

OMEGA-LX Internet Messaging Gateway
Version 4.2-1

Hark Technologies

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Chapter 1

Introduction

1.1 Conventions used in this manual

- Names of keys are shown in `<>`. For example, `<TAB>`, `<ENTER>`, `<SHIFT>`, and `<CTRL>`.
- Certain actions require the simultaneous use of multiple key strokes. For example, `<CTRL>+<A>` means that you must hold down the Control key while you press the A key.
- Certain functions are to be performed from the command line. The command to be types will be displayed in the Courier font. For example, type `cat /etc/hosts`, means to type 'cat /etc/hosts' from the command line.
- Some programs such as `rtview` require cursor navigation. This is performed with the arrow keys. Up arrow will go up a line, and down arrow will go down one line. If there are more ports defined than can fit on the screen, the Page Up and Page Down keys can be used to go a page up and a page down respectively. Also the Home and End keys can be used to go to the first entry on the screen and the last entry on the screen respectively.
- Any time you see a line ending with `\`, it is a continuation line. You may see these in a configuration file listing. It means that the line should be entered as a complete line without pressing `<ENTER>` between the lines. There may be more than one line ending with `\` if the line is very long.

1.2 Functional Overview

Omega consists of a combination of hardware and software uniquely designed to work in conjunction with a paging system to emulate the functions provided by a Internet paging gateway, TAP concentrator, and TNPP router.

In addition, the several beneficial applications are provided, but are not limited to the following:

- Provides a password protected World Wide Web interface for subscribers to maintain certain configuration settings such as their passcode, and enabling/disabling their pager.
- Provides an administrative web interface for the service provider to setup system configuration and subscriber information.
- Computer interface supports use of a separate billing system to setup subscribers automatically.
- Delivery of numeric, alpha, or e-mail messages to an Internet e-mail address, and vice-versa.

Advanced features allow you to define when a particular pager will be paged, depending upon the day of the week, the time, message type, and urgency of the message. For example, you may only want a particular pager to be paged on Saturday and Sunday only if it is a numeric message marked urgent. All other messages are to be routed to a second pager.

You may also specify how frequently a page will be resent if the individual does not answer the first page. For example, if a particular on-call technician does not answer the first page, you can specify that two additional pages will be resent 15 minutes apart. If the individual does not login and listen to the message after the third page attempt, then the next pager on the list will be tried three times, at, for example, five minutes apart.

The above features are programmed using the `mbpage` feature that is discussed in detail later within this manual.

1.3 Features and Benefits

- Supports Numeric and Alphanumeric messages.
- Provides ability to specify a future delivery time for a message.
- Private security codes for each mailbox.
- Multiple paging devices per mailbox.
- Supports paging via SMTP (Internet e-mail), SNPP (Internet network paging), HTTP (Web paging), TAP (Telocator Alphanumeric Protocol), TNPP (Telocator Network Paging Protocol - ID or CAP page), and WCTP (Wireless Communications Transfer Protocol).

- Supports paging via dialup modem, dedicated RS232, and TCP/IP (Internet) connections. Backup all alphanumeric and numeric messages to one or more Internet e-mail addresses per mailbox.
- Send an e-mail to a pager.
- Accepts incoming alpha pages via GCP, TAP, TNPP, HTTP, SMPP, SMTP, SNPP, and WCTP.
- Delivery of numeric, alphanumeric, and e-mail messages to an Internet e-mail account, or accept these message types from the Internet.
- Web interface for sending text messages to pagers
- Web interface allows message viewing and maintenance of subscriber information.
- SSL support for HTTP and WCTP

1.4 Support Services

If you have any questions about the Omega, please refer to this manual first.

The support email address listed in the beginning of this manual is the best way to contact us for non-emergency technical support.

If you cannot find the answer, contact technical support at the following numbers. High quality, responsive technical support is available 24 hours a day, 7 days a week, including holidays.

For technical support between the hours of 8:30 AM and 5:30 PM Eastern Time, Monday through Friday, excluding holidays, call 843-821-6888. For technical support outside of normal business hours or on holidays, call 843-821-6888. The voice mail operator will answer your call. This number allows you to leave a message for normal business matters, or initiate a page for immediate technical support. The voice mail attendant will lead you through the appropriate procedures. For matters that do not require an urgent response, leave a voice mail message within the general mailbox.

For urgent matters that require that you speak to an on-call technician, select the appropriate key identifying the product for which you need technical support. After the technician's greeting, leave a short message with the area code and phone number at which you can be reached. The on-call technician will be paged and will return your call.

Phone: 843-821-6888

Fax: 843-821-6894

Web: <http://harktech.com>

Sales email: sales@harktech.com

Support email: support@harktech.com

Chapter 2

Installation

Turnkey systems purchased from Hark already have the base system and application installed. Some configuration is still required for your specific application.

2.1 System Requirements

The following equipment represents the minimum configuration for a base 32 port system.

- Pentium III 500 or higher computer with 512Meg RAM and 18.2 Gig Ultra-2 SCSI hard drive or better *
- One Ethernet card (used to connect to the Internet)
- CD-RW drive or tape drive for backups
- Edgeport USB serial hub. USB serial ports are used so that additional ports can be added without having to shutdown the system and add additional boards in the computer.
- Control DeviceMaster ethernet serial server. Provide serial ports in a clustered system.
- Fulltime (dedicated) internet connection with static IP address and internet domain name setup with MX record for email services. Dialup connections to internet are not supported. **

* Ultra-2 (or newer) SCSI hard drives are required for several reasons. If you wish to have redundant drives either through disk mirroring or using a RAID 5 system, SCSI supports hot swapping the drives while the system is running. IDE hard drives are supported and can be used however if a drive fails the system will have to be taken down to replace a failed drive. When IDE drives fail, they can also load the

IDE bus, crashing the system. Another disadvantage is that IDE drives use more CPU resources than a SCSI system. For non-redundant systems, an Adaptec AHA-2940U2 is recommended. For mirrored or RAID 5 systems, the Adaptec ASR-2100S is used.

Note: Seagate SATA drives are now also a good choice as they typically have the same warranty as their SCSI drives.

** It is difficult to judge how much bandwidth you will need initially. We suggest that you allow yourself the option to upgrade your Internet connection without penalty from your Internet Service Provider (ISP). For SMTP and SNPP, a 56k leased line is more than adequate for thousands of subscribers. Omega is designed to handle up to 1000 simultaneous SMTP connections and 1000 SNPP connections at the same time. These sessions are normally very short, so a large amount of traffic can be handled with the base system. However, adding the Web services can dramatically increase the amount of bandwidth required. If only Web-based paging is offered, the base 56k can handle the additional traffic without a problem. However, the 56k may not suffice if the Web-based database maintenance and message handling is used. There are several options available now, the most reliable being a dedicated leased line. However, SDSL will probably suit most businesses just fine. Internet connectivity can usually be purchased in increments of 64K. This is usually done with a fractional T1 connection. For example, you can start with 128K and upgrade to 256K or all the way to a full T1 at 1.544 Mbps.

Operating Systems supported:

- Centos Linux 5.2

2.2 Hardware

The system may arrive in multiple boxes depending on the options ordered. After unpacking the server, inspect for any hidden physical damage. This should include opening the computer case and inspecting for any parts that may have worked loose during shipping. After inspecting all the equipment, start by mounting the server and any rack-mount accessories in your rack. The computer chassis was selected so that it can be mounting using only its front ears if you wish. You may also use slide rails if your application requires it. Connect the power cables, keyboard, video, and network cables. A mouse isn't required for operation, but one is included.

Clustered systems will include a second server and cables to connect the two computers together. After mounting the second server connect the included null modem

serial cable between the serial ports on the back of the two computers. Also connect the included cross-over ethernet cable between eth1 on both computers. Eth1 is the ethernet connector to the right when looking at the back of the computer. Clustered systems also include a rack-mount KVM (Keyboard-Video-Mouse) switch box to switch the video and keyboard between the two clustered systems. See the “Cluster” chapter for more information.

Control Devicemaster Serial Server

The Control serial server configuration is in `/etc/nslink.conf`. The following is an example file:

```
bootfile-DM /etc/devmast.bin

10.100.1.203 32 30
10.100.1.204 32 30
```

The bootfile-DM line is the firmware file to upload to the Devicemaster device. There is a line for each of the Devicemasters the Omega connects to. In this case there are two 32 port Devicemasters using a 30 second timeout. A connection check is sent to each serial server every `timeout/2` seconds. If more than `timeout` seconds pass between receiving connection check responses, the link will timeout and any open ports on that serial server will report errors. A value of 0 disables the link timeout.

2.3 Operating System

The OMEGA-LX supports the Linux Operating System. Turnkey systems will already have the operating system and application software installed. However, software only systems will need to have the operating system installed and setup. Both configurations will need to have a few settings customized for your particular installation. Some configurations may not be available in all operating systems.

2.3.1 Linux

Centos Linux 5 or greater is used for the Linux-based Omegas. This can be downloaded from <http://www.centos.org>. Software only Linux-based Omegas will include the Centos install CD so it is not necessary to obtain it on your own.

Make sure that you have a keyboard, mouse and monitor plugged into your server. Also an ethernet cable would be a good idea, but not necessary at this point. The following procedure will guide you through the Linux Operating System installation.

- Power on the computer and make sure that your BIOS settings are set to boot from CD before the hard drive.
- Insert the Linux System Installation CD.
- Boot the computer. You will see a Centos 4 screen with the following:

```
[F1 - Main] [F2 - Options] [F3 - General] [F4 - Kernel] [F5 - Rescue]
boot:
```

- At the boot prompt press <ENTER> to install. At this point you will see a bunch of text scrolling on the screen.
- Next a text window asking if you would like to check the media appears. The media is tested before it is shipped, but if you want to make sure you can press <ENTER> to check the media. Or just press <RIGHTARROW> and press <ENTER> on Skip.
- Next you will see a few more lines of text, then the graphical installer will startup.
- Click Next
- You should see a language selection. Click Next to select the default of English. Otherwise select your language and click Next.

Note: Hark can only support English installations
- Another language selection. This time the default is U.S. English. Click Next.
- You should now see the disk partitioning screen. Select the “Manually partition with Disk Druid” radio button and click Next.
- If this is a new hard drive, you may see a popup window that says “The partition table on device sda was unreadable. To create new partitions it must be initialized, causing the lossof ALL DATA on this device.” ... “Would you like to initialize this drive, erasing ALL DATA?”. Click Yes.
- You should now be in Disk Druid. Click New to create a new partition.
- You should now see the “Add partition” window.
- Set the mount point to /boot. Make sure the size is set to 100. Check the “Force to be a primary partition” checkbox. Click OK.
- Click New to add another partition.
- Set the mount point to /. Set the size to 10000. Click OK.
- Click New to add another partition.
- Set the filesystem type to swap. Set the size to 2048. Click OK.

- Click New to add another partition.
- Set the mount point to /var. Set the size to 10000. Click OK.
- Click New to add another partition.
- Set the mount point to /var/log. Set the size to 2000. Click OK.
- Click New to add another partition.
- Set the mount point to /opt. Set the size to 10000. Click OK.
- Click New to add another partition.
- Set the mount point to /var/opt. Check the “Fill to maximum allowable size” checkbox. Click OK.
- Click Next
- You should now see a screen with “The GRUB boot loader will be installed on /dev/sda”. You don’t need to change anything here. Just click Next.
- Setup the network devices.

2.4 System servers

The OMEGA-LX now uses the email and web servers included with CentOS Linux. For email Postfix is used. This allows for adding functionality such as additional SPAM filtering and virus protection. Not that viruses can infect pagers, but viruses can be considered a form of SPAM as they are not normally desired messages. Postfix is configured to forward mail for the configured sub-domains to an internal port for the Omega email server to accept. For web and wctp Apache is used. This allows for additional features such as SSL for secure communications between the client and server. Apache is configured to forward requests to an internal port for the Omega http and wctp server to accept. DNS lookups take advantage of the built-in caching DNS server. And finally, Postgresql is use for the database. All subscriber information, messages, and logs are stored in the database for easier replication, reporting, and maintenance. The setup of each of these servers will be described below.

2.4.1 Postgresql

Edit the sysconfig file for postgresql. Copy the following to /etc/sysconfig/pgsql/postgresql.

```
PGDATA=/opt/pgsql
PGLOG=/opt/pgsql/pgstartup.log
PGOPTS=-i
```

This will change the postgresql database directory from `/var/lib/pgsql` to `/opt/pgsql`. For clustered systems this will move the database to a filesystem that is replicated over drbd.

Type the following to initialize and create the database:

```
su - postgres
export PGDATA=/opt/pgsql
initdb
exit
```

Now that the database has been initialized, edit the configuration file and enable TCP connections from the localhost. Uncomment the following line in `/opt/pgsql/pg_hba.conf`:

```
host    all             all             127.0.0.1      255.255.255.255  trust
```

In order to support load-balanced systems you will need to add a line for your private network. For example:

```
host    all             all             10.100.1.0/24  trust
```

Recent versions of the default SELinux policy requires the following two commands to be run for the new Postgresql data directory:

```
chcon -R -t postgresql_db_t /opt/pgsql
semanage fcontext -a -r postgresql_db_t ‘‘/opt/pgsql(/.*)?’’
```

These commands are only required if selinux is set to enforcing (the default Red-Hat/Centos configuration).

If you are running a clustered system the postgresql server will automatically be started by the cluster manager (heartbeat) so make sure postgresql is not set to automatically start by typing `chkconfig postgresql off`. If you are not running a clustered database server type `service postgresql start` to start the postgresql server.

Important: Please check the Application Section below for information on customizing the `createdb.sql` script before creating the initial database.

Next start the postgresql database server so we can create the database:

```
su - postgres
createdb omegalx
```

From the /opt/omegalx directory type the following to create the OMEGA-LX database and load some initial data:

```
psql -U postgres -d omegalx -f db/createdb.sql
psql -U postgres -d omegalx -f db/data.sql
```

Get a list of databases:

```
select datname from pg_database;
```

Get a list of tables in current database:

```
select tablename from pg_tables where tablename not like 'pg_%' \
and tablename not like 'sql_%';
```

Get a list of field names and attributes for a table:

```
\d tablename
```

Get a list of indexes for a table (replace tablename with the tablename):

```
SELECT relname FROM pg_class WHERE oid IN
  (SELECT indexrelid FROM pg_index, pg_class
   WHERE pg_class.relname = 'tablename' AND
         pg_class.oid = pg_index.indrelid AND
         indisunique != 't' AND
         indisprimary != 't')
ORDER BY relname;
```

Get a list of tables with foreign keys referencing a particular table (replace tablename with the tablename):

```
select t.constraint_name, t.table_name, t.constraint_type,
       c.table_name, c.column_name
from information_schema.table_constraints t,
     information_schema.constraint_column_usage c
where t.constraint_name = c.constraint_name and
      t.constraint_type = 'FOREIGN KEY' and
      c.table_name = 'tablename';
```

2.4.2 Apache

The Apache web server is used as a reverse proxy to handle HTTP and WCTP requests. This also allows the use of SSL for secure HTTP and WCTP.

In order to allow Apache to act as a reverse proxy with SELinux set to enforcing the following command needs to be run once:

```
setsebool httpd_can_network_connect 1
```

To support SSL a secure certificate is required. You may self-sign your certificate which enables encryption to be used, but does not verify the authenticity of who you are connecting to. For WCTP this is not an issue, however clients connecting to the web server may get a warning in their web browser about not being able to verify the authenticity of the site. In order to prevent these warnings a certificate can be purchased from a commercial certificate authority like Verisign or Thawte for an annual fee.

First we need to generate the server key. When asked enter a passphrase for the server key. This should be something easy for you to remember because you will need it later in this process.

```
cd /etc/httpd/conf
openssl genrsa -des3 -out server.key 4096
```

To create a self-signed certificate follow the steps below then perform the steps generate a certificate and import a certificate below.

- `openssl genrsa -des3 -out ca.key 4096`

This will generate a key for being a certificate authority. Use a phrase that is easy to remember, but hard to guess. You will need it later.

- `openssl req -new -x509 -days 3650 -key ca.key -out ca.crt`

Typically days will be 365, but we don't want to have to create a new certificate every year so use 3650 for 10 years.

- Enter pass phrase for ca.key:
- Country Name (2 letter code) [US]:
- State or Prvince Name (full name) [South Carolina]:
- Locality Name (eg, city) [Summerville]:
- Organization Name (eg, company) []:Hark Technologies

- Organizational Unit Name (eg, section) []:Internet Messaging
- Common Name (eg, your name or your server's hostname) []:omegalx.harktech.com CA
- Email Address []:support@harktech.com

Creating the certificate request. This is used for both self-signed and authority signed certificates.

