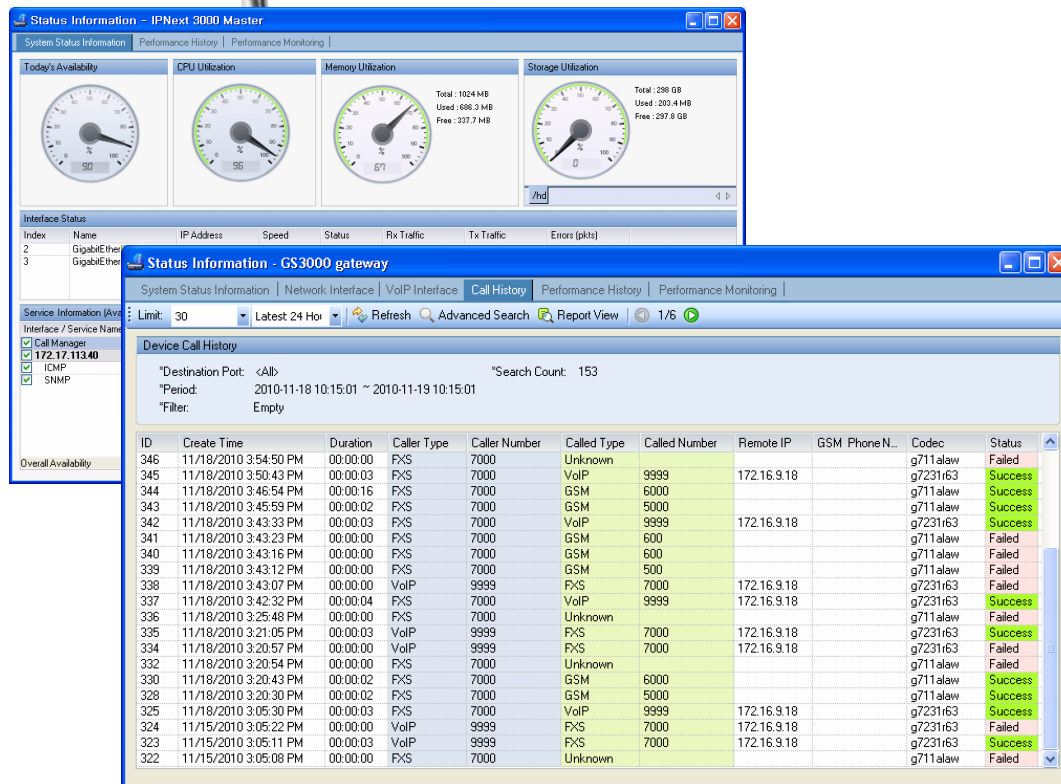


Smart GSM NMS

Smart Network Management System

Smart GSM NMS Overview



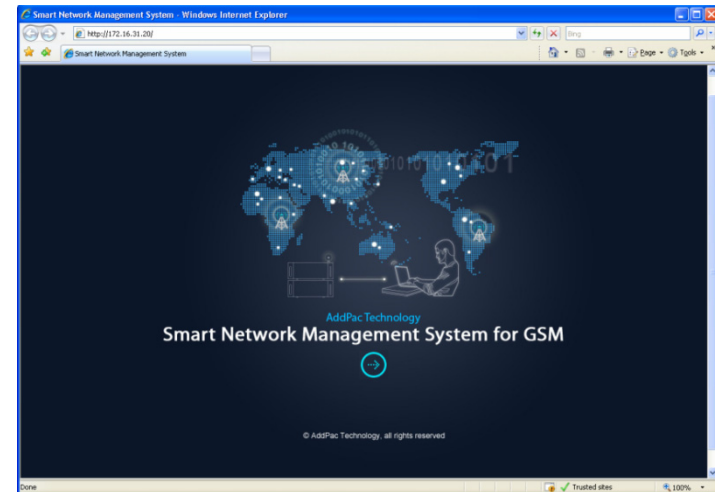
AddPac

AddPac Technology

2010, Sales and Marketing

Contents

- System Requirement
- Smart NMS Networking Diagram
- Web-based Management
- Network Resource Management
- Device Fault Management
- Device Fault History Management
- Device Status Information
- **GSM Gateway Management**
 - System Status
 - Network Interface
 - GSM, VoIP Interface
 - Call History
 - Performance History & Monitoring
- Notification Management
- Fault Statistics
- **Call Statistics for GSM**
- Model & Service Management



