

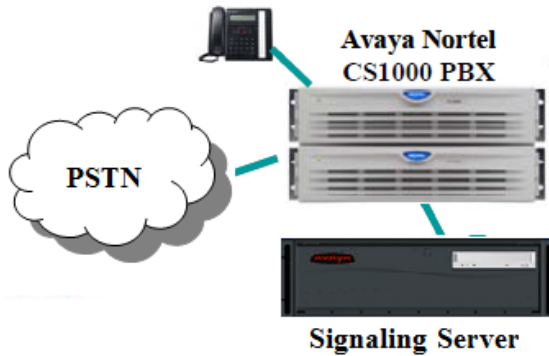


Focused Vendor Module
Avaya Nortel CS 1000



A CTiQ FVM operates like a team of highly skilled engineers.

SYSTEM OVERVIEW: HOW THE AVAYA NORTEL CS 1000 FVM FITS



SUPPORTED SYSTEMS

- AVAYA CS 1000 6.X
- AVAYA CS 1000 7.X

CTIQ EXTENSIONS

- INFORMATION PACKS
 - POLLERS
 - REPORTS
 - DASHBOARDS
- MODULES
 - VOICE QUALITY MODULE
 - INTELLI-Q
 - PERSPECTIVE

Focused Vendor Module (FVM)

THE BRIDGE BETWEEN YOUR NETWORK AND YOUR IT STAFF

CTiQ Focused Vendor Modules (FVMs) are software agents that enable the CTiQ Intelligent Management Platform (IMP) to provide unsurpassed visibility into the health and well being of your applications. FVMs operate like a team of highly skilled engineers that constantly monitor and evaluate your system's performance to assure optimal operation and availability.

Avaya Nortel CS 1000

REAL-TIME MONITORING WITH CTIQ INTELLIGENT MANAGEMENT PLATFORM (IMP)

OVERVIEW

You rely on the Avaya® CS 1000 for advanced IP telephony, and now your network technicians can rely on the CTiQ Avaya CS 1000 FVM for real-time system availability and performance monitoring. The FVM for Avaya Aura® Communication Server 1000 (CS 1000; the product formerly known as Nortel CS 1000) operates like a team of highly skilled engineers constantly monitoring and evaluating your system's performance to assure optimal operation and availability.

WHAT IT DOES

The Avaya CS 1000 FVM automatically discovers and inventories the elements of your IP-telephony system. Dependency Trees are auto-generated to put alarms in context and focus remediation efforts, drastically improving Mean Time to Repair (MTTR).

WHAT IT MONITORS

The FVM for Avaya CallPilot™ (the product formally known as Nortel CallPilot) automatically discovers the elements of your voice/fax messaging and unified messaging solution.

ENHANCE YOUR AVAYA CS 1000 USING THE CTIQ INTELLIGENT MANAGEMENT PLATFORM (IMP) FVM:

- Dashboard Visualization
- Active and Passive Alarming
- Dependency Tree event correlation
- Auto Discovery with ongoing Active Discovery
- Inventory
- Capacity Management
- Performance Trending
- Remote Access
- Reporting

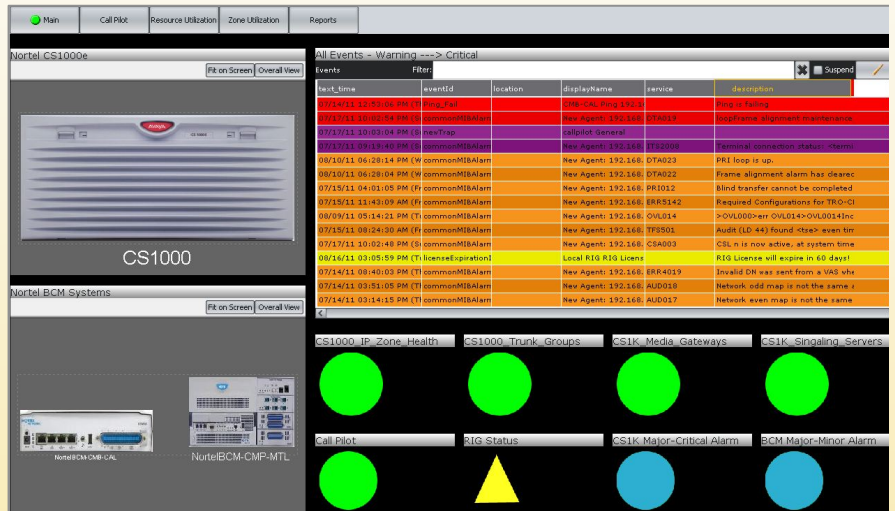
AVAYA CS 1000 INVENTORY COLLECTED ON THE FOLLOWING:

- IP Media Gateways
- Signaling Servers
- Zones
- ELAN Links
- Directory Numbers (DN)
- Terminal Numbers (TN)
- Trunks
- Trunk Members

DASHBOARDS: YOUR SINGLE PANE OF GLASS VIEW IN REAL-TIME

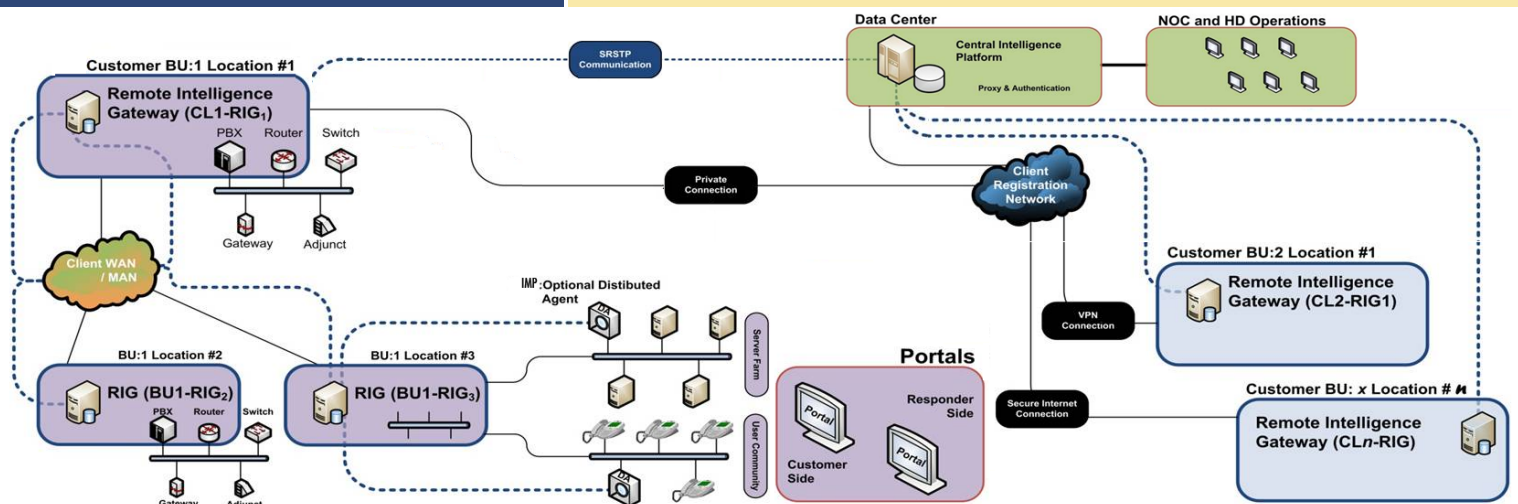
Dashboards are easily customized to meet business and technical needs. They give at-a-glance views of system health (e.g. system alarms, Sig Server and Media Gateway status, resource utilization, etc.). Outages or degradation are clearly indicated on the Dashboard. Coupled with IMP alerts immediately directed to the proper engineering resources, troubleshooting and remediation has never been more effective.

