTP (configurable) IP Path Trace ICMP Traceroute
MGCP Phone	Call Control UDP 2727 MGCP Media Stream UDP 10000-20000 RTP (configurable) IP Path Trace ICMP Traceroute	Call Control UDP 2727 MGCP Media Stream UDP 10000-20000 RTP (configurable) IP Path Trace ICMP Traceroute	Media Stream UDP 10000-20000 RTP (configurable) IP Path Trace ICMP Traceroute	Media Stream UDP 10000-10128 RTP (configurable) IP Path Trace ICMP Traceroute	Media Stream UDP 10000-10550 RTP (configurable) IP Path Trace ICMP Traceroute
Connect Client and Softphone	Media Stream UDP 10000-20000 RTP (configurable)	Media Stream UDP 10000-20000 RTP (configurable)	Media Stream UDP 10000-20000 RTP (configurable) IP Path Trace ICMP 33434+500	Media Stream UDP 10000-10550 SRTP	Media Stream UDP 10000-10550 RTP
Linux DVS	Port Mapper TCP 111 RPC Port Mapper UDP 111 RPC Port Mapper	Port Mapper TCP 111 RPC Port Mapper UDP 111 RPC Port Mapper Call Control TMS RPC: UDP 5458 SUNRPC Broadcast	Call Control TMS RPC: UDP 5458 SUNRPC Broadcast	Media Stream UDP 10000-10128 RTP (configurable) IP Path Trace UDP 33434+255	Media Stream UDP 10000-10550 RTP (configurable) IP Path Trace UDP 33434+255

Originating Device	Destination Device				MGCP Phone
	SG Switch	V-Switch ST Switch	Appliance (Conferencing and IM)	IP Phone	
Linux DVS	Call Control UDP 2427 MGCP – Media proxy UDP 5440 – Location Service UDP 5441 – Call Control UDP 5443 – Bandwidth Manager UDP 5445 – Admission Control TCP 5452 RPC NCC commands UDP 5453 – Broadcasts	SoftSwitch UDP 5440 – Location Service UDP 5441 – Call Control UDP 5443 – Bandwidth Manager UDP 5445 – Admission Control TCP 5452 RPC/ NCC commands UDP 5453 - Broadcasts Transport TCP 5432 – CDS	SoftSwitch UDP 5440 – Location Service UDP 5441 – Call Control UDP 5443 – Bandwidth Manager UDP 5445 – Admission Control TCP 5452 RPC/ NCC commands UDP 5453 – Broadcasts Transport TCP 5432 – CDS		
Linux DVS	Configuration Control (for VxWorks switches Only) TCP 1024-65535 – Firmware download (Burn flash) WSS call control (MGCP) TCP 2727 – WSS to switch Media Stream UDP 10000-20000 RTP (configurable) IP Path Trace UDP 33434+255	WSS call control (MGCP) TCP 2727 – WSS to switch Media Stream UDP 10000-20000 RTP (configurable) IP Path Trace UDP 33434+255	IP Path Trace UDP 33434+255 CAS-XMPP TCP 5222 – XMPP/TLS		

Originating Device	Destination Device				MGCP Phone
	SG Switch	V-Switch ST Switch	Appliance (Conferencing and IM)	IP Phone	
Windows DVS	Port Mapper TCP 111 RPC Port Mapper UDP 111 RPC Port Mapper	Port Mapper TCP 111 RPC Port Mapper UDP 111 RPC Port Mapper Call Control TMS RPC: UDP 5458 SUNRPC Broadcast	Call Control TMS RPC: UDP 5458 SUNRPC Broadcast	Media Stream UDP 10000-10128 RTP (configurable) IP Path Trace UDP 33434+255	Media Stream UDP 10000-10550 RTP (configurable) IP Path Trace UDP 33434+255
Windows DVS	Call Control UDP 2427 MGCP – Media proxy UDP 5440 – Location Service UDP 5441 – Call Control UDP 5443 – Bandwidth Manager UDP 5445 – Admission Control TCP 5452 RPC NCC commands UDP 5453 – Broadcasts	SoftSwitch UDP 5440 – Location Service UDP 5441 – Call Control UDP 5443 – Bandwidth Manager UDP 5445 – Admission Control TCP 5452 RPC/ NCC Commands UDP 5453 – Broadcasts Transport TCP 5432 – CDS	SoftSwitch UDP 5440 – Location Service UDP 5441 – Call Control UDP 5443 – Bandwidth Manager UDP 5445 – Admission Control TCP 5452 RPC/ NCC Commands UDP 5453 – Broadcasts Transport TCP 5432 – CDS		

Originating Device	Destination Device				MGCP Phone
	SG Switch	V-Switch ST Switch	Appliance (Conferencing and IM)	IP Phone	
Windows DVS	Configuration Control (for VxWorks switches only) TCP 1024-65535 – Firmware download (Burnflash) WSS call control (MGCP) TCP 2727 – WSS to switch Media Stream UDP 10000-20000 RTP (configurable) IP Path Trace UDP 33434+255	WSS call control (MGCP) TCP 2727 – WSS to switch Media Stream UDP 10000-20000 RTP (configurable) IP Path Trace UDP 33434+255	Transport TCP 5432 – CDS IP Path Trace UDP 33434+255		
Headquarters Server	Port Mapper TCP 111 RPC Port Mapper UDP 111 RPC Port Mapper	Port Mapper TCP 111 RPC Port Mapper UDP 111 RPC Port Mapper Call Control TMS RPC: UDP 5458 SUNRPC Broadcast	Call Control TMS RPC UDP 5458 SUNRPC Broadcast	Media Stream UDP 10000-10128 RTP (configurable) SoftSwitch IP Path Trace UDP 33434+255	Media Stream UDP 10000-10550 RTP (configurable) IP Path Trace UDP 33434+255

