

NetWatch SNMP Monitor



BENEFITS

- ❑ Provides real-time alerts through different channels to give an early warning about a problem before it becomes critical.
- ❑ Increase productivity while managing the distributed infrastructure.
- ❑ Control the quality of service of speech applications.
- ❑ Significantly reduce cost, time and effort required for individually administering the speech applications as well as monitoring each IR and speech system.

OVERVIEW

NetWatch SNMP Monitor is a state-of-the-art fault management and monitoring system for Avaya IR Systems. It is user-friendly GUI based software that uses industry standard SNMP for providing real time and historical SNMP information over the network from a single manager station.

SNMP Monitor allows administrators and production support staff to:

- ❑ Monitor speech applications and ensure quality of service.
- ❑ Ensure incoming calls are always answered.
- ❑ Remotely monitor multiple IR systems and Speech Engines for SNMP traps and runtime information through a single interface.
- ❑ Deliver alerts (SNMP traps) to various channels like email, SMS, pagers etc.

FEATURES

- ❑ Supports Management Information Base (MIB) groups for objects specific to Avaya IR systems such as TipRing Cards, T1 cards, SP Cards, Channels, Bulletin Board, System Monitor, Host Monitor, system reports and custom reports.
- ❑ Regularly monitors the state of the MIB object and takes user defined actions if the state of the object changes.
- ❑ Seamless integration of NetWatch with the Avaya IR error logging system.
- ❑ Generate reports to monitor application usage as well as IR and speech resource usage.
- ❑ Integrates Avaya IR [1.0, 1.2 or 1.3] with Enterprise Network Management products like HP OpenView, Tivoli TNM and CA Unicenter.
- ❑ Ability to perform basic investigative research on Avaya IR System.

COMPONENTS

NetWatch SNMP Monitor consists of the following major sub -systems:

NetWatch - Fault Reporting System (NW -FRS)

NetWatch Agent is an intelligent agent , which uses NetWatch modules to identify faults, check system performance, file systems as well as other objects. The Agent does not require any extra hardware or connectivity to manager stations to perform its task. It initiates when the system starts and constantly tracks system problems and performance efficiency. The NetWatch Agent can be configured to notify the following destinations when a SNMP Trap is encountered:

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- ❑ **SNMP Manager:** The manager station running the SNMP-based manager can be notified.
- ❑ **Beep (B):** One or more persons can be “beeped” as per the configuration, which is based on many factors.
- ❑ **NetWatch Log (L):** A log file of all recorded faults (SNMP Traps) is maintained.
- ❑ **Email (E):** Emails can be sent to one or more persons, which can be configured on the basis of various parameters.

Configuration and Monitoring System (NW-CMS)

This module enables real-time monitoring and day-to-day configuration of agent activities.

- ❑ **MIB** consists of objects specific to Avaya IR system and NetWatch. The administrator makes use of these for day-to-day and real-time monitoring of the systems in a production environment.
- ❑ **NW CMS** gets requests from SNMP manager station(s) for configuration and monitoring of various objects.

ABOUT RSI

Real Soft Inc. (RSI) is a United States-based global provider of information technology solutions. Headquartered in Cranbury, New Jersey and with its offshore center-of-excellence located in India, RSI provides “follow the sun” support and services. Since 1991, RSI has been delivering exceptional value to several companies. RSI is quality compliant; ISO 9001:2000 certified and has achieved SEI-CMM Level 4. RSI's Speech Enterprise Solutions (SES) Practice provides expertise in Interactive Voice Response (IVR), Customer Relationship Management (CRM), TDM and IP Based Voice Platforms, Computer Telephony Integration (CTI) and Advanced Speech Recognition. RSI's technology and IT services expertise caters to the requirements of the Banking and Finance, Telecom, Retail, Government and Life Sciences verticals.

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