The element indicators provide a clear status view in real-time so network engineers can not only isolate issues, but can also quickly understand the impact on the network. A dashboard monitor gives an immediate visual indication of an alert and its severity. These monitors show you the "effect" or the affected application.



Dashboard views deliver real-time utilization statistics and availability of resources (trunks, IPMG DSPs, etc.). Collected data is stored for capacity and performance trending, visible on-line by drilling down within a Dashboard element, or by generating weekly/monthly reports.

Download CTIQ's pre-defined Dashboard Packs or use standard components embedded within IMP to build custom Dashboards. The CTIQ Intelligent Management Platforms intuitive dashboards are Java based, assuring widespread compatibility and do not require any software installation.



The Smoothest Transition to VoIP

CREATE A TRUE END-TO-END VIEW

THE CTIQ INTELLIGENT MANAGEMENT PLATFORM (IMP) CAN BE ENHANCED WITH ADDITIONAL FVMS AND POLLERS, AS WELL AS INFRASTRUCTURE ELEMENTS (SWITCHES, ROUTERS, FWS, UPS), TO CREATE A TRUE END-TO-END VIEW OF AN APPLICATION INCLUDING ALL OF ITS REQUIRED RESOURCES AND IP CONNECTIVITY.

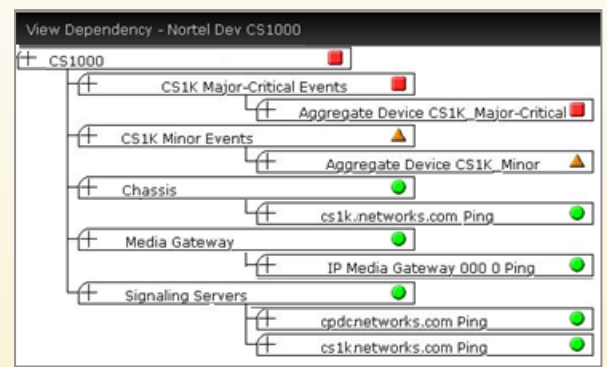
DEPENDENCY TREES

Dependency Trees are visual maps that create clear and concise contextual views of your Avaya CS 1000. These trees illustrate the FVMs depth and knowledge of Avaya CS 1000. Dependency Trees correlate all of the resources required by a particular service or application. This correlation puts alarms in context and enables engineers to pinpoint the root cause of the alarm, making rapid trouble resolution possible.

Drilling down into the underlying Dependency Tree lets you narrow down and pinpoint the location of the "cause".

The following example illustrates a failed CS 1000 –Critical Alarm (Example 1A). Clicking on the node in the tree reveals the underlying event/error(Example 1B). In this case, it is a Tape Full alert.

EXAMPLE #1A – CRITICAL ALARM

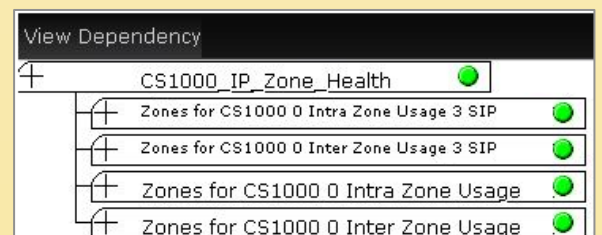


EXAMPLE #1B – CRITICAL ALARM: FULL TAPE ALERT

View Event	
deviceName	Trap-28-0
eventId	commonMIBAlarmCritical
Time	09/13/11 05:03:29 PM (Tue)
Last Time	10/01/11 12:08:20 AM (Sat)
counter	5
description	Tape unit has sensed an early warning mark while attempting to write atest record. The tape is probably full.Do not attempt to dump to remaining tapes. Notify Northern Telecom.

In the next example we show the CS 1000 Zone Health for Inter and Intra Zone Utilization. Alerts are generated when thresholds are broken, e.g. above 85% utilization would generate a level-2, yellow alert here and on the Dashboard.