Originating Device	Destination Device				MGCP Phone
	SG Switch	V-Switch ST Switch	Appliance (Conferencing and IM)	IP Phone	
Headquarters Server	Call Control UDP 2427 MGCP – Media proxy UDP 5440 - Location Service UDP 5441 – Call Control UDP 5443 – Bandwidth Manager UDP 5445 – Admission Control TCP 5452 RPC NCC commands UDP 5453 – Broadcasts	Soft Switch UDP 2427 MGCP – Media proxy UDP 5440 - Location Service UDP 5441 – Call Control UDP 5443 – Bandwidth Manager UDP 5445 – Admission Control TCP 5452 RPC NCC commands UDP 5453 – Broadcasts	Soft Switch UDP 2427 MGCP – Media proxy UDP 5440 - Location Service UDP 5441 – Call Control UDP 5443 – Bandwidth Manager UDP 5445 – Admission Control TCP 5452 RPC NCC commands UDP 5453 – Broadcasts		
Headquarters Server	Configuration Control TCP 1024-65535 – Firmware download. (Burnflash) WSS call control (MGCP) TCP 2727 – WSS to switch Media Stream UDP 10000-20000 RTP (configurable) IP Path Trace UDP 33434+255	Transport TCP 5432 - CDS Media Stream UDP 10000-20000 RTP (configurable) WSS call control (MGCP) TCP 2727 – WSS to switch IP Path Trace UDP 33434+255	Transport TCP 5432 – CDS IP Path Trace UDP 33434+255		
Mobility Client (SMC)	NA	NA	Media Stream UDP 10000-20000 RTP (configurable)	Media Stream UDP 10000-10128 RTP (configurable)	Media Stream UDP 10000-10128 RTP (configurable)

Originating Device	Destination Device				MGCP Phone
	SG Switch	V-Switch ST Switch	Service Appliance (Conferencing and IM)	IP Phone	
Mobility Router (SMR)	TCP 5061 - SIPS TCP/UDP 5060 – SIP Media Stream UDP 10000-20000 RTP (configurable)	TCP 5061 - SIPS TCP/UDP 5060 – SIP Media Stream UDP 10000-20000 RTP (configurable)	Media Stream UDP 10000-20000 RTP (configurable) Instant Messaging TCP 5222 – XMPP/TLS	Media Stream UDP 10000-10128 RTP (configurable)	Media Stream UDP 10000-10550 RTP (configurable)
DM Server (Standalone)	TCP 22 - SSH (RpCap Maintenance)	TCP 22 - SSH (RpCap Maintenance)	NA	TCP 22 - SSH (RpCap Maintenance)	NA
Edge Gateway	TURN: Media Stream UDP 10000-20000 RTP (configurable)	TURN: Media Stream UDP 10000-20000 RTP (configurable)	TURN: Media Stream UDP 10000-20000 RTP (configurable)	TURN: Media Stream UDP 10000-10128 RTP (configurable)	TBD
Other (such as SIP endpoints)	SSH TCP 22	SSH TCP 22	SSH TCP 22	SH TCP 22 PAPI TCP 8086	Telnet TCP 23

Port Usage Part 2

Port Usage — Part 2 contains the second part of the port usage information for the Connect system.

Table 82: Port Usage — Part 2

Originating Device	Destination Device				
	ECC Supervisor Client	Mobility Client (SMC)	Mobility Router (SMR)	D&M Server (Standalone)	Edge Gateway
Switch	NA	Media Stream UDP 42000-42100 RTP P Path Trace UDP 33434+255	SIP Lines and Trunk UDP/TCP 5060- SIP TCP 5061 - SIPS UDP - 50000 - 60000 – SIP Lines Media Stream UDP 15000-32000 IP Path Trace UDP 33434+255	UDP 5060 - SIP	TURN Media Stream UDP 10000-15000 SRTP (configurable) IP Path Trace UDP 33434+255
V-Switch	NA	Media Stream UDP 42000-42100 RTP IP Path Trace UDP 33434+255	NA	NA	TURN Media Stream UDP 10000-15000 SRTP (configurable) IP Path Trace UDP 33434+255
Service Appliance (Conferencing and IM)	NA	Media Stream UDP 42000-42100 RTP IP Path Trace UDP 33434+255	Media Stream UDP 15000-32000 (RTP) IP Path Trace UDP 33434+255	UDP 5060 - SIP	TURN Media Stream UDP 10000-15000 RTP (configurable) IP Path Trace UDP 33434+255
IP Phone	NA	Media Stream UDP 42000-42100 RTP IP Path Trace ICMP Traceroute	Media Stream UDP 15000-32000 (SRTP) IP Path Trace ICMP Traceroute	NA	RAST (for OFF-NET phones) TCP/UDP 443 – RAST (on external interface)

Originating Device	Destination Device				
	ECC Supervisor Client	Mobility Client (SMC)	Mobility Router (SMR)	D&M Server (Standalone)	Edge Gateway
MGCP Phone	NA	Media Stream UDP 42000-42100 RTP IP Path Trace ICMP Traceroute	Media Stream UDP 15000-32000 (SRTP) IP Path Trace ICMP Traceroute	NA	TURN Media Stream UDP 10000-15000 RTP (configurable) IP Path Trace ICMP Traceroute
Connect Client and Softphone	NA	Media Stream UDP 42000-42100 RTP (configurable)	Media Stream UDP 15000-32000 (SRTP)	NA	TURN Signaling TCP/UDP 443 – STUN and Media Media Stream UDP 10000-15000 RTP (configurable) Reverse Proxy TCP 443 – HTTPS (Auth, Bootstrapper, CAS, Conferencing)
Connect Client for Web and Softphone	NA	NA	NA	NA	TURN Signaling TCP/UDP 443 – STUN & Media Media Stream UDP 10000-15000 RTP (configurable) Reverse Proxy TCP 443 - HTTPS (Auth, Bootstrapper, CAS, Conferencing)

Originating Device	Destination Device				
	ECC Supervisor Client	Mobility Client (SMC)	Mobility Router (SMR)	D&M Server (Standalone)	Edge Gateway
ECC Supervisor Client	NA	NA	NA	NA	HAProxy (not available yet) ECC Supervisor TCP 31451-31452
Mobility Client (SMC)	NA	Video CMCP (Server) – TCP 5464 CMCP (Client) – TCP 5465 Media Stream UDP 42000-42100 RTP (configurable)	Call Control TCP 5061 - SIPS TCP/UDP 5060 – SIP Management TCP: 80 - http TCP: 443 – https RAST TCP/UDP 443 – RAST (on external interface) Media Stream UDP 15000-32000 RTP (configurable)	NA	NA
Linux DVS	NA	Media Stream UDP 42000-42100 RTP (configurable) IP Path Trace UDP 33434+255	Media Stream UDP 15000-32000 RTP (configurable) IP Path Trace UDP 33434+255	NA	TURN: Media Stream UDP 10000-15000 RTP (configurable) WSS Media Control UDP 2223 – NG Allocator IP Path Trace UDP 33434+255

