

MANAGING CISCO UNIFIED COMMUNICATIONS

DELL PROMANAGE REMOTE INFRASTRUCTURE MONITORING

Built for the needs of the managed services provider (MSP), Dell ProManage Remote Infrastructure Monitoring (RIM) simplifies control of Cisco Unified Communications through proactive remote monitoring and management. Real-time and historical intelligence helps MSPs troubleshoot more effectively and optimize reliability. With the Dell IT and security management hosted solution, MSPs can remotely manage the full IT infrastructure for every end customer, including the following:

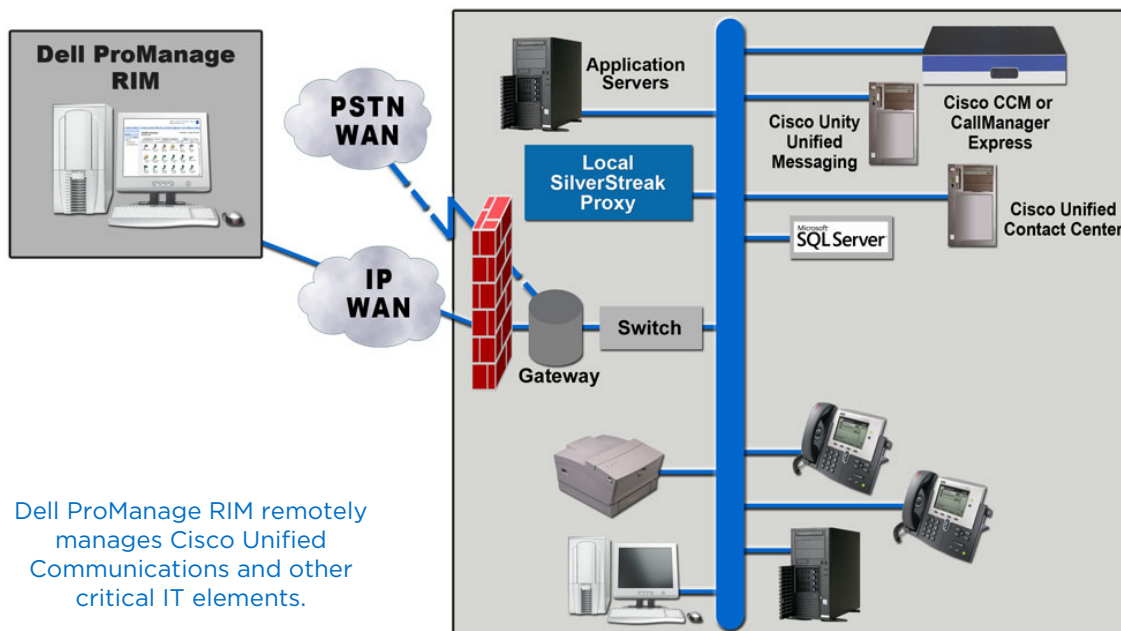
- Cisco Unified Communications Manager (CUCM) versions 4.2, 5.1 and 6.0
- Cisco Unity Unified Messaging
- Cisco Unified CallManager Express
- IP handsets
- Cisco IOS
- Windows OS
- Critical SQL database functions
- CPU, memory, server hardware
- Routers, switches and firewalls
- UPS and environmental systems

BENEFITS

- Use one platform to manage the entire infrastructure of multiple customers
- A single console manages Cisco, IPT, voicemail, phone calls, and on-hold messages
- Proactive monitoring helps reduce downtime and assures optimal voice performance
- Deploys quickly and easily without requiring an agent or even a VPN connection to the customer network
- Customer-facing reports demonstrate business value

KEY FEATURES

- Monitors events generated by Cisco Unified CallManager, Unified CallManager Express and Unity Unified Messaging products
- Monitors Windows services critical to Cisco Unified Communications operation
- Monitors essential hardware components, such as servers and routers, for availability, CPU utilization, memory utilization, etc.
- Generates alerts at an appropriate level of severity
- Reports on current and historical faults
- Manages multiple customer sites from one console



Dell ProManage RIM remotely manages Cisco Unified Communications and other critical IT elements.