- openssl req -new -key server.key -out server.csr
 - Enter pass phrase for server.key:
 - Country Name (2 letter code) [US]:
 - State or Prvince Name (full name) [South Carolina]:
 - Locality Name (eg, city) [Summerville]:
 - Organization Name (eg, company) []:Hark Technologies
 - Organizational Unit Name (eg, section) []:Internet Messaging
 - Common Name (eg, your name or your server's hostname) []:omegalx.harktech.com CA
 - Email Address []:support@harktech.com
 - A challenge password []:
 - You can just press enter to skip this
 - An optional company name []:
 - You can just press enter to skip this

Import the certificate. If you are using a certificate authority you will need to wait for their reply and save the certificate data on the system as a file named ca.crt. For self-signed certificates the ca.crt file will have been created by the instructions above.

- openssl x509 -req -days 3650 -in server.csr -CA ca.crt -CAkey ca.key -set_serial 01 -out server.crt

If you are using a self-signed certificate you can use 3650 for the days (or whatever you used above). However, if you are using a certificate authority the days will typically be 365.

Finally in order for apache to start automatically without user intervention save a non-secure version of the server key.

- openssl rsa -in server.key -out server.pem

The Apache config is automatically added by the RPM installer. It is located in `/etc/httpd/conf.d/zz-omegalx.conf`.

The default configuration requires the `/etc/httpd/conf.d/ssl.conf` file to be removed.

Example `/etc/httpd/conf.d/zz-omegalx.conf`:

```
# Replace omegalx.harktech.com with the name you are publishing for
# your customer access
```

```
# Remove /etc/httpd/conf.d/ssl.conf so the settings below will be
# used instead
```

```
# uncomment to enable SSL
#LoadModule ssl_module modules/mod_ssl.so
```

```
# enable reverse proxy support
LoadModule proxy_module modules/mod_proxy.so
LoadModule proxy_http_module modules/mod_proxy_http.so
```

```
<IfModule mod_ssl.c>
```

```
    Listen 443
    AddType application/x-x509-ca-cert .crt
    AddType application/x-pkcs7-crl .crl
    SSLPassPhraseDialog builtin
    SSLSessionCacheTimeout 300
    SSLMutex default
```

```
### Linux
```

```
    SSLSessionCache          shmcb:/var/cache/mod_ssl/scache(512000)
    SSLRandomSeed startup file:/dev/urandom 256
    SSLRandomSeed connect builtin
    SSLCryptoDevice builtin
    SSLCertificateFile       /etc/httpd/conf/server.crt
    SSLCertificateKeyFile    /etc/httpd/conf/server.pem
```

```
### End Linux
```

```
### Windows
```

```
# SSLSessionCache          shmcb:c:/apache/logs/mod_ssl/scache(512000)
# SSLCertificateFile        c:/apache/conf/server.crt
# SSLCertificateKeyFile     c:/apache/conf/server.pem
```

```
### End Windows
```

```
    SetEnvIf User-Agent ".*MSIE.*" nokeepalive ssl-unclean-shutdown downgrade-1.0 force
</IfModule>
```

```

<IfModule mod_proxy.c>
# Do not allow forward proxy
  ProxyRequests Off

# Enable proxy for all client connections
# Need to enable for reverse proxy
  <Proxy *>
    Order deny,allow
    Allow from all
  </Proxy>
</IfModule>

NameVirtualHost *:80

<VirtualHost *:80>
  ServerName omegalx.harktech.com
  ProxyPass /wctp http://localhost:20081/wctp
  ProxyPass / http://localhost:20080/
  ProxyPassReverse /wctp http://omegalx.harktech.com/wctp
  ProxyPassReverse / http://omegalx.harktech.com/
  ErrorLog logs/omega_error_log
  CustomLog logs/omega_access_log combined
</VirtualHost>

<IfModule mod_ssl.c>
<VirtualHost _default_:443>
  ServerName omegalx.harktech.com
  SSLEngine on
# SSLProtocol all -SSLv2
  SSLCipherSuite ALL:!ADH:!EXPORT:!SSLv2:RC4+RSA:+HIGH:+MEDIUM:+LOW
  CustomLog logs/ssl_request_log "%t %h %{SSL_PROTOCOL}x %{SSL_CIPHER}x \"%r\" %b"
  ProxyPass /wctp http://localhost:20081/wctp
  ProxyPass / http://localhost:20080/
  ProxyPassReverse /wctp https://omegalx.harktech.com/wctp
  ProxyPassReverse / https://omegalx.harktech.com/
  ErrorLog logs/omega_s_error_log
  CustomLog logs/omega_s_access_log combined
</VirtualHost>
</IfModule>

```

2.4.3 DNS

The built-in Linux DNS server should be configured to cache DNS.

2.4.4 Postfix

Change `inet_interfaces` in `/etc/postfix/main.cf` to allow incoming email from the network interface. This is typically done with one of the following:

```
inet_interfaces = \$myhostname
inet_interfaces = 10.10.10.1
inet_interfaces = all
```

`$myhostname` is used if the IP address for the interface you wish to listen on is defined in the `/etc/hosts` file or in DNS. An actual IP address may be used (e.g. 10.10.10.1 above) if the hostname does not appear in `/etc/hosts` or DNS. The keyword `all` may be used to allow incoming SMTP connections on all network interfaces.

Edit the `/etc/postfix/transport` file and append the following line to the end of the file:

```
pager.example.com      smtp:[127.0.0.1]:20025
```

Replace the `pager.example.com` with the domain name your subscribers send email. The `[127.0.0.1]` tells postfix to forward all email for the specified domain to this IP address (in this case localhost). The `:20025` specifies the port number that the OMEGA-LX email server is listening on.

Once the transport file has been saved, type `postmap transport` to compile it. Then restart the postfix server with `service postfix restart`.

Make sure that the following line appears in the `/etc/postfix/main.cf` file:

```
transport_maps = hash:/etc/postfix/transport
```

2.5 Application

The OMEGA-LX consists of several applications working together to accept messages and forward them to their proper destination.

After the initial setup, the following steps need to be performed to install the Omega software.

2.5.1 Database design

The database design is stored in an SQL script in `/opt/omegalx/db/createdb.sql`. This script can be run when the system is first installed or if at any time you need to recreate the database from scratch. If you wish to change the default password for the database change it in the `CREATE USER` line near the beginning of the script. Also make sure to change the password in the database connection string in the `omega.ini` file.

There are also a few fields that you may want to modify. Keep in mind these modifications may be overwritten with future updates so you may want to copy `createdb.sql` to a different name and make your changes in that file. The following are some defaults you may wish to modify for your installation:

- `idblock.timezoneoffset`
- `idblock.daylightsaving`
- `service.sendfields`
- `service.maxmessagelen`
- `service.maxlenperpage`
- `subscriber.timezoneoffset`
- `subscriber.daylightsaving`
- `virthost.sendfields`

These defaults are only used if the field value is not specified when the record is created. Other fields may also be modified to suite your installation, but these are the most popular.

2.5.2 service

All outgoing delivery types must be defined in the service table. This table contains the settings needed to send messages via the various protocols. For example, to send messages via SNPP to `snpp.example.org`, a service will be setup with a remote host of `snpp.example.org` with a port number of 444. The service table also contains the definitions for all serial ports whether incoming or outgoing. See the service description in the database chapter for more information. In addition a service needs to be created for each network server (i.e. HTTP, SMTP, SNPP, and WCTP). The Omega-LX actually supports running a protocol, such as SNPP, on more than one port. This can be done if you need to support different options or want to restrict certain access.

2.5.3 idblock

This table contains the ranges of numbers to allow into the system. If the incoming ID doesn't exist in the subscriber table, it will be looked up in idblock. The matching idblock with the smallest range will be used. This supports having one large block for a default and specifying smaller blocks for overrides if necessary.

2.5.4 subscriber

The subscriber table allows overrides to be specified for the incoming pager IDs.

2.5.5 SMPP routes

If messages will be delivered using SMPP, routing entries need to be setup so the system can use the proper output device to deliver the packet.

2.5.6 TNPP routes

If TNPP paging is to be used, routing entries need to be setup so the system can use the proper output device to deliver the packet. Any TNPP packet received which isn't for the local device or does not have a routing entry will be acknowledged and discarded.

2.5.7 virthost

A virtual host record needs to be created for each domain you accept messages for.

Chapter 3

Load Balancing

3.1 Background

By default the OMEGA-LX supports load-balancing. This allows multiple servers to accept incoming connections and deliver them to the pagers or other messaging devices. To support load balancing an separate database server is now required. For redundancy the separate database server can be setup in a clustered configuration.

Load balancing is different from clustering because the servers do not need to be identically configured. Also, load balancing can more easily be added after installation. Clustering requires a specific filesystem to be created and must exactly match size and configuration on the two machines. Load balancing supports filesystems of different sizes and even different types and supports more than two machines. Another advantage with load balancing is there is no down time while the cluster configuration fails-over from the primary to the secondary machine. With load balancing all the machines are accepting connections all the time. The disadvantage of load balancing is with serial connections. Because all of the machines are active at the same time, multiple serial ports are needed to connect to paging terminals. For example, there are two OMEGA-LX servers in a load balanced configuration and each need to send TNPP over RS-232 to a paging terminal. The paging terminal will need an incoming TNPP serial port configured for each of the OMEGA-LX servers (in this case two serial ports).

3.2 Hardware Configuration

External load balancers are required to route the incoming connections to the servers.

Chapter 4

Clustering

4.1 Background

The Omega-LX can be configured to support clustering in an active-passive configuration. This option must be specified at the time of order and can not be added later. Clustering is the ability for a standby server to automatically take over in the event of a failure on the primary system.

In order to do this a couple of things needs to be handled. First, because this is an unattended fail-over the serial ports can not be directly connected to the Omega. For this reason Digi Etherlite or Control DeviceMaster RTS 1U rack-mount serial servers are used. These devices are connected using a 10/100baseT connection to an ethernet switch. The Omega then connects to the serial server and access the com ports as if they are on the server itself. Second, the hard drive storage needs to be synchronized so when the server switches over to the backup it has all the information available as of the moment of switchover. This is done using a network block device. Think of this as network RAID-1 (disk mirroring over a network). Due to the potentially large volume of data the network block device communicates over its own dedicated gigabit ethernet link (eth1). Finally, a heartbeat between the two machines is needed so the server can tell which one it is supposed to be running on. In order to minimize any single points of failure, there are actually two heartbeats running. One is over a serial cable connecting the serial ports on the back of the two Omega servers. The second is over the dedicated private ethernet running on eth1.

4.2 Hardware configuration

The clustering system uses two identical computers with dual gigabit ethernet network ports. Ethernet port 0 (eth0) is setup to connect to your network. By default it uses DHCP however this can be changed by following the instructions in the “Network settings” section. Ethernet port 1 (eth1) is used for the network disk mirroring and for a backup heartbeat. The primary heartbeat is through the serial port on

the back of each computer in the cluster. These two serial ports are connected with the supplied null modem cable.

Turnkey clustered systems also include a rack-mount KVM switch to allow the use of a single keyboard and monitor.

4.3 Setup

This section describes the clustering setup files. Most of these are already set prior to shipping, but some customization may be required for customer specific installations.

4.3.1 Heartbeat configuration

Heartbeat is the system service responsible for detecting when there is a failure and switching the services to the standby server. The heartbeat configuration is in the `/etc/ha.d` directory. In this directory, the `ha.cf` file is the main heartbeat configuration file. The following is an example:

```
logfacility local0
baud 19200
serial /dev/ttyS0
bcast eth1
auto_failback on
node omega1.harktech.com
node omega2.harktech.com
ping 10.100.1.253
respawn hacluster /usr/lib/heartbeat/ipfail
```

The important options above are the serial port and baud rate. The serial port on the back of the Omega is `/dev/ttyS0`. The baud rate must match on both servers. The `bcast eth1` means that the heartbeat will also be broadcast on `eth1` in case the serial cable is unplugged or there is some other failure. The `auto_failback` feature will automatically move the services back to the primary server once the heartbeat detects that it is operational again. There are two node listings, one for each server. They must contain the Fully-Qualified Internet Host Name. Ping is used to ping a known server or router and will be used to determine if the server still has network connectivity. Multiple IP addresses may be specified to minimize false positives in case the remote server is unavailable due to maintenance or some other reason. This IP address should not be the IP address of the other server in the cluster. The `respawn` line is required in order to ping the remote and detect network failures.

The next important configuration file is `haresources`. This specifies the primary server and the resources to stop/start on fail-over. The following is an example:

```
omega1.harktech.com 10.100.1.252/24/eth0 drbddisk::r0 \
Filesystem::/dev/drbd0::/opt::ext3 postgresql syspage omegalx
```

The first part is the fully-qualified host name of the primary server. Next is the IP address resource we are going to use externally. This will be the IP address that the remote connects to. It may be an internal IP address if you are NATing an external IP address to it. This IP address will be moved to the active server in a fail-over condition. It is not the main IP address bound to the ethernet adapter of either server in the cluster. Next `drbddisk::r0` specifies that the `drbddisk` resource 0 is a required component. See the “Drbd configuration” section for more information on `drbd`. This is followed by `Filesystem::/dev/drbd0::/opt::ext3`. `Filesystem` indicates that heartbeat is to move the filesystem between servers in a fail-over condition. The `::` separate the arguments for the component. `/dev/drbd0` is the network block device which is mounted at `/opt/omega` which is the main directory for the Omega using the `ext3` file system type. Finally we have the services which support being migrated to the standby server.

4.3.2 Drbd configuration

`Drbd` is the network disk mirroring. It is responsible for making sure that all of the disk writes are copied to the standby server so it will be up-to-date in case of fail-over. The network block device configuration is in `/etc/drbd.conf`. The following is an example configuration file:

```
global {
    usage-count no;
}

resource r0 {
    protocol C;

    handlers {
        pri-on-incon-degr "echo o > /proc/sysrq-trigger ; halt -f";
        pri-lost-after-sb "echo o > /proc/sysrq-trigger ; halt -f";
        local-io-error "echo o > /proc/sysrq-trigger ; halt -f";
        outdate-peer "/usr/sbin/drbd-peer-outdater";
    }

    startup {
        wfc-timeout 5;
        degr-wfc-timeout 120;    # 2 minutes.
    }

    disk {
```

```
    on-io-error    detach;
}

net {
    after-sb-0pri disconnect;
    after-sb-1pri disconnect;
    after-sb-2pri disconnect;
    rr-conflict    disconnect;
}

syncer {
    rate 50M; # use 10M for 100Mbit network
    al-extents 257;
}

on om-sf-rs1.harktech.com {
    device    /dev/drbd0;
    disk      /dev/md3;
    address   10.0.0.1:7788;
    meta-disk internal;
}

on om-sf-rs2.harktech.com {
    device    /dev/drbd0;
    disk      /dev/md3;
    address   10.0.0.2:7788;
    meta-disk internal;
}
}
```

The two **on** sections are the most likely to need customizing for an installation. They have the hostname, the device, disk, and address configuration. The address in the file above is the IP address on the dedicated gigabit ethernet link.

Chapter 5

Configuration

5.1 System

5.1.1 IP addresses

IP address configuration in CentOS (and other RedHat-based Linux) is defined in several scripts in the `/etc/sysconfig` directory. First, the hostname and default gateway is set in `/etc/sysconfig/network`.

The following is an example:

```
NETWORKING=yes
NETWORKING_IPV6=yes
HOSTNAME=omegalx.harktech.com
GATEWAY=10.100.1.254
```

Next the individual network interfaces are setup in the `/etc/sysconfig/network-scripts` directory. There will be a file for each ethernet interface (plus other miscellaneous scripts). The filename is in the form of `ifcfg-dev` where *dev* is the name of the device (i.e. `eth0`). Systems with more than one network interface will have additional files that start with `ifcfg-`.

The following is an example `ifcfg-eth0`:

```
# Intel Corporation 82541PI Gigabit Ethernet Controller
DEVICE=eth0
BOOTPROTO=static
HWADDR=00:1B:21:02:66:01
ONBOOT=yes
TYPE=Ethernet
IPADDR=10.100.1.215
NETMASK=255.255.255.0
```

DHCP is also supported and would look like the following:

```
# Intel Corporation 82541PI Gigabit Ethernet Controller
DEVICE=eth0
BOOTPROTO=dhcp
HWADDR=00:1B:21:02:66:01
ONBOOT=yes
TYPE=Ethernet
```

5.1.2 DNS server

The DNS server is specified in `/etc/resolv.conf`. The following is an example:

```
search harktech.com
nameserver 10.100.1.254
```

Multiple nameserver lines may be specified. It is recommended to have at least two nameservers.