Originating Device	Destination Device				
	ECC Supervisor Client	Mobility Client (SMC)	Mobility Router (SMR)	D&M Server (Standalone)	Edge Gateway
Windows DVS	NA	Media Stream UDP 42000-42100 RTP (configurable) IP Path Trace UDP 33434+255	Media Stream UDP 15000-32000 RTP (configurable) IP Path Trace UDP 33434+255	NA	TURN: Media Stream UDP 10000-15000 RTP (configurable) WSS Media Control UDP 2223 – NG Allocator IP Path Trace UDP 33434+255
Headquarters Server	NA	Media Stream UDP 42000-42100 RTP (configurable) IP Path Trace UDP 33434+255	Media Stream UDP 15000-32000 RTP (configurable) IP Path Trace UDP 33434+255	NA	TURN: Media Stream UDP 10000-15000 RTP (configurable) WSS Media Control UDP 2223 - NG Allocator IP Path Trace UDP 33434+255
Mobility Router (SMR)	NA	Call Control TCP 5061 - SIPS TCP/UDP 5060 – SIP Media Stream UDP 42000-42100 RTP (configurable)	NA	NA	TURN: Media stream UDP 10000-20000 RTP (configurable)
D&M Server (Standalone)	NA	NA	NA	D&M Offline Upgrade - TRANSIENT TCP 4312 - Old MySQL D&M	NA

Originating Device	Destination Device				
	ECC Supervisor Client	Mobility Client (SMC)	Mobility Router (SMR)	D&M Server (Standalone)	Edge Gateway
Edge Gateway	NA	NA	Media stream UDP 10000-32000 RTP (configurable)	NA	TURN: Media Stream UDP 10000-20000 RTP (configurable)
Other (such as SIP) endpoints	NA	NA	SSH TCP 22	NA	NA

Port Usage Part 3

Port Usage — Part 3 contains the third part of the port usage information for the Connect system.

Table 83: Port Usage — Part 3

Originating Device	Destination Device					
	Connect Client and Softphone	Connect Client for Web and Softphone	Linux DVS	Windows DVS	HQ Server	Other
Switch	Media Stream UDP10000-10550 RTP IP Path Trace UDP 33434+255	NA	Port Mapper TCP 111 RPC Port Mapper UDP 111 RPC Port Mapper Call Control TMS RPC: TCP 5457 NCC Event port UDP 5458 SUNRPC Broadcast	Port Mapper TCP 111 RPC Port Mapper UDP 111 RPC Port Mapper Call Control TMS RPC: TCP 5457 NCC Event port	Port Mapper TCP 111 RPC Port Mapper UDP 111 RPC Port Mapper Call Control TMS RPC: TCP 5457 NCC Event port UDP 5458 SUNRPC Broadcast TCP/UDP 5500-5600	Configuration Control UDP 162 SNMP TRAP Call Control UDP 5060 SIP Media Stream UDP 1024-65535 RTP – for SIP IP Path Trace ICMP 33434+255

Originating Device	Destination Device					
	Connect Client and Softphone	Connect Client for Web and Softphone	Linux DVS	Windows DVS	HQ Server	Other
Switch			SoftSwitch UDP 5442 – DRS UDP 5443 – Bandwidth Manager UDP 5445 – Admission Control UDP 5446 – DRS keepalive Configuration Control TCP 21 FTP CTL – Boot files TCP 20 FTP DATA – Boot files	SoftSwitch UDP 5442 – DRS UDP 5443 – Bandwidth Manager UDP 5445 – Admission Control UDP 5446 – DRS keepalive Configuration Control TCP 21 FTP CTL – Boot files TCP 20 FTP DATA – Boot files	SoftSwitch UDP 5442 – DRS UDP 5443 – Bandwidth Manager UDP 5445 – Admission Control UDP 5446 – DRS keepalive Configuration Control TCP 21 FTP CTL – Boot files TCP 20 FTP DATA – Boot files	
Switch			Media Stream UDP 10000-20000 RTP (configurable) IP Path Trace UDP 33434+255	Media Stream UDP 10000-20000 RTP (configurable) IP Path Trace UDP 33434+255	Media Stream UDP 10000-20000 RTP (configurable) IP Path Trace UDP 33434+255	

Originating Device	Destination Device					
	Connect Client and Softphone	Connect Client for Web and Softphone	Linux DVS	Windows DVS	HQ Server	Other
V-Switch	Media Stream UDP10000-10550 RTP IP Path Trace UDP 33434+255	NA	Port Mapper TCP 111 RPC Port Mapper UDP 111 RPC Port Mapper Call Control TMS RPC: TCP 5457 NCC Event port UDP 5458 SUNRPC Broadcast	Port Mapper TCP 111 RPC Port Mapper UDP 111 RPC Port Mapper Call Control TMS RPC: TCP 5457 NCC Event port UDP 5458 SUNRPC Broadcast	Port Mapper TCP 111 RPC Port Mapper UDP 111 RPC Port Mapper Call Control TMS RPC: TCP 5457 NCC Event port UDP 5458 SUNRPC Broadcast TCP/UDP 5500-5600	Configuration Control UDP 67 DHCP Server Maintenance UDP 162 SNMP TRAP Call Control UDP 5060 SIP Media Stream UDP 1024-65535 RTP – for SIP
V-Switch			SoftSwitch UDP 5440 – Location Service UDP 5441 – Call Control UDP 5442 – DRS UDP 5443 – Bandwidth Manager UDP 5445 – Admission Control UDP 5446 – DRS keepalive	SoftSwitch UDP 5440 – Location Service UDP 5441 – Call Control UDP 5442 – DRS UDP 5443 – Bandwidth Manager UDP 5445 – Admission Control UDP 5446 – DRS keepalive	SoftSwitch UDP 5440 – Location Service UDP 5441 – Call Control UDP 5442 – DRS UDP 5443 – Bandwidth Manager UDP 5445 – Admission Control UDP 5446 – DRS keepalive	IP Path Trace ICMP 33434+255 SMTP TCP 25 – SMTP (third party for Virtual Machine notification)

Originating Device	Destination Device					
	Connect Client and Softphone	Connect Client for Web and Softphone	Linux DVS	Windows DVS	HQ Server	Other
V-Switch			Database TCP 4306 - MYSQLCC TCP 4308 - MYSQL config Transport TCP 5432 - Xprt Configuration Control TCP 21 FTP CTL - Boot files TCP 20 FTP DATA - Boot files	Database TCP 4306 - MYSQLCC TCP 4308 - MYSQL config Transport TCP 5432 - Xprt Configuration Control TCP 21 FTP CTL - Boot files TCP 20 FTP DATA - Boot files	Database TCP 4306 - MYSQLCC TCP 4308 - MYSQL config Transport TCP 5432 - Xprt Configuration Control TCP 21 FTP CTL - Boot files TCP 20 FTP DATA - Boot files	
V-Switch			Media Stream UDP 10000-20000 RTP (configurable) IP Path Trace UDP 33434+255 SMTP TCP 25 - SMTP	Media Stream UDP 10000-20000 RTP (configurable) IP Path Trace UDP 33434+255 SMTP TCP 25 - SMTP	Media Stream UDP 10000-20000 RTP (configurable) IP Path Trace UDP 33434+255 SMTP TCP 25 - SMTP	

