

# VoIP Gateway Solution



***AddPac***

**AddPac Technology**






Sales and Marketing

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# VoIP Gateways for SOHO(1~2Port)

Product	AP100		AP100B		AP190	AP200		AP300	
									
Model	Type	VoIP	Type	VoIP		Type	VoIP	Type	VoIP
	P	PSTN Backup	B	2FXS, PSTN Backup		B	2FXS, PSTN Backup	B	2FXS, PSTN Backup
						D	2FXO		
						E	1FXS, 1FXO		
VoIP Ports	1		2		1	2		2	
Signaling	SIP, H.323		SIP, H.323		SIP, H.323	SIP, H.323		SIP, H.323	
Module Slot	N/A		N/A		N/A	N/A		N/A	
LAN Port	2		2		2	2		2	
Console	N/A		N/A		Support	Support		Support	
Power	External Adaptor		External Adaptor		External Adaptor	External Adaptor		External Adaptor	



# VoIP Gateways for SMB (4 Port)

Product	AP700		AP1000	AP1002	AP1005	AP800	
							
Model	Type	VoIP				Type	VoIP
	P	1-Port PSTN Backup				A	1-Port PSTN Backup
						B	4-Port PSTN Backup
VoIP Ports	4-Port FXS		4-Port FXS	2-Port FXS & 2-Port FXO	4-Port FXO	4-Port FXS	
Signaling	SIP, H.323		SIP, H.323	SIP, H.323	SIP, H.323	SIP, H.323	
Module Slot	N/A		N/A	N/A	N/A	N/A	
LAN Port	2		2	2	2	2	
Console	Support		Support	Support	Support	Support	
Power	External Adaptor		External Adaptor	External Adaptor	External Adaptor	External Adaptor	




# VoIP Gateways for MB (8Port)

Product	AP900		AP1100		AP1200	
						
Model	Type	VoIP	Type	VoIP	Type	VoIP
	A	4 FXS, 4 FXO	A	4 FXS, 4 FXO	A	4 FXS, 1 FXO
	B	8 FXS	B	8 FXS	B	8 FXS, 1 FXO
	C	8 FXO	C	8 FXO		
VoIP Ports	Up to 8-Port		Up to 8-Port		Up to 8-Port	
Signaling	SIP, H.323		SIP, H.323		SIP, H.323	
Module Slot	N/A		N/A		N/A	
LAN Port	2		2		2	
Console	Support		Support		Support	
Power	External Adaptor		External Adaptor		External Adaptor	




# VoIP Gateways (~24Port)

Product	AP1700	AP1800	AP2610	AP2620	AP2120N	AP2330
						
Available Modules	AP-FXS4 AP-FXO4 AP-FXS2O2 AP-E&M4 AP-E1	AP-N1-FXS8 AP-N1-FXO8 AP-N1-FXS4O4 AP-N1-E1	AP-FXS4 AP-FXO4 AP-FXS2O2 AP-E&M4	AP-FXS4 AP-FXO4 AP-FXS2O2 AP-E&M4 AP-E1	AP-N1-FXS8 AP-N1-FXO8 AP-N1-FXS4O4	AP-N1-FXS8 AP-N1-FXO8 AP-N1-FXS4O4
Analog Ports	Up to 8	Up to 16	Up to 4	Up to 8	Up to 16	Up to 24
Signaling	SIP, H.323	SIP, H.323	SIP, H.323	SIP, H.323	SIP, H.323	SIP, H.323
Digital E1/T1	Up to 2E1	Up to 2E1	N/A	Up to 2E1	N/A	N/A
E&M	Support	N/A*	Support	Support	Support	N/A*
Module Slot	Two(2)	Two(2)	One(1)	Two(2)	Two(2)	Three(3)
LAN Port	2	2	2	2	2	2
Console	1	1	1	1	1	1
Power	Single PSU	Single PSU	Single PSU	Single PSU	Single PSU	Single PSU

# VoIP Gateways (~32Port)





Product	AP2340	AP2640	AP2650
			
Available Modules	AP-N1-FXS8 AP-N1-FXO8 AP-N1-FXS404	AP-FXS8 AP-FXO8 AP-FXS404 AP-E&M8 AP-E1	AP-FXS8 AP-FXO8 AP-FXS404 AP-E&M8 AP-E1
Analog Ports	Up to 32	Up to 32	Up to 32
Signaling	SIP, H.323	SIP, H.323	SIP, H.323
Digital E1/T1	N/A	Up to 2E1	Up to 2E1
E&M	N/A*	Support	Support
Module Slot	Four(4)	Four(4)	Four(4)
LAN Port	2	2	2
Console	1	1	1
Power	Single PSU	Single PSU	Dual PSU

# Large Capacity VoIP Gateways

Product	AP3100P	AP6500	AP6800
			
Available VoIP Modules	AP-FXS4, AP-FXO4 AP-FXS2O2, AP-E&M4	AP-N1-FXS32 AP-N1-FXO32	AP-N1-FXS32 AP-N1-FXO32
Analog Ports	Up to 60 (4Port Module x 15)	Up to 128 (32 Port Module x 4)	Up to 256 (32 Port Module x 8)
Signaling	SIP, H.323	SIP, H.323	SIP, H.323
CPU Redundancy (Dual CPU)	N/A	Support (Option)	Support (Option)
E&M	Support	N/A	N/A
Module Slot for VoIP Module	15 Slots	4 Slots	8 Slots
LAN Port	2	2	2
Console	1	1	1
Dual Power Supply (Option)	Support	Support	Support




# Digital VoIP Gateways (1~16 E1/T1)

Product	AP1850	AP-MG3000	AP-MG3800	AP-MG5000
				
Available Modules	AP-N1-E1 AP-N1-2E1	APv2-1E1 APv2-2E1 APv2-4E1	HIM-VoIP4E1 (4 E1/T1 Module)	HIM-4E1 (4 E1/T1 Module)
VoIP Signaling	SIP, H.323	SIP, H.323	SIP, H.323	SIP, H.323
Digital E1/T1	Up to 4E1	Up to 4E1	Up to 8 E1	Up to 16E1
Digital Signaling	ISDN PRI, R2	ISDN PRI, R2	ISDN PRI, R2	ISDN PRI, R2
Module Slot	Two(2)	Two(2)	Two(2)	Four(4)
LAN Port	2	2	2	2
Console	1	1	1	1
Power	Single PSU	Single PSU	Single PSU	Dual PSU









# VoIP Modules



Target :  
AP2610, AP2620, AP1700,  
AP3100P





# VoIP Modules

DSP

Target	VoIP Modules	Module Features	Module Picture
AP1700,AP2610 AP2620,AP3100P	<b>AP-FXS4</b>	4-Port FXS Module	
AP1700,AP2610 AP2620,AP3100P	<b>AP-FXO4</b>	4-Port FXO Module	
AP1700,AP2610 AP2620,AP3100P	<b>AP-FXS2O2</b>	2-Port FXS&2-Port FXO Module	
AP1700,AP2610 AP2620,AP3100P	<b>AP-E&amp;M4</b>	4-Port E&M Module	
AP1700,AP2610 AP2620,AP3100P	<b>AP-FXS3O1</b>	3-Port FXS&1-Port FXO Module	
AP1700, AP2620	<b>AP-E1</b>	1-Port Digital E1/T1 Module	

# Additional VoIP Modules

DSP







Target	Voice Modules	Module Features	Module Picture
AP2610, AP2620	AP-MP3	1-Pair Audio-In/Out Port, Direct MIC-In, Headphone High Quality <b>Audio Band</b> IP Broadcasting	
AP2610 AP2620	AP-AUDIO2	2-Pair Audio-In/Out Ports <b>Voice Band</b> IP Broadcasting	
AP2610, AP2620	AP-AUD1S3	1-Pair Audio-In/Out Ports, FXS Analog Interface <b>Voice Band</b> IP Broadcasting	
AP2610, AP2620	AP-AUD1S2O1	1-Pair Audio-In/Out Ports, FXS 2-Ports, FXO 1-Port <b>Voice Band</b> IP Broadcasting	




Target :  
AP2120N, AP2640, AP2650

# VoIP Modules

DSP

Target	VoIP Modules	Module Features	Module Picture
AP2120N AP2640 AP2650	<b>AP-FXS8</b>	8-Port FXS Module	
AP2120N AP2640 AP2650	<b>AP-FXO8</b>	8-Port FXS Module	
AP2120N AP2640 AP2650	<b>AP-FXS4O4</b>	4-Port FXS&4-Port FXO Module	
AP2120N AP2640 AP2650	<b>AP-E&amp;M8</b>	8-Port E&M Module	
AP2640 AP2650	<b>AP-E1</b>	1-Port Digital E1/T1 Module	
AP2640 AP2650	<b>AP-2E1</b>	2-Port Digital E1/T1 Module	








Target :  
AP1800, AP2330, AP2340,  
AP1850



# VoIP Modules

DSP



Target	VoIP Modules	Module Features	Module Picture
AP1800 AP2330 AP2340	<b>AP-N1-FXS8</b>	8-Port FXS Module	
AP1800 AP2330 AP2340	<b>AP-N1-FXO8</b>	8-Port FXO Module	
AP1800 AP2330 AP2340	<b>AP-N1-FXS4O4</b>	4-Port FXS&4-Port FXO Module	
AP1800 AP1850	<b>AP-N1-E1</b>	1-Port Digital E1/T1 Module	
AP1800 AP1850	<b>AP-N1-2E1</b>	2-Port Digital E1/T1 Module	



Target :  
AP6500, AP6800

# VoIP Modules

DSP




Target	VoIP Modules	Module Features	Module Picture
AP6500 AP6800	<b>AP-N1-FXS32</b>	32-Port FXS Module	
AP6500 AP6800	<b>AP-N1-FXO32</b>	32-Port FXO Module	



Target :  
AP-MG3000

# VoIP Modules

DSP


Target	VoIP Modules	Module Features	Module Picture
AP-MG3000	APv2-1E1	1-Port Digital E1/T1 Module	
AP-MG3000	APv2-2E1	2-Port Digital E1/T1 Module	
AP-MG3000	APv2-4E1	4-Port Digital E1/T1 Module	



Target :  
AP-MG3800, AP-MG5000

# VoIP Modules



Target	VoIP Modules	Module Features	Module Picture
AP-MG3800, AP-MG5000	<b>HIM-VOIP4E1</b>	4-Port Digital E1/T1 Module	

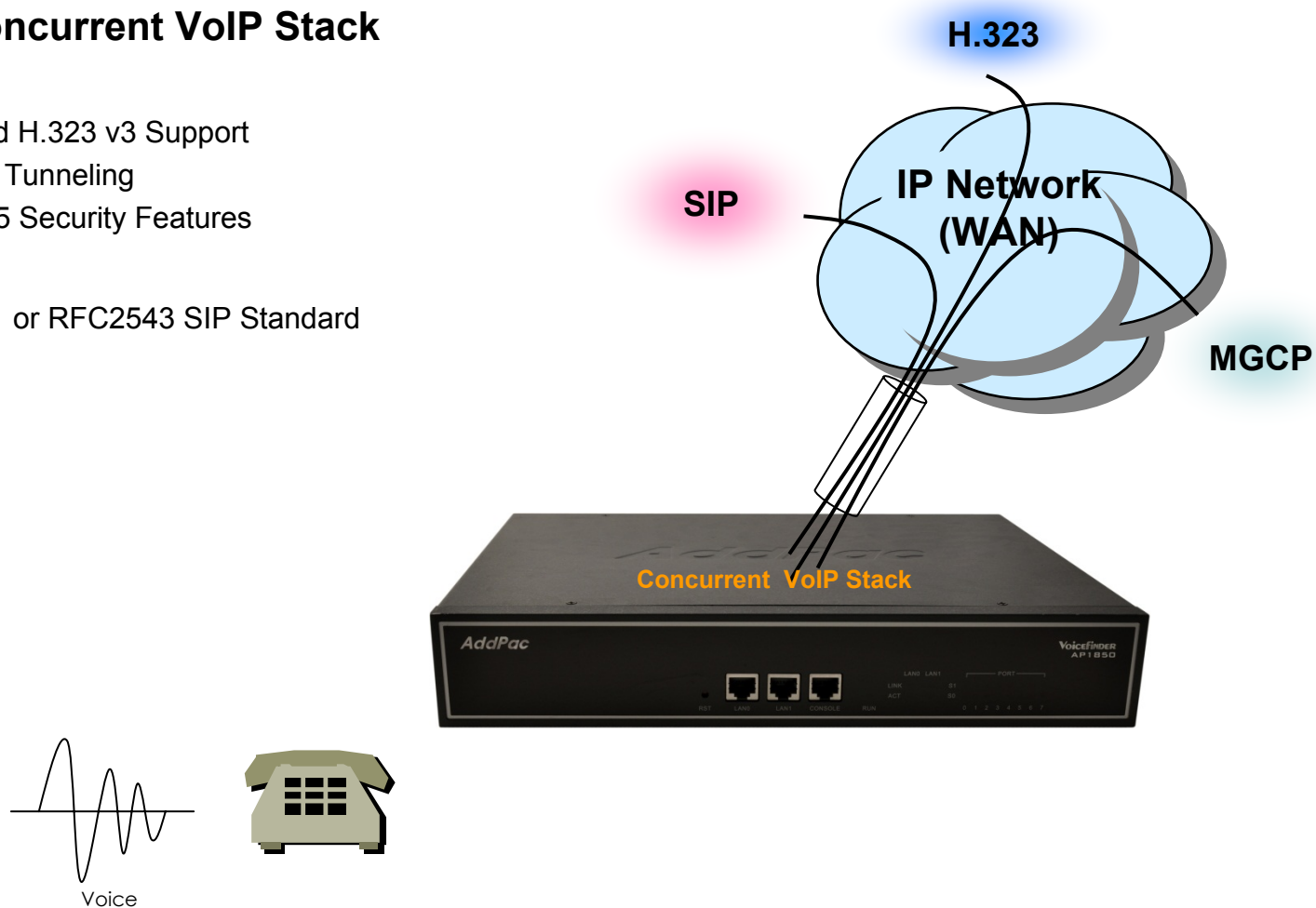


# VoIP Gateway Service Features



# VoIP (Voice over IP) Service

- **H.323, SIP Concurrent VoIP Stack**
- **H.323**
  - ITU-T Standard H.323 v3 Support
  - Support H.245 Tunneling
  - Including H.235 Security Features
- **SIP**
  - IETF RFC3261 or RFC2543 SIP Standard