5.2 omega.ini

This is the main configuration file for all OMEGA-LX programs. It is structured like a Microsoft Windows ini file. There is a common section which applies to all programs and a section for each Omega program. Refer to the “Program Descriptions” chapter for more information on the programs referred to in this section.

5.2.1 [common]

Common settings for all programs.

MASQUERADE_AS	Fully qualified host name to masquerade as when sending email. For example, if your domain name was <code>example.com</code> and your published hostname is <code>pager.example.com</code> , but the Omega’s hostname is <code>omega1.example.com</code> . Enter <code>pager.example.com</code> for this field and all email will look like it came from <code>pager.example.com</code> not <code>omega1.example.com</code> . This field may be up to 80 characters long.
---------------	---

HELO_NAME	Enter the name returned by an nslookup on the system's IP address. This field is used to lower the Spamassassin score on outgoing emails. This is recommended if your forward and reverse DNS do not match. For example, your machine is called pager.example.com and the reverse DNS for your machine's IP address returns something like rrcs-123-234-123-234.midsouth.biz.rr.com. This field may be up to 80 characters long.
SMARTHOST_NAME	Hostname of the mailserver to send countdown notification emails. This can be set to localhost if there is a local postfix server running that knows how to send email to the internet.
SMARTHOST_PORT	The port number to connect to the mail server on. Typically 25.
SMARTHOST_TIMEOUT	The time in milliseconds to wait for responses from the mail server. May be set from 1000 to 300000. Typically this value is set to 30000.
KEY_TYPE	Specifies the device the hardware license key is installed. This will typically be HASP for USB HASP keys or MB for systems without USB keys. The value may also be set to DEMO to install a demo license. The demo license will run for one hour and then disable itself for 15 minutes. After the 15 minutes expires, you may restart the Omega service and the system will run for another hour before disabling itself for 15 minutes. There is no limit to the number of times you can restart the demo after the one hour run time expires.

TRAFFIC_INTERFACE	The name of the main traffic ethernet interface. Typically eth0.
LICENSE_KEY	The license key for this system. Up to two LICENSE_KEY lines may be specified. This is to support a clustered system.
FEATURE_KEY	Specifies the licensed features for this system.
SYSPAGE_PORT	The TCP port number of the syspage server. This value must match the LISTEN_PORT in the [settings] section of the syspage.ini file installed on the system. See the syspage docs for more information.
CLEAR_STATS	Controls whether the remote IP address and last number are cleared from the real-time stats viewer. If you want to see the last connection in the real-time stats viewer set this to N (or 0) and the last IP address (for network connections) and last pager ID will remain on the screen until the next call comes in.
CHECK_SOURCE	Enable subscriber source overrides. This allows subscribers to specify which sources they wish to receive messages from. This can be GCP, HTTP, SMPP, SMTP, SNPP, TAP, TNPP, or WCTP.
SERVER_NUM	Specify which of the load-balanced servers this server is. This is used to keep the messageid unique across machines in the load balance array. Allowable values are 1 to 8. If this value is changed the service will need to be restarted.
DB_CONN_STR	This field specifies the postgresql connection string.
EMAIL_SUBJECT	The subject to use for outgoing emails if there is no subject on the incoming message.

STATUS_HOST	The hostname or IP address of the host to check for two-way message status. Currently only checking via HTTP is supported.
STATUS_PORT	The port number of the remote status host. Typically 80.
MCR_RESPONSE_DOMAIN	The domain name to use for email return address of Multiple Choice Response (MCR) from the two-way paging gateway.
RLIMIT_MSGQUEUE	The maximum number of bytes allowed for all message queues opened by the real user id of the process. Typical Linux default is 819200. This value may need to be raised if there are many SMPP and/or TNPP port threads. The maximum value currently allowed in the OMEGA-LX is 67108864 (64 megabytes). Shortcuts are supported. For example, the M suffix can be used for Megabytes and G for Gigabytes. To specify 64 megabytes, you can use 64M.
EMAIL_FORMAT	0=concatenate lines of incoming email together separating each with a space. 1=each line of incoming email sent as separate line separated with a line feed
EMAIL_PREFIX_FROM	Prefix the email from address with this text. Only used if the sendfields are set to send the from and other fields are also sent.
EMAIL_PREFIX_TO	Prefix the email to address with this text. Only used if the sendfields are set to send the to and other fields are also sent.
EMAIL_PREFIX_SUBJECT	Prefix the email subject with this text. Only used if the sendfields are set to send the subject and other fields are also sent.
EMAIL_PREFIX_BODY	Prefix the email body with this text. Only used if the sendfields are set to send the body and other fields are also sent.

RETRY_MAX_RETRIES	The maximum number of retries if the message send fails. This may be a value from 0 to not retry to 10 for 10 retries. A value of 2 is typical.
RETRY_INTERVAL	The amount of time in seconds to wait before retrying a failed message send. This may be 0 for no wait to 600 for a 10 minute wait. Long wait times are not recommended as they will cause a delay before a response is sent to the message originator. This value is typically set to 1 to wait 1 second between tries.
USE_OPAGE	Instead of immediately sending the incoming messages to the outgoing service and sending the real-time response the messages are acknowledged and stored in the pageque table. The pageque table is then scanned by the opage program and delivered to their destination.
DROP_PRIVILEGES	Drop super-user privileges and run as a non-privileged user soon after starting up.
DEFAULT_THROTTLE	Specifies the default throttle number. Set to 0 to disable recipient throttle checking. Otherwise select one of the records in the throttle table for a default to use for everyone that does not have a throttle number specified in their settings. See the throttle table in the Database Chapter for more information.
COUNTDOWN_NOTIFY	Specify an email address to send alerts to when a subscriber has reached their countdown limit. This is typically used to notify a customer service rep so they will know why the subscribers messages are not going through. The format of the message for the daily countdown type is “Subscriber xyz is disabled until midnight”. For monthly countdown type it is “Subscriber xyz is disabled until 12am mm/01”.

REPLYABLE_HEADER The email header to send if this message came from a protocol that is replyable for two-way paging. If this field is set and the subscriber is two-way and the message came in via SMTP or WCTP and it is delivered via SMTP a replyable header such as `X-Replyable: Yes` will be added to the outgoing email. Otherwise `X-Replyable: No` will be added.

AUTO_UPDATE_DATABASE As of version 4.0-4 the Omega-LX can automatically update the database schema if needed during a software update. If you are running the IMG-LX or any version of Omega-LX before 4.0-4 you will need to set this value to 'N' so it doesn't attempt to automatically update. Once you are running 4.0-4 you can set this to Y so any future database schema updates are automatically performed when the updated service is first started.

LOG_PERIOD The amount of time to write to a billing log file. This is typically set to DAILY to create a new billing log each day. Other allowable values are WEEKLY and MONTHLY. WEEKLY will create a new billing log every seven days of the month. At the end of the month a new weekly file will be created for the next month even if there are not exactly 28 days in a month. MONTHLY will create a new billing log each month.

5.2.2 [gcpd]

Glenayre Computer Protocol server configuration.

DEBUG_LEVEL Sets the amount of debugging information logged to the debug directory. The following is a list of the values for each type of information that can be logged. Add the values together for the value to set the DEBUG_LEVEL.

0	No debug
1	Logging (a lot of miscellaneous debug info)
2	Functions (log entering functions)
8	Queues
16	Semaphores
32	ComLib (log serial port calls and info)
64	NetLib (log network calls and info)
128	Read
256	Write
4096	Tap Library logging
8192	Tnpp Library logging
16384	Thread information
32768	Telephony switching
65536	Web page template parsing
131072	Log reads of zero bytes also (not recommended)
262144	Message data (may create extremely large files)
524288	Telephony dial tokens
1048576	bin2str
2097152	Modem capabilities
4194304	HTTP admin sessions (not recommended)
8388608	Database open/close
16777216	Parse line
33554432	Interprocess communication
67108864	Trim silence

AFFINITY_MASK	Processor affinity mask for multiple processor (SMP) machines. Typically this is set to 0 to run on any of the processors in the system. This value does not need to be changed unless you wish to reserve certain processor or processor cores for dedicated programs.
MAX_THREADS	The maximum number of simultaneous threads to allow this program to create. One thread is required for each port/connection.
STORE_MESSAGES	If this value is set to YES or 1 messages will be stored in the message table. Otherwise they will be paged out, but not store in message. This option must be enabled (set to YES or 1) if the USE_OPAGE option in [Common] is enabled.
THREAD_STACK_SIZE	Allows modifying the default stack size when a thread is created. This should be set to at least 262144. Shortcuts are allowed, so 262144 can also be entered as 256k.
BUFFER_SIZE	Specifies the size of the read buffer. This value will be used if one is not specified in the service table for the device. Shortcuts are allowed, so 16384 can also be entered as 16k.
LOG_TYPE	Specify which direction to log billing entries. Billing log type may be set to NONE, IN, OUT, or BOTH.
BILLING_FIELDS	Specify fields to write to billing logs. See the “Billing logs” chapter for the format and definition of this field.
BILLING_FORMAT	Specify the format of the fields to write to billing logs. See the “Billing logs” chapter for the format and definition of this field.

5.2.3 [httpd]

Omega HTTP server.

DEBUG_LEVEL	Level of debugging information to write to the debug directory.
AFFINITY_MASK	Processor affinity mask for multiple processor (SMP) machines. Typically this is set to 0 to run on any of the processors in the system. This value does not need to be changed unless you wish to reserve certain processor or processor cores for dedicated programs.
MAX_THREADS	The maximum number of simultaneous threads to allow this program to create. One thread is required for each port/connection.
SESSION_EXPIRE	The amount of time in minutes before the HTTP session times out.
CAPTCHA_FONT	The font used to draw the captcha text. See the httpd section in the “Program Descriptions” chapter for more information.
CAPTCHA_WIDTH	The width in pixels of the graphical image displayed to the web user.
CAPTCHA_HEIGHT	The height in pixels of the graphical image displayed to the web user.
CAPTCHA_QUALITY	The relative quality of the captcha image.
STORE_MESSAGES	If this value is set to YES or 1 messages will be stored in the message table. Otherwise they will be paged out, but not store in message. This option must be enabled (set to YES or 1) if the USE_OPAGE option in [Common] is enabled.
THREAD_STACK_SIZE	Allows modifying the default stack size when a thread is created. This should be set to at least 262144. Shortcuts are allowed, so 262144 can also be entered as 256k.

BUFFER_SIZE	Specifies the size of the read buffer. This value will be used if one is not specified in the service table for the device. Shortcuts are allowed, so 65536 can also be entered as 64k.
LOG_TYPE	Specify which direction to log billing entries. Billing log type may be set to NONE, IN, OUT, or BOTH.
BILLING_FIELDS	Specify fields to write to billing logs. See the “Billing logs” chapter for the format and definition of this field.
BILLING_FORMAT	Specify the format of the fields to write to billing logs. See the “Billing logs” chapter for the format and definition of this field.

5.2.4 [monitor]

System resource monitor.

DEBUG_LEVEL	Sets the amount of debugging information logged to the debug directory. The following is a list of the values for each type of information that can be logged. Add the values together for the value to set the DEBUG_LEVEL. See DEBUG_LEVEL in the [gcpd] section for a list of values.
SCAN_TIME	The amount of time between scans. Typically 60 seconds.
MONITOR_HD	Monitor hard drive disk usage.
MONITOR_MEM	Monitor memory usage. This is of limited usefulness in Linux as Linux will use free memory for caching and buffers. If enabled you may receive many alarms about low-memory even when the system has plenty of memory available that can be reclaimed from the cache and buffer space.

DRIVES	The filesystem to monitor. Typically /opt/omegalx.
MEM_NOTICE_MIN	A notice is sent if available memory drops below this value.
MEM_WARNING_MIN	A warning is sent if available memory drops below this value.
MEM_ERROR_MIN	An error is sent if available memory drops below this value.
HD_NOTICE_MIN	A notice is sent if available drive space drops below this value.
HD_WARNING_MIN	A warning is sent if available drive space drops below this value.
HD_ERROR_MIN	An error is sent if available drive space drops below this value.
FUTURE_INTERVAL	The amount of time in seconds between scans of the message database to process future delivery messages. Set to 0 to disable future message scanning. When a central database server, rather than a local database, is used only one server should be set to scan for future delivery messages. If for some reason you need to take the server set to scan the future messages out of the load-balance rotation you can set the FUTURE_INTERVAL on that machine to 0 and the FUTURE_INTERVAL on another machine in the array to take over future delivery message handling.

CLEANUP_INTERVAL	The amount of time in minutes between scans of the message database to remove expired messages. The message cleaning should also only be performed on one server in the array. The same rules apply as for FUTURE_INTERVAL. Set this value to 0 to disable message purging and set it greater than zero on one of the other machines in the load-balanced array to take over old message purging.
VACUUM_INTERVAL	The amount of time in minutes between vacuums of the database. Vacuums are scans of the database marking expired data and index entries available for future reuse. Vacuuming the database is something that should be done at least once per day (more often for busier machines). This function should also only be performed by one server in the load-balanced array. Set to 0 to prevent this server from vacuuming the database. Make sure one of the machines in the array is set to vacuum the database at least once per day.
MESSAGE_RETENTION	The amount of time in minutes to store messages.
PURGE_DEBUG_DAYS	The number of days to retain debug logs.
PURGE_DEBUG_HOUR	The hour of the day to purge debug. This is typically 3 for 3 am. Valid values are 0 to 23.
TESTPAGE_ID	A valid pager ID to send test messages to for system monitoring.
TESTPAGE_INTERVAL	The interval in minutes between test pages.

5.2.5 [onixd]

Main process starter/monitor.

DEBUG_LEVEL	Level of debugging information to write to the debug directory.
-------------	---

SHUTDOWN_TIME	The amount of time in seconds to wait for processes to gracefully exit before forcing them to exit.
START	Programs to start and monitor. This is a comma separated list of program names.

5.2.6 [opage]

Omega outgoing paging server.

DEBUG_LEVEL	Level of debugging information to write to the debug directory.
AFFINITY_MASK	Processor affinity mask for multiple processor (SMP) machines. Typically this is set to 0 to run on any of the processors in the system. This value does not need to be changed unless you wish to reserve certain processor or processor cores for dedicated programs.
MAX_THREADS	The maximum number of simultaneous threads to allow this program to create. One thread is required for each port/connection.
MAX_QUEUE_ENTRIES	Maximum number of pages to keep in the processing queue at a time. Once this value is reached the queue will stop being processed until we drop below QUEUE_PERCENTAGE of this value.
QUEUE_PERCENTAGE	Percentage of queue to drop below before re-enabling output processing for a particular device.
THREAD_STACK_SIZE	Allows modifying the default stack size when a thread is created. This should be set to at least 262144. Shortcuts are allowed, so 262144 can also be entered as 256k.

LOG_TYPE	Specify which direction to log billing entries. Billing log type may be set to NONE, IN, OUT, or BOTH.
BILLING_FIELDS	Specify fields to write to billing logs. See the “Billing logs” chapter for the format and definition of this field.
BILLING_FORMAT	Specify the format of the fields to write to billing logs. See the “Billing logs” chapter for the format and definition of this field.

5.2.7 [rtview]

Real-time statistics viewer.

SCAN_TIME	The amount of time in milliseconds between screen refreshes in the rtview program. This value is typically 1000. Setting to 500 will set the refresh rate to 1/2 second. Values less than 200 are not recommended.
VERBOSE_LEVEL	Set to 1 to show ports which are currently not active, but have processed a connection previously. Set to 2 to show all ports whether or not they have had any activity.

5.2.8 [smppd]

Omega SMPP server.

DEBUG_LEVEL	Level of debugging information to write to the debug directory.
AFFINITY_MASK	Processor affinity mask for multiple processor (SMP) machines. Typically this is set to 0 to run on any of the processors in the system. This value does not need to be changed unless you wish to reserve certain processor or processor cores for dedicated programs.

MAX_THREADS	The maximum number of simultaneous threads to allow this program to create. One thread is required for each port/connection.
LISTEN_PORT	Specify the port used for internal SMPP packet forwarding. This port must not be used for any other service. Typically this is set to 1252.
MAX_QUEUE_ENTRIES	Maximum number of pages to keep in the processing queue at a time. Once this value is reached the queue will stop being processed until we drop below QUEUE_PERCENTAGE of this value.
QUEUE_PERCENTAGE	Percentage of queue to drop below before re-enabling output processing for a particular device.
RLIMIT_NOFILE	The maximum number of files the process is allowed to have open at a time. Typical Linux default is 1024. A good setting for a medium sized system is 8192. Large systems may need to use 32768.
STORE_MESSAGES	If this value is set to YES or 1 messages will be stored in the message table. Otherwise they will be paged out, but not store in message. This option must be enabled (set to YES or 1) if the USE_OPAGE option in [Common] is enabled.
THREAD_STACK_SIZE	Allows modifying the default stack size when a thread is created. This should be set to at least 262144. Shortcuts are allowed, so 262144 can also be entered as 256k.
BUFFER_SIZE	Specifies the size of the read buffer. This value will be used if one is not specified in the service table for the device. Shortcuts are allowed, so 16384 can also be entered as 16k.