System Requirement

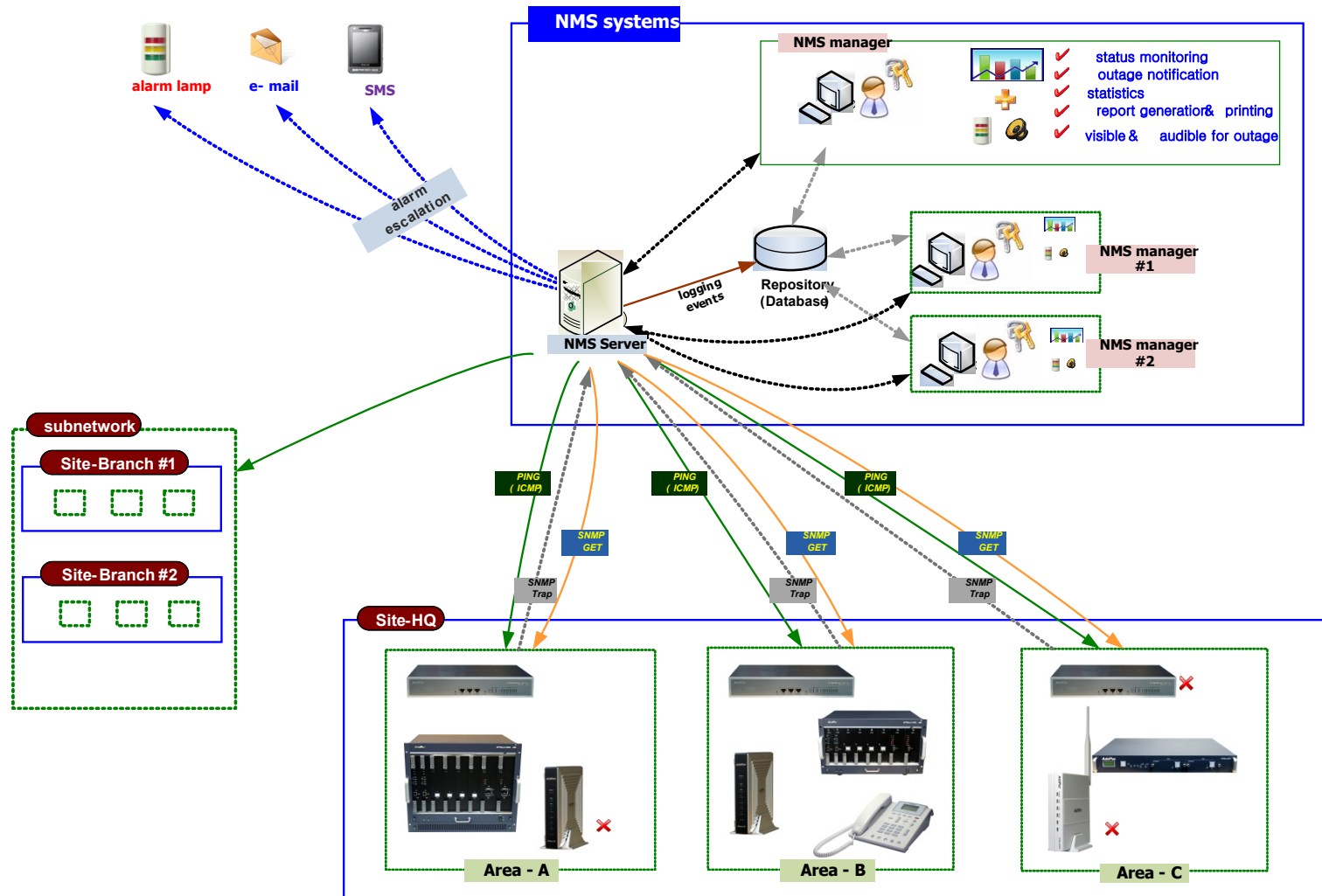
NMS Server

- 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

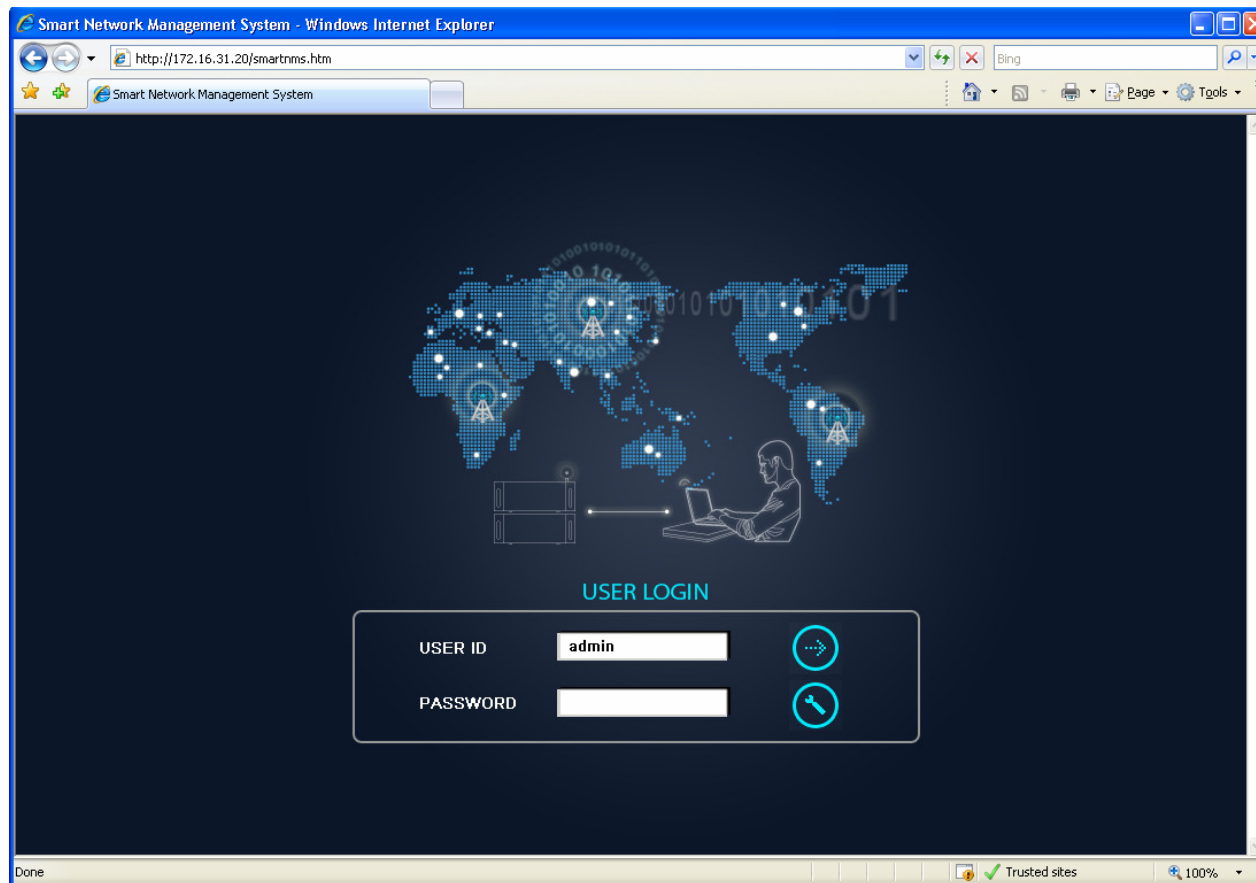
The screenshot displays a Windows Internet Explorer browser window titled "Smart Network Management System - Windows Internet Explorer" with the address bar showing "http://172.16.31.20/". The main content area features a dark blue background with a world map, server racks, and a person at a laptop. The text "AddPac Technology Network Management System for GSM" is prominently displayed. Two dialog boxes are overlaid on the browser window:

- Launching Application:** A blue dialog box with a close button. It contains a progress bar and the text: "Verifying application requirements. This may take a few moments."
- (61%) Downloading installnms:** A blue dialog box with a close button. It contains a progress bar and the text: "Downloading installnms. This may take several minutes. You can use your computer to do other tasks during the installation." Below the progress bar, it shows: "Name: installnms", "From: 172.16.31.20", and "Downloading: 6.29 MB of 10.1 MB". A "Cancel" button is at the bottom.

Two yellow callout boxes with arrows point to specific elements:

- Automatic version check:** Points to the top of the "Launching Application" dialog box.
- New S/W version update:** Points to the status bar at the bottom of the browser window, which shows "Done" and "Trusted sites".

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 AddPac, Seoul, and various branches. A context menu is open over the tree, with 'Execute SMM' highlighted. In the center, a table lists device categories such as Desktop, Network Camera, Phone, Server, Switch, and VoIP Gateway. On the right, a 'User Properties' dialog box is open, showing a selection of site nodes for assignment to a user. Three orange callout boxes provide additional context: one points to the tree structure, another to the 'Execute SMM' menu item, and a third to the 'User Properties' dialog.

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

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

current device fault list with hierarchy view

current device fault event message are shown as below

site device fault summary

overall total device fault statistics

device fault summary for category (classification)

Smart Network Management System - Windows Internet Explorer
 http://172.16.31.20/smartnms.htm

Current Outage Devices (11)

Name	Service...	Availability
AddPac		
Branch AQ		
NMS Camera	6 of 12	46.937 %
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	32.740 %
IPNext 3000 ...	1 of 3	90.608 %
IPNext 3000 S...	1 of 3	90.623 %
UMS slave	3 of 3	0.000 %
HeadQuarter		
UMS server(o...	3 of 3	0.000 %
Subnetwork #2		
Center		
NMS_SOHO_...	2 of 2	98.115 %

Service Outages

Site	Type	Outages	Availability	Description
AddPac	Sub Netw...	28 / 10 / 32	53%	AddPac Technology C...
Seoul	Sub Netw...	2 / 1 / 2	98%	Seoul subnetwork

Overall Availability 30 / 11 / 34 78.650 %

Device Categories

Category	Outages	Availability
Desktop	0 / 0 / 1	100%
Network Camera	6 / 1 / 2	54%
Phone	0 / 0 / 3	98%
Server	24 / 10 / 22	58%
Switch	0 / 0 / 0	100%
VoIP Gateway	0 / 0 / 6	98%

Overall Categories Availability 30 / 11 / 34 61.282 %

Your Outstanding Notices (16)

Ack	ID	Send Time	Site	Device Name	IP Address	Service	Message
<input checked="" type="checkbox"/>	9502	4/10/2009 3:34:29 PM	/Subnetwork #2/Center	NMS_SOHO_PBX			device NMS_SOHO_PBX, all services are down
<input checked="" 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 checked="" 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 checked="" 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 checked="" type="checkbox"/>	9396	4/9/2009 10:57:37 AM	/AddPac/Branch AQ	NMS_IP_PBX_31.13			device (NMS Camera 2) interface 172.16.253.118 (172.16.253.118) not response or deleted by administrator
<input checked="" 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) service ICMP not response or deleted by administrator
<input checked="" 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 SNMP not response or deleted by administrator
<input checked="" 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 ICMP not response or deleted by administrator
<input checked="" 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 checked="" 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

4/10/2009 4:17:43 PM 172.16.31.20:5101 admin Version 1.2.3384

Device Fault Management

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

ACK ID	Send Time	Site	Device Name	IP Address	Service	Message
9525	4/10/2009 5:21:06 PM	/AddPac/Branch GX	00_Nr_server	172.17.111.21	SNMP	인터페이스 172.17.111.21 (172.17.111.21)의 장비명(00_Nr_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.