REPORTING AND STATISTICS

Authenticated and Encrypted Calls

- Authenticated Calls Active (Avg, Min, Max, Last)
- Authenticated Calls Completed (Avg, Min, Max, Last)
- Authenticated Partially Registered Phone (Avg, Min, Max, Last)
- Authenticated Registered Phones (Avg, Min, Max, Last)
- Encrypted Calls Active (Avg, Min, Max, Last)
- Encrypted Calls Completed (Avg, Min, Max, Last)
- Encrypted Partially Registered Phones (Avg, Min, Max, Last)
- Encrypted Registered Phones (Avg, Min, Max, Last)

Conferencing Statistics

- HW Conference Resource Available (Avg, Min, Max, Last)
- HW Conference Completed (Avg, Min, Max, Last)
- HW Conference Out Of Resources (Avg, Min, Max, Last)
- HW Conference Resource Total (Avg, Min, Max, Last)
- SW Conference Active (Avg, Min, Max, Last)
- SW Conference Completed (Avg, Min, Max, Last)
- SW Conference Out Of Resources (Avg, Min, Max, Last)
- VCB Conferences Active (Avg, Min, Max, Last)
- VCB Out Of Conferences (Avg, Min, Max, Last)
- VCB Out Of Resources (Avg, Min, Max, Last)
- Cumulative Allocated Resource Cannot Open Port (Avg, Min, Max, Last)

Call Processing

- Calls Active (Avg, Min, Max, Last)
- Calls Attempted (Avg, Min, Max, Last)
- Calls In Progress (Avg, Min, Max, Last)
- Call Success Rate (Avg, Min, Max, Last)
- Calls Completed (Avg, Min, Max, Last)
- CCM HeartBeat (Avg, Min, Max, Last)
- Expected Delay (Avg, Min, Max, Last)

SIP

- SIP Line Server Authorization Failures (Avg, Min, Max, Last)
- SIP Trunk Application Authorization Failures (Avg, Min, Max, Last)
- SIP Trunk Authorization Failures (Avg, Min, Max, Last)
- SIP Trunk Server Authentication Failures (Avg, Min, Max, Last)
- TLS Connected SIP Trunks (Avg, Min, Max, Last)

Voicemail and Video

- System Calls Attempted (Avg, Min, Max, Last)
- Video Calls Active (Avg, Min, Max, Last)
- Video Out Of Resources (Avg, Min, Max, Last)

Transcoder Status

- Resource Active (Avg, Min, Max, Last)
- Resource Available (Avg, Min, Max, Last)
- Resource Total (Avg, Min, Max, Last)
- Cannot Open Port (Avg, Min, Max, Last)
- Out of Resources (Avg, Min, Max, Last)

Service Status - Summary

- Services (Up/Down)

Analog/FXO/FXS Gateway Status

- Ports Active (Avg, Min, Max, Last)
- Ports Out Of Service (Avg, Min, Max, Last)
- Calls Completed (Avg, Min, Max, Last)
- Outbound Busy Attempts (Avg, Min, Max, Last)

Registered Gateway Summary

- Registered MGCP Gateway (Avg, Min, Max, Last)
- Registered Analog Access (Avg, Min, Max, Last)
- MOH Multicast Resource Active (Avg, Min, Max, Last)
- MOH Unicast Resource Active (Avg, Min, Max, Last)
- HW Conference Active (Avg, Min, Max, Last)
- SW Conference Resource Active (Avg, Min, Max, Last)
- Transcoder Resource Active (Avg, Min, Max, Last)

HW/SW Conference Bridge Status

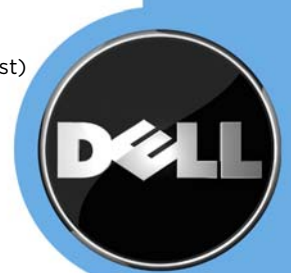
- Allocated Resource Cannot Open Port Stats (Avg, Min, Max, Last)
- Out of Resources (Avg, Min, Max, Last)
- Active Resources (Avg, Min, Max, Last)
- Available Resources (Avg, Min, Max, Last)
- Active Conferences (Avg, Min, Max, Last)
- Completed Conferences (Avg, Min, Max, Last)
- Utilization (Avg, Min, Max, Last)