LOG_TYPE	Specify which direction to log billing entries. Billing log type may be set to NONE, IN, OUT, or BOTH.
BILLING_FIELDS	Specify fields to write to billing logs. See the “Billing logs” chapter for the format and definition of this field.
BILLING_FORMAT	Specify the format of the fields to write to billing logs. See the “Billing logs” chapter for the format and definition of this field.

5.2.9 [smtpd]

Omega SMTP server.

DEBUG_LEVEL	Level of debugging information to write to the debug directory.
AFFINITY_MASK	Processor affinity mask for multiple processor (SMP) machines. Typically this is set to 0 to run on any of the processors in the system. This value does not need to be changed unless you wish to reserve certain processor or processor cores for dedicated programs.
MAX_THREADS	The maximum number of simultaneous threads to allow this program to create. One thread is required for each port/connection.
MCR_RESPONSE_HEAD	Allows the definition of a message prefix the remote server may send with responses. If this field is defined and the message response starts with this value it will be stripped from the beginning of the message. An example of this the the GL-3200 which prefixes its mcr responses with “Response:”.

MCR_RESPONSE_TAIL	Allows the definition of a trailing part of the message to trim. This text and any text after it in the message response will be trimmed. An example is the GL-3200 which appends “Your message” and the original message.
TWOWAY_CONFIRM_HEAD	Allows the definition of a message prefix the remote server may send with twoway page confirmations. If this field is defined and the message response starts with this value it will be stripped from the beginning of the message. An example of this the the GL-3200 which prefixes its twoway confirmation with “Your message was delivered to”.
SPAM_HEADER	Define the email header to look for for a floating point spam score. This field is used in combination with SPAM_SCORE to define the minimum value before a message is considered spam. This may also be used at the same time as SPAM_BOOLHEADER which specifies a header that contains a true/false value for spam.
SPAM_SCORE	The minimum score value that an incoming email can have before it is considered spam. This is a floating point value. For example, if this field is set to 3.1 an incoming email with a spam score of 3.1 or higher will be considered spam.
SPAM_ACTION	Defines what to do if an incoming email is considered spam. A value of 0, NONE, or ACCEPT will accept the email no matter what the spam headers are. 1 or REJECT will send back a reject message. 2 or DISCARD will just drop the incoming email. DISCARD is the recommended action.

SPAM_BOOLHEADER	Specifies the email header to look for a true/false indication that the message is spam. If the value in this header begins with an uppercase or lowercase Y or it is a greater than 0 numeric value the message will be considered spam. If this header doesn't exist in the incoming email the message will be accepted as non-spam.
FORWARDED_FOR_HEADER	Specifies the header in the email which contains the original sender's IP address. This is used for matching in the emailfilt rules.
STORE_MESSAGES	If this value is set to YES or 1 messages will be stored in the message table. Otherwise they will be paged out, but not store in message. This option must be enabled (set to YES or 1) if the USE_OPAGE option in [Common] is enabled.
THREAD_STACK_SIZE	Allows modifying the default stack size when a thread is created. This should be set to at least 262144. Shortcuts are allowed, so 262144 can also be entered as 256k.
BUFFER_SIZE	Specifies the size of the read buffer. This value will be used if one is not specified in the service table for the device. Shortcuts are allowed, so 16384 can also be entered as 16k.
LOG_TYPE	Specify which direction to log billing entries. Billing log type may be set to NONE, IN, OUT, or BOTH.
BILLING_FIELDS	Specify fields to write to billing logs. See the "Billing logs" chapter for the format and definition of this field.
BILLING_FORMAT	Specify the format of the fields to write to billing logs. See the "Billing logs" chapter for the format and definition of this field.

5.2.10 [snppd]

Omega SNPP server.

DEBUG_LEVEL	Level of debugging information to write to the debug directory.
AFFINITY_MASK	Processor affinity mask for multiple processor (SMP) machines. Typically this is set to 0 to run on any of the processors in the system. This value does not need to be changed unless you wish to reserve certain processor or processor cores for dedicated programs.
MAX_THREADS	The maximum number of simultaneous threads to allow this program to create. One thread is required for each port/connection.
STORE_MESSAGES	If this value is set to YES or 1 messages will be stored in the message table. Otherwise they will be paged out, but not store in message. This option must be enabled (set to YES or 1) if the USE_OPAGE option in [Common] is enabled.
THREAD_STACK_SIZE	Allows modifying the default stack size when a thread is created. This should be set to at least 262144. Shortcuts are allowed, so 262144 can also be entered as 256k.
BUFFER_SIZE	Specifies the size of the read buffer. This value will be used if one is not specified in the service table for the device. Shortcuts are allowed, so 16384 can also be entered as 16k.
LOG_TYPE	Specify which direction to log billing entries. Billing log type may be set to NONE, IN, OUT, or BOTH.

`BILLING_FIELDS` Specify fields to write to billing logs. See the “Billing logs” chapter for the format and definition of this field.

`BILLING_FORMAT` Specify the format of the fields to write to billing logs. See the “Billing logs” chapter for the format and definition of this field.

5.2.11 [tapd]

Omega TAP server.

`DEBUG_LEVEL` Level of debugging information to write to the debug directory.

`AFFINITY_MASK` Processor affinity mask for multiple processor (SMP) machines. Typically this is set to 0 to run on any of the processors in the system. This value does not need to be changed unless you wish to reserve certain processor or processor cores for dedicated programs.

`MAX_THREADS` The maximum number of simultaneous threads to allow this program to create. One thread is required for each port/connection.

`STORE_MESSAGES` If this value is set to YES or 1 messages will be stored in the message table. Otherwise they will be paged out, but not store in message. This option must be enabled (set to YES or 1) if the `USE_OPAGE` option in [Common] is enabled.

`THREAD_STACK_SIZE` Allows modifying the default stack size when a thread is created. This should be set to at least 262144. Shortcuts are allowed, so 262144 can also be entered as 256k.

`BUFFER_SIZE` Specifies the size of the read buffer. This value will be used if one is not specified in the service table for the device. Shortcuts are allowed, so 16384 can also be entered as 16k.

LOG_TYPE	Specify which direction to log billing entries. Billing log type may be set to NONE, IN, OUT, or BOTH.
BILLING_FIELDS	Specify fields to write to billing logs. See the “Billing logs” chapter for the format and definition of this field.
BILLING_FORMAT	Specify the format of the fields to write to billing logs. See the “Billing logs” chapter for the format and definition of this field.

5.2.12 [tnppd]

Omega TNPP server.

DEBUG_LEVEL	Level of debugging information to write to the debug directory.
AFFINITY_MASK	Processor affinity mask for multiple processor (SMP) machines. Typically this is set to 0 to run on any of the processors in the system. This value does not need to be changed unless you wish to reserve certain processor or processor cores for dedicated programs.
MAX_THREADS	The maximum number of simultaneous threads to allow this program to create. One thread is required for each port/connection.
LISTEN_PORT	Specify the port used for internal TNPP packet forwarding. This port must not be used for any other service. Typically this is set to 1251.
MAX_QUEUE_ENTRIES	Maximum number of pages to keep in the processing queue at a time. Once this value is reached the queue will stop being processed until we drop below QUEUE_PERCENTAGE of this value.

QUEUE_PERCENTAGE	Percentage of queue to drop below before re-enabling output processing for a particular device.
FAULTOFF_INPUT	If this is enabled and the outgoing TNPP port faults off, the port the packet was received on will also be disabled. Normally this field is set to disabled.
RLIMIT_NOFILE	The maximum number of files the process is allowed to have open at a time. Typical Linux default is 1024. A good setting for a medium sized system is 8192. Large systems may need to use 32768.
DUP_ARRAY_SIZE	The maximum number of entries in the duplicate checking array. This can potentially take a large amount of memory with large TNPP packet sizes. Changes to this field will only take affect after restarting the tnppd program.
DUP_CHECK_TIME	The amount of time in seconds to check for duplicate packets in the duplicate checking array. This field can be modified without needing a restart.
STORE_MESSAGES	If this value is set to YES or 1 messages will be stored in the message table. Otherwise they will be paged out, but not store in message. This option must be enabled (set to YES or 1) if the USE_OPAGE option in [Common] is enabled.
THREAD_STACK_SIZE	Allows modifying the default stack size when a thread is created. This should be set to at least 262144. Shortcuts are allowed, so 262144 can also be entered as 256k.
BUFFER_SIZE	Specifies the size of the read buffer. This value will be used if one is not specified in the service table for the device. Shortcuts are allowed, so 16384 can also be entered as 16k.

LOG_TYPE	Specify which direction to log billing entries. Billing log type may be set to NONE, IN, OUT, or BOTH.
BILLING_FIELDS	Specify fields to write to billing logs. See the “Billing logs” chapter for the format and definition of this field.
BILLING_FORMAT	Specify the format of the fields to write to billing logs. See the “Billing logs” chapter for the format and definition of this field.

5.2.13 [wctpd]

Wireless Communications Transfer Protocol server.

DEBUG_LEVEL	Sets the amount of debugging information logged to the debug directory. The following is a list of the values for each type of information that can be logged. Add the values together for the value to set the DEBUG_LEVEL. See DEBUG_LEVEL in the [gcpd] section for a list of values.
AFFINITY_MASK	Processor affinity mask for multiple processor (SMP) machines. Typically this is set to 0 to run on any of the processors in the system. This value does not need to be changed unless you wish to reserve certain processor or processor cores for dedicated programs.
MAX_THREADS	The maximum number of simultaneous threads to allow this program to create. One thread is required for each port/connection.
STORE_MESSAGES	If this value is set to YES or 1 messages will be stored in the message table. Otherwise they will be paged out, but not store in message. This option must be enabled (set to YES or 1) if the USE_OPAGE option in [Common] is enabled.

THREAD_STACK_SIZE	Allows modifying the default stack size when a thread is created. This should be set to at least 262144. Shortcuts are allowed, so 262144 can also be entered as 256k.
BUFFER_SIZE	Specifies the size of the read buffer. This value will be used if one is not specified in the service table for the device. Shortcuts are allowed, so 65536 can also be entered as 64k.
LOG_TYPE	Specify which direction to log billing entries. Billing log type may be set to NONE, IN, OUT, or BOTH.
BILLING_FIELDS	Specify fields to write to billing logs. See the “Billing logs” chapter for the format and definition of this field.
BILLING_FORMAT	Specify the format of the fields to write to billing logs. See the “Billing logs” chapter for the format and definition of this field.

5.3 Example omega.ini

```
[common]
MASQUERADE_AS=
HELO_NAME=
SMARTHOST_NAME=
SMARTHOST_PORT=25
SMARTHOST_TIMEOUT=30000
KEY_TYPE=DEMO
TRAFFIC_INTERFACE=eth0
LICENSE_KEY=
FEATURE_KEY=
SYSPAGE_PORT=1250
CHECK_SOURCE=N
CLEAR_STATS=N
SERVER_NUM=1
DB_CONN_STR=host=localhost port=5432 dbname=omegalx user=omega password=tpw
EMAIL_SUBJECT=
STATUS_HOST=
STATUS_PORT=80
```

```

MCR_RESPONSE_DOMAIN=
AUTO_CONFIRM_RECEIPT=N
RLIMIT_MSGQUEUE=16M
STRIP_IDDASH=Y
STRIP_PLUSONE=Y
EMAIL_FORMAT=0
EMAIL_PREFIX_FROM=From:
EMAIL_PREFIX_TO=To:
EMAIL_PREFIX_SUBJECT=Subj:
EMAIL_PREFIX_BODY=Msg:
RETRY_MAX_RETRIES=2
RETRY_INTERVAL=1
USE_OPAGE=Y
DROP_PRIVILEGES=Y
DEFAULT_THROTTLE=0
COUNTDOWN_NOTIFY=
REPLYABLE_HEADER=X-Replyable
AUTO_UPDATE_DATABASE=N
LOG_PERIOD=DAILY

```

```

[gcpd]
DEBUG_LEVEL=65535
AFFINITY_MASK=0
MAX_THREADS=32
STORE_MESSAGES=1
THREAD_STACK_SIZE=256k
BUFFER_SIZE=16k
LOG_TYPE=BOTH
BILLING_FIELDS=ymdhisSrFPT#lt
BILLING_FORMAT=Xxxx-Xx-Xx Xx:Xx:Xx XXXXXXXXXXXX XXXXXXXX \
XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX Xx XXXXXXXXXXXXXXXXXXXX XXXX X

```

```

[httpd]
DEBUG_LEVEL=65535
AFFINITY_MASK=0
MAX_THREADS=32
STORE_MESSAGES=1
THREAD_STACK_SIZE=256k
BUFFER_SIZE=64k
SESSION_EXPIRE=40320
CAPTCHA_FONT=/usr/share/fonts/default/Type1/b0180121.pfb
CAPTCHA_WIDTH=200
CAPTCHA_HEIGHT=100
CAPTCHA_QUALITY=67
LOG_TYPE=BOTH
BILLING_FIELDS=ymdhisSrFPT#lt

```

```
BILLING_FORMAT=Xxxx-Xx-Xx Xx:Xx:Xx XXXXXXXXXXXX XXXXXXXX \
XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX Xx XXXXXXXXXXXXXXXXXXXX XXXX X
```

[isid]

```
DEBUG_LEVEL=65535
AFFINITY_MASK=0
MAX_THREADS=32
BUFFER_SIZE=2k
```

[monitor]

```
DEBUG_LEVEL=65535
MONITOR_MEM=N
MONITOR_HD=Y
SCAN_TIME=5
DRIVES=/opt/omegalx
MEM_NOTICE_MIN=64M
MEM_WARNING_MIN=32M
MEM_ERROR_MIN=16M
HD_NOTICE_MIN=500M
HD_WARNING_MIN=250M
HD_ERROR_MIN=100M
CLEANUP_INTERVAL=30
FUTURE_INTERVAL=60
VACUUM_INTERVAL=720
MESSAGE_RETENTION=1440
PURGE_DEBUG_DAYS=7
PURGE_DEBUG_HOUR=23
TESTPAGE_ID=
TESTPAGE_INTERVAL=
```

[onixd]

```
DEBUG_LEVEL=65535
SHUTDOWN_TIME=10
START=gcpd,httpd,monitor,opage,smpdp,smtpd,snppd,tapd,tnppd,vmail,wctpd
```

[opage]

```
DEBUG_LEVEL=65535
AFFINITY_MASK=0
MAX_THREADS=32
SCAN_TIME=5
MAX_QUEUE_ENTRIES=64
QUEUE_PERCENTAGE=95
THREAD_STACK_SIZE=256k
LOG_TYPE=BOTH
BILLING_FIELDS=ymdhisSrFPT#lt
BILLING_FORMAT=Xxxx-Xx-Xx Xx:Xx:Xx XXXXXXXXXXXX XXXXXXXX \
```

```
XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX Xx XXXXXXXXXXXXXXXXXXXXXXX XXXX X
```

```
[rtview]
```

```
SCAN_TIME=500
VERBOSE_LEVEL=2
```

```
[smppd]
```

```
DEBUG_LEVEL=65535
AFFINITY_MASK=0
MAX_THREADS=32
LISTEN_PORT=1252
MAX_QUEUE_ENTRIES=64
QUEUE_PERCENTAGE=95
RLIMIT_NOFILE=8192
STORE_MESSAGES=1
THREAD_STACK_SIZE=256k
BUFFER_SIZE=16k
LOG_TYPE=BOTH
BILLING_FIELDS=ymdhisSrFPT#lt
BILLING_FORMAT=Xxxx-Xx-Xx Xx:Xx:Xx XXXXXXXXXXX XXXXXXXX \
XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX Xx XXXXXXXXXXXXXXXXXXXXXXX XXXX X
```

```
[smtpd]
```

```
DEBUG_LEVEL=65535
AFFINITY_MASK=0
MAX_THREADS=32
MCR_RESPONSE_HEAD=Response:
MCR_RESPONSE_TAIL=\nYour Message:\n
TWOWAY_CONFIRM_HEAD=Your message was delivered to
SPAM_HEADER=X-Spam-Score
SPAM_LEVEL=3
SPAM_ACTION=DISCARD
SPAM_BOOLHEADER=X-Spam-Flag
FORWARDED_FOR_HEADER=X-Forwarded-For
STORE_MESSAGES=1
THREAD_STACK_SIZE=256k
BUFFER_SIZE=16k
LOG_TYPE=BOTH
BILLING_FIELDS=ymdhisSrFWPT#lt
BILLING_FORMAT=Xxxx-Xx-Xx Xx:Xx:Xx XXXXXXXXXXX XXXXXXXX \
XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX Xx \
XXXXXXXXXXXXXXXXXXXX XXXX X
```

```
[snppd]
```

```
DEBUG_LEVEL=65535
AFFINITY_MASK=0
```

```

MAX_THREADS=32
STORE_MESSAGES=1
THREAD_STACK_SIZE=256k
BUFFER_SIZE=16k
LOG_TYPE=BOTH
BILLING_FIELDS=ymdhisSrFPT#lt
BILLING_FORMAT=Xxxx-Xx-Xx Xx:Xx:Xx XXXXXXXXXXX XXXXXXXX \
  XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX Xx XXXXXXXXXXXXXXXXXXXX XXXX X