Device Fault Management

The screenshot displays the Smart NMS interface in a Windows Internet Explorer browser. The main content area shows a 'Device Monitoring' view with a grid of device status icons. The grid is organized by site and device type. A red arrow points to the 'NMS Camera' device, which is highlighted with a red box. A text box with an orange background contains the text 'device status matrix with small view mode'.

Below the device status matrix, there is a table titled 'Your Outstanding Notices (18)'. The table has columns for Ack, ID, Send Time, Site, Device Name, IP Address, Service, and Message. The messages describe various device faults, such as 'device 00_RBT_server's all services are down' and 'device NMS_Camera 2 interface 172.16.253.118 (172.16.253.118) not response or deleted by administrator'.

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_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	Call Manager	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 deleted 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

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

daily fault event summary statistics information

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

The screenshot displays the Smart Network Management System (NMS) interface. At the top, there is a navigation menu with options like NMS, Account, Configuration, Monitoring, Notification, Fault, Statistics, View, and Help. Below this, there are several tabs for different views: Site, Notification Summary, Service Outages, Device Monitoring, Device Group, Device Category, and Device Model. The 'Notification Summary' tab is active, showing a table with columns for Date/Time, Outstanding, and Acknowledge. Below this, the 'Device Monitoring' tab is active, displaying a detailed fault event history table with columns for Ack, ID, Send Time, Site, Device Name, IP Address, Service, Message, and Respond Time. An 'Advanced Search' dialog box is open over the table, allowing users to filter results based on Sub Network, Site, IP Address, Notice Status Type, Message Contains, Level (Severity), Notices After, and Notices Before. The search results show 1 to 20 of 6701 items.

Date/Time	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

Ack	ID	Send Time	Site	Device Name	IP Address	Service	Message	Respond Time
<input 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	4/10/2009 5:51:35 PM
<input type="checkbox"/>	9527	4/10/2009 5:34:10 PM	/AddPac/HeadQuarter	5th floor meeting room phone device			device 5th floor meeting room phone device, all services are down.	4/10/2009 5:35:25 PM
<input type="checkbox"/>	9526	4/10/2009 5:33:42 PM	/AddPac/Branch GX	00_NR_server	172.17.11			4/10/2009 5:22:43 PM
<input type="checkbox"/>	9525	4/10/2009 5:21:06 PM	/AddPac/Branch GX	00_NR_server	172.17.11			4/10/2009 5:17:56 PM
<input type="checkbox"/>	9524	4/10/2009 5:17:29 PM	/AddPac/Branch GX	00_NR_server	172.17.11			4/10/2009 4:03:13 PM
<input type="checkbox"/>	9522	4/10/2009 3:36:26 PM	/AddPac/HeadQuarter	IP_PBX_Slave(our company)				4/10/2009 4:03:13 PM
<input type="checkbox"/>	9521	4/10/2009 3:36:18 PM	/AddPac/HeadQuarter	PS_server(our co...				4/10/2009 4:03:13 PM
<input type="checkbox"/>	9520	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	RBT server(our company)				4/10/2009 4:03:13 PM
<input type="checkbox"/>	9519	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	UMS server #2				4/10/2009 4:03:13 PM
<input type="checkbox"/>	9518	4/10/2009 3:36:09 PM	/AddPac/HeadQuarter	Recording Server (our company)				4/10/2009 4:03:14 PM
<input type="checkbox"/>	9517	4/10/2009 3:36:08 PM	/AddPac/HeadQuarter	company_MCU_s...				4/10/2009 4:03:13 PM
<input type="checkbox"/>	9516	4/10/2009 3:36:00 PM	/AddPac/Branch GX	00_PS_Slave_ser...				4/10/2009 4:02:54 PM
<input type="checkbox"/>	9514	4/10/2009 3:35:50 PM	/AddPac/Branch GX	00_PS_server				4/10/2009 4:02:43 PM
<input type="checkbox"/>	9513	4/10/2009 3:35:41 PM	/AddPac/HeadQuarter	5th floor meeting room phone device				4/10/2009 4:02:44 PM
<input type="checkbox"/>	9512	4/10/2009 3:35:41 PM	/AddPac/HeadQuarter	IP_PBX_Master (our company)				4/10/2009 4:02:43 PM
<input type="checkbox"/>	9511	4/10/2009 3:35:33 PM	/AddPac/Branch KT		172.16.51.12			4/10/2009 4:02:43 PM

Device Fault History Management

The screenshot displays the Smart Network Management System (NMS) interface. The main window shows a table of device faults with columns for Date/Time, Outstanding, Acknowledge, Limit, ID, Send Time, Site, Device Name, IP Address, Service, Message, Responder, and Respond Time. Two pop-up windows are visible: 'Troubleshooting Note (Event ID : 45393)' and 'Troubleshooting Note'. An orange callout box points to the 'Troubleshooting Note' window with the text 'Can write troubleshooting note if needed'.