EXAMPLE #2 – ZONE HEALTH ALARM



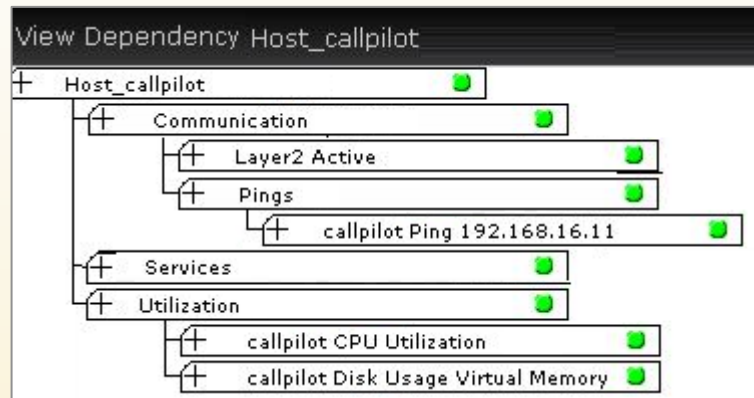
DEPENDENCY TREES PER AVAYA CS 1000:

- Avaya CS 1000
 - CTiQ IMP Login status
 - Host Health
 - CPU Utilization
 - Disk Utilization
 - Linux RAM Utilization
- IPMG Health
 - Ethernet Interface reachability
 - CPU Utilization
 - RAM Utilization
 - Resource (DSP) Utilization
- Signaling Server
 - ELAN Link Status
 - Host Health
 - Ethernet Interface reachability
 - CPU Utilization
 - Disk Utilization
 - Linux RAM Utilization
- Application ELAN Links
 - Link status
- Zones
 - Inter-Zone Usage
 - Intra-Zone Usage
- Trunks
 - Trunk Status

CALLPILOT DEPENDENCY TREE

In the final example, we outline Avaya CallPilot. This shows not only the complexity of CallPilot, but again highlights the power and insight that a CTiQ FVM provides – it performs Tier-1/2 troubleshooting for you. This Dependency Tree shows that CallPilot requires a healthy host and network connectivity, and nearly two-dozen services must be active. At a glance a responding engineer will know that a specific service has stopped running, without having to query each of them.