```

[tapd]

```

DEBUG_LEVEL=65535
AFFINITY_MASK=0
MAX_THREADS=32
STORE_MESSAGES=1
THREAD_STACK_SIZE=256k
BUFFER_SIZE=16k
LOG_TYPE=BOTH
BILLING_FIELDS=ymdhisSrFPT#lt
BILLING_FORMAT=Xxxx-Xx-Xx Xx:Xx:Xx XXXXXXXXXXX XXXXXXXX \
  XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX Xx XXXXXXXXXXXXXXXXXXXX XXXX X

```

[tnppd]

```

DEBUG_LEVEL=65535
AFFINITY_MASK=0
MAX_THREADS=32
LISTEN_PORT=1251
FAULTOFF_INPUT=N
MAX_QUEUE_ENTRIES=64
QUEUE_PERCENTAGE=95
RLIMIT_NOFILE=8192
STORE_MESSAGES=1
THREAD_STACK_SIZE=256k
BUFFER_SIZE=16k
DUP_ARRAY_SIZE=1000
DUP_CHECK_TIME=300
LOG_TYPE=BOTH
BILLING_FIELDS=ymdhisSrFPT#lt
BILLING_FORMAT=Xxxx-Xx-Xx Xx:Xx:Xx XXXXXXXXXXX XXXXXXXX \
  XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX Xx XXXXXXXXXXXXXXXXXXXX XXXX X

```

[vmail]

```

DEBUG_LEVEL=65535
AFFINITY_MASK=0
MAX_THREADS=32
THREAD_STACK_SIZE=256k
BUFFER_SIZE=64k

```


Chapter 6

Database Maintenance

There are three methods to maintain the Omega internal databases. These are Command Line, Web-based, and Computer Interface. The command line interface is useful for modifying database entries from over an SSH connection. The web-based interface provides an easy to use interface accessible from any modern browser that supports Javascript and Cascading Style Sheets (CSS). In order to view real-time stats through the web interface a browser that supports AJAX is required. Finally there is also a computer interface for programming the databases over a TCP/IP connection from a corporate billing system.

6.1 Command line

The OMEGA-LX database can be maintained using a standard SQL interface. To login to the database type `psql -U postgres -d omegalx`. The database definition is stored in `db/createdb.sql`. See the postgresql section for more information.

6.2 Web browser based

The web-based administrative interface allows a user to modify subscribers and the majority of the system settings from any standard web browser on the TCP/IP network. There is also a limited set of pages available for subscribers to maintain their own information.

6.2.1 Subscriber access

`http://localhost` is used for accessing the web pages the subscriber has access to. An existing login and passcode is needed to access this web page.

Once logged in you will have the following options:

- Subscriber - Allows access to subscribers, subscriber pagers, email filters, and other subscriber settings.
- System - Accessible only to users with a high enough security level. All system setup and configuration is done from these menu selections. This is where the devices, output groups, dialing types, classes of service and other system settings are maintained.
- Stats - Display real-time statistics for each of the programs. This allows you to view which Omega applications are running and also click on those programs to view the status of the individual threads in each program that supports it.
- Logout - Logout of this session. This is only required if you want to switch from the admin web pages to the subscriber web pages described below.

There is now the capability for resellers to access their own accounts. Setup a username for the reseller with the reseller security level and they will only be able to view mailboxes with the same account number as the account number defined in the reseller's webuser record.

6.2.2 Customization

The web pages are written in standard HTML with tags that are replaced when the page is requested. These pages can be modified to suite your needs. It is not recommended to change the admin web pages. They are very specific to the version of the Omega and may be overwritten during a software update. The admin web pages are for your internal use and reseller access only. Subscriber's will not see them. Subscriber web pages however can be freely modified. The recommended method for customizing the subscriber web pages is to make a copy of everything in the the /opt/omegalx/www/default directory except the admin sub-directory into another directory such as /opt/omegalx/www/custom1 (feel free to name custom1 to any legal filename). The directory you specify will need to be added to virthost so the server knows which sub-directory to use. In the above example the directory field in the virthost record would be custom1 (the /opt/omegalx/www part is already assumed). Now that you have a copy of the default directory in the custom1 directory you may edit the web pages and cascading style sheets to your liking.

6.3 Computer Interface

The OMEGA-LX can be programmed using the Glenayre Computer Protocol for compatibility with most billing systems available.

Chapter 7

Database

In addition to the ini file which controls global and program specific configuration, the OMEGA-LX uses a Postgresql database for system configuration and storage.

7.1 service

The service table in the omegalx database stores the settings for all of the remote paging services. The service table also contains the configuration for any local serial ports.

7.1.1 Fields

servicenum	A unique identifier for the service.
name	A descriptive name for service.
porttype	The type of port. 1=serial, 2=network.
portstatus	The port status. 0=off-line, 1=on-line, 2=fault-off
backupservice	The service number to use if this service fails.
direction	The direction of this port. Allowable values are IN, OUT, or BOTH. These must be entered in upper-case.

protocol The following protocols are supported: GCP, HTTP, SMPP, SMTP, SNPP, TAP, TNPP, and WCTP.

protocoloption Bit-mask of options for this protocol. Add together the values of the options you wish to enable.

SMTP protocol options:

32 0x00000020 Enable subject switches

SNPP protocol options:

1 0x00000001 Strip CRLF on incoming DATA connection
134217728 0x08000000 Require login to send a message

WCTP protocol options:

134217728 0x08000000 Require login to send a message

packetsize The size of the data packet. TAP is typically 256, TNPP may be 1024 or 4096. These are the only allowable values. This field is not used for other protocols.

maxfromlen Maximum number of characters of the From: email address to send to the notification device. Allowable values are 0 to not limit the from length or a number from 1 to 80.

maxsubjectlen Maximum number of characters of the Subject: email header to send to the notification device. Allowable values are 0 to not limit the from length or a number from 1 to 80.

sendfields Specify which email headers to send out. Allowable values are F, S, B, C, T, D, and N. These may be combined. For example to send subject and body use SB.

	<ul style="list-style-type: none"> F From (email address) S Subject B Message Body C Word Count T Timestamp F From (“real name”) D Disposition-Notification-To
headerfields	Specify which email headers the output device supports as headers. Allowable values are F, S, D, and T. These may be combined. For example to send from and subject use FS.
	<ul style="list-style-type: none"> F From S Subject T Timestamp D Disposition-Notification-To
maxmessagelen	The maximum length of message to accept for incoming services. Also, the maximum length of the message to send to a remote server.
maxlenperpage	The maximum length of message to send in a single message. If the maxlenperpage is less than the maxmessagelen for a remote service, the message will be split into multiple messages for sending.
overlenservice	If the maxmessagelen and the maxlenperpage are set to the same value and the message length exceeds this value and this field is set to a valid service, the message will be sent using the service specified in this field instead of the original service.
username	An optional username to login as if the remote service requires it.
password	The password to use for the above username.
inputrate	The maximum number of packets to accept in one minute. This is used to implement a “soft” throttling method. This is currently only supported in SMPP and TNPP.

outputrate	The maximum number of packets to send in one minute. This is used to prevent flooding a slower output device. This is currently only supported in SMPP and TNPP.
maxthreads	The maximum number of threads to allow for the service.
maxrecipients	The maximum number of recipients to allow per session.
idappend	string to append to the end of the outgoing email address. This is for appending the domain name to the end of the outgoing id.
idformat	Specify format of incoming ID. This is to allow a specific incoming service to modify the incoming ID before it is passed to the ID lookup routines. For example, a specific incoming TNPP connection may only send 8 digits (older Glenayres) while the outgoing service requires 10 digits. A format of 843%7i can be used to automatically prefix the 843 area code to the outgoing pager id.

Serial port services support the following additional fields:

comport	The name of the RS-232 port to use for RS-232 connections. For example, /dev/ttyUSB0 or /dev/ttySI28. Maximum length is 32 characters.
modemtype	The modemnum from the modemtype table. This field may be set to 0 to indicate a direct RS-232 connection.
modemnumber	Modem number to dial for outgoing connections. Leave blank for direct RS-232 connections.
baud	Specifies the baud rate of the RS-232 connection
parity	Parity of the RS-232 connection. May be E for Even, O for Odd, M for Mark, S for Space, or N for None.

databits	Number of data bits. May be 7 or 8.
stopbits	Number of stop bits. May be 1 or 2.

TCP/IP services support the following fields:

sockdomain	This field should always be set to INET for network connections.
socktype	This field should be set to TCP for TCP/IP connections or UDP for UDP connections.
sockaddr	Typically this field will be set to 0.0.0.0 which specifies that the outgoing connection will not be sent out using a particular IP address. If your system has multiple ethernet interfaces for example a public Internet and private VPN connection, you may specify a valid IP address for the connection you wish to use to force the outgoing connection to that interface. For incoming (i.e. server) connections this specifies the IP address to bind to.
sockport	Typically this field will be set to 0 which allows outgoing connections to come from a specific port. This field is not used for incoming (i.e. server) connections.
remotehost	The Internet host name of the remote server. This may also be an IP address instead of the host name. Leave this field blank to act as a server connection (i.e. Listen for incoming connection requests).
remoteport	The TCP port number of the remote server. This is a number in the range of 1 to 65535. This field also specifies the port number to listen on for server connections.
encrypt	Encrypt the network connection using a symmetric encryption. This supports receiving encrypted network connections from other Hark devices such as the ISI and TNPP-LX, or other OMEGA-LX servers.

inittime	The initial read timeout in milliseconds.
sectime	The amount of time in milliseconds to wait for additional data once something has been read.
filternum	The ipfilt filter number to use for “hard” throttling.
keepopentime	The amount of time in seconds to keep a connection open waiting for additional data. If this value is less than the inittimeout the connection will wait for inittimeout.
hellomessage	Initial prompt to send on incoming SMTP and SNMP connections. The OMEGA-LX software version can be sent with %v. For example, Hark OMEGA-LX v%v SMTP Ready or Hark OMEGA-LX v%v SNMP Ready.

GCP services support the following additional fields:

gcpversion	The GCP version to support for this service. Allowable values are 6.000, 6.100, and 8.000.
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HTTP services support the following additional fields:

httpstype	The type of HTTP server we are connecting to. 0=default, 1=GL3200.
httpiddashes	Insert dashes into the 10-digit number being sent. The default value is FALSE.
httppost	Use POST method to send message, otherwise use GET. The default value is TRUE (use POST).
httpsendformname	The full URL of the HTTP form to POST the message to for delivery using the carrier’s web site. This and the other HTTP paging fields are mostly used by cellular phone providers which only offer an email gateway for paging via the Internet. Direct HTTP is preferable to SMTP because you get an immediate acknowledgement if the message was accepted or not. With email you may not ever know if the message was actually accepted and you have no control over the format of the message (for example which email headers are sent).

httpidname	The name of the HTTP form field that accepts the pager or cellular phone number to page.
httpsendmsgname	The name of the HTTP form field that accepts the message.
httpsuccessstring	The text (or portion of) that specifies the message was accepted for delivery.
httpfromname	The name of the HTTP form field that accepts the from address. This field is optional and if left blank the from address will not be sent. Also note that not all carriers support sending the from address.
httpsubjectname	The name of the HTTP form field that accepts the subject. This field is optional and if left blank the subject will not be sent. Also note that not all carriers support sending the subject.
httpextra	Additional text that needs to be posted to the HTTP form in order for the message to be accepted. This is used for special cases and the assistance of Hark technical support may be needed for proper setup.
httpmsglennam	The name of the HTTP form field that accepts the length of the message. This field is optional and if left blank the length will not be sent. Also note that not all carriers support sending the length.

SMPP services support the following additional fields:

sourceton	The source Type Of Number (TON) to use.
sourcenpi	The source Numbering Plan Indicator (NPI) to use.
destton	The destination Type Of Number (TON) to use.

destnpi	The destination Numbering Plan Indicator (NPI) to use.
systemtype	SMPP system type.
smppversion	The SMPP protocol version. Version 51 (0x33 for SMPP 3.3) and version 52 (0x34 for SMPP 3.4) are supported. One difference is SMPP 3.3 only supports 160 character messages, while SMPP 3.4 supports 254 character messages (or longer if TLV's are used).
datacoding	The data coding value to use. The default value is 3.
servicetype	The SMPP service type to use.
tidle	If there is no activity on this port in tidle milliseconds an enquire link is sent.

SMTP services support the following additional fields:

maxsize	The maximum size of email to accept. This value is advertised for ESMTP connections and enforced for both SMTP and ESMTP connections.
mdnheader	The value to use for the outgoing Message Disposition Notification Header if SENDFIELDS_MDN is enabled. The default value is Disposition-Notification-To. RFC2298 specifies Disposition-Notification-To, while Microsoft uses Return-Receipt-To. You may use one or the other.
noolderthan	Allows blocking of email with a Date: header older than this value in minutes. Set to 0 to disable older than checking.
nonewerthan	Allows blocking of email with a Date: header newer than this value in minutes. Set to 0 to disable newer than checking.

TAP services support the following additional fields:

extblock	Enable support for extended TAP blocks. The default value is TRUE.
transchar	Enable support for TAP transparency character insertion. The default value is TRUE.
respcode	Enable support for TAP v1.6+ response codes. These are 3 digit numbers which precede the response messages. The default value is true.
netevenparity	Force even parity for network connections. This is used when a terminal server provides the incoming modem access and the messages are sent to the Omega over a network connection.
tapprofilenum	Allow specification of a tap profile to set different timeout and counters. Also see tappassword for a way to set timeouts based on the TAP password used.

TNPP services support the following additional fields:

tnppsource	TNPP source ID to use when sending messages.
tnppdest	TNPP destination ID to use when sending messages.
tnpptype	0=Normal, 1=Hark ISI, 2=CommOne, 3=RTS ATNP. Specifies any system specific variations of the TNPP protocol. For example, the ISI has special link tests to test the link status independently from the TNPP link test, CommOne has username/password and other protocol changes, and RTS ATNP also has a modified TNPP protocol.

inertia	Maximum number of TNPP “hops” to allow.
transcrc	Enable transparent CRC. The default is false which uses normal CRC. Normal CRC is a two-byte binary value which is checked to make sure the packet has been received without corruption. Some systems, such as those going through statistical multiplexers, require the data to not include certain binary characters so transparent CRC splits the binary CRC into 4 printable characters. For example, a CRC of [5C][1B] would be split into the four printable characters '5C1B'.
simplex	Enable simplex connection. Simplex connections are also referred to as one-way or satellite connections. These connections do not send ACK's or other responses to incoming packets, nor does it expect them on outgoing packets. See also <code>simplextransmits</code> .
acceptall	Consider all incoming TNPP packets for us. This means that any incoming packet will have the pager ID looked up in the database and delivered based on those settings. If this field is set to false, packets will be routed normally. If the packet destination node ID is the same as the service <code>tnpp-source</code> the packet will be processed based on the database lookup, otherwise it will be routed based on the destination node ID in the <code>tnpproute</code> table.
requirelinkresp	Require an EOT to satisfy the outgoing ENQ link test request. Normally an incoming link test request (ENQ) or a good incoming packet will satisfy the system's link test request.
simplextransmits	Because there is no acknowledgment (positive or negative) on simplex connections the simplex packet will be sent this number of times to make sure it gets through. The remote end keeps track of the last 64 (typically) serial numbers to prevent duplicate packets. This field is usually set to 1 or 3.

tict	Inter-character timer. The amount of time in milliseconds to wait for additional characters once we start reading from the remote end.
tnri	No response idle timer. The amount of time in milliseconds to wait after sending a packet for the response. The TNPP specification also has a tnrbr which we don't use because of the way data is transmitted (i.e. At the time we are reading from the remote our packet transmit is not busy).
tnre	No response ENQ timer. The amount of time in milliseconds to wait for the link test response.
thold	The amount of time in the future to reschedule the packet when an RS is received.
tidle	If there is no activity on this port in tidle milliseconds a link test is sent.
cretrymax	The maximum number of times a packet may be resent before it is discarded. The default is 6.
choldmax	The maximum number of times a packet may be RS'd by the remote before it is discarded. The default is 24.
cenqmax	The maximum number of link test failures before the port is marked faultoff. The default is 6.