Date/Time	Outstanding	Acknowledge	Limit	ID	Send Time	Site	Device Name	IP Address	Service	Message	Responder	Respond Time
2009-04-10	4	27	20	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
2009-04-09	2	76		9527	4/10/2009 5:34:10 PM	/AddPac/HeadQuarter	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
2009-04-08	0	96		9526	4/10/2009 5:33:42 PM	/AddPac/Branch GX				interface 172.16.4.180 (172.16.4.180) device(NMS Camera) service SNMP failed at 2009-4-10 5:51:06 PM	to-acknowledged	4/10/2009 5:22:43 PM
2009-04-07	0	40		9525	4/10/2009 5:21:06 PM	/AddPac/Branch GX				interface 172.16.4.180 (172.16.4.180) device(NMS Camera) service SNMP failed at 2009-4-10 5:51:06 PM	to-acknowledged	4/10/2009 5:17:56 PM
2009-04-06	7	489		9524	4/10/2009 5:17:29 PM	/AddPac/Branch GX				interface 172.16.4.180 (172.16.4.180) device(NMS Camera) service SNMP failed at 2009-4-10 5:51:06 PM	to-acknowledged	4/10/2009 4:03:13 PM
2009-04-05	0	722		9522	4/10/2009 3:36:26 PM	/AddPac/HeadQuarter	IP cor			interface 172.16.4.180 (172.16.4.180) device(NMS Camera) service SNMP failed at 2009-4-10 5:51:06 PM	to-acknowledged	4/10/2009 4:03:13 PM
2009-04-04	0	708		9521	4/10/2009 3:36:18 PM	/AddPac/HeadQuarter	PB cor			interface 172.16.4.180 (172.16.4.180) device(NMS Camera) service SNMP failed at 2009-4-10 5:51:06 PM	to-acknowledged	4/10/2009 4:03:13 PM
2009-04-03	1	476		9520	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	cor			interface 172.16.4.180 (172.16.4.180) device(NMS Camera) service SNMP failed at 2009-4-10 5:51:06 PM	to-acknowledged	4/10/2009 4:03:13 PM
2009-04-02	0	248		9519	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	LIM			interface 172.16.4.180 (172.16.4.180) device(NMS Camera) service SNMP failed at 2009-4-10 5:51:06 PM	to-acknowledged	4/10/2009 4:03:13 PM
2009-04-01	0	19		9518	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	Rel			interface 172.16.4.180 (172.16.4.180) device(NMS Camera) service SNMP failed at 2009-4-10 5:51:06 PM	to-acknowledged	4/10/2009 4:03:13 PM
2009-03-31	0	37		9517	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	ter			interface 172.16.4.180 (172.16.4.180) device(NMS Camera) service SNMP failed at 2009-4-10 5:51:06 PM	to-acknowledged	4/10/2009 4:03:13 PM
2009-03-30	0	9		9516	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	00			interface 172.16.4.180 (172.16.4.180) device(NMS Camera) service SNMP failed at 2009-4-10 5:51:06 PM	to-acknowledged	4/10/2009 4:02:54 PM
2009-03-29	0	3		9515	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	00			interface 172.16.4.180 (172.16.4.180) device(NMS Camera) service SNMP failed at 2009-4-10 5:51:06 PM	to-acknowledged	4/10/2009 4:02:43 PM
2009-03-28	0	1		9514	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	00			interface 172.16.4.180 (172.16.4.180) device(NMS Camera) service SNMP failed at 2009-4-10 5:51:06 PM	to-acknowledged	4/10/2009 4:02:44 PM
2009-03-27	0	14		9513	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	00			interface 172.16.4.180 (172.16.4.180) device(NMS Camera) service SNMP failed at 2009-4-10 5:51:06 PM	to-acknowledged	4/10/2009 4:02:43 PM
2009-03-26	0	52		9512	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	00			interface 172.16.4.180 (172.16.4.180) device(NMS Camera) service SNMP failed at 2009-4-10 5:51:06 PM	to-acknowledged	4/10/2009 4:02:43 PM
2009-03-25	0	8		9511	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	00			interface 172.16.4.180 (172.16.4.180) device(NMS Camera) service SNMP failed at 2009-4-10 5:51:06 PM	to-acknowledged	4/10/2009 4:02:43 PM
2009-03-24	0	19		9510	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	00			interface 172.16.4.180 (172.16.4.180) device(NMS Camera) service SNMP failed at 2009-4-10 5:51:06 PM	to-acknowledged	4/10/2009 4:02:43 PM
2009-03-23	0	59		9509	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	00			interface 172.16.4.180 (172.16.4.180) device(NMS Camera) service SNMP failed at 2009-4-10 5:51:06 PM	to-acknowledged	4/10/2009 4:02:43 PM
2009-03-22	0	102		9508	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	00			interface 172.16.4.180 (172.16.4.180) device(NMS Camera) service SNMP failed at 2009-4-10 5:51:06 PM	to-acknowledged	4/10/2009 4:02:43 PM
2009-03-21	0	102		9507	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	00			interface 172.16.4.180 (172.16.4.180) device(NMS Camera) service SNMP failed at 2009-4-10 5:51:06 PM	to-acknowledged	4/10/2009 4:02:43 PM
2009-03-20	0	102		9506	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	00			interface 172.16.4.180 (172.16.4.180) device(NMS Camera) service SNMP failed at 2009-4-10 5:51:06 PM	to-acknowledged	4/10/2009 4:02:43 PM
2009-03-18	0	102		9505	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	00			interface 172.16.4.180 (172.16.4.180) device(NMS Camera) service SNMP failed at 2009-4-10 5:51:06 PM	to-acknowledged	4/10/2009 4:02:43 PM
2009-03-17	0	102		9504	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	00			interface 172.16.4.180 (172.16.4.180) device(NMS Camera) service SNMP failed at 2009-4-10 5:51:06 PM	to-acknowledged	4/10/2009 4:02:43 PM
2009-03-13	0	102		9503	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	00			interface 172.16.4.180 (172.16.4.180) device(NMS Camera) service SNMP failed at 2009-4-10 5:51:06 PM	to-acknowledged	4/10/2009 4:02:43 PM
2009-03-07	0	102		9502	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	00			interface 172.16.4.180 (172.16.4.180) device(NMS Camera) service SNMP failed at 2009-4-10 5:51:06 PM	to-acknowledged	4/10/2009 4:02:43 PM
2009-03-06	0	102		9501	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	00			interface 172.16.4.180 (172.16.4.180) device(NMS Camera) service SNMP failed at 2009-4-10 5:51:06 PM	to-acknowledged	4/10/2009 4:02:43 PM
2009-03-05	0	102		9500	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	00			interface 172.16.4.180 (172.16.4.180) device(NMS Camera) service SNMP failed at 2009-4-10 5:51:06 PM	to-acknowledged	4/10/2009 4:02:43 PM
2009-03-04	0	102		9499	4/10/2009 3:36:17 PM	/AddPac/HeadQuarter	00			interface 172.16.4.180 (172.16.4.180) device(NMS Camera) service SNMP failed at 2009-4-10 5:51:06 PM	to-acknowledged	4/10/2009 4:02:43 PM

Can write troubleshooting note if needed

Current Device Fault (Outage)

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 ...	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	SNMP	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

Event Detail (ID: 45412)

Event Time: 4/10/2009 9:26:04 PM | IP Address: [] | Severity: **Critical**

Site: /AddPac/Branch GX | Device Name: 00_RBT_server | Device Model: AP-RBT1000

Service: [] | Status: [] | Acknowledged By: []

Time Acknowledge: []

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

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_RBT_server		device	device
<input type="checkbox"/>	9527	4/10/2009 5:34:10 PM	/AddPac/HeadQuarter	5th floor meeting...		device	device
<input type="checkbox"/>	9502	4/10/2009 3:34:29 PM	/Subnetwork #2/Cent...	NMS_SOHO_PBX		interf	interf
<input type="checkbox"/>	9495	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Slave	172.17.113.41	Call Manager	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	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	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	device (NMS Camera 2) interface 172.16.253.118 (172.16.253.118) not response or delete by administrator

Device Event History

The screenshot displays the Smart Network Management System (NMS) interface within a Windows Internet Explorer browser. The main content area is divided into two primary sections: a summary table on the left and a detailed event log on the right.

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 Log Table:

Limit	ID	Severity	Event Time	Site	Device Name	IP Address	Service	Message
20	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 [1.3.6.1.4.1.4855.3.2.255] args [1.3.6.1.6.3.1.1.4.3.0="1.3.6.1.4.1.4855.3.2.255"
	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.
	45784	Cleared	4/13/2009 11:15:52 AM	/AddPac/Branch GX	00_NR_server			Node 00_NR_server is up.
	45783	Critical	4/13/2009 11:15:51 AM	/AddPac/Branch GX	00_NR_server	172.17.111.21		Agent Up with Possible Changes (coldStart Trap) enterprise: 1.3.6.1.4.1.4855.3.2.10 [1.3.6.1.4.1.4855.3.2.10] args [1.3.6.1.6.3.1.1.4.3.0="1.3.6.1.4.1.4855.3.2.10"
	45782	Critical	4/13/2009 11:15:13 AM	/AddPac/Branch GX	00_NR_server			Node 00_NR_server is down.
	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.
	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.
	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.
	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.
	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.
	45776	Warning	4/13/2009 9:59:42 AM	/AddPac/HeadQuater	UMS server(our co...	61.33.161.43	SNMP	SNMP data collection on interface 61.33.161.43 failed.
	45775	Warning	4/13/2009 9:59:41 AM	/AddPac/HeadQuater	UMS server(our co...	61.33.161.43	SNMP	SNMP data collection on interface 61.33.161.43 failed.
	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.
	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.
	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.
	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.
	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.
	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.
	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.
	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.

Annotations:

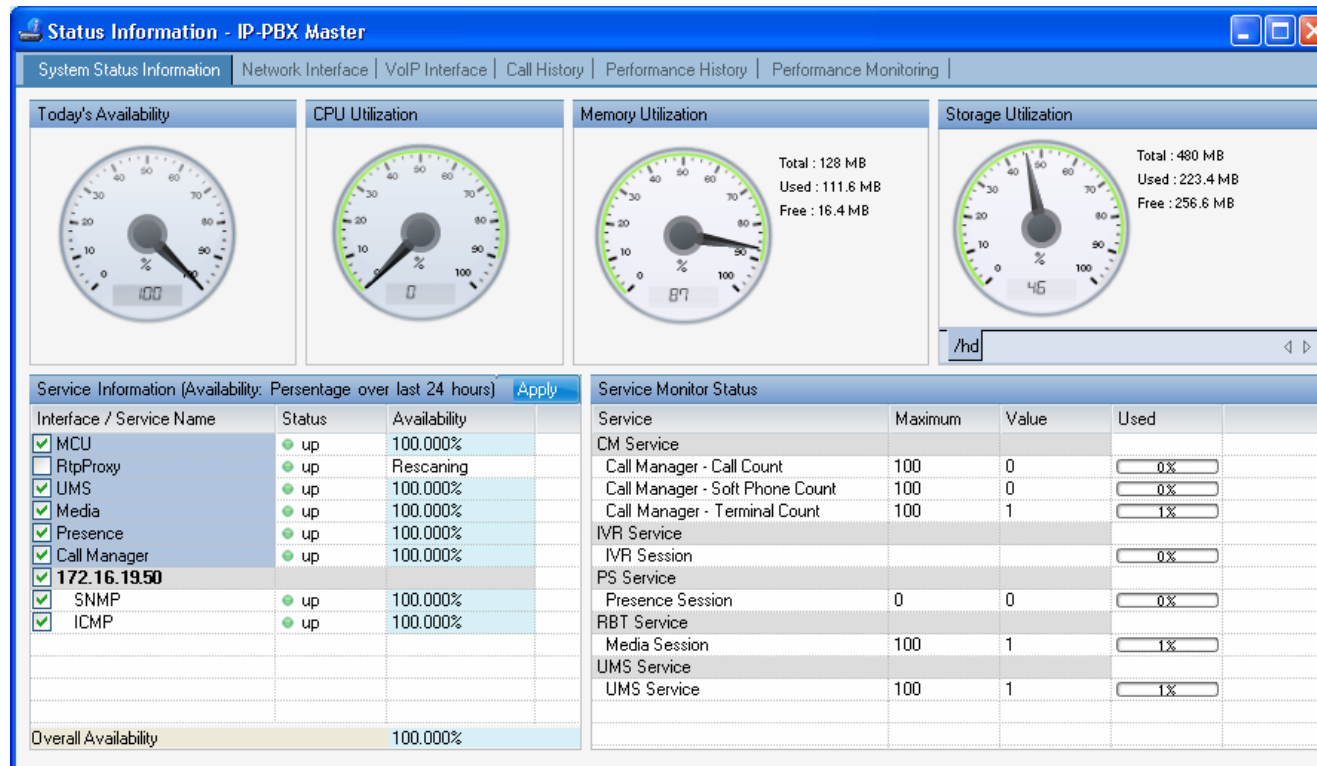
- An orange callout box with an arrow pointing to the search bar at the top right of the event log states: "Can view all events for devices with search condition".
- Another orange callout box with an arrow pointing to the summary table states: "summarize daily event statistics data".

The interface also shows a search bar at the bottom with "Results: 1 to 20 of 25346" and "Search Constraints: user=admin".

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)
- Provide network interface status (up/down & network traffic)
- Provide VoIP interface status and call statistics.
- Search call history for the device and port
- Display Graph Series with System Performance Information
- Monitor Main Status Flow with System Monitoring View

System Status Information



Network Interface

Index	Name	IP Address	Speed	Status	Rx Traffic	Tx Traffic	Errors (pkts)
2	FastEthernet0/0	172.16.9.120	100Mbps	● up	10.7Kbps	2.1Kbps	0
3	FastEthernet0/1	192.168.10.1	100Mbps	● down	0 bps	0 bps	0

VoIP Interface

You can view call summary informations such as total call, ASR, and ACD for the GSM gateway device each

The screenshot displays the 'Status Information - GS3000 gateway' web interface. The 'VoIP Interface' tab is selected, showing 'GSM Call Statistics' and 'VoIP Interfaces Status'.

GSM Call Statistics

Inbound Calls				Total			All Clear
VoIP	FXS	FXD	E1	Call	ASR (%)	ACD (sec)	
0	58	0	0	58	94 %	11	

VoIP Interfaces Status

Port	Line Type	Line Status	In Gain	Out Gain	Phone Number	GSM Phone Number	Inbound Calls (VoIP/FXS/FXD/E1)	ASR (%)	ACD (sec)
0/0	GSM	hookOn	0	0	5T		0 / 37 / 0 / 0	94%	5
0/1	GSM	hookOn	0	0	6T		0 / 21 / 0 / 0	95%	6
0/2	GSM	hookOn	0	0	7T		0 / 0 / 0 / 0	0%	0
0/3	GSM	hookOn	0	0			0 / 0 / 0 / 0	0%	0
1/0	GSM	hookOn	0	0			0 / 0 / 0 / 0	0%	0
1/1	GSM	hookOn	0	0			0 / 0 / 0 / 0	0%	0
1/2	GSM	hookOn	0	0			0 / 0 / 0 / 0	0%	0
1/3	GSM	hookOn	0	0			0 / 0 / 0 / 0	0%	0
2/0	GSM	hookOn	0	0			0 / 0 / 0 / 0	0%	0
2/1	GSM	hookOn	0	0			0 / 0 / 0 / 0	0%	0
2/2	GSM	hookOn	0	0			0 / 0 / 0 / 0	0%	0
2/3	GSM	hookOn	0	0			0 / 0 / 0 / 0	0%	0
7/0	FXS	hookOn	0	0	7000			0%	
7/1	FXS	hookOn	0	0				0%	
7/2	FXS	hookOn	0	0				0%	
7/3	FXS	hookOn	0	0				0%	
7/4	FXD	hookOn	0	0	1231			0%	
7/5	FXD	hookOn	0	0				0%	

ⓘ GSM call statistics (Inbound calls, ASR, ACD) was created in the device to collect data is displayed on the screen.

Call History

You can search call history with various conditions such as start date, end date, port and ip etc.

Status Information - GS3000 gateway

System Status Information | Network Interface | VoIP Interface | **Call History** | Performance History | Performance Monitoring

