

## ERICSSON MX-ONE™ MANAGER AVAILABILITY



### MX-ONE™ Manager Availability

The Ericsson MX-ONE™ Manager suite of products provides management functionality embedded in the MX-ONE™ components. With one single workstation, administrators can manage users and extension administration of all Ericsson MX-ONE™ components, as well as fault and performance monitoring. VoIP quality of service (QoS) at remote sites ensures stable voice quality.

The Ericsson MX-ONE™ Manager suite is built on the following three groups:

- Ericsson MX-ONE™ Manager Identity – user and extension administration
- Ericsson MX-ONE™ Manager Availability – fault and performance management
- Ericsson MX-ONE™ Manager Telephony System – SNMP support

Ericsson MX-ONE™ Manager Availability handles fault and performance monitoring of the MX-ONE™ Telephony Server, MX-ONE™ Communication Organizer and MX-ONE™ Messaging servers.

Manager Availability monitors the applications, operating systems and servers. IT staff will be automatically notified about critical events, to allow precautionary measures to be taken and to avoid an impact on the business.

Manager Availability picks up alarms from the MX-ONE™ components and displays them on a graphical user interface. The monitoring is carried out at a very detailed level.

In addition, MX-ONE™ Manager Availability is prepared for integration with an existing SNMP-capable management framework such as HP OpenView, IBM Tivoli and CA Unicenter.

## Features

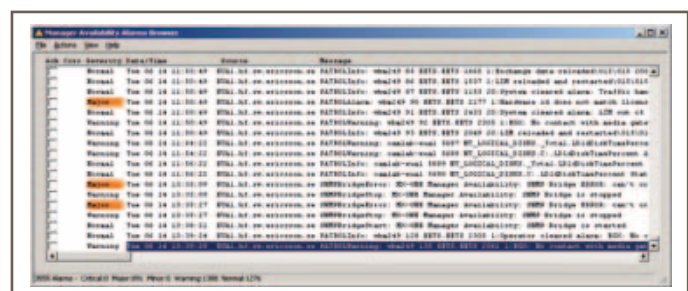
MX-ONE™ Manager Availability provides fault and performance monitoring for servers and applications, which also includes Microsoft Active Directory/Application Mode used by the MX-ONE™ Communication Organizer. Filtering and basic correlation is provided to ensure that the administrator/operator can focus on important alarms and protect a customer's management framework from overload. Some of the key features included are:

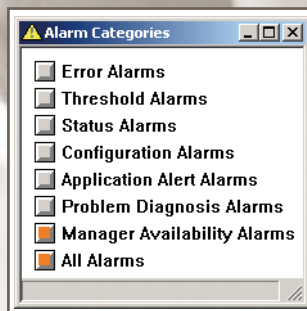
- Server Monitoring – monitors the performance, resource consumption and capacity of such critical server components as CPU, memory cache, physical and logical disks.
- Application Monitoring – picks up and handles events, keeps the status of critical applications.

The MX-ONE™ Manager Availability Web-based Console GUI (see figure) provides functionality for the administrator/operator to:

- adjust thresholds
- chart current values of the various system/application parameters as well as history data
- issue selected managed system commands – for example initialization of the MX-ONE™ Telephony System traffic measurement, view alarm list, reset alarms, or create various reports.
- view and manage events
- perform managed system queries
- create custom views
- organize a managed system environment
- centrally configure monitoring for all systems

Manager Availability provides complete monitoring of alarms and events from MX-ONE™; meaning that it is not only the application that is monitored but also the server and operating system. It is scalable so it can handle anything from small systems to very large installations. Remote operation is also offered.





Alarms Browser in OpenView snapshot

A Web-based management console provides the GUI of Manager Availability.

Manager Availability provides integration with management frameworks via the SNMP Bridge.

Examples of monitored system and application objects:

Logical disks, physical disks, memory, CPU, network interfaces, alarms and events, Active Directory, telephony traffic, VoIP QoS status, and critical applications status.

A number of parameters are monitored for each object type. Threshold values are defined for some parameters. Violation of a threshold triggers an alarm.

Parameter values are kept for a certain time (history data). History data is useful for troubleshooting or trend analysis. Parameter data may be graphed over time.

Some examples of commands that may be executed from the Web console are: start and stop telephony traffic measurements, reset telephony server alarms, and create various reports.

All communication between the servers uses SSL. The Web console uses HTTPS

## Benefits

Manager Availability is an important contributor to MX-ONE™ performance. Since failures are highly detrimental to efficiency, it is crucial to discover faults at an early stage; even before they have impacted the network. With Manager Availability, you will be able to monitor the entire MX-ONE™ solution and be alerted to problems as soon as they occur. Remedial action can then often be taken before the problem has had a major impact on performance.

Manager Availability is prepared for integration with an enterprise's existing management framework. This means the enterprise network/systems operator can monitor the entire network from one and the same interface. This will lead to even more efficient operations and improved network availability.

Different views can be created for different administrative users. Therefore, views can be adapted to individual needs. It can be specified who has the authority to change these views.

Historical data are available for analysis of problems that have occurred.

## Technical Specifications

Manager Availability is based on BMC PATROL (also called BMC Performance Manager) with specially developed applications to suit the Ericsson MX-ONE™ all-in-one communication solution.

Characteristics:

- Web-based Management interface: Internet Explorer or Netscape browsers supported
- Communication between managed system and manager uses SSL.

Manager Availability consists of the following components – all prepared to be easily installed and integrated with the MX-ONE™ system to be managed:

- A Web-based management Console software (see figure) running on Windows.
- Agent (one per server) software with knowledge modules to manage detailed aspects of Windows and Linux servers, Active Directory and MX-ONE™ applications respectively. One agent with knowledge module(s) is installed on each managed server.
- An SNMP Bridge module for integration of the management console with an SNMP v1 capable management framework. MX-ONE™ alarms are then forwarded to the management framework. The SNMP Bridge module can be installed on the same server as the Console or it could sit on another server closer to the management framework, potentially on the same side of a firewall as the management framework to prevent SNMP v1 passing the firewall. If management framework integration is not required by the customer, this module is not used.

For small systems, the console and the SNMP Bridge can be co-located on the Communication Organizer/Manager Identity server. As with all monitoring functionality, the recommendation is to deploy the Console and the SNMP Bridge on another, separate server to those managed.

## Technical requirements

The operating systems supported by Manager Availability are: Windows Server 2003 and LINUX SLES9 (SUSE Linux Enterprise Server)

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