Originating Device	Destination Device					
	Connect Client and Softphone	Connect Client for Web and Softphone	Linux DVS	Windows DVS	HQ Server	Other
Service Appliance (Conferencing and IM)	Media Stream UDP10000-10550 RTP IP Path Trace UDP 33434+255	Browser determined dynamic port (WebRTC)	Call Control TMS RPC: TCP 5457 NCC Event port UDP 5458 SUNRPC Broadcast SoftSwitch UDP 5440 – Location Service UDP 5441 – Call Control UDP 5442 – DRS UDP 5443 – Bandwidth Manager	Call Control TMS RPC: TCP 5457 NCC Event port UDP 5458 SUNRPC Broadcast SoftSwitch UDP 5440 – Location Service UDP 5441 – Call Control UDP 5442 – DRS UDP 5443 – Bandwidth Manager	Call Control TMS RPC: TCP 5457 NCC Event port UDP 5458 SUNRPC Broadcast TCP/UDP 5500-5600 SoftSwitch UDP 5440 – Location Service UDP 5442 – DRS UDP 5442 – DRS	Configuration Control UDP 162 SNMP TRAP Call Control UDP 5060 SIP Media Stream UDP 1024-65535 RTP – for SIP
Service Appliance (Conferencing and IM)			SoftSwitch UDP 5445 – Admission Control UDP 5446 – DRS keepalive Database TCP 4306 MYSQLCC TCP 4308 – MYSQL config Transport TCP 5432 – CDS	SoftSwitch UDP 5445 – Admission Control UDP 5446 – DRS keepalive Database TCP 4306 MYSQLCC TCP 4308 – MYSQL config Transport TCP 5432 – CDS	SoftSwitch UDP 5443 – Bandwidth Manager UDP 5445 – Admission Control UDP 5446 – DRS keepalive Database UDP 5446 – DRS keepalive TCP 4306 MYSQLCC TCP 4308 – MYSQL config	IP Path Trace ICMP 33434+255 SMTP TCP 25 – SMTP (third party for email notification)

Originating Device	Destination Device					
	Connect Client and Softphone	Connect Client for Web and Softphone	Linux DVS	Windows DVS	HQ Server	Other
Service Appliance (Conferencing and IM)			ABC TCP 80, 443 – ABC (for Exo-IM) CAS TCP 5447/5448–CAS (for Exo-IM) Configuration Control TCP 21 FTP CTL – Boot files TCP 20 FTP DATA – Boot files IP Path TraceUDP 33434+255	ABC TCP 80, 443 – ABC (for Exo-IM) CAS TCP 5447/5448–CAS (for Exo-IM) Configuration Control TCP 21 FTP CTL – Boot files TCP 20 FTP DATA – Boot files IP Path TraceUDP 33434+255	Transport TCP 5432 – CDS Conferencing License TCP 80 – HTTP Voice Prompts TCP 21 – FTP of phr files ABC TCP 80, 443 – ABC (for Exo-IM)	
Service Appliance (Conferencing and IM)					CAS TCP 5447/5448–CAS (for Exo-IM) Configuration Control TCP 21 FTP CTL – Boot files TCP 20 FTP DATA – Boot files IP Path TraceUDP 33434+255	

Originating Device	Destination Device					
	Connect Client and Softphone	Connect Client for Web and Softphone	Linux DVS	Windows DVS	HQ Server	Other
IP Phone	Media Stream UDP10000-10550 RTP IP Path Trace ICMP Traceroute	NA	Media UDP 10000-20000 RTP (configurable) IP Path Trace ICMP Traceroute File Download/ Linux DVS Update TCP 80 HTTP TCP 443 HTTPS ABC TCP 80, 443 HTTPS	Media UDP 10000-20000 RTP (configurable) IP Path Trace ICMP Traceroute File Download/ WinDVS Update TCP 80, 443 HTTPS ABC TCP 80, 443 HTTPS	Media UDP 10000-20000 RTP (configurable) IP Path Trace ICMP Traceroute File Download/ WinHQ Update TCP 80, 443 HTTPS ABC TCP 80, 443 HTTPS	Syslog Server UDP 514 NTP Server UDP 123 – This is the default port. Can be configurable. UDP 61373 – RpCap end of capture
IP Phone			CAS TCP 5447/5448 HTTPS	CAS TCP 5447/5448 HTTPS	CAS TCP 5447/5448 HTTPS	
MGCP Phone	Media Stream UDP10000-10550 RTP IP Path Trace ICMP Traceroute	NA	Media Stream UDP 10000-20000 RTP (configurable) IP Path Trace ICMP Traceroute FTP TCP 21 – FTP	Media Stream UDP 10000-20000 RTP (configurable) IP Path Trace ICMP Traceroute FTP TCP 21 – FTP	Media Stream UDP 10000-20000 RTP (configurable) IP Path Trace ICMP Traceroute FTP TCP 21 – FTP	NA

Originating Device	Destination Device					
	Connect Client and Softphone	Connect Client for Web and Softphone	Linux DVS	Windows DVS	HQ Server	Other
Connect Client Softphone	Media Stream (if both clients are on same network) – Both audio & video UDP 10000-10550 RTP (configurable)	NA	Configuration Control TCP 5449, 5469 – TBD: webproxy, Mgmt API– TCP 80 HTTP – Online help WSS call (MGCP) TCP 4431 - WSS nginx TCP 7777 - WSS internal only TCP 9090, 8181 - Mgmt TCP 2427 - Switch to WSS	Configuration Control TCP 5449, 5469 – TBD: webproxy, Mgmt API– TCP 80 HTTP – Online help WSS call (MGCP) TCP 4431 - WSS nginx TCP 7777 - WSS internal only TCP 9090, 8181 - Mgmt TCP 2427 - Switch to WSS	Configuration Control TCP 5449, 5469 – TBD: webproxy, Mgmt API– TCP 80 HTTP – Online help WSS call (MGCP) TCP 4431 - WSS nginx TCP 7777 - WSS internal only TCP 9090, 8181 - Mgmt TCP 2427 - Switch to WSS	NA
Connect Client Softphone			Media Stream UDP 10000-20000 RTP (configurable) ABC TCP 80, 443 HTTPS CAS TCP 5447/5448 HTTPS Image Download TCP 80, 443	Media Stream UDP 10000-20000 RTP (configurable) ABC TCP 80, 443 HTTPS CAS TCP 5447/5448 HTTPS Image Download TCP 80, 443	Media Stream UDP 10000-20000 RTP (configurable) ABC TCP 80, 443 HTTPS CAS TCP 5447/5448 HTTPS Image Download TCP 80, 443	