Limit: 30 | Latest 24 Hr | Refresh | Advanced Search | Report View | 1/6

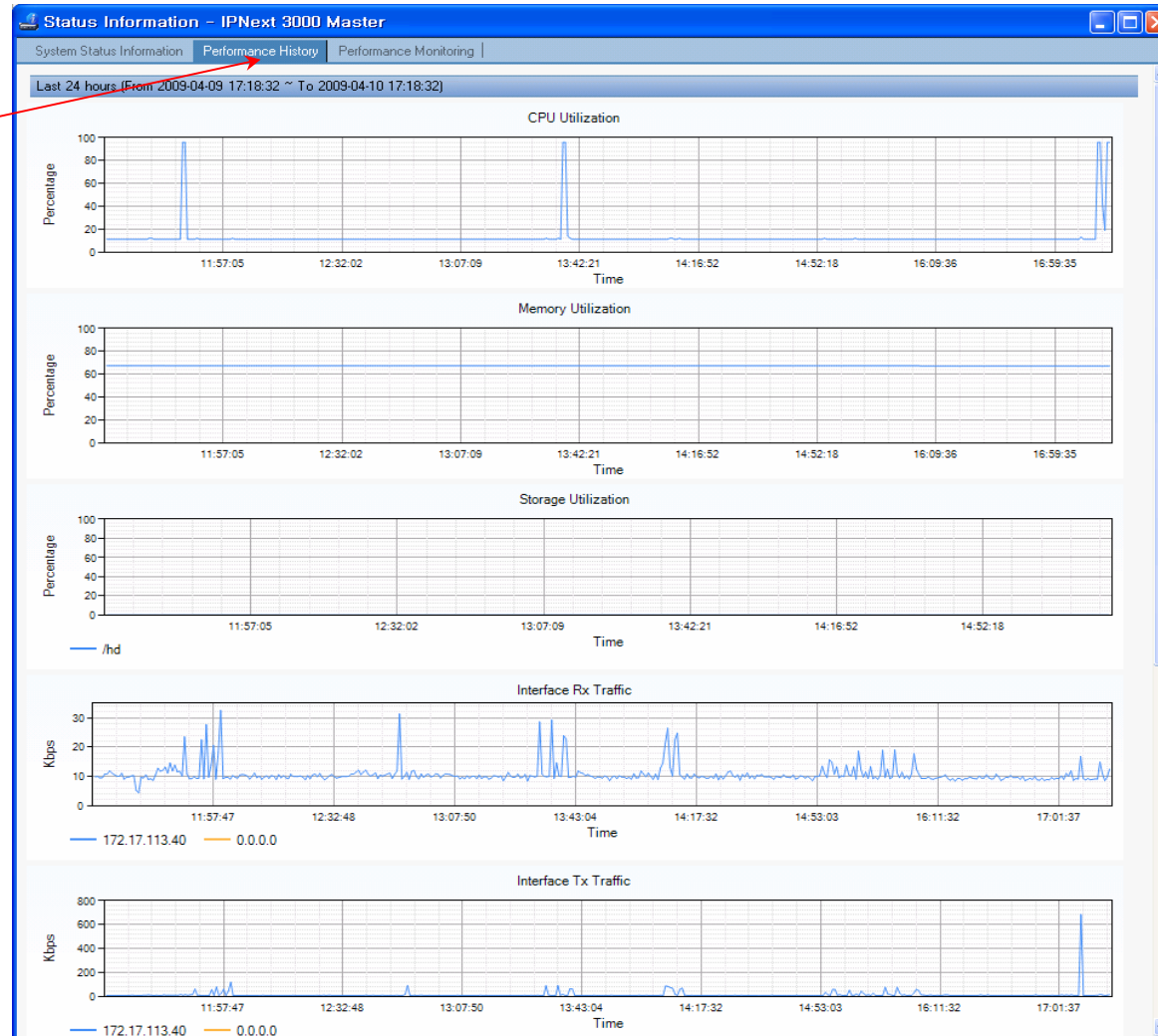
Device Call History

*Destination Port: <All> *Search Count: 153
*Period: 2010-11-18 10:15:01 ~ 2010-11-19 10:15:01
*Filter: Empty

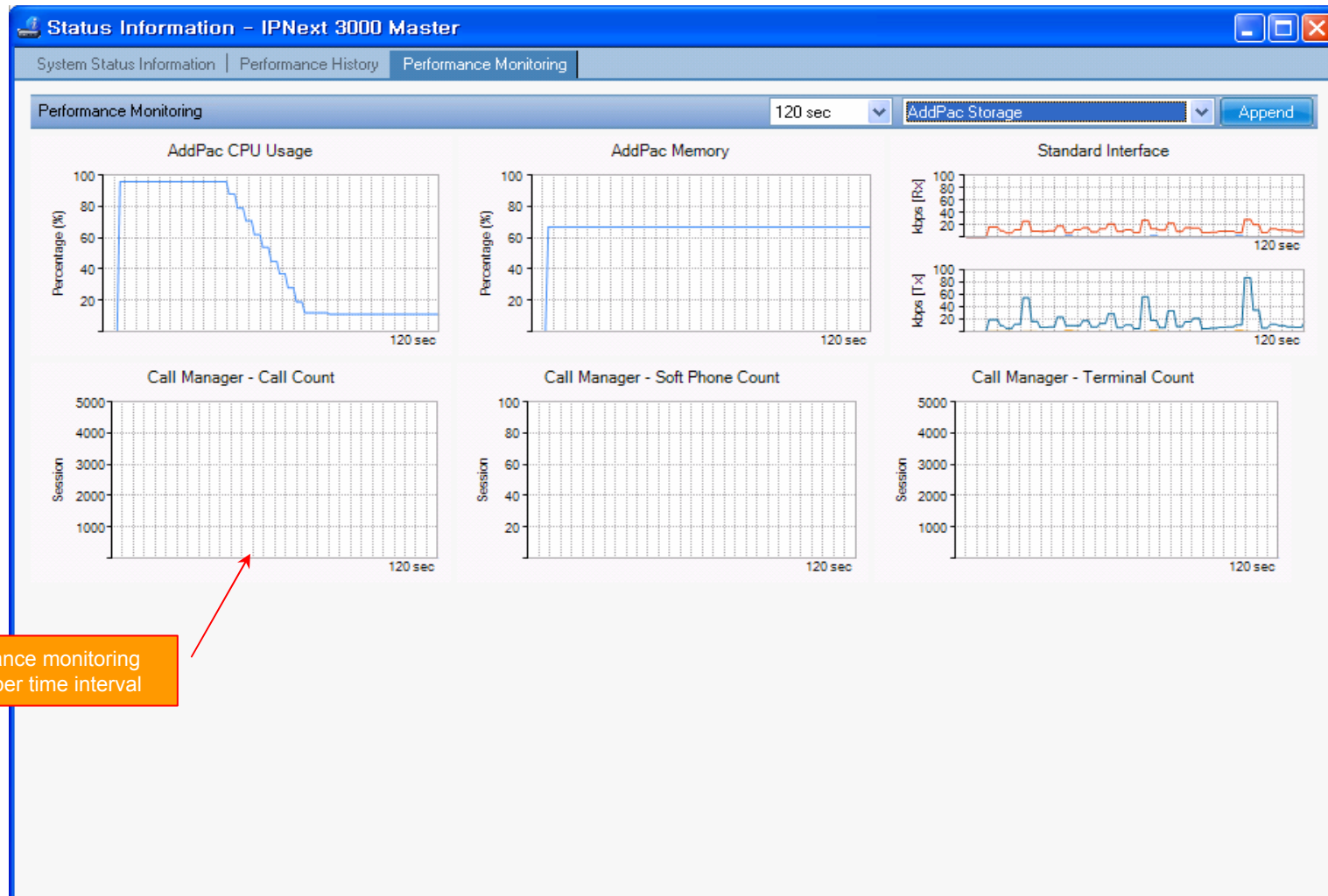
ID	Create Time	Duration	Caller Type	Caller Number	Called Type	Called Number	Remote IP	GSM Phone N...	Codec	Status
346	11/18/2010 3:54:50 PM	00:00:00	FXS	7000	Unknown				g711alaw	Failed
345	11/18/2010 3:50:43 PM	00:00:03	FXS	7000	VoIP	9999	172.16.9.18		g7231r63	Success
344	11/18/2010 3:46:54 PM	00:00:16	FXS	7000	GSM	6000			g711alaw	Success
343	11/18/2010 3:45:59 PM	00:00:02	FXS	7000	GSM	5000			g711alaw	Success
342	11/18/2010 3:43:33 PM	00:00:03	FXS	7000	VoIP	9999	172.16.9.18		g7231r63	Success
341	11/18/2010 3:43:23 PM	00:00:00	FXS	7000	GSM	600			g711alaw	Failed
340	11/18/2010 3:43:16 PM	00:00:00	FXS	7000	GSM	600			g711alaw	Failed
339	11/18/2010 3:43:12 PM	00:00:00	FXS	7000	GSM	500			g711alaw	Failed
338	11/18/2010 3:43:07 PM	00:00:00	VoIP	9999	FXS	7000	172.16.9.18		g7231r63	Failed
337	11/18/2010 3:42:32 PM	00:00:04	FXS	7000	VoIP	9999	172.16.9.18		g7231r63	Success
336	11/18/2010 3:25:48 PM	00:00:00	FXS	7000	Unknown				g711alaw	Failed
335	11/18/2010 3:21:05 PM	00:00:03	VoIP	9999	FXS	7000	172.16.9.18		g7231r63	Success
334	11/18/2010 3:20:57 PM	00:00:00	VoIP	9999	FXS	7000	172.16.9.18		g7231r63	Failed
332	11/18/2010 3:20:54 PM	00:00:00	FXS	7000	Unknown				g711alaw	Failed
330	11/18/2010 3:20:43 PM	00:00:02	FXS	7000	GSM	6000			g711alaw	Success
328	11/18/2010 3:20:30 PM	00:00:02	FXS	7000	GSM	5000			g711alaw	Success
325	11/18/2010 3:05:30 PM	00:00:03	FXS	7000	VoIP	9999	172.16.9.18		g7231r63	Success
324	11/15/2010 3:05:22 PM	00:00:00	VoIP	9999	FXS	7000	172.16.9.18		g7231r63	Failed
323	11/15/2010 3:05:11 PM	00:00:03	VoIP	9999	FXS	7000	172.16.9.18		g7231r63	Success
322	11/15/2010 3:05:08 PM	00:00:00	FXS	7000	Unknown				g711alaw	Failed

Performance History

performance analysis graph for last 24 hours



Performance Monitoring



performance monitoring
with proper time interval

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

Name	Service...	Availability
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		
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 Authen 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	
Low Threshold Rearmed	lowThresholdRearmed	NMS Admin	
High Threshold Rearmed	highThresholdRearmed	NMS Admin	

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 connection to the service listener on the remote machine. However, the synthetic transaction failed to complete within %param[timeout]% milliseconds, over %param[attempts]% attempts. This event will NOT impact service level agreements, but may be an indicator of other problems on that node.