# VoIP (Voice over IP) Service

- **H.323**

- Fast connect, normal connect support
- H.245 tunneling support
- Q.931 response message setting for inbound VoIP calls
- H.245 logical channel open timing selection function
- Start H.245 procedure support
- DTMF / Hook flash relay with H.245 alphanumeric / signal
- Secondary gatekeeper support
- Gatekeeper assignment according to the domain name
- Gatekeeper discovery with multicast
- Lightweight RRQ support
- Signaling TCP port assignment
- Resource threshold setting with RAI
- H.235 clear-token, crypto-token support
- canMapAlias support
- Technical prefix (supported prefix) support
- Public IP assignment in NAT environment

- **SIP**

- Gateway-based / Endpoint-based registration support
- Secondary proxy-server assignment function
- SIP signaling port change function
- SIP proxy server assignment according to the domain name
- T.38 real-time fax relay support
- DTMF relay support with RFC2833 / OPTION message
- Re-INVITE support

# VoIP (Voice over IP) Service

- **Voice Codec**

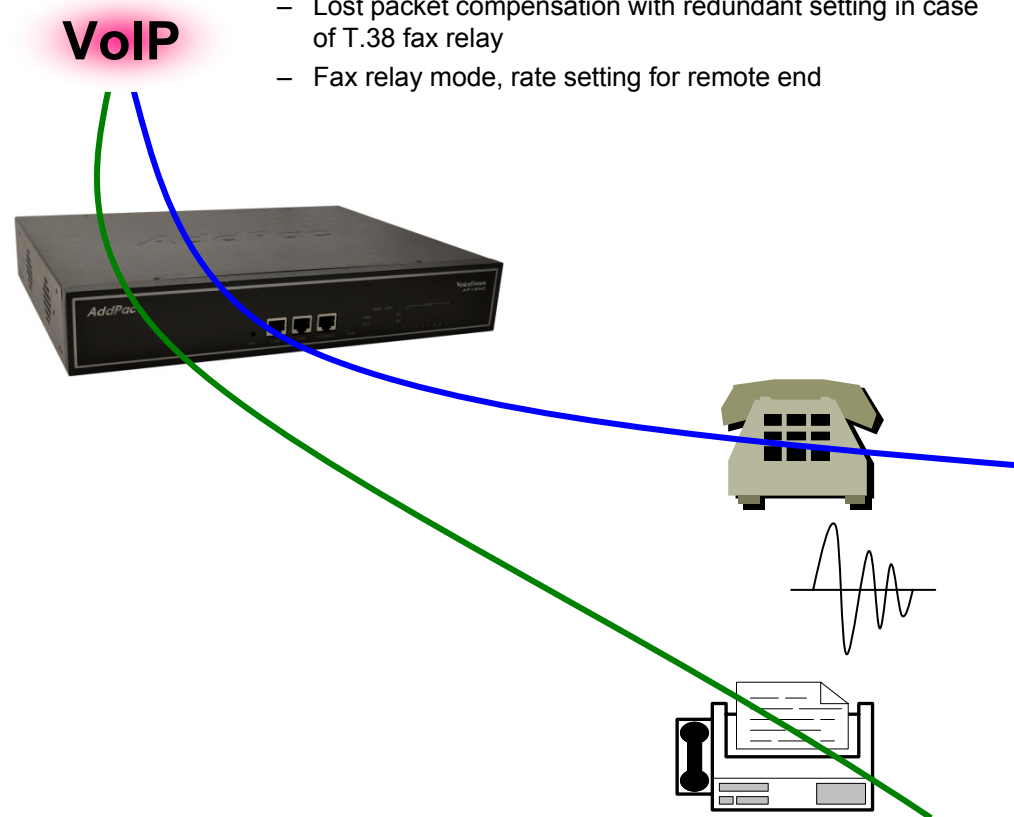
- G.711 A-Law, G.711 U-Law
- G.726 r16, G.726 r32
- G.729A
- G.723.1 r63, G.723.1 r53
- VAD (Voice Activity Detection) function support
- DTMF relay support (H.323, SIP, MGCP common) based on RFC2833

- **RTP**

- Redundant RTP packet transmission in case of severe packet loss
- Dynamic jitter buffer management and RPT packet jitter and loss compensation with heuristic & DSP error concealment
- Static jitter buffer setting support
- Voice frame per RTP packet number control for each codec
- In-band ring-back tone support
- Virtual ring-back tone support
- Tone parameter change support

- **FAX**

- Fax relay mode supporting T.38, inband-T.38, bypass mode
- Lost packet compensation with redundant setting in case of T.38 fax relay
- Fax relay mode, rate setting for remote end



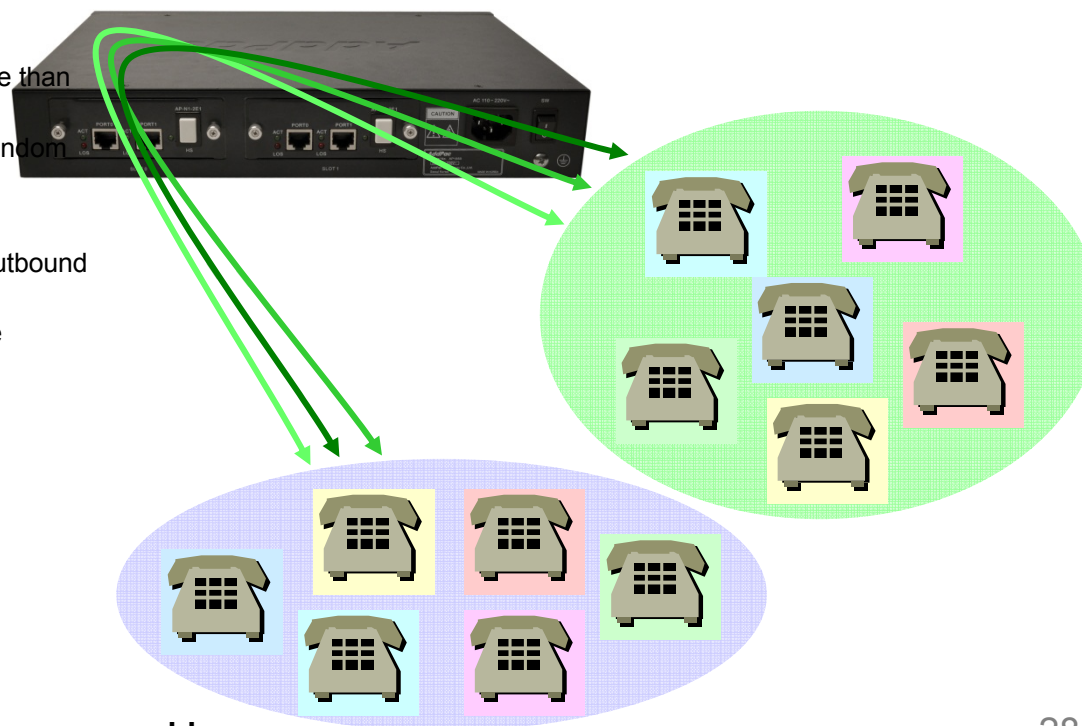
# VoIP (Voice over IP) Service

## • VoIP Call Controls

- Hot line connection function with PLAR (Private Line Auto Ring Down)
- Leased line emulation function
- Connection monitoring function
- Fault tolerant with Redundancy and Call Distribution among Gateways for load balancing
- Call attempt with IP address
- H.323, SIP, MGCP inbound call connection for each voice port
- Multiple E.164 setting for one voice port
- One E.164 or digit pattern can be assigned to more than one voice port
- Hunting with Longest match/ priority/ sequence/ random
- One stage call setup by Digit forwarding
- Call barring with specific digit patterns
- Calling and called number conversion for PSTN outbound calls
- PSTN rerouting in case of VoIP call attempt failure

## • VoIP Call Controls (cont.)

- Call transfer for internal calls
- Call pickup for internal calls
- Calling and called number conversion for VoIP outbound calls
- Calling and called number conversion for VoIP inbound calls
- Fax broadcasting call control



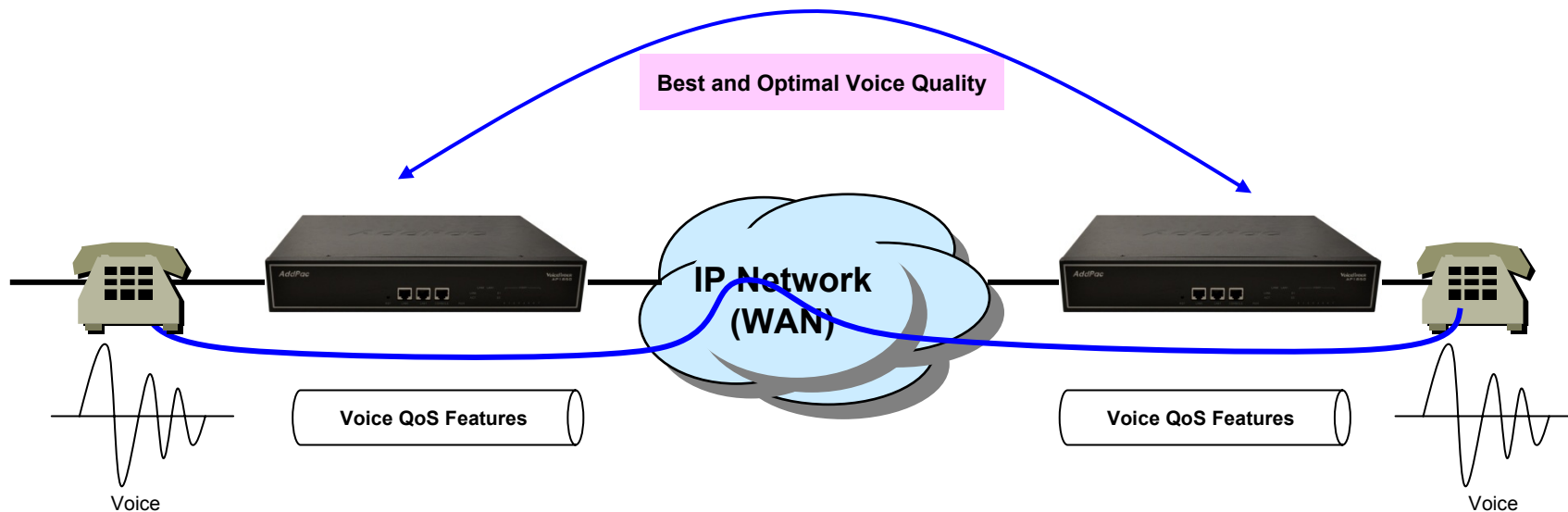
# Advanced QoS Features

- **Enhances Transmit Voice QoS Features**

- Voice Traffic Priority Queuing
- QoS Service Profiling
- Providing Virtual Network Transmit Algorithm
- Real-time Voice Traffic QoS Support
- RTP Packet Transmit Interval Control
- Supporting RTP Packet Redundancy Scheme
- IP Header Control such as ToS, Diffserv

- **Enhances Receive Voice QoS Features**

- Dynamic Jitter Buffer Management
- Error Concealment
- Support T.38 FAX Data Error Recovery Scheme



# Network Protocols

- **Basic Network Protocols**

- ARP, IPv4, TCP, UDP, ICMP, SCTP, IGMP, MLD

- **Routing Protocol**

- IPv4 : Static

- **Service Protocol**

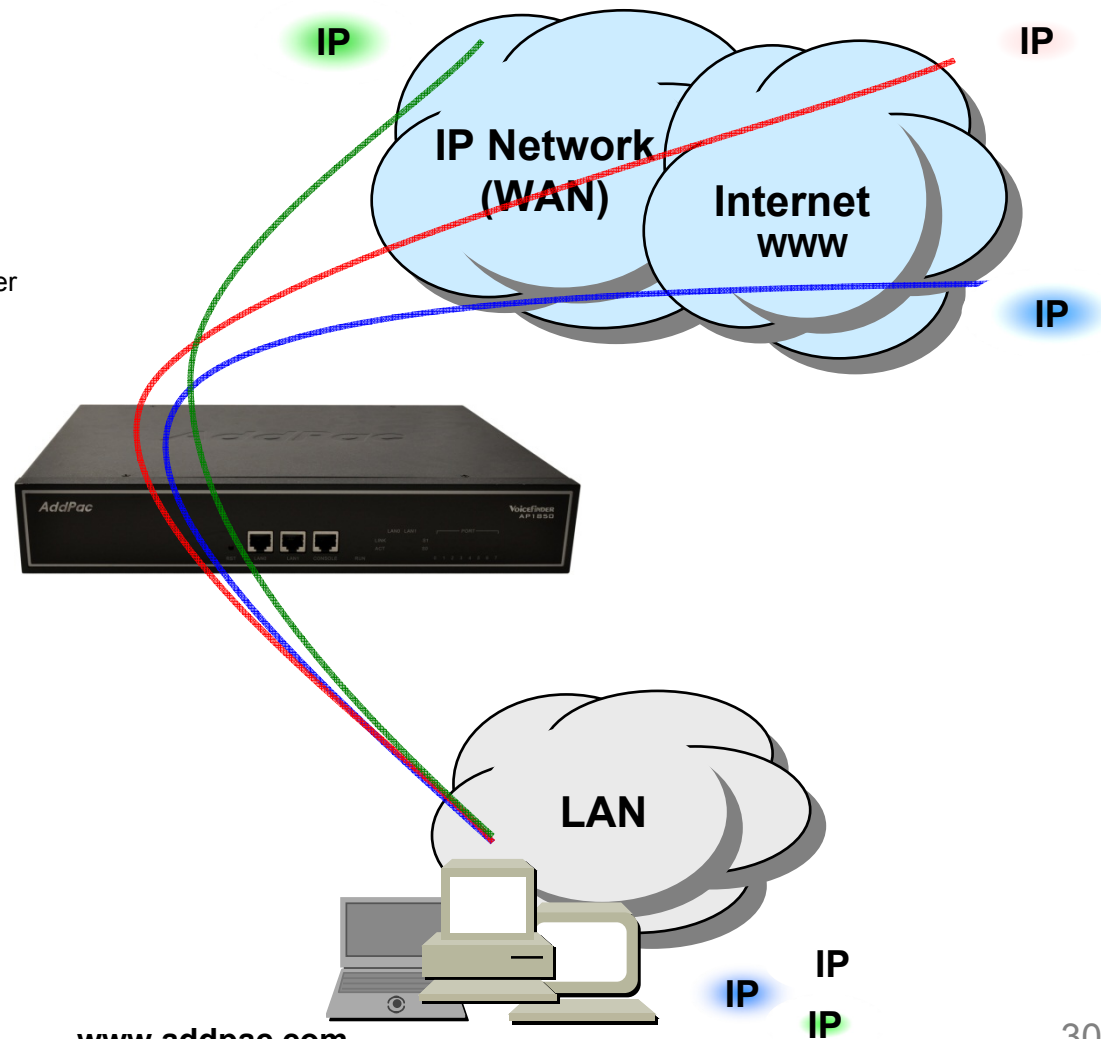
- FTP, Telnet, TFTP, DHCP Server/Relay, SNMP Server
- CDP (Cisco Discovery Protocol)
- DNS Resolver , DDNS(nsupdate)
- Bridge
- Syslog