Originating Device	Destination Device					
	Connect Client and Softphone	Connect Client for Web and Softphone	Linux DVS	Windows DVS	HQ Server	Other
Linux DVS Media	Stream UDP 10000-10550 RTP (configurable) IP Path Trace UDP 33434+255	NA	SoftSwitch UDP 5440 – Location Service TCP 5441 – Call Control UDP 5443 – Bandwidth Manager UDP 5445 – Admission Control UDP 5446 – DRS keepalive	SoftSwitch UDP 5440 – Location Service TCP 5441 – Call Control UDP 5443 – Bandwidth Manager UDP 5445 – Admission Control UDP 5446 – DRS keepalive	SoftSwitch UDP 5440 – Location Service TCP 5441 – Call Control UDP 5443 – Bandwidth Manager UDP 5445 – Admission Control UDP 5446 – DRS keepalive	Voice Mail Notification TCP 25 SMTP
Linux DVS Media			TMS UDP dynamic [1024-65535] – broadcast. TMSTMS disaster recovery TCP 5430 – TMS/DTAS interserver communication Distributed Voice Mail TCP 25 SMTP - Voice Mail transport Transport TCP 5432 – Xprt	TMS UDP dynamic [1024-65535] – broadcast. TMSTMS disaster recovery TCP 5430 – TMS/DTAS interserver communication Distributed Voice Mail TCP 25 SMTP - Voice Mail transport Transport TCP 5432 – Xprt	TMS UDP dynamic [1024-65535] – broadcast. TMSTMS disaster recovery TCP 5430 – TMS/DTAS interserver communication Distributed Voice Mail TCP 25 SMTP - Voice Mail transport Transport TCP 5432 – Xprt	

Originating Device	Destination Device					
	Connect Client and Softphone	Connect Client for Web and Softphone	Linux DVS	Windows DVS	HQ Server	Other
Windows DVS	Stream UDP 10000-10550 RTP (configurable) IP Path Trace UDP 33434+255	NA	SoftSwitch UDP 5440 – Location Service TCP 5441 – Call Control UDP 5443 – Bandwidth Manager UDP 5445 – Admission Control UDP 5446 – DRS keepalive	SoftSwitch UDP 5440 – Location Service TCP 5441 – Call Control UDP 5443 – Bandwidth Manager UDP 5445 – Admission Control UDP 5446 – DRS keepalive	SoftSwitch UDP 5440 – Location Service TCP 5441 – Call Control UDP 5443 – Bandwidth Manager UDP 5445 – Admission Control UDP 5446 – DRS keepalive	Voice Mail Notification TCP 25 SMTP
Windows DVS			TMS UDP dynamic [1024-65535] – broadcast. TMSTMS disaster recovery TCP 5430 – TMS/DTAS interserver communication Distributed Voice Mail TCP 25 SMTP - Voice Mail transport Transport TCP 5432 – Xprt	TMS UDP dynamic [1024-65535] – broadcast. TMSTMS disaster recovery TCP 5430 – TMS/DTAS interserver communication Distributed Voice Mail TCP 25 SMTP - Voice Mail transport Transport TCP 5432 – Xprt	TMS UDP dynamic [1024-65535] – broadcast. TMSTMS disaster recovery TCP 5430 – TMS/DTAS interserver communication Distributed Voice Mail TCP 25 SMTP - Voice Mail transport	

Originating Device	Destination Device					
	Connect Client and Softphone	Connect Client for Web and Softphone	Linux DVS	Windows DVS	HQ Server	Other
Windows DVS					Database TCP 4308 – config DB (RO via ODBC for DDB) (R11.x) CAS Session Manager (R11.x) TCP 5449 – TMS to Data API to fulfill CSR Transport TCP 5432 – Xprt	
HQ Server	Stream UDP 10000-10550 RTP (configurable) IP Path Trace UDP 33434+255	NA	SoftSwitch UDP 5440 - Location Service TCP 5441 – Call Control UDP 5443 – Bandwidth Manager UDP 5445 – Admission Control UDP 5446 – DRS keepalive	SoftSwitch UDP 5440 - Location Service TCP 5441 – Call Control UDP 5443 – Bandwidth Manager UDP 5445 – Admission Control UDP 5446 – DRS keepalive	CDR Offline Upgrade - TRANSIENT TCP 4311 – Old MySQL CDR DB D&M Offline Upgrade TRANSIENT TCP 4312 – Old MySQL D&M DB	Voice Mail Notification TCP 25 SMTP CDR TCP 3306 - CDR archive on remote server

Originating Device	Destination Device					
	Connect Client and Softphone	Connect Client for Web and Softphone	Linux DVS	Windows DVS	HQ Server	Other
HQ Server			TMS UDP dynamic [1024-65535] – broadcast. TMSTMS disaster recovery TCP 5430 – TMS/ DTAS interserver communication WSS-SoftPhone (Int Prod) TCP 4431 – WSS nginx (Keypush from HQ Key Notifier)	TMS UDP dynamic [1024-65535] – broadcast. TMSTMS disaster recovery TCP 5430 – TMS/ DTAS interserver communication WSS-SoftPhone (Int Prod) TCP 4431 – WSS nginx (Keypush from HQ Key Notifier)	ThirdParty Double-Take (If Configured) TCP 8000 Heartbeat Transmit TCP 8005 Status Transmit TCP 8006 Stats Report	
HQ Server			Distributed Voice Mail TCP 25 SMTP – Voice Mail transport Transport TCP 5432 – Xprt	Distributed Voice Mail TCP 25 SMTP – Voice Mail transport Transport TCP 5432 – Xprt		
ECC Supervisor Client	NA	NA	NA	ECC Supervisor TCP 31451 - 31452	NA	NA
Mobility Client (SMC)	Media Stream UDP 10000-10550 RTP (configurable)	NA	Media UDP 10000-20000 RTP (configurable) ABC TCP 80, 443 CAS TCP 5447/5448	Media UDP 10000-20000 RTP (configurable) ABC TCP 80, 443 CAS TCP 5447/5448	Media UDP 10000-20000 RTP (configurable) ABC TCP 80, 443 CAS TCP 5447/5448	NA