WCTP services support the following additional fields:

wctpversion	The default and only supported version is currently WCTP-DTD-V1R1.
wcptoken	Token to send. Default is 0001.
dttdurl	The URL for the WCTP DTD. Default is http://dtd.wctp.org/wctp-dtd-v1r1.dtd .
minpoll	The minimum polling time in seconds a client is allowed. 0=disabled. This may be up to 3600 seconds.

mingetstatus	The minimum time in seconds to query the status of a message. 0=unlimited. This may be up to 3600 seconds.
contactemail	The contactemail to send for wctp-VersionQuery.
contactphone	The contactphone to send for wctp-VersionQuery.
contactwww	The contactwww to send for wctp-VersionQuery.
contactinfo	The contactinfo to send for wctp-VersionQuery.

7.2 modemtype

The modemtype table holds the definitions for various modems. The OMEGA-LX comes with definitions for US Robotics Sportster, US Robotics Courier, Multitech ZDX, UDS 2440, and UDS v.3225/v.3229.

7.2.1 Fields

modemnum	A unique number for this modem entry.
modemname	A description for this modem.
init1	The first init string to send to the modem. This is typically the command to load factory settings.
init2	The second init string to send to the modem.
skipreset	Enable skipping the ATZ to reset the modem before sending the initialization strings.
hangupmethod	Specify the modem hangup method. 0=drop DTR, 1=send +++ ATH.
netmodem	Indicates whether or not this service is connected to the Hark INM for netmodem access. The Hark INM provides up to 4 outdial modems in a 1U rackmount box.

7.3 smpproute

SMPP routing settings. SMPP destinations are based on the subscriber id.

7.3.1 Fields

smpproutekey	A unique number used as the primary key for this database record.
startid	The starting ID for this route.
endid	The ending ID for this route.
servicenum	The service number to deliver the messages to.

7.4 tnpproute

TNPP routing settings.

7.4.1 Fields

tnpproutekey	A unique number used as the primary key for this database record.
destination	The TNPP destination address to which the packets are to be sent.
status	Status of this route entry. Valid values are: 0 Off-line 1 On-line 2 Fault-off
servicenum	The remote service to use for sending the TNPP packet. See the service table for more information.
remapsource	If yes, uses NewSrc for the TNPP source ID. Otherwise it uses the existing source ID.
newsourc	Used for remapping the TNPP source packet.
remapdest	If yes, uses New destination for the TNPP destination ID. Otherwise it uses the existing destination ID.
newdest	Used for remapping the TNPP packet being sent.
remapinertia	If yes, uses New inertia for the TNPP inertia. Otherwise it uses the existing inertia.
newinertia	Specify a different inertia for the outgoing packet.
remappriority	If yes, uses newpriority for the TNPP priority. Otherwise it uses the existing priority.
newpriority	Specify a different priority for the outgoing packet. Both setting/clearing the priority bit in CAP packets and setting the priority level in EXTCAP packets are supported.
remaprfchan	If yes, uses New RF channel for the TNPP RF channel. Otherwise it uses the existing RF channel.

newrfchan	Specify a new RF Channel for the outgoing packet.
remaprfzone	If yes, uses New RF zone for the TNPP RF zone. Otherwise it uses the existing RF zone.
newrfzone	Specify a new RF Zone for the outgoing packet.

7.5 outputgroup

Output group settings. Output groups are used to group TNPP routes and paging services. It may contain tnppgroup records (which in turn point to tnpproute records) and paginggroup records (which point to service records).

7.5.1 Fields

groupnum	A unique number used as the primary key for this database record.
name	A descriptive name for this output group.
outputrate	Only supported when opage is enabled.

7.6 **tnppgroup**

TNPP group settings. Group tnpproute records together. A message sent to this group will be sent to all the tnpproute services in this group.

7.6.1 **Fields**

groupnum	A unique number used as the primary key for this database record.
sequencenum	A sequence number to make this record unique.
tnpproute	The tnpproute record to send messages to.

7.7 paginggroup

Paging group settings. Group services together. A message sent to this group will be sent to all the services in this group.

7.7.1 Fields

groupnum	A unique number used as the primary key for this database record.
sequencenum	A sequence number to make this record unique.
servicenum	The service to send messages to.

7.8 subaccess

Subscriber messaging access database. This will allow restricting WCTP access to only those users with a record setup in this table. SNPP also uses this table for verifying access using the LOGIn command.

7.8.1 Fields

username	An up to 32 character username.
password	An up to 32 character password.
accesslevel	The security level for this subscriber.
	0 No Access
	1 Send page
	5 View real-time stats
	10 Lookup subscribers
	20 Add subscribers
	30 Update subscribers
	40 Delete subscribers
	50 Reseller access
	60 Administrator
	255 Unlimited
badloginattempts	Stores the current number of bad login attempts for this user. If this value reaches the maxloginattempts access for this user will be disabled until an administrator resets the badloginattempts to 0. If there are badloginattempts, but the maximum has not been reached this counter will be reset to 0 on successful login.
maxloginattempts	Maximum number of bad login attempts the user is allowed before access is disabled.
accountnumber	Restrict user to only viewing mailboxes with this account number. Used for reseller web administration access.

allowpoll	Allow WCTP enterprise message polling. Default is no.
sequencenum	The current sequencenum for WCTP enterprise polling.
lastpoll	Timestamp for the last WCTP enterprise poll.
name	The subscriber's name. This field may be up to 64 characters.
companyname	The subscriber's company name. This field may be up to 64 characters.
companyphone	The subscriber's company phone number. This field may be up to 16 characters.
techname	The subscriber's tech contact name. This field may be up to 64 characters.
techemail	The subscriber's tech contact email address. This field may be up to 80 characters.
techphone	The subscriber's tech contact phone number. This field may be up to 16 characters.
techfax	The subscriber's tech contact fax number. This field may be up to 16 characters.
listssubscribe	Specifies whether the user is subscribed to the wctp email list.
listemail	The user's email address to send the wctp list emails to.
sourceaddress	SMPP source address. Specifies a specific SMPP source address to use when a client sends a message using this subaccess login. Only support for incoming SNPP and WCTP.

domainname

Append domain name to recipient ID if specified. Used for supporting multiple brands when the subscriber doesn't specify an @domain portion to the recipient address.

7.9 throttle

Recipient message throttling settings. This table defines a set of throttling values. The default values are used unless a specific throttle number is specified in the subscriber record. This differs from ipfilt throttling because this is based on the recipient no matter which protocol on which the message is received. A default throttle number to use for all recipients may be specified in the common section of omega.ini. If any of the three values (morethan, intime, disablefor) are set to zero, recipient throttling for this throttle number is disabled.

7.9.1 Fields

throttnum	A unique number used as the primary key for this database record.
morethan	If more than this number of connections to the recipient during intime seconds are received additional messages will be blocked for disablefor seconds. Set this value to 0 to disable checking.
intime	The amount of time in seconds to track the number of incoming messages for this recipient.
disablefor	The amount of time in seconds to disable connections from for the recipient.

7.10 virthost

Contains the virtual host definitions.

7.10.1 Fields

domainname	The domain name to accept messages for.
enabled	Specifies whether or not to allow connections for this domain. This allows you to temporarily disable a domain.
allowemail	Specified whether or not to accept email for this domain.
directory	The sub-directory under www to use for the web pages. More than one virthost entry may use the same directory. The default directory is 'default'.
mainhref	An alternative web site address to go to when the logo is clicked. This only affects the subscriber web page logo, not the web admin logo.
mainlogo	An alternative logo to use for this host. This only affects the subscriber web page logo, not the web admin logo.
sendfields	Specify which email headers to send out. Allowable values are F, S, B, C, and T. These may be combined. For example to send subject and body use SB.

- F From (email address)
- S Subject
- B Message Body
- C Word Count
- T Timestamp
- F From ("real name")
- D Disposition-Notification-To

subjectswitches	Enable use of subject line switches for this domain. This option is typically only enabled for domains that send the body only so the sender can control which fields to send.
ldaphosts	A list of LDAP servers with which to authenticate subscriber ID's. The names should be specified with hostname:portnum. Multiple servers are supported by separating the hostname:portnum pairs with spaces. For example, "server1.example.com:389 server2.example.com:389".
sendpageidname	The name of the pager ID field on the Send a Message web page. If this is left blank "pin" will be used.
sendpagemessagename	The name of the message text field on the Send a Message web page. If this is left blank "message" will be used.
sendpagefromname	The name of the from text field on the Send a Message web page. If this is left blank "from" will be used.
sendpagesubjectname	The name of the subject text field on the Send a Message web page. If this is left blank "subject" will be used.
maxrecipients	The maximum number of recipients to allow in a single session for this virtual host.
enabledisclaimer	Enable the disclaimer web page after submitting a message before accepting the message for delivery.
enablecaptcha	Enable graphical confirmation page before accepting the message for delivery.
appenddomain	When set, append the domainname field to the recipient address for any incoming message for this domain.

ldapbase	The base to start the search.
ldapbinddn	The Distinguished Name (DN) used for binding.
ldappassword	The password to login to the LDAP server.
ldapfilter	The search filter to use for the LDAP query.
ldapvalidattr	The name of the valid attribute. This is the attribute that is retrieved from the LDAP server to test if this is a valid subscriberid or not. If the value retrieved is either upper or lower-case Y or is a non-zero number the subscriber id is considered valid. This field may be up to 32 characters long.
ldaplcosattr	The name of the lcos attribute. This is the attribute that is retrieved from the LDAP server to specify the lcos. This field may be up to 32 characters long.
ldapserviceattr	The name of the service attribute. This is the attribute that is retrieved from the LDAP server to specify the service to use for the incoming ID. This field may be up to 32 characters long.

7.11 idblock

Idblocks allow you to define ranges of incoming numbers for delivery to a common output. Incoming Ids which belong to more than one block will be accepted by the smallest block which includes the ID.

After finding a match the incoming number can be transformed by different methods. First, if StripChars is specified and they match the beginning of the incoming number those digits matching will be stripped. If StripChars is not specified and StripLen is, the number of digits in StripLen will be stripped from the beginning of the incoming number. Next if there are digits in Prefix they will be prepended to the incoming number and any digits specified in Append will be appended to the end of the incoming number. The maximum length of the resultant number must be 16 or less. If there are more Prefix digits than will fit the Prefix will be truncated to make the resulting number less than 16 digits long. After that if the Append string will cause the digits to be more than 16 the Append digits will be truncated so that the resulting digits will be less than 16.

7.11.1 Fields

blocknum	A unique identifier for this ID block.
name	A descriptive name for this ID block.
enabled	Specifies whether this ID block is enabled to accept incoming connections with an ID in this range.
startid	Starting number for this ID block.
endid	Ending number for this ID block.
outputgoup	Specifies the output group to use for message notification.
allowsources	Specifies the sources that are allowed to send messages to this block. The value for this field is computed by adding the values in the following list together: <ul style="list-style-type: none"> 1 GCP 2 HTTP 4 SMPP 8 SMTP 16 SNPP 32 TAP 64 TNPP 128 WCTP
prefix	Digits to prepend to the incoming ID.
stripchars	Digits to strip from the beginning of the incoming ID. The system will strip the digits only if they exactly match the digits of the beginning of the incoming ID.
striplen	If StripChars is empty and this field is set to a number greater than zero, the corresponding number of digits will be stripped from the beginning of the incoming ID.
append	Specify the digits to be appended to the end of the incoming ID.

timezoneoffset	The number of hours and minutes from UTC. US Eastern time is -500. In this example, the -5 is the number of hours from UTC and the 00 is the number of minutes to support timezones that are not on hour boundaries.
daylightsaving	Specifies whether location uses daylight saving time during the summer. Arizona, for example, does not use daylight saving time.

7.12 subscriber

The subscriber table allows you to setup specific overrides for the idblock table.

7.12.1 Fields

subscriberid	The subscriber ID. This is typically the subscriber's 10-digit pager number without dashes or other punctuation.
enabled	Set to TRUE to allow this subscriber to receive messages are FALSE to prevent this subscriber from receiving messages.
password	An up to 16 character password for the subscriber access.
accesslevel	The access level for the subscriber.
accountnumber	Specify account number for this subscriber. Used in conjunction with accountnumber in subaccess to restrict reseller admin access.
name	The subscriber's name.
companyname	The subscriber's company name.
companyphone	The subscriber's company phone number.
techname	The subscriber's tech contact name.
techemail	The subscriber's tech contact email address.
techphone	The subscriber's tech contact phone number.
techfax	The subscriber's tech contact fax number.
callerpassword	Used to restrict who is allowed to send this subscriber messages. Not all paging protocols support caller password. Currently caller password is supported in SNPP and WCTP.

timezoneoffset	The number of hours and minutes from UTC. US Eastern time is -500. In this example, the -5 is the number of hours from UTC and the 00 is the number of minutes to support timezones that are not on hour boundaries.
daylightsaving	Specifies whether location uses daylight saving time during the summer. Arizona, for example, does not use daylight saving time.
allowsource	Specifies the sources that are allowed to send messages to this subscriber. For example, some subscribers may only wish to receive messages via WCTP and not email. The value for this field is computed by adding the values in the following list together: <ul style="list-style-type: none"> 1 GCP 2 HTTP 4 SMPP 8 SMTP 16 SNPP 32 TAP 64 TNPP 128 WCTP
twoway	Flag to indicate a two-way paging subscriber.
datecreated	Timestamp of when the subscriber was created.
datealtered	Timestamp of when the subscriber was last modified.
badloginattempts	Stores the current number of bad login attempts for this subscriber. If this value reaches the maxloginattempts access for this subscriber will be disabled until an administrator resets the badloginattempts to 0. If there are badloginattempts, but the maximum has not been reached this counter will be reset to 0 on successful login.

maxloginattempts	Maximum number of bad login attempts the subscriber is allowed before access is disabled.
callcount	Number of calls received by this subscriber.
countdownlimit	Maximum allowed calls per period.
countdowncurrent	The current countdown callcount.
countdowntype	The countdown type. 0=no countdown, 8=daily limit auto-reset at end of day, 10=monthly limit auto-reset at midnight of first day of month. A notification email can be sent to a customer support center email address so they know why a customer is calling to report a problem. In order to setup the email notification make sure that the COUNTDOWN_NOTIFY and SMARTHOST_NAME, SMARTHOST_PORT, and SMARTHOST_TIMEOUT are specified in the [common] section of omega.ini.

7.13 aliases

The alias table allow multiple personalized names to refer to specific subscribers.

7.13.1 Fields

alias

The alias to use. The value for this field may be up to 128 characters. Do not include the domain name for email aliases. This value should be just that part to the left of the @.

subscriberid

The subscriber record to use for this alias. The subscriber must exist in the subscriber table.

7.14 pager

The pager table contains optional paging records for the subscribers contained in the subscriber table. If a pager record does not exist for a subscriber the subscriber id is used for outgoing paging. However records may be added in this table for a subscriber to specify multiple delivery devices. For example, a TNPP pager and email. Multiple pager records are supported for each subscriber.

7.14.1 Fields

subscriberid	The subscriber id in the subscriber table this pager record belongs to.
sequencenum	A unique sequence number to use for this pager. The first pager should be sequence 1, next pager for this subscriber would be 2, etc.
enabled	Specify whether or not this pager record is currently enabled for message delivery.
outputgroup	The output group to use for delivery.
idcap	An up to 128 character id or capcode to deliver the message to. This field would also contain the full email address of the recipient for email delivery.
pagertype	TNPP CAP pager type (see TNPP 3.8 section 5.5.1).
pagerclass	TNPP CAP pager class (see TNPP 3.8 section 5.5.2).
pagerfunction	TNPP CAP pager function (see TNPP 3.8 section 5.5.5).
pagerpriority	TNPP CAP pager priority (see TNPP 3.8 section 5.5.5 or 5.10.6 for extcap).
rfchan	TNPP CAP RF channel (see TNPP 3.8 section 5.5.3).

rfzone TNPP CAP RF zone (see TNPP 3.8 section 5.5.4).

sendfields Specify which email headers to send out. Allowable values are F, S, B, C, and T. These may be combined. For example to send subject and body use SB.