- **IPv4 Address Configuration**

- Fixed (Static)
- DHCP
- PPPoE

- **Miscellaneous**

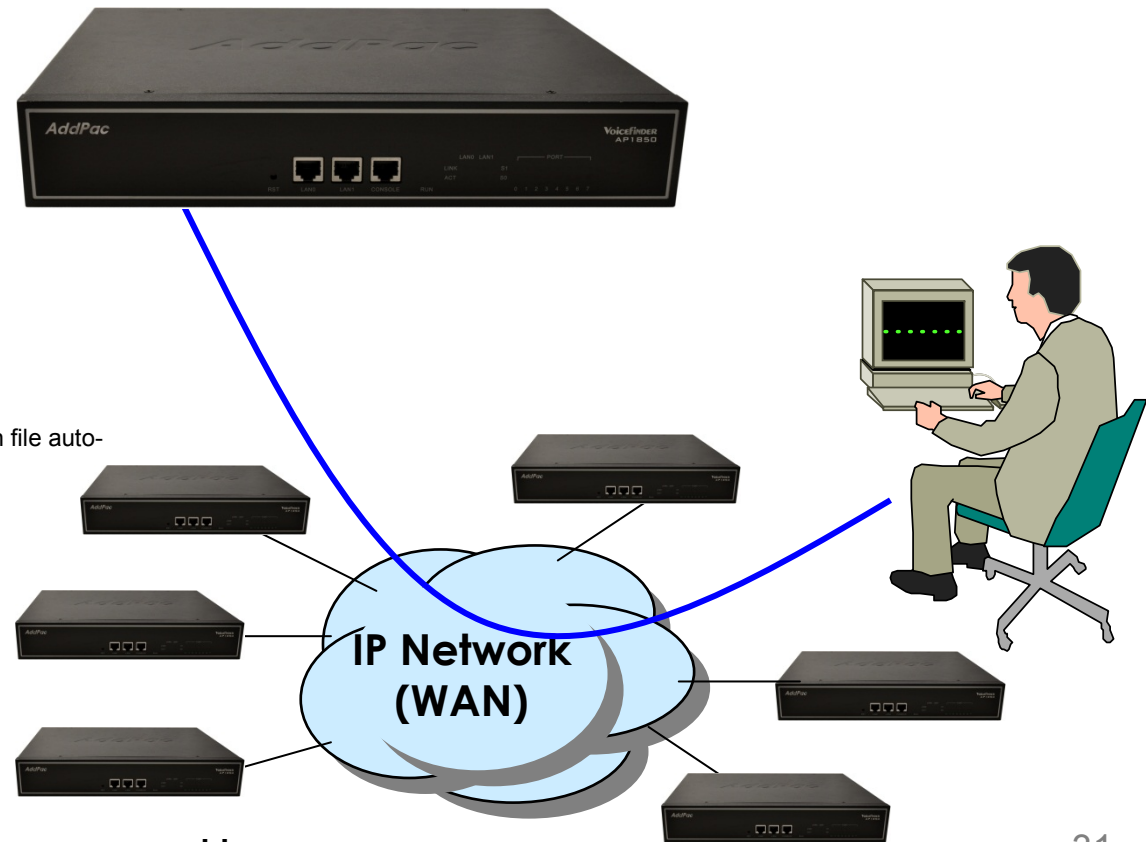
- Cisco Style CLI
- Standard & Extended IPv4 Access List
- Multi-level User Account Management
- IP accounting
- STUN Client



# Network Management

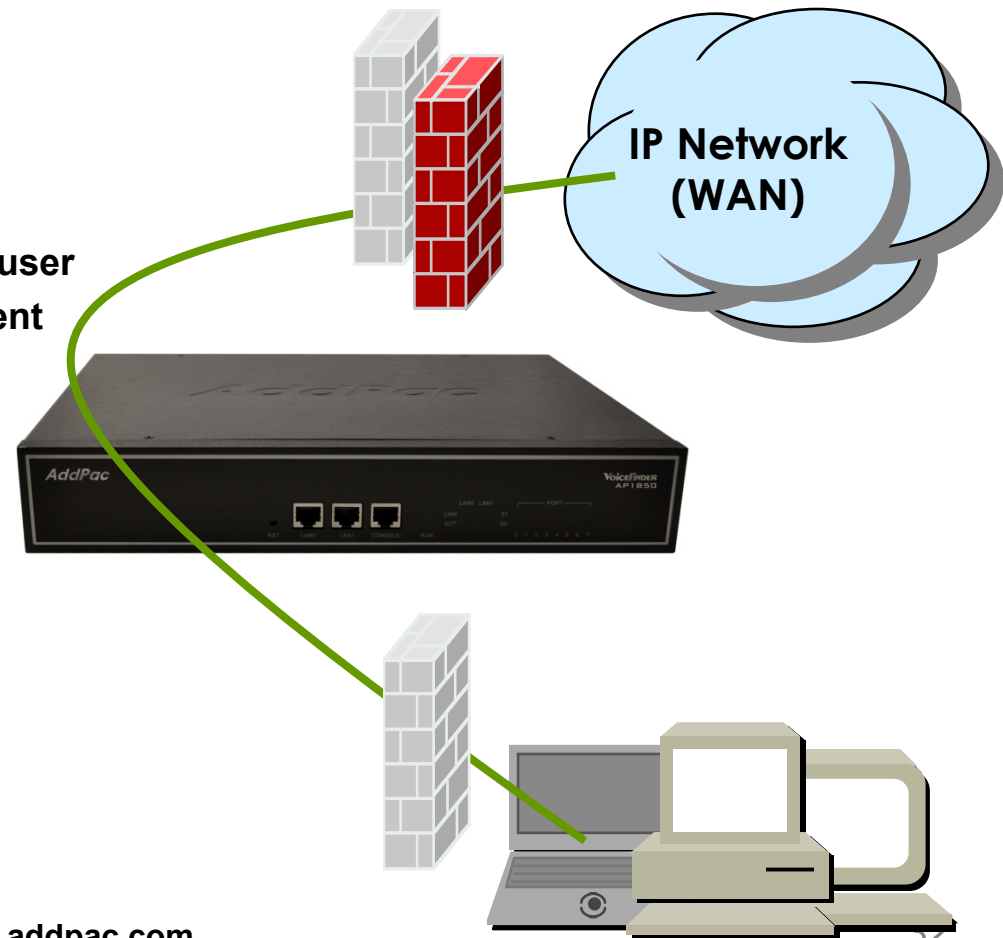
- **SNMP**
  - Standard Simple Network Management Protocol( SNMP) Agent support
  - MIB v1 and v2 Support
- **Web-based Management**
  - Smart Easy Setup
  - Standard Voice Interface
  - Standard PSTN Back-up Interface
- **Watch-dog Function**
  - Hardware, Software watch-dog services
- **Remote Management**
  - Telnet
  - Rlogin
- **Auto Upgrade Service**
  - HTTP server based APOS image and configuration file auto-upgrade support
- **Batch Job Function**
  - Text based script downloading

- **Interoperable with AP-VPMS Service**
  - AddPac VoIP Plug & Play Management System (AP-VPMS)



# Security Management

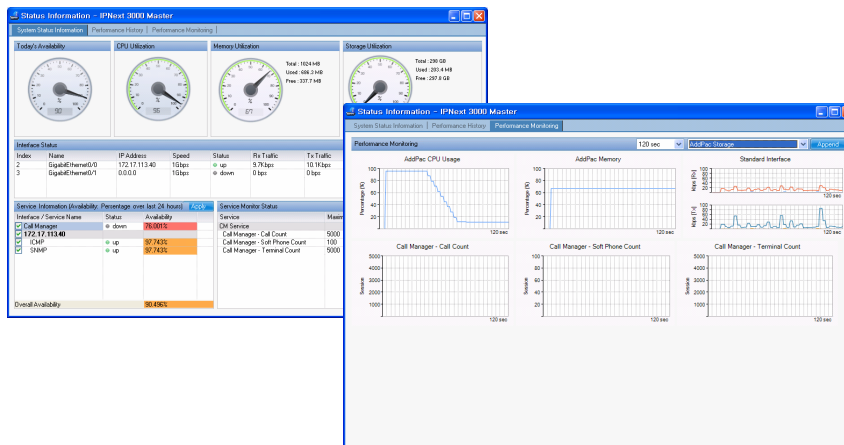
- IP packet filtering
- IP access list
- User authentication function
  - Password Authentication Protocol (PAP)
  - Challenge Handshake Authentication Protocol (CHAP)
- Enable/Disable specific protocols
- Auto-square connect of Telnet session
- Account Management function for multi-level user
- SNMP/TELNET/FTP/HTTP/TFTP port assignment function
- SNMP/TELNET/FTP access list management
- Boot mode security checking function





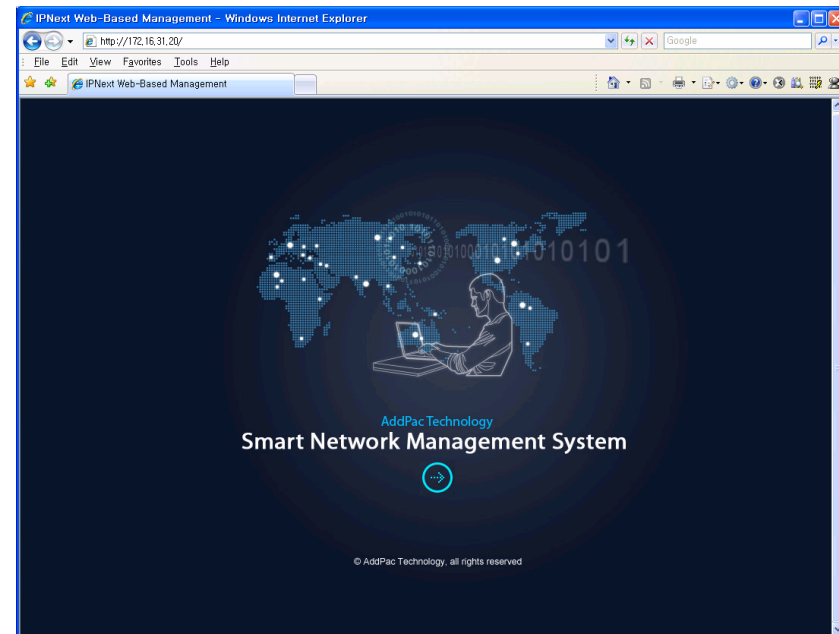
# Smart NMS

## Smart Network Management System for VoIP Gateway



# Contents

- System Requirement
- Smart NMS Networking Diagram
- Web-based Management
- Network Resource Management
- Device Fault Management
- Device Fault History Management
- Device Status Information
- Notification Management
- Fault Statistics
- Model & Service Management