Originating Device	Destination Device					
	Connect Client and Softphone	Connect Client for Web and Softphone	Linux DVS	Windows DVS	HQ Server	Other
Mobility Router (SMR)	Media Stream UDP 10000-10550 RTP (configurable)	NA	Media UDP 10000-20000 RTP (configurable) ABC TCP 443 HTTPS CAS TCP 5447/5448 HTTP(S)	Media UDP 10000-20000 RTP (configurable) ABC TCP 443 HTTPS CAS TCP 5447/5448 HTTP(S)	Media UDP 10000-20000 RTP (configurable) ABC TCP 443 HTTPS CAS TCP 5447/5448 HTTP(S) Data API TCP 5449/4430 HTTP(S)	NA
Edge Gateway	TURN: Media Stream UDP 10000-10550 RTP (configurable)	TURN: Browser determined dynamic port (WebRTC)	TURN: Media Stream UDP 10000-10550 RTP (configurable)	TURN: Media Stream UDP 10000-10550 RTP (configurable)	TURN: Media Stream UDP 10000-10550 RTP (configurable)	NA
Other	NA	NA	SSH TCP 22	NA	D2, D&M TCP 5478	NA

Appendix E - Connect System Logs

This appendix contains information about Connect System Logs.

- [System Logs](#)

System Logs

Table 84: System Logs

Log file name	Module	Location	Description	Debug Setting
bootlog	Switch	VMB	Switch bootup log. Captures initialization, upgrade, and other functions.	No debug setting. The log is always on.
caswebsrv	CAS	HQ/DVS	Internal CAS web server - used for troubleshooting Development systems. Can be used to troubleshoot performance.	Contact Support for debugs per specific issue.
CheckDatabase	DB	HQ	Runs at installer (beginning of installation). Check DB compatibility during upgrade.	No setting available. Runs at installer time.
ConnectSync	ConnectSync	HQ	MiVoice Connect service used to push data to the MiCloud for HYBRID deployments.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\ConnectSync \Logging Level = 0x1 PriMaskLF = 0xFFFF The default log level is 1, and logging levels are a mask with 0x2 and 0x4, the higher levels of internal logging. 0x8 is the HTTP logging where, the service logs are all HTTP requests in full text format.
CSISSvr	CSIS	HQ/DVS	CSIS server log	Contact Support for debugs per specific issue.
csisvm	CSIS	HQ/DVS	Interface to access Voicemail. Interactions from applications such as CAS, VMEMSync, CSISVMService to Voicemail are captured.	Contact Support for debugs per specific issue.
CSISVMEvt	CSIS	HQ/DVS	Voicemail events sent through CSIS.	Contact Support for debugs per specific issue.

Log file name	Module	Location	Description	Debug Setting
Database	DB	HQ/DVS	Runs during installation (this is the actual upgrade log).	No setting available. Runs at installer time.
dbhs	Voicemail	HQ/DVS/VMB	Voicemail status reporting to Director (Mailbox status and other runtime status).	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\logsvc \Logging Level = 0x1 PriMaskLF = 0xFFFF Turn on level only on Support's request.
dbq	DB	HQ/DVS/VMB/UCB	DBQuery log. ODBC queries to database from applications such as CAS, Voicemail, and TMS.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\DataServices \DBQuery\Logging Level = 0x1 PriMaskLF = 0xFFFF Turn on level only on Support's request.
dbu	DB	HQ/DVS/VMB/UCB	DB Update log. Updates;queries to database from applications such as CAS, Voicemail, and TMS.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\DataServices \DBUpdate\Logging Level = 0x1 PriMaskLF = 0xFFFF Turn on level only on Support's request.
dbusvc	DB	HQ/DVS (wherever we have DB or DDB)	DB Update service. DB Update requests go through this service.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\DataServices \DBUpdateSvc\Logging Level = 0x1 PriMaskLF = 0xFFFF Turn on level only on Support's request.
director2_dm	D&M	HQ	D&M	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\SvrAppMsgSvc \Logging Level = 0x1 PriMaskLF = 0xFFFF Turn on level only on Support's request.

Log file name	Module	Location	Description	Debug Setting
director2_uc	Director2, D&M	HQ	D2 and D&M	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\SvrAppMsgSvc \Logging Level = 0x1 PriMaskLF = 0xFFFF Turn on level only on Support's request.
Director2	Data API, SessionMgr	HQ/DVS	Data API and SessionMgr	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\SvrAppMsgSvc \Logging Level = 0x1 PriMaskLF = 0xFFFF Turn on level only on Support's request.
DistributedDB	DB	HQ/DVS	Backup of HQ DB (nightly backup). On DVS it is mostly blank.	No setting available. Runs at installer time.
DRS	DRS	HQ/DVS	Main DRS operations, LSP ping and DN resolution covered in this log.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\Distributed Routing Service\Logging Level = 0x1 PriMaskLF = 0xFFFF 0x0100 and smaller control DRS.log 0x0200 and larger control DRSTrans.log 0x0010 logs DRS-ping keep- alives.
DRSTran	DRS	HQ/DVS	ShoreSIP and switch related logging are covered here.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\Distributed Routing Service\Logging Level = 0x1 PriMaskLF = 0xFFFF 0x0100 and smaller control DRS.log 0x0200 and larger control DRSTrans.log 0x0010 logs DRS-ping keep- alives.