- F From (email address)
- S Subject
- B Message Body
- C Word Count
- T Timestamp
- F From (“real name”)
- D Disposition-Notification-To

7.15 taprofile

A table of profiles for TAP. This allows the use of different timeouts and manual page prompts for different services. This table also supports specifying different timeouts when use in conjunction with the tappassword table.

7.15.1 Fields

profilenum	The profile number.
profilename	A descriptive name for this profile.
t1	Repeat CR until ID= (client). Default is 2000.
t2	Time after CR to wait for ID= (client). Default is 1000.
t3	Time to wait for packet response (client). Default is 10000.
t4	Time to wait for incoming packet (server). Default is 4000.
t5	Time to wait for ID= (server). Default is 8000.
n1	Number of CR to send looking for ID= (client). Default is 3.
n2	Number of packet resends (client). Default is 3.
n3	Number of ID= to send (server). Default is 3.
pageridprompt	Manual mode pager id prompt. Default is 'Pager ID? '.
messageprompt	Manual mode message prompt. Default is 'Message? '.
acceptedprompt	Manual mode accepted string. Default is 'Message sent.'.

rejectedprompt Manual mode rejected string. Default is 'Send failed.'

7.16 tappassword

Allows custom TAP timeouts based on automatic mode password used.

7.16.1 Fields

password	The incoming automatic mode password. Typically this is a maximum of 6 characters, but the Omega supports up to 16.
name	A descriptive name for this password.
profile	The tapprofile to use for this password.

7.17 emailfilt

Subscriber maintainable email filters.

7.17.1 Fields

emailfiltkey	A unique key for the filter record.
subscriberid	The subscriberid this filter belongs to.
enabled	Whether or not this filter is active.
action	Set to 'A' to accept the email or 'D' to deny the email.
if	The following are the allowable values: 1 Sender 2 Subject 3 Message Body 4 Priority 5 To 6 Forward for IP
verb	The following are the allowable values: 1 Contains 2 Doesn't contain 3 Is 4 Isn't 5 Begins with 6 Ends with
pattern	The character pattern to match.
stripmatch	When enabled the matching pattern is removed from the message.

Chapter 8

Program Descriptions

The following sections describe the executables that make up the OMEGA-LX application. For Linux systems the base directory is `/opt/omegalx`.

8.1 Introduction

The Omega programs can be separated into different groups.

- Programs that must always be running. This is `onixd`.
- Programs that must be started depending on which services are to be enabled. For example, enable `tapd` for TAP protocol and `tnppd` for TNPP protocol. To enable incoming Internet email messages, `smtpd` must be started. To enable incoming Internet Simple Network Paging Protocol (SNPP) messages, `snppd` must be started.
- Maintenance programs that don't need to be running all the time. These are `rtview`, `sptest`, and `oservice`.

8.2 System programs

These programs must always be running for the system to operate.

8.2.1 onixd

onixd is the master program that starts all of the other processes and then monitors the processes. If a process exits for some reason, onixd will restart it automatically.

8.2.2 syspage

syspage is the Omega alarm server. It accepts alarms on a TCP port and pages it out based on the rules in its configuration file. Please see the syspage manual for more information.

8.3 Protocol servers

8.3.1 gcpd

This program allows incoming messages using the Glenayre Computer Protocol. This can be used to accept input from the Hark TAP-2000.

The Omega also supports a limited computer interface using GCP. The following commands are supported:

- @RV read version.
- @PO page out
- @CR create record
- @RE read record
- @DR delete record
- @MR modify record

The “read version” command above will return one of '6.000*', '6.100*', or '8.000*' based on the version set in the service record.

Other commands will return ?02 Unknown command. The lower-case versions of these commands are also supported. For example, the @CR command takes a two-digit field number for the key (e.g. @CR#01/) and the @cr command takes a three-digit field number for the key (e.g. @cr#001/).

This limited programming ability was added for billing systems which only support the Glenayre Computer Protocol.

8.3.2 httpd

Accepts incoming HTTP requests. This is used for both subscriber web access and administrator web access. The httpd server supports template based web pages. Each virtual host supports a customizable directory.

8.3.3 isid

Acts as a server for connecting remote serial ports over a network connection using Hark ISI devices. The remote serial ports can be transported over the internet and come out on a serial port on the Omega-LX for local access. The Omega-LX can also be configured as a capture device for remote logging. Set the protocol option to 1 to log all the data received to a capture file for the current day in the capture directory. The capture directory is accessible through the web admin page.

8.3.4 smppd

A bi-directional SMPP server supporting SMPP v3.3 and SMPP v3.4. Messages longer than 160 (254 in SMPP v3.4) characters are supported using the message_payload TLV. The callback_num TLV is also supported when sending SMPP messages.

8.3.5 smtpd

Accepts incoming email messages and pages them out based on the subscriber ID.

If the message has attachments, they are automatically stripped. Only plain text portions of the email are sent to the pager.

Message Disposition Notification

As of version 4.0-12 message disposition notification is supported. If a message is received with the RFC2298 Disposition-Notification-To header and the outgoing delivery type is email, the Disposition-Notification-To header will be added to the outgoing email with the value received from the sender.

As of version 4.0-15 this has been further enhanced to support the non-standard Microsoft Return-Receipt-To header. In addition 4.0-15 supports the ability to specify which of the two headers to send in the outgoing email.

If the incoming email contains both a Disposition-Notification-To and a Return-Receipt-To header the Disposition-Notification-To value will be used in the outgoing email using the header defined in the outgoing SMTP service record.

Subject line switches

If the protocol option PROTOPTION_SMTPSUBJSWITCHES is enabled certain subject line switches are supported. Also, the subjectswitches field in the virthost table must be enabled for the domains you wish to allow senders to control the output fields. Typically subject line switches are only enabled on “send body only” virtual hosts to give the greatest control to the sender. Subject line switches add to the sendfields for the virthost. These define which fields of the incoming email message will be delivered. Switches must adhere to the following rules:

- Switches may be used with any email domain name supported in the system’s virthost table.
- Switches must be located on the Subject line.
- Switches may be in any order. (e.g. -a Test, Test -a Subject, Test Subject -a, or Test -s Subject -a, etc).
- Switches may be mixed with the Subject line text. (e.g. Test -a -s Subject).
- Switches may be combined. (e.g. Test -as Subject).
- There must be white-space (space or tab) before and after a switch. White-space is not needed after the switch if it is the last item on the subject line.
- Switches are case-sensitive. The switch must be lower-case. (e.g -a not -A).

Switch	Name	Description
-a	Author	Include the “real name” from the email “From:” field
-d	MDN	Send the message disposition notification field
-e	Emailfrom	Include the email address from the email “From:” field
-s	Subject	Include the email “Subject:” field
-m	Message	Include the message body of the email
-c	Count	Include a word count
-t	Timestamp	Include a time stamp

8.3.6 **snppd**

Handles all incoming Internet Simple Network Paging Protocol messages. SNPP is described in RFC 1861 <http://www.faqs.org/rfcs/rfc1861.html>.

In the command list below only the capitalized letters are needed for the command. For example, MESS or MESSage will enter the message for the pager. Also, these commands are not case-sensitive, both MESS and mess will enter the message. See the RFC for more information.

The SNPP RFC does not mention a limit on the length of the incoming command. The Omega will accept up to 16384 bytes per line, but some SNPP servers may be limited to as little as 1024.

The Omega supports the following SNPP commands:

- PAGER <pagerid>
- MESSage <message>
- RESEt
- SEND
- QUIT
- HELP

The following level 2 commands are supported:

- LOGIn <username> [password]
- PAGER <pagerid> [passcode]
- DATA
- HOLD <YYMMDDhhmm> [+/- GMT difference]
- CALLerid <callerid>
- SUBJect <subject>

The following level 3 commands are supported when PROTOPTION_SNPPEL3 is enabled:

- 2WAY
- NOQUeueing
- ACKRead <0—1>

8.3.7 tapd

Handles all incoming TAP protocol connections. The TAP protocol is supported on direct RS-232 connections, modem connections, and TCP connections. In order to accept incoming TAP connections from the internet the Host field needs to be empty signifying a server connection.

The TAP protocol server now supports configurable timers as specified in TAP 1.8 Section 7.0 page 16. These are named t1 through t5 and n1 through n3. See the table below for description and default values:

Name	Default	Description
t1	2000	Repeat CR until ID= (client)
t2	1000	Time after CR to wait for ID= (client)
t3	10000	Time to wait for packet response (client)
t4	4000	Time to wait for incoming packet (server)
t5	8000	Time to wait for ID= (server)
n1	3	Number of CR to send looking for ID= (client)
n2	3	Number of packet resends (client)
n3	3	Number of ID= to send (server)

8.3.8 tnppd

Handles all incoming and outgoing TNPP protocol connections. Tnppd acts as a full TNPP router with packet remapping and filtering capabilities. The TNPP protocol is supported on direct RS-232 connections, modem connections, and TCP connections. Both client and server connections are supported.

8.3.9 wctpd

The WCTP server uses the URL of `http://wctp.yourdomainname.com/wctp` (replace `yourdomainname.com` with your internet domain name) to receive pages.

The following portions of the WCTP DTD are supported:

- wctp-Operation
 - wctpVersion
 - wctpToken
- wctp-ClientQuery
 - senderID
 - recipientID
 - trackingNumber

- wctp-ClientQueryResponse
 - minNextPollInterval
- wctp-ClientMessage
- wctp-ClientStatusInfo
- wctp-ClientResponseHeader
 - responseTimestamp
 - respondingToTimestamp
- wctp-Confirmation
- wctp-Success
 - successCode
 - successText
- wctp-MessageReply
- wctp-ResponseHeader
 - responseToMessageID
 - responseTimestamp
- wctp-PollForMessages
 - pollerID
 - securityCode
 - maxMessagesInBatch
- wctp-MessageReceived
 - sequenceNo
- wctp-PollResponse
 - minNextPollInterval
- wctp-Message
 - sequenceNo
- wctp-NoMessages
- wctp-Failure
 - errorCode
 - errorText

- wctp-Notification
 - type
- wctp-SubmitClientMessage
 - wctp-SubmitClientHeader
 - * submitTimeStamp
 - wctp-ClientOriginator
 - * senderID
 - * miscInfo
 - wctp-ClientMessageControl
 - * sendResponsesToID
 - * allowResponse
 - * notifyWhenQueued
 - * notifyWhenDelivered
 - * notifyWhenRead
 - * deliveryAfter
 - * preformatted
 - * allowTruncation
 - wctp-Payload
 - * wctp-Alphanumeric
 - * wctp-TransparentData
- wctp-SubmitClientResponse
- wctp-ClientSuccess
 - successCode
 - successText
 - trackingNumber
- wctp-SubmitRequest
 - wctp-SubmitHeader
 - * submitTimeStamp
 - wctp-Originator
 - * senderID
 - * securityCode
 - wctp-Recipient
 - * recipientID
 - * authorizationCode

- wctp-MessageControl
 - * messageID
 - * sendResponsesToID
 - * allowResponse
 - * notifyWhenQueued
 - * notifyWhenDelivered
 - * notifyWhenRead
 - * deliveryAfter
 - * preformatted
 - * allowTruncation
- wctp-Payload
 - * wctp-Alphanumeric
 - * wctp-TransparentData
- wctp-VersionQuery
 - inquirer
 - dateTime
- wctp-VersionResponse
 - responder
 - inquirer
 - dateTimeOfReq
- wctp-ContactInfo
 - email
 - phone
 - www
 - info
- wctp-DTDSupport
 - dtdName

8.4 Maintenance programs

8.4.1 rtview

Real-time viewer displays statistics for each of the ports.

When first entering rtview a list of the currently enabled Omega applications is

displayed. Some of these applications, such as the protocol servers, support pressing right-arrow to view the program threads.

The up and down arrows are used to move between ports. The space bar can be pressed to get more detail about the port you are currently on. Press space again to get back to the port list. Certain port setting changes will require a thread restart before the change takes effect. An example of this is changing the baud rate of a serial port. In order to minimize downtime, the Omega allows individual threads to be restarted so that the other ports may continue processing packets, while you make changes. To stop a thread, use the cursor navigation keys to highlight the thread you want to change. The press <F6> to stop the thread. You should see the status change to PAUSE and then to STOPPED. Once the thread says STOPPED, you may press <F7> to restart it. It is now possible to clear the stats for the current port. Just press the DEL key to clear the counters. To clear the stats for ALL ports, press <SHIFT>. If for some reason the screen gets out of sync, pressing <CTRL><R> will redraw the screen.

8.4.2 monitor

Monitor system for programs and deliver alarms if needed. Monitor performs the following functions:

- Monitor available memory and send alarms if necessary
- Monitor available hard drive space and send alarms if necessary
- Send periodic test pages
- Scan message database for future delivery messages and send them
- Scan message database for expired messages and remove them

The monitor program will check the available disk space, free memory and future delivery requests every SCAN_TIME seconds.

8.4.3 sptest

The sptest program is for sending alarms via the syspage server. By default the sptest program will send a test alarm at error level 255. Or it can be used to send a specific message to the alarm server by passing in an argument. For example:

```
sptest "This is my custom test alarm message"
```

Chapter 9

Billing logs

Each call processing application creates and maintains its own billing log file. Voice calls are logged in `vmail.in.txt`, tap is in `tapd.in.txt`, tnpp is in `tnppd.in.txt`, http is in `httpd.in.txt`, snpp is in `snppd.in.txt`, and smtp is in `smtpd.in.txt`. Outgoing pages are logged in files named after the protocol used. For example, email out will be in `smtp.out.txt`, snpp will be in `snpp.out.txt`, etc. These files can be found in the `logs` sub-directory of the Omega installation directory.

There are two variables to control the billing format and field configuration. These are `BILLING_FIELDS` and `BILLING_FORMAT`. Each program has its own settings for these fields in their respective section of `omega.ini`.

`BILLING_FIELDS` controls which logentry fields are written to the log file. This field can be up to 80 characters long. Not all tokens are supported by all protocols. The following are valid `BILLING_FIELDS` tokens:

S	subscriberid
f	senderid
F	remoteip
W	forwardedip
r	status
y	year (uses 2 digit year if field width < 4)
m	month
d	day
h	hour
i	minute
s	second

T	service
t	messagetext (up to 128 characters)
b	baudrate
l	messagelength
P	physicalport
L	logicalport
o	tnppsource
e	tnppdest
C	capcode (or ID if TNPP ID packet)
E	pagertype (encoding)
a	pagerclass (A=alpha, N=numeric, etc)
R	rfchan
Z	rfzone
+	callerid (ANI)
~	calledid (DNIS or DID)
#	messageid

BILLING_FORMAT specifies the locations and widths of each billing field. This field can be up to 512 characters long. Any non 'X' character is included in the billing record. The first character of each field is designated by an uppercase X and trailing characters by lowercase x's. The x's specify the width of each field in the billing record. Use a single uppercase X to output the field without padding or truncating. This is most useful for delimited files, otherwise extra characters (if wider than the specified billing width) are truncated.

Examples:

```
[smtpd]
BILLING_FIELDS=SFrhislLt
BILLING_FORMAT=Xxxxxxxxxx Xxxxxxxxxxxxxxxxxx Xxx Xx:Xx:Xx Xxxxx Xxx \
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
```

Would log the following to smtpd_in.txt on an incoming email from localhost:
5551212 127.0.0.1 ACC 08:20:13 00004 1 Test

```
[smtpd]
BILLING_FIELDS=SFrhislLt
BILLING_FORMAT=Xxxxxxxxxx,XXXXXXXXXXXXXXXXXX,Xxx,Xx:Xx:Xx,Xxxxx,Xxx,\
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
```

Would log the following to smtpd_in.txt on an incoming email from localhost:
5551212,127.0.0.1 ,ACC,08:20:13,00004,1 ,Test

```
[smtpd]
BILLING_FIELDS=SFrhislLt
BILLING_FORMAT=X,X,X,Xx:Xx:Xx,X,X,X
```

Would log the following to smtpd_in.txt on an incoming email from localhost:
5551212,127.0.0.1,ACC,08:20:13,4,1,Test

```
[smtpd]
BILLING_FIELDS=SFrhislLt
BILLING_FORMAT='X','X','X','Xx:Xx:Xx','X','X','X'
```

Would log the following to smtpd_in.txt on an incoming email from localhost:
'5551212','127.0.0.1','ACC','08:20:13','4','1','Test'

Status codes:

ACC = accepted
REJ = rejected

tapd:
E = database error
I = mailbox invalid
S = successfully accepted
T = timeout
C = bad checksum
B = bad block
F = TAP send failure
A = TAP send accepted

tnppd:
T = timeout
A = TNPP out - packet ACKed
n = TNPP receive - packet NAKed
2 = TNPP receive - duplicate packet (only if LOG_DUPS enabled)
f = TNPP receive - packet filtered CAN sent
a = TNPP receive - packet ACKed
d = TNPP receive - mailbox ID does not exist
i = TNPP receive - mailbox invalid
e = database error
c = TNPP receive - no output route for this destination
r = TNPP receive - all output queues full

R = TNPP send - received RS
N = TNPP send - received NAK
C = TNPP send - received CAN
F = faulted input

Chapter 10

Troubleshooting

The Omega systems can be configured to keep very detailed logs for troubleshooting customer or connectivity issues. These logs are stored in the `/var/opt/omegalx/debug` directory in a sub-directory using a format of `YYYY-MM-DD` named for the date the debug information was written. For example, April 14th, 2006's debug logs are stored in the directory `/var/opt/omegalx/debug/2006-04-14`. Inside this sub-directory there are files for each thread of each program running.