# System Requirement

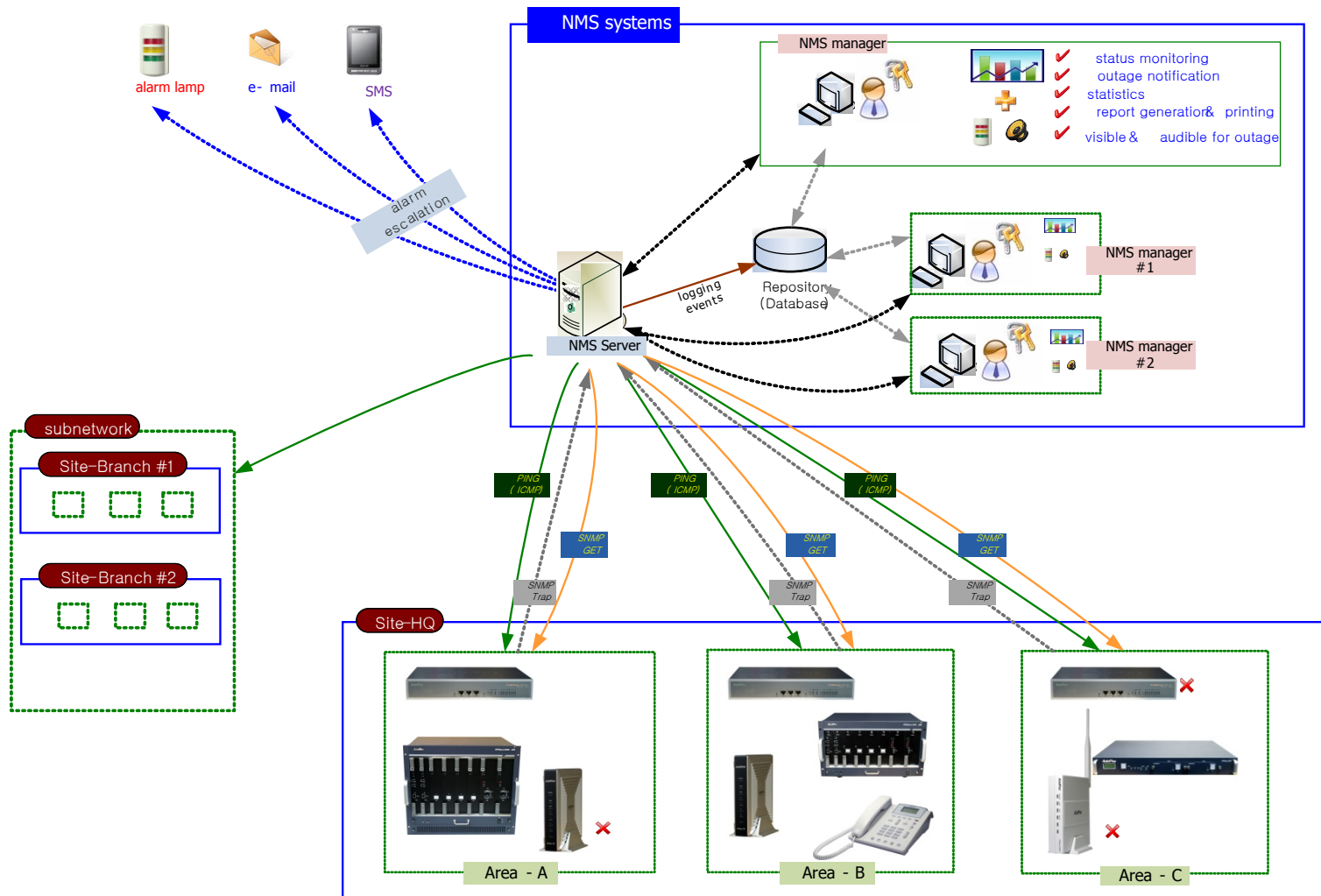
## NMS Server

- OS : RHEL (Redhat Enterprise Linux) 5.0 or higher
- CPU : Quad-Core 2.0 GHz / 1333MHz FSB 2x4 MB cache
- Physical Memory : 4 GB
- HDD : 300 G
- JRE (Java Runtime Environment) 1.5.1 or Higher
- Database : PostgreSQL 8.1.11

## NMS Client

- Windows XP, Vista, Windows Server 2000/2003
- Microsoft Internet Explorer 6.0 or higher

# NMS Networking Diagram



# Web-based Management

- **Easy Access via Web browser**
  - Microsoft Internet Explorer 6.0 or higher compatible
- **Version Control**
  - Automatic version check
  - New version software download feature
- **UI control**
  - User friendly GUI management

# Version Control

The screenshot displays the IPNext Web-Based Management interface within a Windows Internet Explorer browser window. The browser's address bar shows the URL `http://172.16.31.20/`. The main content area features a dark blue background with a world map and a person using a laptop, with the text "AddPac Technology Smart Network Management System" and a copyright notice "© AddPac Technology, all rights reserved".

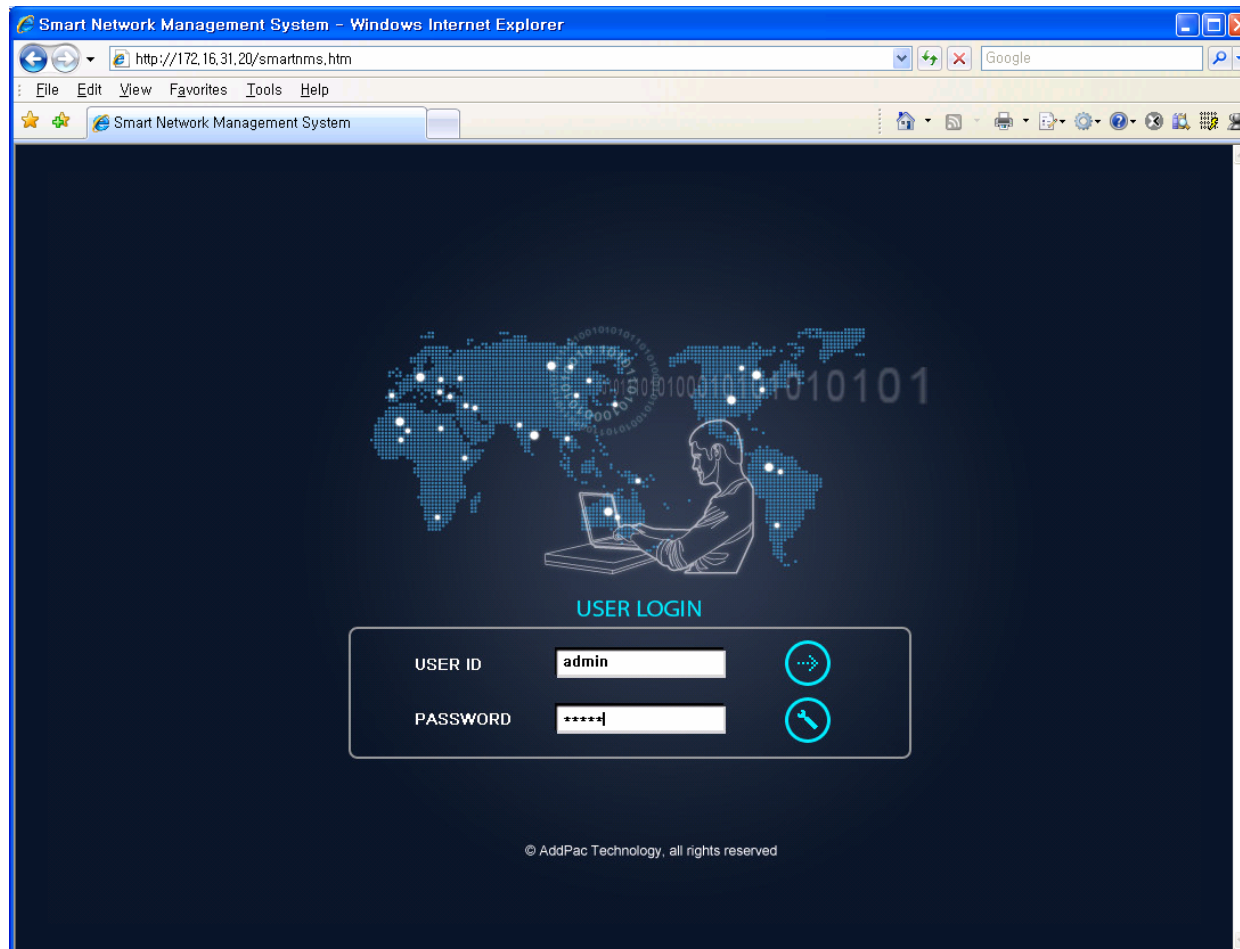
Two yellow callout boxes highlight key features:

- Automatic version check:** A yellow box with an arrow pointing to the top of the main interface.
- New S/W version update:** A yellow box with an arrow pointing to the bottom of the main interface.

Two Windows dialog boxes are overlaid on the interface:

- Launching Application:** A dialog box with a blue title bar and a close button. It contains a progress bar and the text: "Verifying application requirements. This may take a few moments."
- (61%) Downloading installnms:** A dialog box with a blue title bar and standard window controls. It displays the file name "installnms", the source "From: 172.16.31.20", and a progress bar. Below the bar, it says "Downloading: 6.29 MB of 10.1 MB". A "Cancel" button is at the bottom right.

# Web-based Login



# Network Resource Management

- Network resource management with hierarchical structure
- Role-based resource management for each administrator

The screenshot displays the AddPac Network Resource Management interface. On the left, a hierarchical tree structure shows the organization of network resources, including sites like 'Seoul' and 'Seoul East Area', and subnetworks like 'Subnetwork #2'. The main area shows a list of categories with buttons for 'Add', 'Edit', and 'Delete'. A context menu is open over the tree, highlighting 'Execute SMM'. A 'User Properties' dialog is also open, showing a selection of site nodes.

**manage the complex network with a structured, hierarchical form**

**can assign the hierarchical node to the operator and manage role-based policy**

**can cooperate with the application executables such as SMM**

Category Name	Description
Desktop	PC, notebook, laptop, etc
Network Camera	Network Camera Category
Phone	IP Phone, Video Phone
Server	PBX, RBT, UMS, Presence
Switch	Network Switch
VoIP Gateway	AddPac Digital(or Analog) Gateway

Name	Description
AddPac	AddPac Technology Co.,Ltd.
Branch AQ	Branch AQ
Branch GX	Branch GX description
Branch KT	Branch KT
HeadQuarter	Main HeadQuarter Center
Seoul	Seoul subnetwork
Seoul East Area	Seoul East Area
Subnetwork #2	Subnetwork #2
Center	Gangdong Area Center
SongPaGu Ar...	SongPaGu Area Center
Seoul North Area	Seoul North Area
Seoul South Area	Seoul South Area
Branch A	Branch A
Branch B	Branch B
GangNamGu	GangNamGu
Branch TG	Yeoksam Area
SeoChoGu	seoul secho district
Seoul West Area	Seoul West Area
Gangseo Area	Gangseo Area
Seoul	Seoul
MokDong Area	MokDong Area



# Device Fault Management

- Centralized fault summary information in main window
- Display current fault device through tree view
- Notify administrator with detailed fault information
- Provide device availability information for 24hrs

# Device Fault Management

main window

The screenshot displays the Smart Network Management System (NMS) interface. The main window shows a navigation menu with options like NMS, Account, Configuration, Monitoring, Notification, Fault, Statistics, and View. The central area is divided into several sections:

- Current Outage Devices (11):** A tree view showing a hierarchy of devices under 'AddPac', including Branch AQ, Branch GX, and HeadQuarter. Each device has a status indicator (e.g., 6 of 12, 3 of 3) and an availability percentage.
- Service Outages:** A table showing site-level outages. The 'Overall Availability' is 30 / 11 / 34, 78.650%.
- Device Categories:** A table summarizing fault statistics by category. The 'Overall Categories Availability' is 30 / 11 / 34, 61.282%.
- Your Outstanding Notices (16):** A table listing recent fault events with columns for Ack, ID, Send Time, Site, Device Name, IP Address, Service, and Message.

current device fault list with hierarchy view

site device fault summary

device fault summary for category (classification)

overall total device fault statistics

current device fault event message are shown as below

# Device Fault Management

Smart Network Management System - Windows Internet Explorer

http://172.16.31.20/smartnms.htm

NMS Account Configuration Monitoring Notification Fault Statistics View Help

Current Outage Devices [12]

Name	Service...	Availability
Branch AQ		
NMS Camera	6 of 12	48.994 %
NMS_IP_PBX...	3 of 3	0.000 %
Branch GX		
00_IVR_server	3 of 3	0.000 %
00_IVR_slave...	3 of 3	0.000 %
00_NR_server	1 of 2	98.015 %
00_PS_server	3 of 3	0.000 %
00_PS_Slave...	2 of 3	32.703 %
IPNext 3000 ...	1 of 3	90.536 %
IPNext 3000 S...	1 of 3	90.584 %
UMS slave	3 of 3	0.000 %
HeadQuarter		
UMS serverfo...	3 of 3	0.000 %
Subnetwork #2		
NMS_SOHO_...	2 of 2	92.939 %

Service Outages Device Monitoring - <All>

Group Type Value View Mode Refresh Import

display message icon when the device have a notification for event

device status matrix with several severity such as critical, major, minor

- \* severity color
- 1) red : critical
- 2) orange : major
- 3) light blue : normal

Total Monitoring Devices : 34

ACK ID	Send Time	Site	Device Name	IP Address	Service	Message
9525	4/10/2009 5:21:06 PM	/AddPac/Branch GX	00_IVR_server	172.17.111.21	SNMP	인터페이스 172.17.111.21 (172.17.111.21)의 장비명(00_IVR_server)의 서비스 SNMP가 2009년 4월 10일 금요일 오후 5시 21분 06초에 실패함.
9502	4/10/2009 3:34:29 PM	/Subnetwork #2/Center	NMS_SOHO_PBX			device NMS_SOHO_PBX, all services are down
9495	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Slave	172.17.113.41	Call Manager	interface 172.17.113.41 (172.17.113.41) device (IPNext 3000 Slave) service Call Manager 2009-4-10 11:37:12 failed.
9494	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Master	172.17.113.40	Call Manager	interface 172.17.113.40 (172.17.113.40) device (IPNext 3000 Master) service Call Manager 2009-4-10 11:37:12 failed.
9418	4/9/2009 2:20:01 PM	/AddPac/Branch GX	00_IVR_server			device 00_IVR_server all services are down.

Your Outstanding Notices [17]

4/10/2009 5:16:30 PM 172.16.31.20:5101 admin Version 1.2,3384

# Device Fault Management

The screenshot displays the Smart Network Management System (NMS) interface within a Windows Internet Explorer browser. The address bar shows the URL `http://172.16.31.20/smartnms.htm`. The interface features a navigation menu at the top with options like NMS, Account, Configuration, Monitoring, Notification, Fault, Statistics, View, and Help. Below the menu is a toolbar with various icons for site management, monitoring, and reporting.

The main content area is divided into several sections:

- Left Panel:** A tree view showing the hierarchy of sites and subnets, including locations like AddPac, Seoul, and various branches.
- Top Right Panel:** A control area with a 'View Mode' selector set to 'Small', and buttons for 'Refresh', 'Import', and 'New Tab'.
- Center Panel:** A grid of device status icons. Each icon represents a device and includes a status indicator (e.g., a red 'X' for a fault, a green checkmark for operational status). The devices listed include various server types, IPNext 3000 units, and NMS Cameras.
- Bottom Panel:** A table titled 'Your Outstanding Notices (18)' listing recent alerts. The table has columns for Ack, ID, Send Time, Site, Device Name, IP Address, Service, and Message. The messages describe service outages and failures for various devices.

An orange callout box with a red arrow points to the device status matrix, containing the text: "device status matrix with small view mode".