Log file name	Module	Location	Description	Debug Setting
DSTrace	DRS	HQ/DVS	COM Trace for update queries (DDB update on DVS). Most reads go through DBQuery and get captured in dbq log.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\DataServices DebugLevel=0x1 Set DebugLevel=0x5 for query level details.
EventWatch	Event Notification	HQ	The log for the service that performs email notification for NT events.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\DataServices DebugLevel=0x1 Set DebugLevel=0x5 for details.
evt	Trigger	HQ/DVS	Service that dispatches the triggers from the database to the applications.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\EventSystem \Logging Level = 0x1 PriMaskLF = 0xFFFF Turn on level only on Support's request.
IIS	IIS	HQ/DVS	Microsoft IIS web server	Contact Support for debugs per specific issue.
Install_Shoreware	Installer	HQ/DVS	Installer log file	HKLM\SOFTWARE\Policies \Microsoft\Windows \Installer Set key Logging with type REG_SZ and Value "voicewarmup!" <ul style="list-style-type: none"> • Gives information about the step the installer is at, and the values of the properties. In case of a rollback, it gives information about when the rollback happens • Gives more information about the files and the sequence of actions. • Gives detailed information about the functions installer performs on the machine.
IPBX	Switch	HQ/DVS	Switch level logs/ events sent to the server.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\Telephony Management Server \STSTSPI\Logging Level = 0x1 PriMaskLF = 0xFFFF

Log file name	Module	Location	Description	Debug Setting
ipds	CAS	HQ/DVS	CAS main log	Contact Support for debugs per specific issue.
kmessages	Kernel	VMB/UCB	Linux kernel messages	No debug setting available. The log is always on.
LogLibTrace	LogLib	HQ/DVS/ VMB/UCB	Trace for logger	No setting available. The log is always on.
LogLibTraceX	LogLib	HQ/DVS	Trace for logger for logging from TapiSrv.	No setting available. The log is always on.
LogSvc	LogLib	HQ/DVS	LogSvc helps VMB switches do remote logging (this is unused). In addition, both VMB and UCB switches also log their NT events through this service on the Windows NT event log.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\logsvc \Logging Level = 0x1 PriMaskLF = 0xFFFF Turn on level only on developer's request.
MakeCDR	System Mgmt	HQ	Run by installer for new install/upgrade.	No setting available. Runs at installer time.
messages	Kernel	VMB/UCB	Linux kernel messages + user level system log messages.	No debug setting available. The log is always on.
mon_log	Switch	VMB	System resource usage by individual modules/process.	No debug setting available. The log is always on.
mon_nand_log	Switch	VMB	System Nand usage	No debug setting available. The log is always on.
MonitoringAgent	D&M	HQ	Log from Monitoring agent that lives on switch to report call quality.	To turn on this log, enable switch level setting.
MonitoringService	D&M	HQ/D&M standalone server	D&M log	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\Monitoring Service\Logging Level=0x1 PriMaskLF=0xFFFF Turn on level if developer recommends.
QMailService	Qmail	VMB/UCB	Qmail service that launches Qmail engine.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\QMailService \Logging Level=0x1 PriMaskLF=0xFFFF Turn on level if Support recommends.
qmail-cleanup	Qmail	VMB/UCB	Qmail cleanup log (logs internal cleanup).	No setting available. The log is always on.

Log file name	Module	Location	Description	Debug Setting
RegLibTrace	RegLib	HQ/DVS/ VMB/UCB	Trace for registry library	No setting available. The log is always on.
RegLibTraceX	RegLib	HQ/DVS	Trace for registry library from TapiSrv	No setting available. The log is always on.
RpCap	D&M	HQ	Logic to invoke the Wireshark trace for P-phone and switch. Actual Wireshark trace is on the switch/p-phone.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\RpCap\Logging Level=0x1 PriMaskLF=0xFFFF Turn on level if Support recommends.
SAMS	System Mgmt	HQ	zeroMQ (D2, D&M use it, it is a Ruby to C++ bridge. For example, AnyPhone).	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\SvrAppMsgSvc \Logging Level = 0x1 PriMaskLF = 0xFFFF Turn on level only on Support's request.
SC	Workgroup	HQ/DVS	WG puts a call on queue (technically park the call on its own number, try to unpark.WG extension from another extension will show list of calls in WG queue) if agent is not available. ;All these activities related to queuing WG call get logged in SC logs.	No debug setting. The log is always on.
SDMS	System Mgmt	HQ	ZinManager runs periodically for phone home audit.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\Data Services Set DebugLevel=0x5.
smgr	ServicesMgr	VMB/UCB	Linux services manager that administers all processes.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\ServicesMgr \Logging Level = 0x1 PriMaskLF = 0xFFFF Turn on level only on Support's request.
SMTP	SMTP	HQ/DVS	Microsoft SMTP log	Use Microsoft IIS manager to turn on this log.

Log file name	Module	Location	Description	Debug Setting
SoftSw	Soft Switch	HQ/DVS	Soft switch log on Windows server.	HKEY_LOCAL_MACHINE \Software\Shoreline Teleworks\SoftSwitch Create a key called TelnetEnabled and set it to 1. telnet <softswitch-ip> 2323 To get the SHELL access, turn on the appropriate switch trace.
STCTSP	ShoreTapi	VMB/UCB	Legacy ShoreTapi interface for Voicemail (VMB) and Conferencing (UCB).	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\Telephony Management Server \STCTSP\Logging Level = 0x1 PriMaskLF = 0xFFFF Set Level =0x1F for TAPI signaling debugging.
STCTSPI	ShoreTapi	HQ/DVS	ShoreTapi interface for CAS, Workgroup.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\Telephony Management Server \STCTSPI\Logging Level = 0x1 PriMaskLF = 0xFFFF Set Level =0x1F for TAPI signaling debugging.
STMedia	Switch media	UCB	Switch media log file.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\STMedia \Logging Level = 0x1 PriMaskLF = 0xFFFF Turn on level only on Support's request.
stpi	ShoreTapi	HQ/DVS	ShoreTapi client side log for CAS, WG.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\ShoreTapi \Logging Level = 0x1 PriMaskLF = 0xFFFF Set Level =0x1F for TAPI signaling debugging.

Log file name	Module	Location	Description	Debug Setting
STSTSP	TAPI	HQ/DVS/ VMB/UCB	TAPI Path entry point into TMS.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\Telephony Management Server \STSTSPI\Logging Level = 0x1 PriMaskLF = 0xFFFF Set Level =0x1F for TAPI signaling debugging.
STTS	Switch	VMB/UCB	Switch log file	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\STTS\Logging Level = 0x1 PriMaskLF = 0xFFFF Set Level =0x1F for TAPI signaling debugging.
SysMgmt	System Mgmt	HQ/DVS	SysMgmtSvc (former IPCS/Heap status activity)	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\SysMgmt \Logging Level = 0x1 PriMaskLF = 0xFFFF Set Level =0xFF for debugging.
TAPI	Microsoft TAPI	HQ/DVS	Microsoft portion of the TapiSrv..	HKEY_LOCAL_MACHINE \Software\Microsoft \Tracing\tapisrv Set FileDirectory to a directory (For example, C:\Tmp) where you want the TAPI logs - default location is C:\Windows\Tracing Set EnableFileTracing = 1 Set FileTracingMask = 0xffffffff
Tapi32	API side Microsoft TAPI	HQ/DVS	Application (For example, Voicemail) TAPI API side.	HKEY_LOCAL_MACHINE \Software\Microsoft \Tracing\tapi32 Set FileDirectory to a directory (For example, C:\Tmp) where you want the TAPI logs - default location is C:\Windows\Tracing Set EnableFileTracing = 1 Set FileTracingMask = 0xffffffff