EXAMPLE #3 – REAL-TIME TRUNK UTILIZATION



REPORTING

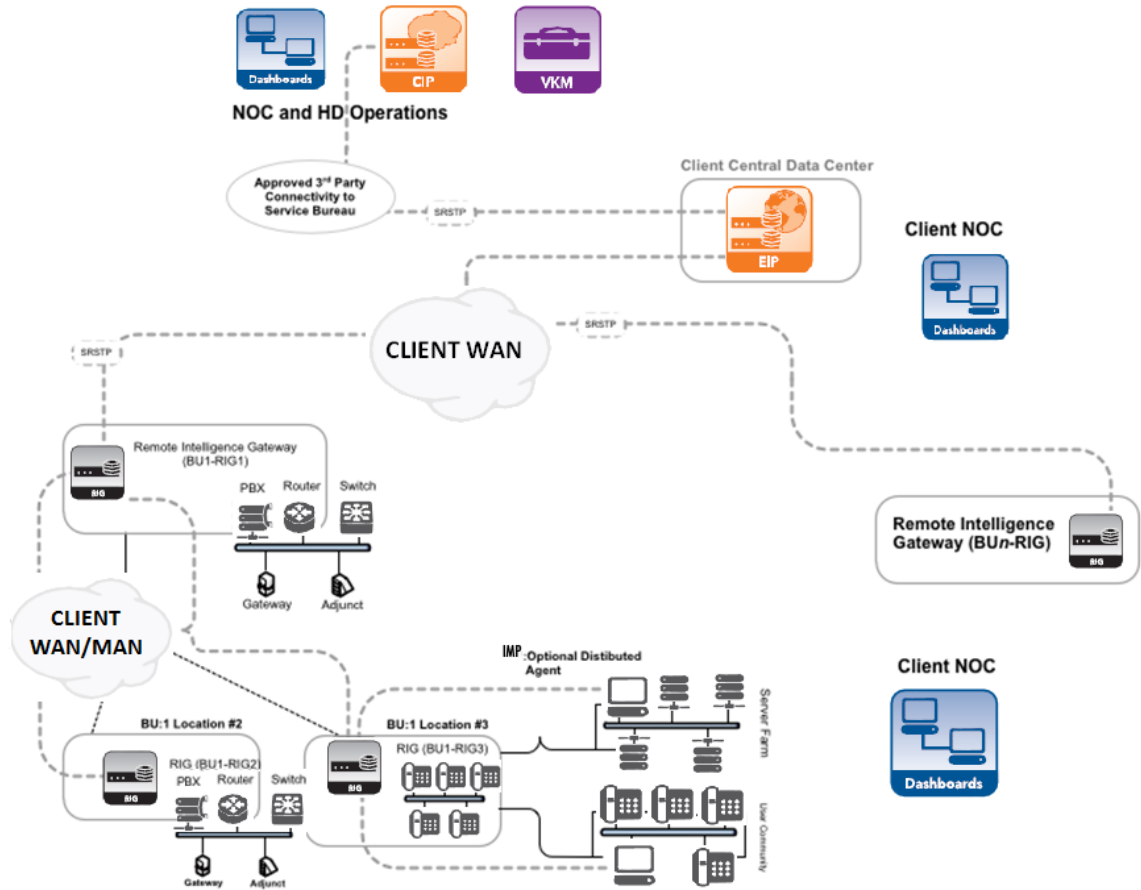
Reports can be scheduled to run weekly or monthly, and be delivered via e-mail. The following real-time data is collected, which you can report against:

- Media Gateway Utilization
- Trunk Utilization
- Event Report

For trending and capacity planning, the CTiQ Intelligent Management Platform (IMP) has historical reporting that will indicate utilization trends and identify over/under-capacity, which includes: Trunks, IPMG resources.

EXAMPLE – REAL-TIME HISTORICAL UTILIZATION

reportName	re	sa
CS 1000 IP Media Gateway Utilization (Monthly)	6	1
CS 1000 IP Media Gateway Utilization (Weekly)	5	1
CS 1000 Trunk Utilization (Monthly)	3	1
CS 1000 Trunk Utilization (Weekly)	1	1
CS1000 Event Report (Monthly)	0	1
CS1000 Event Report (Weekly)	2	1



Contact Us Today!

Consolidated Technologies, Inc.

PHONE: (888) 477-4284
EMAIL: info@consoltech.com

10 Midland Avenue
Port Chester, NY 10573
www.consoltech.com

FOCUSED VENDOR MODULES (FVMs) FURTHER EXPLORED

The CTiQ FVMs add additional functionality to the CTiQ Intelligent Management Platform (IMP) by providing broader, deeper, dynamic polling and reporting, with increased automation. These represent the most thorough understanding of a given application, including:

- Elements, Services and Functions
- Relationships and Functional Dependencies
- Context within a Converged Voice and Data Network

This knowledge is distilled into the logic utilized by multiple interrogation, correlation and presentation components including: Auto/Active Discovery, Dependency Trees, Live Dashboards, Pollers, Info Packs, Alarm Aggregators and Reports.

The CTiQ Intelligent Management Platform (IMP) aggregates information and provides real-time alerts and notifications to both the Enterprise Client and Managed Service Provider. The FVMs insight points directly to your issues, at the very same time they occur. Once issues are pinpointed, the CTiQ Intelligent Management Platform (IMP) provides the tools needed to evaluate, address and remediate.

Using the CTiQ Intelligent Management Platform's (IMP) powerful toolkit, responding Engineers are enabled to quickly and securely react to outages, including:

- Connection Broker (remote access)
 - SSH, Telnet, HTTP, HTTPS, RDP, SAT, VNC, and User Defined connections
- File Transfer
- Socket Tunnel