Ack	ID	Send Time	Site	Device Name	IP Address	Service	Message
<input type="checkbox"/>	9535	4/10/2009 9:26:04 PM	/AddPac/Branch GX	00_RBT_server			device 00_RBT_server's all services are down.
<input type="checkbox"/>	9527	4/10/2009 5:34:10 PM	/AddPac/HeadQuarter	5th floor meeting			device 5th floor meeting room phone device, all services are down.
<input type="checkbox"/>	9502	4/10/2009 3:34:29 PM	/Subnetwork #2/Cent.	NMS_SOHD_PBX			device NMS_SOHD_PBX, all services are down
<input type="checkbox"/>	9495	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Slave	172.17.113.41	Call Manager	interface 172.17.113.41 (172.17.113.41) device (IPNext 3000 Slave) service Call Manager 2009-4-10 11:37:12 failed.
<input type="checkbox"/>	9494	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Master	172.17.113.40	Call Manager	interface 172.17.113.40 (172.17.113.40) device (IPNext 3000 Master) service Call Manager 2009-4-10 11:37:12 failed
<input type="checkbox"/>	9418	4/9/2009 2:20:01 PM	/AddPac/Branch GX	00_IVR_server			device 00_IVR_server all services are down.
<input type="checkbox"/>	9396	4/9/2009 10:57:37 AM	/AddPac/Branch AQ	NMS_IP_PBX_3...			device NMS_IP_PBX_31.13 all services down.
<input type="checkbox"/>	9239	4/6/2009 7:49:20 PM	/AddPac/Branch AQ	NMS Camera 2	172.16.253.118		device [NMS_Camera 2] interface 172.16.253.118 (172.16.253.118) not response or delete by administrator
<input type="checkbox"/>	9238	4/6/2009 7:49:20 PM	/AddPac/Branch AQ	NMS Camera 2	172.16.253.118	ICMP	device [NMS_Camera 2] interface 172.16.253.118 (172.16.253.118) service ICMP not response or delete by administrator

# Device Fault History Management

- Provide both summary view and detailed event message
- Can Write troubleshooting job note for each event manually
- Administrator can query for a history fault with search condition
- Each fault is related to the several raw events

# Device Fault History Management

The screenshot displays the Smart Network Management System (NMS) interface. The top navigation bar includes 'NMS', 'Account', 'Configuration', 'Monitoring', 'Notification', 'Fault', 'Statistics', and 'View Help'. The main content area is divided into several sections:

- Notification Summary:** A table showing daily fault event summary statistics.
 

DateTime	Outstanding	Acknowledge
2009-04-10	4	27
2009-04-09	2	76
2009-04-08	0	96
2009-04-07	0	40
2009-04-06	7	489
2009-04-05	0	722
2009-04-04	0	708
2009-04-03	1	476
2009-04-02	0	248
2009-04-01	0	19
2009-03-31	0	37
2009-03-30	0	9
2009-03-29	0	3
2009-03-28	0	1
2009-03-27	0	14
2009-03-26	0	52
2009-03-25	0	8
2009-03-24	0	19
2009-03-23	0	59
2009-03-22	0	102
2009-03-21	0	17
2009-03-20	0	21
2009-03-18	0	48
2009-03-17	0	41
2009-03-13	0	36
2009-03-07	0	1
2009-03-06	0	482
2009-03-05	0	38
2009-03-04	0	13
- Main Fault Event List:** A table listing fault events with columns for Ack, ID, Send Time, Site, Device Name, IP Address, Service, Message, and Respond Time. The list shows various faults such as 'NMS Camera', '5th floor meeting room phone device', and 'IPNext 3000 Slave'.
- Advanced Search Dialog:** A modal window for filtering fault events. It includes dropdown menus for 'Sub Network' and 'Site', text input fields for 'IP Address Contains' and 'Message Contains', and date/time pickers for 'Notices After' and 'Notices Before'. The 'Sort By' dropdown is set to 'ID' and 'Descending'.
- Your Outstanding Notices (17):** A detailed view of outstanding fault events, showing the same columns as the main list but with expanded message details.

daily fault event summary statistics information

detail fault event history list up with filter condition (advanced search)

# Device Fault History Management

The screenshot displays the Smart Network Management System (Smart NMS) interface. The main window shows a list of events with columns for Ack, ID, Send Time, Site, Device Name, IP Address, Service, Message, Responder, and Respond Time. A 'Troubleshooting Note' dialog box is open, allowing users to add, edit, or delete notes for specific events. The dialog includes a 'Status' dropdown (set to 'Cleared'), a text area for the note, and buttons for 'Add', 'Edit', 'Delete', and 'Help'. An orange callout box with the text 'Can write troubleshooting note if needed' points to the text area in the dialog.

DateTime	Outstanding	Acknowledge
2009-04-10	4	27
2009-04-09	2	76
2009-04-08	0	96
2009-04-07	0	40
2009-04-06	7	489
2009-04-05	0	722
2009-04-04	0	708
2009-04-03	1	476
2009-04-02	0	248
2009-04-01	0	19
2009-03-31	0	37
2009-03-30	0	9
2009-03-29	0	3
2009-03-28	0	1
2009-03-27	0	14
2009-03-26	0	52
2009-03-25	0	8
2009-03-24	0	19
2009-03-23	0	59
2009-03-22	0	102
2009-03-21	0	102
2009-03-20	0	102
2009-03-19	0	102
2009-03-18	0	102
2009-03-17	0	102
2009-03-16	0	102
2009-03-15	0	102
2009-03-14	0	102
2009-03-13	0	102
2009-03-12	0	102
2009-03-11	0	102
2009-03-10	0	102
2009-03-09	0	102
2009-03-08	0	102
2009-03-07	0	102
2009-03-06	0	102
2009-03-05	0	102
2009-03-04	0	102

Ack	ID	Send Time	Site	Device Name	IP Address	Service	Message	Responder	Respond Time
<input checked="" type="checkbox"/>	9528	4/10/2009 5:51:06 PM	/AddPac/Branch AQ	NMS Camera	172.16.4.180	SNMP	interface 172.16.4.180 (172.16.4.180) device(NMS Camera) service SNMP failed at 2009-4-10 5:51 06 PM	auto-acknowledged	4/10/2009 5:51:35 PM
<input type="checkbox"/>	9527	4/10/2009 5:34:10 PM	/AddPac/Branch AQ	5th floor meeting room phone device			device 5th floor meeting room phone device, all services are down.	to-acknowledged	4/10/2009 5:35:25 PM
<input type="checkbox"/>	9526	4/10/2009 5:33:42 PM	/AddPac/Branch GX					to-acknowledged	4/10/2009 5:35:25 PM
<input type="checkbox"/>	9525	4/10/2009 5:21:06 PM	/AddPac/Branch GX					to-acknowledged	4/10/2009 5:22:43 PM
<input type="checkbox"/>	9524	4/10/2009 5:17:29 PM	/AddPac/Branch GX					to-acknowledged	4/10/2009 5:17:56 PM
<input type="checkbox"/>	9522	4/10/2009 3:36:26 PM	/AddPac/Branch AQ	IP cor				to-acknowledged	4/10/2009 4:03:13 PM
<input type="checkbox"/>	9521	4/10/2009 3:36:18 PM	/AddPac/Branch AQ	PS RB cor				to-acknowledged	4/10/2009 4:03:13 PM
<input type="checkbox"/>	9520	4/10/2009 3:36:17 PM	/AddPac/Branch AQ	UW				to-acknowledged	4/10/2009 4:03:13 PM
<input type="checkbox"/>	9519	4/10/2009 3:36:17 PM	/AddPac/Branch AQ	IP (ou				to-acknowledged	4/10/2009 4:03:13 PM
<input type="checkbox"/>	9518	4/10/2009 3:36:09 PM	/AddPac/Branch AQ	ter				to-acknowledged	4/10/2009 4:03:13 PM
<input type="checkbox"/>	9517	4/10/2009 3:36:09 PM	/AddPac/Branch AQ	co				to-acknowledged	4/10/2009 4:03:13 PM
<input type="checkbox"/>	9516	4/10/2009 3:36:09 PM	/AddPac/Branch AQ	00				to-acknowledged	4/10/2009 4:03:13 PM
<input type="checkbox"/>	9515	4/10/2009 3:36:09 PM	/AddPac/Branch AQ	5th floor meeting room phone device				to-acknowledged	4/10/2009 4:02:54 PM
<input type="checkbox"/>	9514	4/10/2009 3:36:09 PM	/AddPac/Branch AQ	IP (ou				to-acknowledged	4/10/2009 4:02:43 PM
<input type="checkbox"/>	9513	4/10/2009 3:36:09 PM	/AddPac/Branch AQ	ter				to-acknowledged	4/10/2009 4:02:44 PM
<input type="checkbox"/>	9512	4/10/2009 3:36:09 PM	/AddPac/Branch AQ	co				to-acknowledged	4/10/2009 4:02:43 PM
<input type="checkbox"/>	9511	4/10/2009 3:36:09 PM	/AddPac/Branch AQ	00				to-acknowledged	4/10/2009 4:02:43 PM
<input type="checkbox"/>	9510	4/10/2009 3:36:09 PM	/AddPac/Branch AQ	5th floor meeting room phone device				to-acknowledged	4/10/2009 4:02:43 PM
<input type="checkbox"/>	9509	4/10/2009 3:36:09 PM	/AddPac/Branch AQ	IP (ou				to-acknowledged	4/10/2009 4:02:43 PM
<input type="checkbox"/>	9508	4/10/2009 3:36:09 PM	/AddPac/Branch AQ	ter				to-acknowledged	4/10/2009 4:02:43 PM
<input type="checkbox"/>	9507	4/10/2009 3:36:09 PM	/AddPac/Branch AQ	co				to-acknowledged	4/10/2009 4:02:43 PM
<input type="checkbox"/>	9506	4/10/2009 3:36:09 PM	/AddPac/Branch AQ	00				to-acknowledged	4/10/2009 4:02:43 PM
<input type="checkbox"/>	9505	4/10/2009 3:36:09 PM	/AddPac/Branch AQ	5th floor meeting room phone device				to-acknowledged	4/10/2009 4:02:43 PM
<input type="checkbox"/>	9504	4/10/2009 3:36:09 PM	/AddPac/Branch AQ	IP (ou				to-acknowledged	4/10/2009 4:02:43 PM
<input type="checkbox"/>	9503	4/10/2009 3:36:09 PM	/AddPac/Branch AQ	ter				to-acknowledged	4/10/2009 4:02:43 PM
<input type="checkbox"/>	9502	4/10/2009 3:36:09 PM	/AddPac/Branch AQ	co				to-acknowledged	4/10/2009 4:02:43 PM
<input type="checkbox"/>	9501	4/10/2009 3:36:09 PM	/AddPac/Branch AQ	00				to-acknowledged	4/10/2009 4:02:43 PM

# Current Device Fault (Outage)

The screenshot displays the Smart Network Management System (NMS) interface. The main window shows a tree view of network devices on the left and a table of current outages in the center. An event detail window is open, showing information for event ID 45412, including the event time, site, device name, and log message. Annotations highlight the current device faults and the event data.

**Current Outage Devices (13)**

Name	Service...	Availability
AddPac		
Branch AQ		
NMS Camera	6 of 12	50.000 %
NMS_IP_PBX...	3 of 3	0.000 %
Branch GX		
00_IVR_server	3 of 3	0.000 %
00_IVR_slave...	3 of 3	0.000 %
00_PS_server	3 of 3	0.000 %
00_PS_slave...	2 of 3	33.333 %
00_RBT_server	3 of 3	0.000 %
IPNext 3000 S...	1 of 3	66.667 %
IPNext 3000 S...	1 of 3	66.667 %
UMS slave	3 of 3	0.000 %
HeadQuarter		
5th floor meeti...	1 of 1	0.000 %
UMS serverfo...	3 of 3	0.000 %
Subnetwork #2		
Center		
NMS_SOHO_...	2 of 2	0.000 %

**Service Outages**

Outage ID	Site	Device Name	IP Address	Service	Time Down
13968	/AddPac/Branch GX	00_RBT_server	172.17.114.60	Media	4/10/2009 9:26:04 PM
13967	/AddPac/Branch GX	00_RBT_server	172.17.114.60	ICMP	4/10/2009 9:26:04 PM
13966	/AddPac/Branch GX	00_RBT_server	172.17.114.60	ICMP	4/10/2009 9:26:04 PM
13948	/AddPac/HeadQuarter	5th floor meeting room p...	172.16.53.101	ICMP	4/10/2009 5:34:10 PM
13907	/Subnetwork #2/Cent...	NMS_SOHO_PBX	172.16.19.50	ICMP	4/10/2009 3:34:29 PM
13906	/Subnetwork #2/Cent...	NMS_SOHO_PBX	172.16.19.50	SNMP	4/10/2009 3:34:29 PM
13896	/AddPac/Branch GX	IPNext 3000 Slave	172.17.113.41	Call Manager	2009-4-10 11:37:12 failed.
13895	/AddPac/Branch GX	IPNext 3000 Master	172.17.113.40	Call Manager	interface 172.17.113.40 (172.17.113.40) device (IPNext 3000 Master) service Call Manager, 2009-4-10 11:37:12 failed
13802	/AddPac/Branch GX	00_IVR_server			
13801	/AddPac/Branch GX	00_IVR_server			
13800	/AddPac/Branch GX	00_IVR_server			
13773	/AddPac/Branch AQ	NMS_IP_PBX_31.13			
13772	/AddPac/Branch AQ	NMS_IP_PBX_31.13			
13771	/AddPac/Branch AQ	NMS_IP_PBX_31.13			
13611	/AddPac/Branch AQ	NMS Camera			
13610	/AddPac/Branch AQ	NMS Camera			
13609	/AddPac/Branch AQ	NMS Camera			
13608	/AddPac/Branch AQ	NMS Camera			
13607	/AddPac/Branch AQ	NMS Camera			
13606	/AddPac/Branch AQ	NMS Camera			
9021	/AddPac/Branch GX	UMS slave			
9020	/AddPac/Branch GX	UMS slave			
9019	/AddPac/Branch GX	UMS slave			
6489	/AddPac/Branch GX	00_PS_server			

**Event Detail (ID: 45412)**

Event Time: 4/10/2009 9:26:04 PM  
 Site: /AddPac/Branch GX  
 Device Name: 00\_RBT\_server  
 IP Address: [Empty]  
 Severity: Critical  
 Device Model: AP-RBT1000  
 Status: [Empty]  
 Acknowledged By: [Empty]

Log Message: device 00\_RBT\_server down

Description: device 00\_RBT\_server's all interface down. A new Outage record has been created and service level availability calculations will be impacted until this outage is resolved.