Log file name	Module	Location	Description	Debug Setting
TapiSrv	TAPI	HQ/DVS	RemoteTSP - Legacy TAPI interface for Voicemail, ECC ProSvcs/Third Party applications.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\Telephony Management Server \TapiSrv\Logging Level = 0x1 PriMaskLF = 0xFFFF Set Level =0x1F for TAPI signaling debugging.
TapiWav	Windows media driver	HQ/DVS	Windows media driver	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\TDIMedia "LogTapiWaveToFile"=dword:00000001 "TapiWaveDebugLevel"=dword:00000007 "Playdebuglevel"=dword:00000007 "SipWaveDebugLevel"=dword:00000007 "IoctlDebugLevel"=dword:00000007 "RecordDebugLevel"=dword:00000007 Lower the debugs once debugging is complete.
TmsCDR	System Mgmt	HQ	Call accounting service	No setting available. Runs at installer time.
TMSCDRArchive	System Mgmt	HQ	Backup to archive server (nightly)	No setting available. Runs at installer time.
TmsCDS	TMS	HQ/DVS	TMS call data service - plumbing layer. Used for low level call tuple and CDR data debugging.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\Telephony Management Server\CDS \Logging Level = 0x1 PriMaskLF = 0xFFFF Turn on level only on Support's request.
TmsDTAS	DTAS	HQ/DVS	TMS distributed telephony log - plumbing layer. Used for TAPI debugging.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\Telephony Management Server \TmsDTAS\Logging Level = 0x1 PriMaskLF = 0xFFFF Set Level=0x1F on Support's request for debugging TAPI level problems.

Log file name	Module	Location	Description	Debug Setting
TmsHeapStatus_	TMS ODBC	HQ/DVS	TMS updates to heap status DB to report runtime status to Director, D&M.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\Telephony Management Server \TmsHeapStatus_ODBC \Logging Level = 0x1 PriMaskLF = 0xFFFF Turn on level only on Support's request.
TmsMain	TMS	HQ/DVS	TMS main log. All the TMS processing is divided into small steps and the steps are executed here.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\Telephony Management Server\Main \Logging Level = 0xF PriMaskLF = 0xFFFF Set Level =0x3F for TMS level debugging.
TmsMgmt	TMS	HQ/DVS	TMS Management log. Captures TMS reporting runtime status on switches, devices, trunks, and others.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\Telephony Management Server \TmsMgmt\Logging Level = 0xF PriMaskLF = 0xFFFF Set Level =0x3F for TMS level debugging.
TmsNcc	TMS	HQ/DVS	TMS to switch communication including call debugging using GUID.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\Telephony Management Server\NCC \Logging Level = 0x1 PriMaskLF = 0xFFFF Set Level =0x1F for TMS switch debugging.
TMSPerf	TMS	HQ/DVS/ VMB/UCB	TMS sub-task level performance debugging. Useful to debug low level delays in TMS.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\Telephony Management Server \TmsTCC\Logging Level = 0x1 PriMaskLF = 0xFFFF Set Level =0x1F for TMS switch debugging.

Log file name	Module	Location	Description	Debug Setting
TMSTCC	TMS	HQ/DVS/ VMB/UCB	TMS TAPI call control log. Useful for tracing end to end call flows. This log is not generated by default. Set elevated log level for it to be generated.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\Telephony Management Server \TmsPerf\Logging Level = 0x1 PriMaskLF = 0xFFFF Set Level =0x1F for TMS switch debugging.
Uninstall_Shoreline_Installer	Installer	HQ/DVS	Installer log file	HKLM\SOFTWARE\Policies \Microsoft\Windows \Installer Set key Logging ;with type REG_SZ and Value "voicewarmup!" <ul style="list-style-type: none"> • Gives information about the step the installer is at, and the values of the properties. In case of a rollback, it gives information about when the rollback happens. • Gives more information about the files and the sequence of actions • Gives detailed information about the functions installer performs on the machine.
Vmail	Voicemail	HQ/DVS/ VMB	Voicemail log. Useful for Voicemail call debugging (recording, playback, find me, AA menus, account code, and other features).	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\Voicemail \Logging Level = 0x1 PriMaskLF = 0xFFFF Increase debug level as recommended by Support.
VMCAS	CAS	HQ/DVS	Reusable VMCAS library applications such as CAS, VMEmSync are used to talk to Voicemail.	Contact Support for debugs per specific issue.
VMEMSync	VMEmSync	HQ/DVS	Voicemail to external mail server (For example, Gmail) sync.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\VmEmSync \Logging Level = 0x1 PriMaskLF = 0xFFFF Set Level =0xFF for debugging.

Log file name	Module	Location	Description	Debug Setting
VMStats	Voicemail	HQ/DVS	The Voicemail mailbox starts debugging.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\Voicemail \Logging Level = 0xF PriMaskLF = 0xFFFF Setting Vmail log level to 0xF generates VMStats log file.
WavAPI	Windows media driver	HQ/DVS	Windows media driver	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\TDIMedia "LogWaveAPIToFile"=dword:00000001 "WaveAPIDebugLevel"=dword:00000007 "Playdebuglevel"=dword:00000007 "SipWaveDebugLevel"=dword:00000007 "IoctlDebugLevel"=dword:00000007 "RecordDebugLevel"=dword:00000007 Lower the debugs once debugging is complete.
WG	Workgroup	HQ/DVS	Workgroup log	HKEY_LOCAL_MACHINE \SOFTWARE\WGSvc\Logging Level = 0x1F PriMaskLF = 0xFFFF
xprt	Transport	HQ/DVS/ VMB/UCB	Transport log. Useful to debug box to box communication issues.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks\Transport \Logging Level = 0x1 PriMaskLF = 0xFFFF and Set Level =0xF for debugging, 0xFF for pipe level debugging. This can be intrusive.
Zin	System Mgmt	HQ	COM+ (all legacy business logic) for example, AnyPhone;logic in Visual;Basic, Voicemail backup time update in C++.	HKEY_LOCAL_MACHINE \SOFTWARE\Shoreline Teleworks Key: ZinDebugLevel=0x3 for debug traces.