10.1 Operating system

10.1.1 Bootup Issues

First determine if it is a computer issue or boot issue. Does the computer power on? Does the system appear to startup, but cannot find the operating system?

10.1.2 Network issues

By default the Omega is setup to obtain an IP address and domain settings automatically from a DHCP server. In order to use the Omega to accept connections from the Internet, a static IP should be used. This static IP address may be assigned by a DHCP server or in the Omega configuration files. See the "Network settings" section in the "Installation" chapter for information on setting the IP address and verifying that it is setup correctly. For more information you may use the following commands:

```
man netstat
man ping
man traceroute
man tcpdump
```

10.2 Application

10.2.1 Interpreting the debug logs

The debug logs contain a wealth of information for troubleshooting customer or port setup issues. All debug entries are prefixed with a timestamp. This timestamp has millisecond accuracy for determining with sub-second accuracy how much time has elapsed between each event in the log. When `DEBUG_FUNCS` is enabled each time a function is called a debug entry is added showing the name of the function and some possibly important parameters. These lines can be recognized because they start with `in` after the timestamp. Other important lines are the `ComRead`, `ComWrite`, `NetRead`, and `NetWrite` lines. These come in various forms like `ComWriteString` and `NetReadBlock`. The `Com` functions handle RS-232 port routines and the `Net` functions handle network connections. Other lines are also logged that show additional information.

10.2.2 Alarms

Application alarms are sent to the syspage server running on the Omega. Syspage accepts alarms from the TNPP programs and sends alerts based on the settings in the `[syspage]` and `[alarm]` sections of the ini file. Syspage will log a copy of the alarm in the `/var/opt/omegalx/errors` directory in a file named after the program that generated the alarm. For example, `httpd.err` or `tnppd.err`. Syspage now supports also sending a copy of this alarm message to a serial port so you can send a copy to a separate alarm device if you wish. Alarm pages will also be sent based on settings in the `[alarm]` section of the ini file. These alarms can be paged out with the SMTP, SNMP, SNPP, or WCTP protocols.

Alarms are sent at various alarm levels. The following is a list of alarm levels:

32	Informational
64	Notice
128	Error
196	TNPP port fault-off and recover messages
240	Critical

Most systems are setup to email a copy of the alarms at error level 64 and above and set to page out alarms at error level 128 and above. It is recommended that error level 196 and above are paged out as these are alarms that indicate a degraded service level.

10.2.3 Message queues

The OMEGA-LX uses POSIX Message Queues for internal communications in the TNPP and SMPP servers. To view certain message queue information type the following:

```
mkdir /dev/mqueue  
mount -t mqueue none /dev/mqueue
```

Additional information on the system message queues is in the `/proc/sys/fs/mqueue` directory.

10.3 Syslog server

Unix and Linux systems include a centralized system logger called syslog. The Omega includes a system logging and paging program called syspage, so we don't log much to syslog. The syslog logs are stored in `/var/log` and may be in sub-directories under `/var/log`. Syslog messages can also be forwarded to another system acting as a centralized logging server. Our ISI and IPG boxes, make much more use of syslog as they do not have an alarm pager such as syspage in them.

Chapter 11

Maintenance

To keep your system running at peak performance there may be certain maintenance procedures which should be routinely performed.

11.1 Backups

To backup the Linux configuration files, place a floppy in the floppy drive and type the following:

```
tar czvf /dev/fd0 --files-from /root/backup_files
```

The application directory may also be backed up using a writable CD. First make sure that the directory will fit on a CD by typing the following:

```
du -sk /opt/omegalx
```

Once the `du -sk` returns less than approx 650000 (or 700000 for 80 minute CDs), you can copy the entire `/opt/omegalx` directory to CD with the following command:

```
mkisofs -R /opt/omegalx | cdrecord -v fs=6m speed=32 dev=ATA:1,0,0 -
```

The 1,0,0 may be different on your system. Type the following to see what the three numbers are for the CD burner in your system:

```
cdrecord -scanbus dev=ATA
```

11.2 Daily maintenance

None at this time

11.3 Weekly maintenance

11.3.1 Software and Security Updates

There will not necessarily be software or security updates each week, but you may wish to check for them each week. See the “Operating System Updates” section for more information on the update procedure.

11.4 Monthly maintenance

11.4.1 Filters

Depending on the installation site, the filter in the front of the Omega may need to be vacuumed. Use the following procedure if you need to remove the filter to clean it:

- Open the front of the Omega chassis by turning the key knob to the horizontal position (you may need to use the key).
- Using a #2 phillips screwdriver remove the two screws on each side of the front cover which hold the cross-hatched plastic filter retainer in place.
- Remove the cross-hatched plastic filter retainer and filter.
- Clean the filter.
- Reinstall filter by reversing the steps used to remove it.

Chapter 12

Change summary

12.1 Changes from 4.0-25 to 4.1-1

- support Glenayre data page length fields in gcp

12.2 Changes from 4.0-24 to 4.0-25

- close smpp and tnpp queues on thread restart
- compress NULL's in debug logs
- TNPP only supports up to 1024 byte packets now
- TNPP trim ETX from packetforus packets that don't have ETB
- UDP read improvements

12.3 Changes from 4.0-23 to 4.0-24

- gcp unknown field fixes
- tnpp UDP connection fix

12.4 Changes from 4.0-22 to 4.0-23

- don't put default "Email with no text attachments" if empty email body
- remove non-blank line after blank line requirement for detecting body of email

12.5 Changes from 4.0-21 to 4.0-22

- gcp page out don't clear pager id

12.6 Changes from 4.0-20 to 4.0-21

- wctp don't strip message at all if binary data

12.7 Changes from 4.0-19 to 4.0-20

- leave room in TNPP queue if packet needs to be re-inserted due to RS
- fix multiple choice response

12.8 Changes from 4.0-18 to 4.0-19

- re-enable SMTP multiple choice response support
- update random number generation

12.9 Changes from 4.0-17 to 4.0-18

- parse_rtf causing a crash if rtf attachment received

12.10 Changes from 4.0-16 to 4.0-17

- reduce gcp unmapped field debugging

12.11 Changes from 4.0-15 to 4.0-16

- fix WCTP binary message support problem

12.12 Changes from 4.0-14 to 4.0-15

- support Microsoft non-standard MDN Return-Receipt-To

12.13 Changes from 4.0-13 to 4.0-14

- send_smtp twoway flag only being set if twoway and came from wctp

12.14 Changes from 4.0-12 to 4.0-13

- set X-Replyable even if send/header fields doesn't contain F

12.15 Changes from 4.0-11 to 4.0-12

- support Message-Disposition-Notification

12.16 Changes from 4.0-10 to 4.0-11

- TNPP support lowercase hex digits in transparent CRC

12.17 Changes from 4.0-9 to 4.0-10

- gcp programming improvements

12.18 Changes from 4.0-8 to 4.0-9

- improved disabled subscriber handling

12.19 Changes from 4.0-7 to 4.0-8

- tnpp routing updates

12.20 Changes from 4.0-6 to 4.0-7

- httpd support multiple languages (English and French for now)
- major web admin update

12.21 Changes from 4.0-5 to 4.0-6

- use inittime and sectime from service record

12.22 Changes from 4.0-4 to 4.0-5

- gcp programming support flex for sending TNPP cap

12.23 Changes from 4.0-3 to 4.0-4

- support X-Replyable header
- remove SUSE Linux Enterprise support
- support output groups
- load balancing now requires the database to run on a separate server
- schedule support

12.24 Changes from 4.0-2 to 4.0-3

- add throttle/throttlesession support
- support automatically upgrading database schema after update

12.25 Changes from 4.0-1 to 4.0-2

- change input/output rates from packets per second to packets per minute
- TNPP if no route available send RS not CAN

12.26 Changes from IMG-LX to OMEGA-LX

- supports TNPP CAP paging
- supports multiple pagers per subscriber record
- supports outputgroups which work like Glenayre coverage regions
- supports active-passive server clustering in addition to the load-balancing support in the IMG-LX
- additional columns in virthost table for branding
- ability to set SMPP source address based on SNPP/WCTP login
- lcos table to define incoming limits

- smtp, snpp, and wctp can now listen on multiple ports. This, for example, allows a wctp port to be setup requiring login and a separate port that doesn't require a login.
- opage created for outgoing paging
- beginning of support for SIP-based voice mail
- idblock can now also limit source access (CHECK_SOURCE)
- moved LDAP configuration from global ini to virthost
- support Hark INM network attached modems for TAP outdial
- subscriber web maintenance support
- email now supports parsing text/html if no text/plain part
- supports running with dropped privileges
- supports automatically updating the database schema if needed
- support routing incoming TNPP packet to TAP outdial modem based on TNPP destination node address

Chapter 13

Warranty Information

WARRANTIES

For a period not to exceed two years from the date of purchase, Hark Technologies, guarantees that the electronic equipment sold will be fit for the ordinary purposes for which they are supplied, and will conform to the property description and statements of fact contained within any applicable brochure and labels provided with the product. However, upon the cessation of the two year warranty, Hark makes no warranty, expressed or implied, that the equipment is merchantable and/or fit for any particular purposes.

The Seller warrants that the goods covered by this agreement shall be free from defects in material and workmanship for two years when use under normal conditions and for the purpose for which they are sold. However, the warranty period for expendable parts, such as bulbs and fuses shall be limited to thirty days. If this product is licensed as a “Software Only” product, the warranty shall be limited to one year.

This warranty does not extend to damage incurred by natural causes such as lightning, fire, floods, or other catastrophes, damages caused by environmental extremes such as power surges and/or transients or willful, malicious, reckless, negligent acts or misuse by the purchaser or third parties.

All warranty work must be performed at Hark Technologies. No credit will be given for unauthorized repair work attempted by the customer or other unauthorized repair facilities. In/warranty merchandise must be shipped freight prepaid to the nearest Hark Technologies facility.

A Return Materials Authorization (RMA) Number must be obtained from Hark Technologies customer service department prior to returning any equipment, in-warranty, or otherwise to Hark Technologies for repair. Equipment received without the proper RMA number will be returned to the shipper.

All goods and materials are carefully tested and inspected before leaving the point of manufacture; however, as it is impossible to always detect imperfections, the only guarantee that is given by us, or for which we are in any way liable, is to repair or

replace such goods as prove defective, when used for the purposes for which manufactured. All replaced goods are to be returned to us transportation prepaid. Under no circumstances are we responsible for any other damages, incidental, consequential, or otherwise, nor in any case shall we be responsible for any damages beyond the price of the goods. No damages or charges of any kind, for labor, expenses, or otherwise suffered or incurred by the customer in replacing or repairing defective goods or otherwise occasioned by the customer will be allowed.

Written notice must be promptly given to the Seller of any perceived failure of the equipment sold, in order to fulfill the warranty, and in no event shall notice be given more than ten days after the discovery of the product defect. The notice shall state in what parts and wherein the warranty has failed and reasonable time shall be given to the Seller to remedy the difficulty. Failure to provide adequate notice within the required time frame shall be conclusive evidence of due fulfillment of the warranty on the part of the Seller, and that the product is satisfactory to the Purchaser, and that the Seller shall be released from all liability under the warranty.

DISCLAIMER OF WARRANTIES

THE WARRANTY PRINTED ABOVE IS THE ONLY WARRANTY APPLICABLE TO THIS PURCHASE. ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED.

IT IS UNDERSTOOD AND AGREED THAT UNDER NO CIRCUMSTANCES SHALL THE SELLER BE LIABLE FOR ANY SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES, WHETHER THE THEORY OF LIABILITY IS BASED IN CONTRACT, TORT, UNDER ANY WARRANTY, OR IN NEGLIGENCE. THE PRICE AS STATED FOR THE WARRANTY IS A CONSIDERATION FOR LIMITING SELLERS WARRANTY. FURTHER, NO ACTION, REGARDLESS OF FORM, ARISING OUT OF THE TRANSACTIONS UNDER THIS AGREEMENT MAY BE BROUGHT BY THE PURCHASER MORE THAN ONE YEAR AFTER THE CAUSE OF ACTION HAS ACCRUED.

BREACH OF AGREEMENT

In the event that the terms or conditions of this Agreement are breached, then Hark is entitled to have the customer pay all reasonable court costs, attorney fees and expenses that shall be made or incurred by Hark in enforcing this Agreement; and the parties agree that the terms and conditions of this Agreement shall be binding on, apply and inure to their respective heirs, executors, administrators, successors and assigns.

This invoice shall be construed and governed by the laws of the State of South Carolina AND VENUE IN ANY LITIGATION PURSUANT TO THIS INVOICE SHALL BE IN DORCHESTER COUNTY, SOUTH CAROLINA.

ALTERATIONS AND CHANGES

Any alterations for deviations from the above specifications that involve extra material, costs or additional or more costly labor will require extra charges. These extra charges will be billed over and above the proposal amount.

PROPOSAL GOOD FOR THIRTY (30) DAYS

The price given in the proposal for material and labor is an offer that shall bind Hark for 30 days. If the proposal is not accepted within 30 days, then Hark has the option of revoking its proposal.

AGREEMENT SUBJECT TO APPROVAL BY MANAGEMENT

This offer is subject to management's approval. If terms of payment are: cash on completion, or if this is a credit sale, this offer is also subject to approval by Hark's credit manager.

ACTS BEYOND HARK'S CONTROL

Hark is not responsible for delays in delivery or for delays in installation due to weather, fire, strikes, governmental regulations, or other causes unforeseen or beyond it's control.

SECURITY AGREEMENT

Hark may require as a condition to this Agreement that the customer execute a security agreement to safeguard its position as a creditor in extending payment terms to the customer. In the event that Hark requires collateral, the customer agrees to provide a promissory note and a security agreement (and UCC-1) in the manner acceptable to Hark.

BAD CHECKS & C.O.D.

A service charge of \$25.00 will be applied to each returned check. Accounts 60 days old will be placed on C.O.D. and technical service shall be withheld. Legal action will be taken after the account is 90 days old.

RETURNS

No returned goods will be accepted without a Returned Merchandise Authorization Number.

HANDLING/RESTOCKING CHARGE

A restocking charge of 20% will be made on all goods returned unless due to error caused by Supplier.

EQUIPMENT PACKING

Packing instructions: Equipment to be returned to Hark Technologies for repair must be packed in the original packing supplied by the factory. If the original packing is not available, Hark Technologies will provide it to you for a nominal fee. Customer packing materials can be used, providing the precautions are taken to provide adequate static protection for the equipment.

DO NOT PACK HARK EQUIPMENT IN STYROFOAM PEANUTS ONLY

Repairs necessitated due to improper packing will be billed at the standard factory repair rate.

Hark Technologies will repair or replace equipment and return to customer, freight prepaid, within the continental United States. Equipment found not to be defective will be returned at purchaser's expense and will include cost of handling, testing and returning of equipment.

Out-of-warranty repairs will be billed at the established factory flat rate per hour, plus components needed for replacement.

TITLE

Title to and all goods or material hereafter purchased shall remain with Supplier until full purchase price has been paid.

ENTIRE AGREEMENT

This Agreement constitutes the entire agreement between the parties hereto; and this Agreement shall not be modified, amended, altered, or changed except by a written agreement signed by the party sought to be charged. However, change orders may be made by an oral agreement as enumerated in the "Alterations and Changes" section above.

Chapter 14

Cancellation

Buyer may by written notice to Seller within five (5) days of the merchandise received date cancel any contract or agreement arising here under, for other than the default of the Seller and at its convenience, in which the Buyer shall pay the Seller twenty percent (20%) of the above total price for all products and accessories as a restocking charge.

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