Troubleshooting Note List

Time	User	Status	Note



# Device Event History

The screenshot displays the Smart Network Management System (NMS) interface in a Windows Internet Explorer browser. The main content area shows a table of event history with columns for Event Time, Outsta., Ackno., Not Clea..., Cleared, and In Pr. Below this is a detailed view of events, including a search bar and a table of event details.

**Event Summary Table:**

Event Time	Outsta.	Ackno.	Not Clea...	Cleared	In Pr
2009-04-13	40	0	40	0	0
2009-04-12	6	0	6	0	0
2009-04-11	314	0	314	0	0
2009-04-10	182	0	182	0	0
2009-04-09	290	0	290	0	0
2009-04-08	412	0	412	0	0
2009-04-07	448	0	448	0	0
2009-04-06	1453	0	1453	0	0
2009-04-05	1704	0	1704	0	0
2009-04-04	1712	0	1712	0	0
2009-04-03	1276	0	1276	0	0
2009-04-02	799	0	799	0	0
2009-04-01	271	0	271	0	0
2009-03-31	277	0	277	0	0
2009-03-30	212	0	212	0	0
2009-03-29	17	0	17	0	0
2009-03-28	2	0	2	0	0
2009-03-27	108	0	108	0	0
2009-03-26	292	0	292	0	0
2009-03-25	46	0	46	0	0
2009-03-24	121	0	121	0	0
2009-03-23	1904	0	1904	0	0
2009-03-22	2643	0	2643	0	0
2009-03-21	354	0	354	0	0
2009-03-20	172	0	172	0	0
2009-03-19	1	0	1	0	0
2009-03-18	1294	0	1294	0	0
2009-03-17	788	0	788	0	0
2009-03-16	14	0	14	0	0
2009-03-15	3	0	3	0	0

**Event Details Table:**

Ack	ID	Severity	Event Time	Site	Device Name	IP Address	Service	Message
<input type="checkbox"/>	45786	Critical	4/13/2009 11:24:42 AM	/AddPac/Branch GX	SE_MG3000N_A	172.17.111.25		Agent Up with enterprise: 1.3.6.1.4.1.4855.3.2.255 args [1]: 1.3.6.1.4.1.4855.3.2.255"
<input type="checkbox"/>	45785	Cleared	4/13/2009 11:15:59 AM	/AddPac/Branch GX	00_NR_server	172.17.111.21	SNMP	SNMP data collection on interface 172.17.111.21 previously failed and has been restored. Node 00_NR_server is up.
<input type="checkbox"/>	45784	Cleared	4/13/2009 11:15:52 AM	/AddPac/Branch GX	00_NR_server	172.17.111.21	SNMP	Agent Up with Possible Changes (coldStart Trap) enterprise: 1.3.6.1.4.1.4855.3.2.10 [1]: 1.3.6.1.4.1.4855.3.2.10"
<input type="checkbox"/>	45783	Critical	4/13/2009 11:15:51 AM	/AddPac/Branch GX	00_NR_server	172.17.111.21	SNMP	SNMP data collection on interface 172.17.111.21 failed.
<input type="checkbox"/>	45782	Critical	4/13/2009 11:15:13 AM	/AddPac/Branch GX	00_NR_server	172.17.111.21	SNMP	SNMP data collection on interface 172.17.111.21 failed.
<input type="checkbox"/>	45781	Warning	4/13/2009 11:14:57 AM	/AddPac/Branch GX	00_NR_server	172.17.111.21	SNMP	SNMP data collection on interface 172.17.111.21 failed.
<input type="checkbox"/>	45780	Warning	4/13/2009 10:00:15 AM	/AddPac/Branch AQ	NMS_IP_PBX_31...	172.16.31.13	SNMP	SNMP thresholding on interface 172.16.31.13 failed.
<input type="checkbox"/>	45779	Warning	4/13/2009 10:00:15 AM	/Subnetwork #2/Cent...	NMS_IP_PBX_31...	172.16.31.16	SNMP	SNMP thresholding on interface 172.16.31.16 failed.
<input type="checkbox"/>	45778	Warning	4/13/2009 9:59:51 AM	/AddPac/Branch GX	UMS slave	172.17.113.201	SNMP	SNMP data collection on interface 172.17.113.201 failed.
<input type="checkbox"/>	45777	Warning	4/13/2009 9:59:46 AM	/AddPac/Branch GX	UMS slave	172.17.113.201	SNMP	SNMP data collection on interface 172.17.113.201 failed.
<input type="checkbox"/>	45776	Warning	4/13/2009 9:59:42 AM	/AddPac/HeadQuarter	UMS server(our co...	61.33.161.43	SNMP	SNMP data collection on interface 61.33.161.43 failed.
<input type="checkbox"/>	45775	Warning	4/13/2009 9:59:41 AM	/AddPac/HeadQuarter	UMS server(our co...	61.33.161.43	SNMP	SNMP data collection on interface 61.33.161.43 failed.
<input type="checkbox"/>	45774	Warning	4/13/2009 9:59:36 AM	/Subnetwork #2/Cent...	NMS_SOHO_PBX	172.16.19.50	SNMP	SNMP data collection on interface 172.16.19.50 failed.
<input type="checkbox"/>	45773	Warning	4/13/2009 9:59:33 AM	/Subnetwork #2/Cent...	NMS_SOHO_PBX	172.16.19.50	SNMP	SNMP data collection on interface 172.16.19.50 failed.
<input type="checkbox"/>	45772	Warning	4/13/2009 9:59:32 AM	/Subnetwork #2/Cent...	NMS_SOHO_PBX	172.16.19.50	SNMP	SNMP data collection on interface 172.16.19.50 failed.
<input type="checkbox"/>	45771	Warning	4/13/2009 9:59:27 AM	/Subnetwork #2/Cent...	NMS_SOHO_PBX	172.16.19.50	SNMP	SNMP data collection on interface 172.16.19.50 failed.
<input type="checkbox"/>	45770	Warning	4/13/2009 9:59:24 AM	/Subnetwork #2/Cent...	NMS_SOHO_PBX	172.16.19.50	SNMP	SNMP data collection on interface 172.16.19.50 failed.
<input type="checkbox"/>	45769	Warning	4/13/2009 9:59:23 AM	/Subnetwork #2/Cent...	NMS_SOHO_PBX	172.16.19.50	SNMP	SNMP data collection on interface 172.16.19.50 failed.
<input type="checkbox"/>	45768	Warning	4/13/2009 9:59:18 AM	/AddPac/Branch AQ	NMS_IP_PBX_31...	172.16.31.13	SNMP	SNMP data collection on interface 172.16.31.13 failed.
<input type="checkbox"/>	45767	Warning	4/13/2009 9:59:15 AM	/AddPac/Branch AQ	NMS_IP_PBX_31...	172.16.31.13	SNMP	SNMP data collection on interface 172.16.31.13 failed.

**Summary Table:**

Site	Device Name	IP Address	Service	Message
/AddPac/Branch GX	00_RBT_server			device 00_RBT_server's all services are down.
/AddPac/HeadQuarter	5th floor meeting...			device 5th floor meeting room phone device, all services are down.
/Subnetwork #2/Cent...	NMS_SOHO_PBX			device NMS_SOHO_PBX, all services are down.
<input type="checkbox"/>	9495	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Slave 172.17.113.41
<input type="checkbox"/>	9494	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Master 172.17.113.40
<input type="checkbox"/>	9418	4/9/2009 2:20:01 PM	/AddPac/Branch GX	00_IVR_server
<input type="checkbox"/>	9396	4/9/2009 10:57:37 AM	/AddPac/Branch AQ	NMS_IP_PBX_3...
<input type="checkbox"/>	9239	4/6/2009 7:49:20 PM	/AddPac/Branch AQ	NMS Camera 2 172.16.253.118

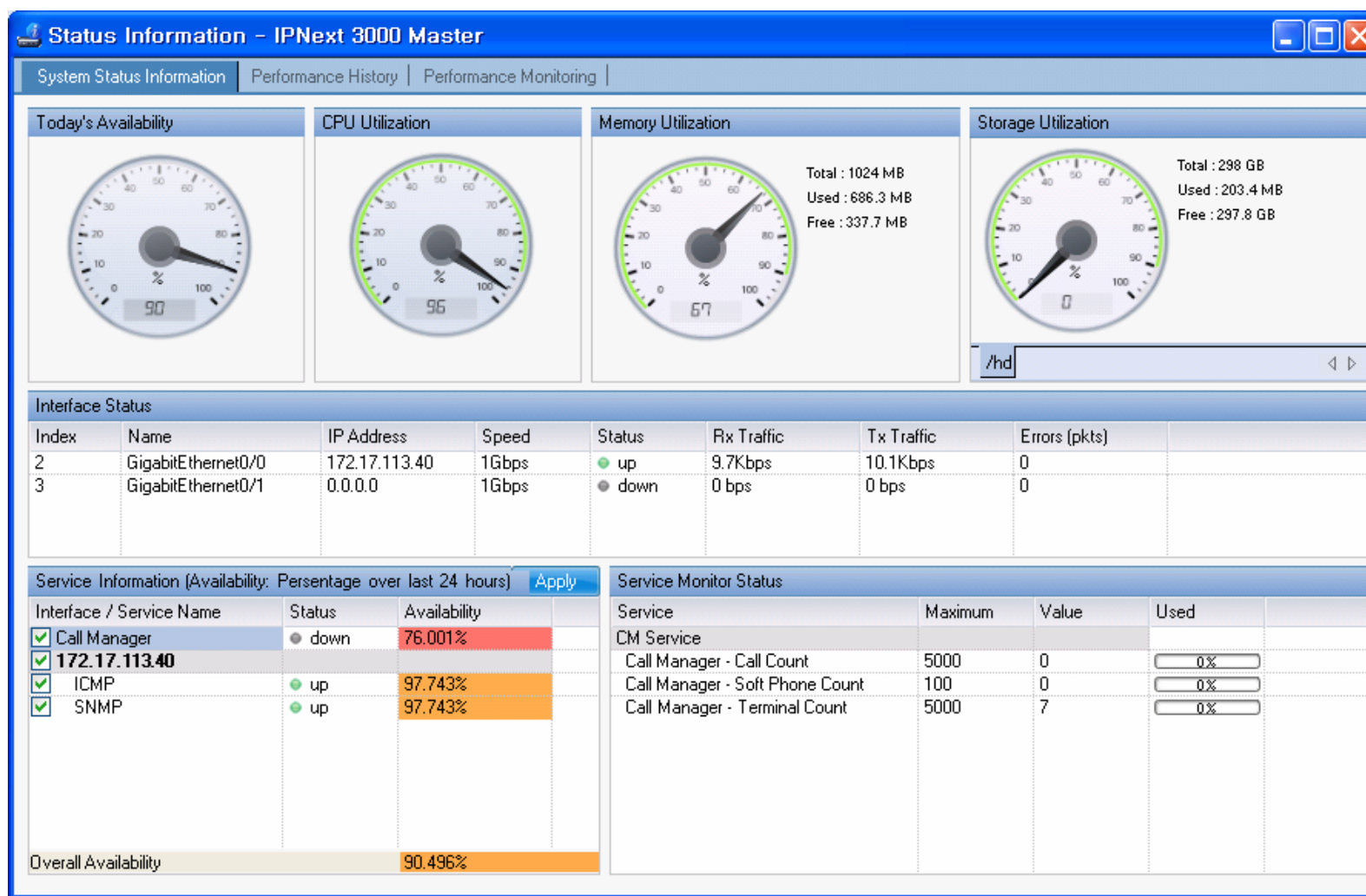
Can view all events for devices with search condition

summarize daily event statistics data

# Device Status Information

- System Performance Information (CPU, HDD, Memory,...)
- Provide device current service status (up/down)
- Provide device main status (max value vs current value)
- Display Graph Series with System Performance Information
- Monitor Main Status Flow with System Monitoring View