H.323 Gateway Status

- H.323 Call Success Rate (Avg, Min, Max, Last)
- H.323 Calls Active (Avg, Min, Max, Last)
- H.323 Calls Attempted (Avg, Min, Max, Last)
- H.323 Calls Completed (Avg, Min, Max, Last)
- H.323 Calls In Progress (Avg, Min, Max, Last)
- H.323 Calls Rejected - ICT Call Throttling (Avg, Min, Max, Last)
- H.323 Video Calls Active (Avg, Min, Max, Last)
- H.323 Video Calls Completed (Avg, Min, Max, Last)

MGCP PRI/BRI/T1CAS Gateway Status

- Calls Active (Avg, Min, Max, Last)
- Calls Completed (Avg, Min, Max, Last)
- Outbound Busy Attempts (Avg, Min, Max, Last)
- Datalink in Service (Avg, Min, Max, Last)



Gateway Channel/Port Summary

- Gateway Name (Avg, Min, Max, Last)
- BRI Channels Active (Avg, Min, Max, Last)
- BRI Spans In Service (Avg, Min, Max, Last)
- FXO Ports Active (Avg, Min, Max, Last)
- FXO Ports In Service (Avg, Min, Max, Last)
- FXS Ports Active (Avg, Min, Max, Last)
- FXS Ports In Service (Avg, Min, Max, Last)
- PRI Channels Active (Avg, Min, Max, Last)
- PRI Spans In Service (Avg, Min, Max, Last)
- T1 Channels Active (Avg, Min, Max, Last)
- T1 Spans In Service (Avg, Min, Max, Last)

Music on Hold

- Out of Resources (Avg, Min, Max, Last)
- Multicast Resource Avail (Avg, Min, Max, Last)
- Total Multicast Resources (Avg, Min, Max, Last)
- Unicast Resource Avail (Avg, Min, Max, Last)
- Total Unicast Resources (Avg, Min, Max, Last)

MTP Gateway Status

- Utilization (Avg, Min, Max, Last)
- Allocated Resource Cannot Open Port Stats (Avg, Min, Max, Last)
- MTP Out of Resources (Avg, Min, Max, Last)
- MTP Active Resources (Avg, Min, Max, Last)
- MTP Available Resource (Avg, Min, Max, Last)

Service Performance - Attendant Console

- Calls Total (Avg, Min, Max, Last)
- Clients Total (Avg, Min, Max, Last)
- Heart Beat (Avg, Min, Max, Last)
- Lines Active (Avg, Min, Max, Last)
- Lines Idle (Avg, Min, Max, Last)
- Start Time (Avg, Min, Max, Last)
- Version (Avg, Min, Max, Last)

Service Performance - Database

- CCM DB Space Used (Avg, Min, Max, Last)
- CCM Temp DB Space Used (Avg, Min, Max, Last)
- Local DSN (Avg, Min, Max, Last)
- Root DB Space Used (Avg, Min, Max, Last)
- Replicate State (Avg, Min, Max, Last)

Service Performance - Media Streaming App

- ANN Connection State (Avg, Min, Max, Last)
- CFB Connection State (Avg, Min, Max, Last)
- MOH Audio Sources Active (Avg, Min, Max, Last)
- MOH Connection State (Avg, Min, Max, Last)
- MOH Connections Lost (Avg, Min, Max, Last)
- MOH Streams Active (Avg, Min, Max, Last)
- MOH Streams Available (Avg, Min, Max, Last)
- MOH Streams Total (Avg, Min, Max, Last)
- MTP Connection State (Avg, Min, Max, Last)

Service Status

- Service Name (Avg, Min, Max, Last)
- Service Status (Avg, Min, Max, Last)
- Reason Code (Avg, Min, Max, Last)
- Reason Code String (Avg, Min, Max, Last)
- Start Time (Avg, Min, Max, Last)
- Up Time (Avg, Min, Max, Last)

FOR INFORMATION ON THE DELL PARTNER PROGRAM: DELL.COM/Partner

Specifications are subject to change without notice.

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