Special Values: Can be used in both the text message and email subject

%noticeid% = notification ID number

%time% = time sent

%severity% = event severity

%nodeLabel% = may be IP address or empty

%interface% = IP address, may be empty

%service% = service name, may be empty

%eventid% = event ID, may be empty

Note: If the alert exceeds 80 bytes then the notification will be dispatched in two or more sms.

Enable Notification

Event Notification Management

The screenshot displays the Smart Network Management System (NMS) interface. The main window shows a tree view of 'Current Outage Devices' and a 'Destination Paths' section. A 'Destination Path Properties' dialog box is open, showing the configuration for a path named 'default'. The 'Destination Path Name' is 'onlyAlarmLamp'. The 'Initial Target' is 'alarmLamp' with an 'Initial Delay' of '0m'. A table lists notification types and their targets:

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

An orange callout box with a red arrow points to the 'alarmLamp' entry in the table, containing the text: 'define notification channel such as e-mail, sms, or alarmlamp'. Below the dialog, the 'Your Outstanding Notices' section shows a list of 18 notices with columns for Ack, ID, Send Time, Site, Device Name, IP Address, Service, and Message.

Event Notification Management

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

Current Outage Devices (13) Site

Service Outages Event Notification Destination Paths Users

Add Edit Delete

Destination Path Name: default

onlyAlarmLamp

Destination Path Properties

Destination Path Name: default

Initial Target: Initial Delay: 0m

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

Target Properties

Choose the notification type: sms

Target Information

Send to select user: Account Administrator

Send to Email or Mobile: Mobile Number

Choose the desired behavior for automatic notification on responded events: on

Help Ok Cancel

user account (administrator) setting for SMS, E-mail Notification or specify e-mail address or SMS phone number

Your Outstanding Notices (18)

Ack	ID	Send Time	Site	Device Name	IP Address	
<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

Your Outstanding Notices (18) All Outstanding Notices (18)

4/13/2009 11:24:54 AM 172.16.31.20:5101 admin Version 1,2,3384

Configuration

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

Current Outage Devices (13) Site

Name	Service...	Availability
Branch AQ		
NMS_Camera	6 of 12	50.000 %
NMS_IP_PBX...	3 of 3	0.000 %
Branch GK		
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_SOHO_...	2 of 2	0.000 %

Destination Path Name: default, onlyAlarmLamp

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 GK	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_SOHO_PBX			device NMS_SOHO_PBX, all services are down
<input type="checkbox"/>	9495	4/10/2009 11:37:12 AM	/AddPac/Branch GK	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 GK	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 GK	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 1.2.3384

Audible & Visible Alarm

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	33%	Seoul subnetwork

Category	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%

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_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_SDHO_PBX			device NMS_SDHO_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

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 top navigation bar includes 'NMS', 'Account', 'Configuration', 'Monitoring', 'Notification', 'Fault', 'Statistics', 'View', and 'Help'. The main content area is divided into several sections:

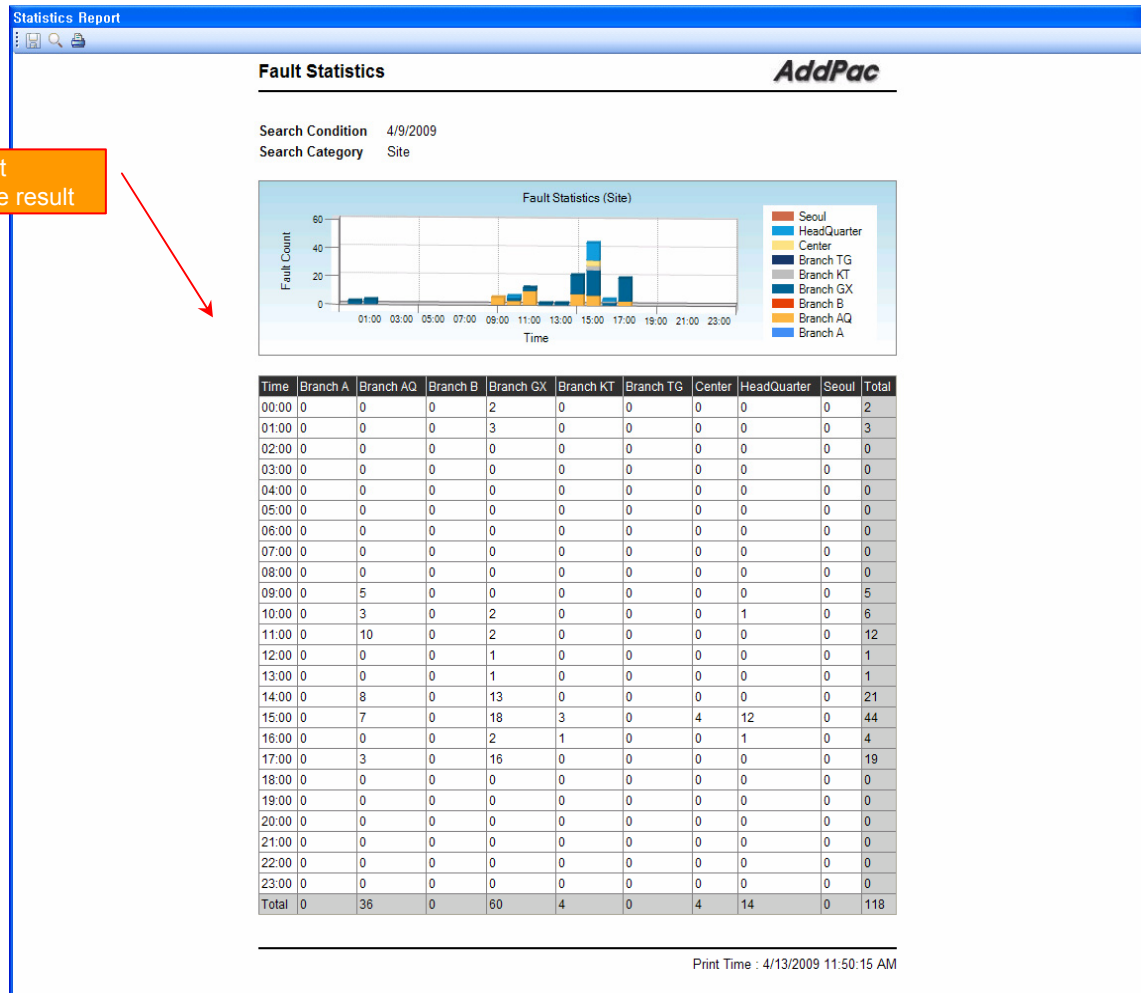
- Event Summary Table:** A table on the left showing event statistics for various dates from 2009-04-04 to 2009-04-13. Columns include 'Event Time', 'Outsta...', 'Ackno...', 'Not Clea...', 'Cleared', and 'In Pr'. The data shows a significant spike in faults on 2009-04-06 (1453) and 2009-04-05 (1704).
- Search Condition Panel:** Located above the chart, it allows filtering by 'Hour' (set to 4/ 9/2009) and 'Site' (set to Branch A, Branch AQ, B).
- Fault Statistics (Site) Chart:** A bar chart showing the number of faults per hour for different sites. The x-axis represents 'Time' from 01:00 to 23:00. The y-axis represents 'Fault Count' from 0 to 60. The chart shows a peak in fault counts around 15:00.
- Detailed Data Table:** A table below the chart showing fault counts for each hour on 4/9/2009, broken down by site. The total fault count for the day is 118.
- Your Outstanding Notices (18):** A table at the bottom showing a list of active notices with columns for 'Ack', 'ID', 'Send Time', 'Site', 'Device Name', 'IP Address', 'Service', and 'Message'.

Two orange callout boxes provide additional context:

- The first callout, pointing to the bar chart, states: "display graph for fault statistics with various search condition".
- The second callout, pointing to the detailed data table, states: "display detailed data for fault statistics".