# Device Status Information

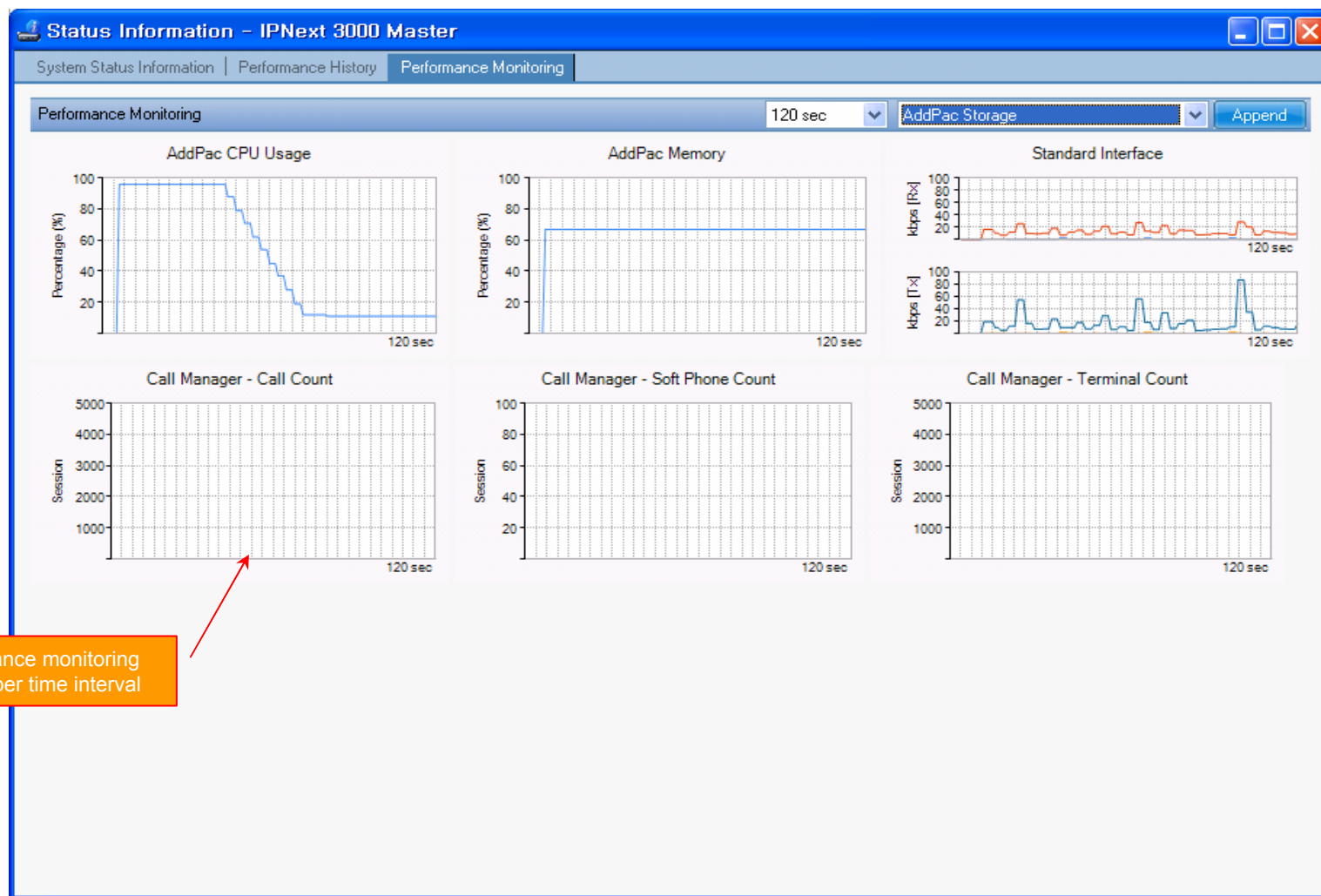


# Device Status Information

performance analysis graph for last 24 hours



# Device Status Information



# Notification Management

- Notify administrator for important event such as critical device fault when proper action needs
- Provide several notification channel such as SMS, e-mail, alarm lamp
- Notification channel configuration for each event
- Manage notification with device category such as Server, Terminal, PC, etc
- Provide Alarm with audible (play sound), visible (alarm lamp) form

# Event Notification Management

**apply notification policy with event-based filter**  
(example : notify me when network link of device is downed through SMS, e-mail)

**specify category when each event occurs**

**describe notification message content for e-mail or SMS**

**Event Notification Properties**

Notification Name: serviceUnresponsive  
 Description: test  
 Event: Node event: serviceUnresponsive  
 Destination Path: default  
 Notification Type: sms, alarmLamp, email  
 Current Rule: IPADDR IPLIKE \*\*\*\*  
 Apply Category: Desktop, Network Camera, Phone, Server, Switch  
 Email Subject: Notice #noticeid%: %service% service on %interfaceresolve% (%interface%)  
 Text Message: The %service% poll to interface %interfaceresolve% (%interface%) on node %nodelabel% successfully completed a synthetic connection to the service listener on the remote machine. However, the synthetic transaction failed to complete within %iparm(timeout)% milliseconds, over %iparm(attempts)% attempts. This event will NOT impact service level agreements, but may be an indicator of other problems on that node.

Name	Service...	Availability
AddPac		
Branch AQ		
NMS Camera	6 of 12	50.000 %
NMS_IP_PBX...	3 of 3	0.000 %
Branch GX		
00_IVR_server	3 of 3	0.000 %
00_IVR_slave...	3 of 3	0.000 %
00_PS_server	3 of 3	0.000 %
00_PS_slave...	2 of 3	33.333 %
00_RBT_server	3 of 3	0.000 %
IPNext 3000 ...	1 of 3	66.667 %
IPNext 3000 S...	1 of 3	66.667 %
UMS slave	3 of 3	0.000 %
HeadQuarter		
5th floor meeti...	1 of 1	0.000 %
UMS server(o...	3 of 3	0.000 %
Subnetwork #2		
Center		
NMS_SOHO_...	2 of 2	0.000 %

Notification Name	Event	Destination Path	Description
serviceUnresponsive	Node event: serviceUnresponsive	NMS Admin	test
serviceResponsive	Node event: serviceResponsive	NMS Admin	
interfaceDown	Node event: interfaceDown	NMS Admin	
nodeDown	Node event: nodeDown	NMS Admin	
interfaceUp	Node event: interfaceUp	NMS Admin	
nodeUp	Node event: nodeUp	NMS Admin	
nodeLostService	Node event: nodeLostService	NMS Admin	
nodeRegainedService	Node event: nodeRegainedService	NMS Admin	
coldStart	SNMP Cold Start	NMS Admin	
warmStart	SNMP Trap: SNMP Warm Start	NMS Admin	
authenticationFailure	SNMP Trap: SNMP Authn Failure	NMS Admin	
serviceDeleted	Node event: serviceDeleted	NMS Admin	
nodeAdded	Node event: nodeAdded	NMS Admin	
nodeInfoChanged	Node event: nodeInfoChanged	NMS Admin	
interfaceDeleted	Node event: interfaceDeleted	NMS Admin	
High Threshold	highThresholdExceeded	NMS Admin	
Low Threshold	lowThresholdExceeded	NMS Admin	
High Threshold Rearmed	highThresholdRearmed	NMS Admin	
Low Threshold Rearmed	lowThresholdRearmed	NMS Admin	

Ack	ID	Send Time	Site	Device Name	IP Address	Service	Message
<input type="checkbox"/>	9535	4/10/2009 9:26:04 PM	/AddPac/Branch GX	00_RBT_server			device 00_RBT_server's all services...
<input type="checkbox"/>	9527	4/10/2009 5:34:10 PM	/AddPac/HeadQuarter	5th floor meeting...			
<input type="checkbox"/>	9502	4/10/2009 3:34:29 PM	/Subnetwork #2/Cent.	NMS_SOHO_PBX			
<input type="checkbox"/>	9495	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Slave	172.17.113.41	Call Manager	
<input type="checkbox"/>	9494	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Master	172.17.113.40	Call Manager	
<input type="checkbox"/>	9418	4/9/2009 2:20:01 PM	/AddPac/Branch GX	00_IVR_server			
<input type="checkbox"/>	9396	4/9/2009 10:57:37 AM	/AddPac/Branch GX	NMS_IP_PBX_3...			
<input type="checkbox"/>	9239	4/6/2009 7:49:20 PM	/AddPac/Branch AQ	NMS Camera 2	172.16.253.118		

# Event Notification Management

The screenshot shows the Smart NMS interface with the 'Event Notification' tab selected. A 'Destination Path Properties' dialog box is open, showing the configuration for a destination path named 'default'. The dialog includes a table for defining notification channels:

Notification Type	Target	Auto Notify
alarmLamp	alarmLamp	on
email	admin	on
sms	admin	on

A red callout box points to the 'alarmLamp' entry in the table, with the text: "define notification channel such as e-mail, sms, or alarmlamp".

Below the dialog, the 'Your Outstanding Notices (18)' table is visible, showing a list of notifications with columns for Ack, ID, Send Time, Site, Device Name, IP Address, Service, and Message.

Ack	ID	Send Time	Site	Device Name	IP Address	Service	Message
<input type="checkbox"/>	9535	4/10/2009 9:26:04 PM	/AddPac/Branch GX	00_RBT_server			device 00_RBT_server's all services are down.
<input type="checkbox"/>	9527	4/10/2009 5:34:10 PM	/AddPac/HeadQuarter	5th floor meeting...			device 5th floor meeting room phone device, all services are down.
<input type="checkbox"/>	9502	4/10/2009 3:34:29 PM	/Subnetwork #2/Cent...	NMS_SOHD_PBX			device NMS_SOHD_PBX, all services are down
<input type="checkbox"/>	9495	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Slave	172.17.113.41	Call Manager	interface 172.17.113.41 (172.17.113.41) device (IPNext 3000 Slave) service Call Manager 2009-4-10 11:37:12 failed
<input type="checkbox"/>	9494	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Master	172.17.113.40	Call Manager	interface 172.17.113.40 (172.17.113.40) device (IPNext 3000 Master) service Call Manager 2009-4-10 11:37:12 failed
<input type="checkbox"/>	9418	4/9/2009 2:20:01 PM	/AddPac/Branch GX	00_IVR_server			device 00_IVR_server all services are down.
<input type="checkbox"/>	9396	4/9/2009 10:57:37 AM	/AddPac/Branch AQ	NMS_IP_PBX_3...			device NMS_IP_PBX_31.13 all services down.
<input type="checkbox"/>	9239	4/6/2009 7:49:20 PM	/AddPac/Branch AQ	NMS Camera 2	172.16.253.118		device (NMS Camera 2) interface 172.16.253.118 (172.16.253.118) not response or delete by administrator



# Event Notification Management

The screenshot displays the Smart Network Management System (NMS) interface. The main window shows a tree view of network devices and their availability. Two dialog boxes are open: 'Destination Path Properties' and 'Target Properties'. The 'Target Properties' dialog is the focus, showing the configuration for event notifications. The 'Notification Type' is set to 'sms'. The 'Target Information' section has 'Send to select user:' selected, with 'Account Administrator' chosen from the dropdown. An orange callout box points to this dropdown with the text: "user account (administrator) setting for SMS, E-mail Notification or specify e-mail address or SMS phone number".

Notification Type	Target	Auto Notify
alarmLamp	alarmLamp	on
email	admin	on
sms	admin	on

Ack	ID	Send Time	Site	Device Name	IP Address	Message
<input type="checkbox"/>	9535	4/10/2009 9:26:04 PM	/AddPac/Branch GX	00_RBT_server		device 00_RBT_server's all services are down.
<input type="checkbox"/>	9527	4/10/2009 5:34:10 PM	/AddPac/HeadQuarter	5th floor meeti...		device 5th floor meeting room phone device, all services are down.
<input type="checkbox"/>	9502	4/10/2009 3:34:29 PM	/Subnetwork #2/Cent...	NMS_SOHO_PBX		device NMS_SOHO_PBX, all services are down
<input type="checkbox"/>	9495	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Slave	172.17.113.41	interface 172.17.113.41 (172.17.113.41) device (IPNext 3000 Slave) service Call Manager 2009-4-10 11:37:12 failed
<input type="checkbox"/>	9494	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Master	172.17.113.40	interface 172.17.113.40 (172.17.113.40) device (IPNext 3000 Master) service Call Manager 2009-4-10 11:37:12 failed
<input type="checkbox"/>	9418	4/9/2009 2:20:01 PM	/AddPac/Branch GX	00_IVR_server		device 00_IVR_server all services are down.
<input type="checkbox"/>	9396	4/9/2009 10:57:37 AM	/AddPac/Branch AQ	NMS_IP_PBX_3...		device NMS_IP_PBX_31.13 all services down.
<input type="checkbox"/>	9239	4/6/2009 7:49:20 PM	/AddPac/Branch AQ	NMS Camera 2	172.16.253.118	device (NMS Camera 2) interface 172.16.253.118 (172.16.253.118) not response or delete by administrator

# Configuration

Smart Network Management System - Windows Internet Explorer

http://172.16.31.20/smartnms.htm

NMS Account Configuration Monitoring Notification Fault Statistics View Help

Current Outage Devices [13] Site

Name	Service...	Availability
AddPac		
Branch AQ		
NMS Camera	6 of 12	50.000 %
NMS_IP_PBX...	3 of 3	0.000 %
Branch GX		
00_IVR_server	3 of 3	0.000 %
00_IVR_slave...	3 of 3	0.000 %
00_PS_server	3 of 3	0.000 %
00_PS_Slave...	2 of 3	33.333 %
00_FBT_server	3 of 3	0.000 %
IPNext 3000 ...	1 of 3	66.667 %
IPNext 3000 S...	1 of 3	66.667 %
UMS slave	3 of 3	0.000 %
HeadQuarter		
5th floor meeti	1 of 1	0.000 %
UMS server(o...	3 of 3	0.000 %
Subnetwork #2		
Center		
NMS_S0HD_...	2 of 2	0.000 %

Configure Notification

External Notification Alarm Lamp

E-Mail SMS

Sender Email Address nms@addpac.com

SMTP Server Host 61.33.161.2

Authentication

Username

Password

Help Ok Cancel

global notification channel configuration

Your Outstanding Notices [18]

Ack	ID	Send Time	Site	Device Name	IP Address	Service	Message
<input type="checkbox"/>	9535	4/10/2009 9:26:04 PM	/AddPac/Branch GX	00_FBT_server			device 00_FBT_server's all services are down.
<input type="checkbox"/>	9527	4/10/2009 5:34:10 PM	/AddPac/HeadQuarter	5th floor meeting...			device 5th floor meeting room phone device, all services are down.
<input type="checkbox"/>	9502	4/10/2009 3:34:29 PM	/Subnetwork #2/Cent...	NMS_S0HD_PBX			device NMS_S0HD_PBX, all services are down
<input type="checkbox"/>	9495	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Slave	172.17.113.41	Call Manager	interface 172.17.113.41 (172.17.113.41) device (IPNext 3000 Slave) service
<input type="checkbox"/>	9494	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Master	172.17.113.40	Call Manager	interface 172.17.113.40 (172.17.113.40) device (IPNext 3000 Master) service Call Manager 2009-4-10 11:37:12 failed
<input type="checkbox"/>	9418	4/9/2009 2:20:01 PM	/AddPac/Branch GX	00_IVR_server			device 00_IVR_server all services are down.
<input type="checkbox"/>	9396	4/9/2009 10:57:37 AM	/AddPac/Branch AQ	NMS_IP_PBX_3...			device NMS_IP_PBX_31.13 all services down.
<input type="checkbox"/>	9239	4/6/2009 7:49:20 PM	/AddPac/Branch AQ	NMS Camera 2	172.16.253.118		device (NMS_Camera 2) interface 172.16.253.118 (172.16.253.118) not response or delete by administrator

Your Outstanding Notices [18] All Outstanding Notices [18]

4/13/2009 11:26:16 AM 172.16.31.20:5101 admin Version 1.2.3984

# Audible & Visible Alarm

Smart Network Management System - Windows Internet Explorer

http://172.16.31.20/smartnms.htm

Smart Network Management System

NMS Account Configuration Monitoring Notification Fault Statistics View Help

notify operator (or administrator)  
1. Alarm lamp blink (on&off) (visible)  
2. play alarm sound (audible)

can synchronize with alarm lamp equipment

Site	Type	Outages	Availability	Description
AddPac	Sub Netw...	32 / 12 / 32	92%	AddPac Technology C...
Seoul	Sub Netw...	2 / 1 / 2	93%	Seoul subnetwork

Device Categories	Outages	Availability
Desktop	0 / 0 / 1	100%
Network Camera	6 / 1 / 2	57%
Phone	1 / 1 / 3	66%
Server	27 / 11 / 22	42%
Switch	0 / 0 / 0	100%
VoIP Gateway	0 / 0 / 6	100%

Overall Availability		34 / 13 / 34	27.690 %
Overall Categories Availability		34 / 13 / 34	49.470 %

Ack	ID	Send Time	Site	Device Name	IP Address	Service	Message
<input type="checkbox"/>	9535	4/10/2009 9:26:04 PM	/AddPac/Branch GX	00_RBT_server			device 00_RBT_server's all services are down.
<input type="checkbox"/>	9527	4/10/2009 5:34:10 PM	/AddPac/HeadQuater	5th floor meeting...			device 5th floor meeting room phone device, all services are down.
<input type="checkbox"/>	9502	4/10/2009 3:34:29 PM	/Subnetwork #2/Cent...	NMS_S0HQ_PBX			device NMS_S0HQ_PBX, all services are down
<input type="checkbox"/>	9495	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Slave	172.17.113.41	Call Manager	interface 172.17.113.41 (172.17.113.41) device (IPNext 3000 Slave) service Call Manager 2009-4-10 11:37:12 failed.
<input type="checkbox"/>	9494	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Master	172.17.113.40	Call Manager	interface 172.17.113.40 (172.17.113.40) device (IPNext 3000 Master) service Call Manager 2009-4-10 11:37:12 failed
<input type="checkbox"/>	9418	4/9/2009 2:20:01 PM	/AddPac/Branch GX	00_IVR_server			device 00_IVR_server all services are down.
<input type="checkbox"/>	9396	4/9/2009 10:57:37 AM	/AddPac/Branch AQ	NMS_IP_PBX_3...			device NMS_IP_PBX_31.13 all services down.
<input type="checkbox"/>	9239	4/6/2009 7:49:20 PM	/AddPac/Branch AQ	NMS Camera 2	172.16.253.118		device (NMS Camera 2) interface 172.16.253.118 (172.16.253.118) not response or delete by administrator
<input type="checkbox"/>	9238	4/6/2009 7:49:20 PM	/AddPac/Branch AQ	NMS Camera 2	172.16.253.118	ICMP	device (NMS Camera 2) interface 172.16.253.118 (172.16.253.118) service ICMP not response or deleted by administrator
<input type="checkbox"/>	9237	4/6/2009 7:49:20 PM	/AddPac/Branch AQ	NMS Camera 2	172.16.253.118	SNMP	device (NMS Camera 2) interface 172.16.253.118 (172.16.253.118) service SNMP not response or deleted by administrator
<input type="checkbox"/>	9236	4/6/2009 7:41:25 PM	/AddPac/Branch AQ	NMS Camera 2	172.16.253.118	ICMP	device(NMS Camera 2) interface 172.16.253.118 (172.16.253.118) service ICMP not response or deleted by administrator
<input type="checkbox"/>	9235	4/6/2009 7:41:25 PM	/AddPac/Branch AQ	NMS Camera 2	172.16.253.118	SNMP	device(NMS Camera 2) interface 172.16.253.118 (172.16.253.118) service SNMP not response or deleted by administrator

4/13/2009 11:52:14 AM 172.16.31.20:5101 admin Version 1.2.3384

# Fault Statistics

- analyze for a fault event with graph and detailed list data
- Report form generation and print out for statistics result

# Fault Statistics

The screenshot displays the Smart Network Management System (NMS) interface. The search condition is set to 'Hour' for '4/ 9/2009' from '00:00' to '23:00' for 'Site' 'Branch A, Branch AQ, B'. The bar chart shows fault counts for various sites: Seoul, HeadQuarter, Center, Branch TG, Branch KT, Branch GX, Branch B, Branch AQ, and Branch A. The detailed data table for 4/9/2009 shows fault counts for each site throughout the day, with a total of 118 faults.

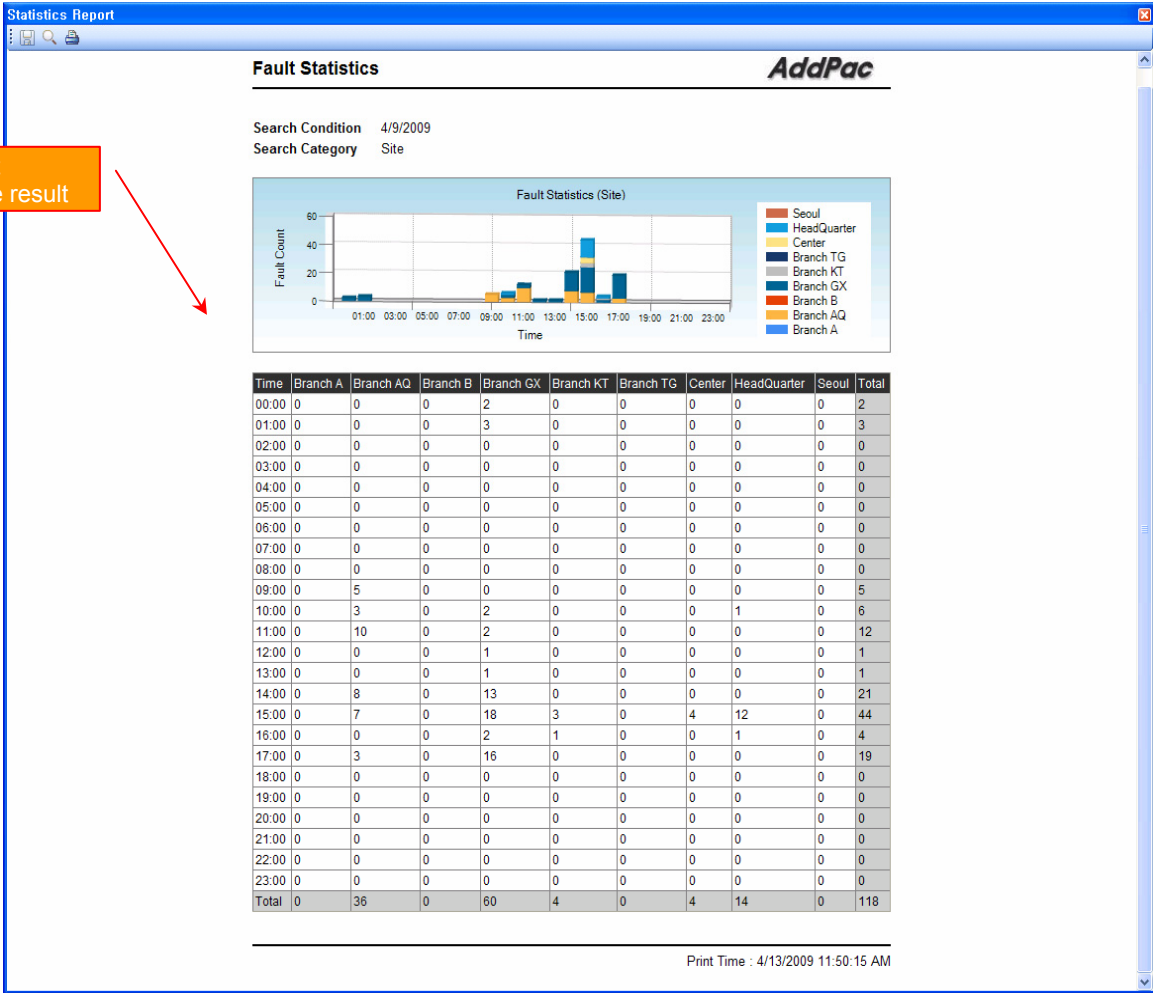
Time	Branch A	Branch AQ	Branch B	Branch GX	Branch KT	Branch TG	Center	HeadQuarter	Seoul	Total
07:00	0	0	0	0	0	0	0	0	0	0
08:00	0	0	0	0	0	0	0	0	0	0
09:00	0	5	0	0	0	0	0	0	0	5
10:00	0	3	0	2	0	0	0	1	0	6
11:00	0	10	0	2	0	0	0	0	0	12
12:00	0	0	0	1	0	0	0	0	0	1
13:00	0	0	0	1	0	0	0	0	0	1
14:00	0	8	0	13	0	0	0	0	0	21
15:00	0	7	0	18	3	0	4	12	0	44
16:00	0	0	0	2	1	0	0	1	0	4
17:00	0	3	0	16	0	0	0	0	0	19
18:00	0	0	0	0	0	0	0	0	0	0
19:00	0	0	0	0	0	0	0	0	0	0
20:00	0	0	0	0	0	0	0	0	0	0
21:00	0	0	0	0	0	0	0	0	0	0
22:00	0	0	0	0	0	0	0	0	0	0
23:00	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>36</b>	<b>0</b>	<b>60</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>14</b>	<b>0</b>	<b>118</b>

display graph for fault statistics with various search condition

display detailed data for fault statistics

# Fault Statistics – Report Generation

report generation for fault statistics and print out the result



# Model & Service Management

- Define new model with provided template image & properties
- Customize data collection with standard protocol such as TCP, SNMP

# Device Model Management

manage device model with various properties such as model image

model image repository for selection

Model Name	Category
AP-IP200	Phone
AP-IP300	Phone
AP-IPC	Network Camera
AP-IPC250M	Network Camera
AP-IVR1000	Server
AP-MC1000	Server
AP-MC3000	Server
AP-MC5000	Server
AP-NR2000	Server
AP-PS2000	Server
AP-RBT1000	Server
AP-RS2000	Server
AP-UMS1000	Server
AP-UMS2000	Server
AP-VC2000	Phone
AP-VP200	Phone
AP-VP300	Phone
AP-VP350	Phone
AP-VP500	Phone
IPNext100	Server
IPNext1000	Server
IPNext180	Server
IPNext200	Server

Model Name	Category	IP Address
00_RBT_server		
5th_floor_meeting...		
NMS_50HO_PBX		
IPNext 3000 Slave	Call Manager	172.17.113.41
IPNext 3000 Master	Call Manager	172.17.113.40
00_IVR_server		
NMS_IP_PBX_3...		
NMS Camera 2		172.16.253.118
NMS Camera 2	ICMP	172.16.253.118
NMS Camera 2		172.16.253.11
NMS Camera 2		172.16.253.11



# Service Definition

The screenshot displays the Smart Network Management System (NMS) interface. The main window shows a tree view of sites and a table of services. A 'Service Properties' dialog box is open, showing the configuration for the 'Camera Operation Status' service. The dialog has two tabs: 'General' and 'SNMP'. The 'General' tab is active, showing the service name, protocol (SNMP), port (161), interval (30000 msec), timeout (3000 msec), and retry (3). The 'SNMP' tab is also visible, showing the service OID (1.3.6.1.4.1.4855.7.51.1.3.0) and a service condition (Operator: =, Operand: 1).

**Service Properties Dialog (General Tab):**

Service Name	Camera Operation Status
Protocol	SNMP
Port	161
Interval	30000 (msec)
Timeout	3000 (msec)
Retry	3

**Service Properties Dialog (SNMP Tab):**

Service OID	1.3.6.1.4.1.4855.7.51.1.3.0
Service Condition	Operator: =, Operand: 1

**Service List Table:**

Service Name	Protocol	Port
Call Manager	SNMP	161
Presence	SNMP	161
Media	SNMP	161
IPX	SNMP	161
RtpProxy	SNMP	161
MCU	SNMP	161
IVR	SNMP	161
Recording	SNMP	161
Tomcat	TCP	8080
FTP	TCP	21
Camera Pan	SNMP	161
Camera Tilt	SNMP	161
Camera Zoom	SNMP	161
Camera Operation Status	SNMP	161

**Your Outstanding Notices (18) Table:**

Ack	ID	Send Time	Site	Device Name	IP Address	Service	Message
<input type="checkbox"/>	9535	4/10/2009 9:26:04 PM	/AddPac/Branch GX	00_RBT_server			device 00_RBT_serv
<input type="checkbox"/>	9527	4/10/2009 5:34:10 PM	/AddPac/HeadQuarter	5th floor meeting...			device 5th floor meet
<input type="checkbox"/>	9502	4/10/2009 3:34:29 PM	/Subnetwork #2/Cent...	NMS_SDHD_PBX			device NMS_SDHD_
<input type="checkbox"/>	9495	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Slave	172.17.113.41	Call Manager	interface 172.17.113
<input type="checkbox"/>	9494	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Master	172.17.113.40	Call Manager	Call Manager 2009-4
<input type="checkbox"/>	9418	4/9/2009 2:20:01 PM	/AddPac/Branch GX	00_IVR_server			interface 172.17.113
<input type="checkbox"/>	9396	4/9/2009 10:57:37 AM	/AddPac/Branch AQ	NMS_IP_PBX_3...			device NMS_IP_PBX
<input type="checkbox"/>	9239	4/6/2009 7:49:20 PM	/AddPac/Branch AQ	NMS Camera 2	172.16.253.118		device (NMS Camera
<input type="checkbox"/>	9238	4/6/2009 7:49:20 PM	/AddPac/Branch AQ	NMS Camera 2	172.16.253.118	ICMP	response or delete by
<input type="checkbox"/>	9237	4/6/2009 7:49:20 PM	/AddPac/Branch AQ	NMS Camera 2	172.16.253.118	SNMP	device (NMS Camera
<input type="checkbox"/>	9236	4/6/2009 7:41:25 PM	/AddPac/Branch AQ	NMS Camera 2	172.16.253.118	ICMP	SNMP not response o

define the service for data collection, current status with standard protocol such as TCP or SNMP



# Thank you!

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