Fault Statistics – Report Generation

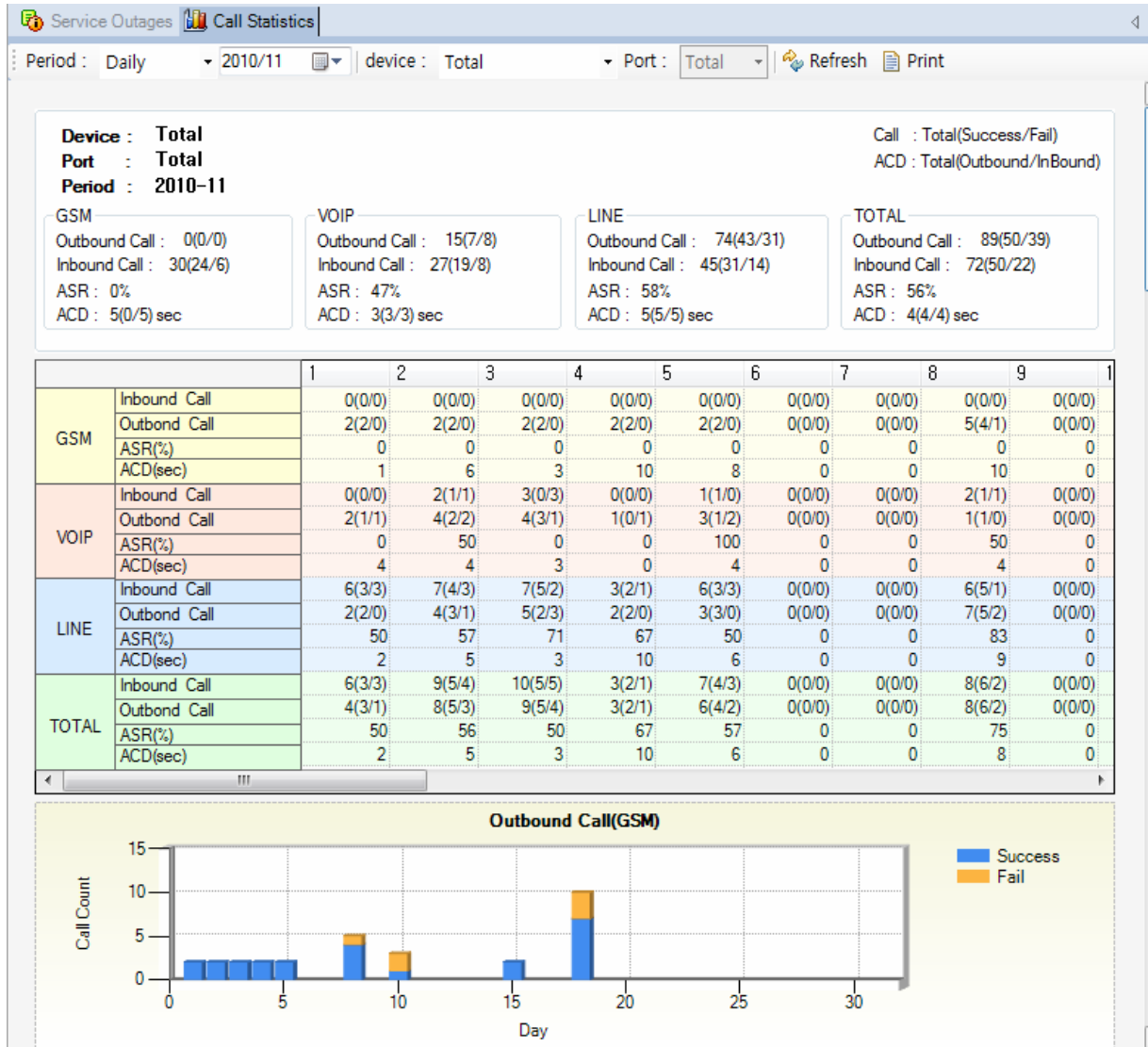
report generation for fault statistics and print out the result



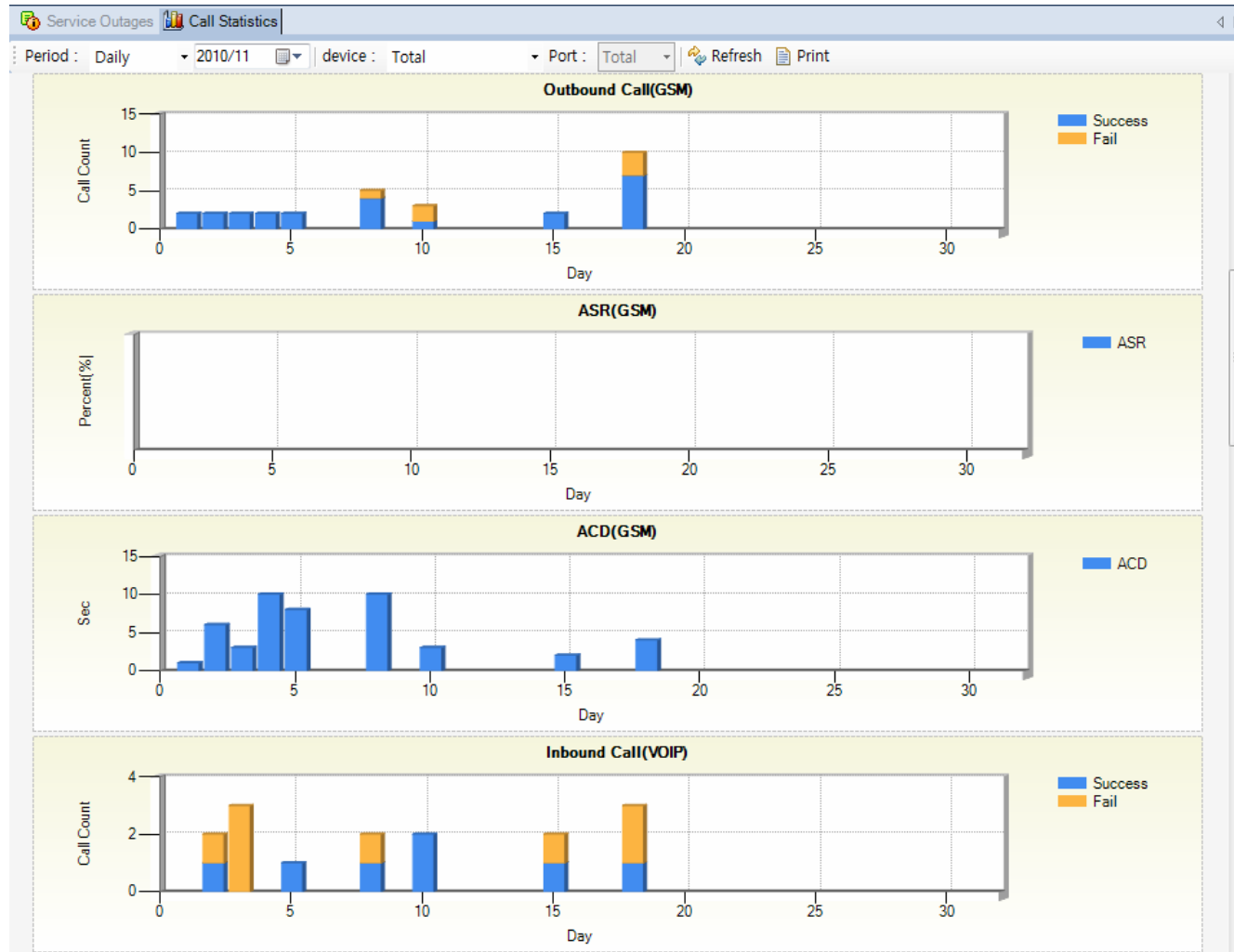
Call Statistics

- SmartNMS receives CDR data for calls which is used for call statistics from the VOIP or GSM gateway.
- You can get statistics data with various time interval conditions such as daily and monthly basis for the device and VOIP port.
- Report statistics can be exported to the various document formats such as PDF and MS-Excel.

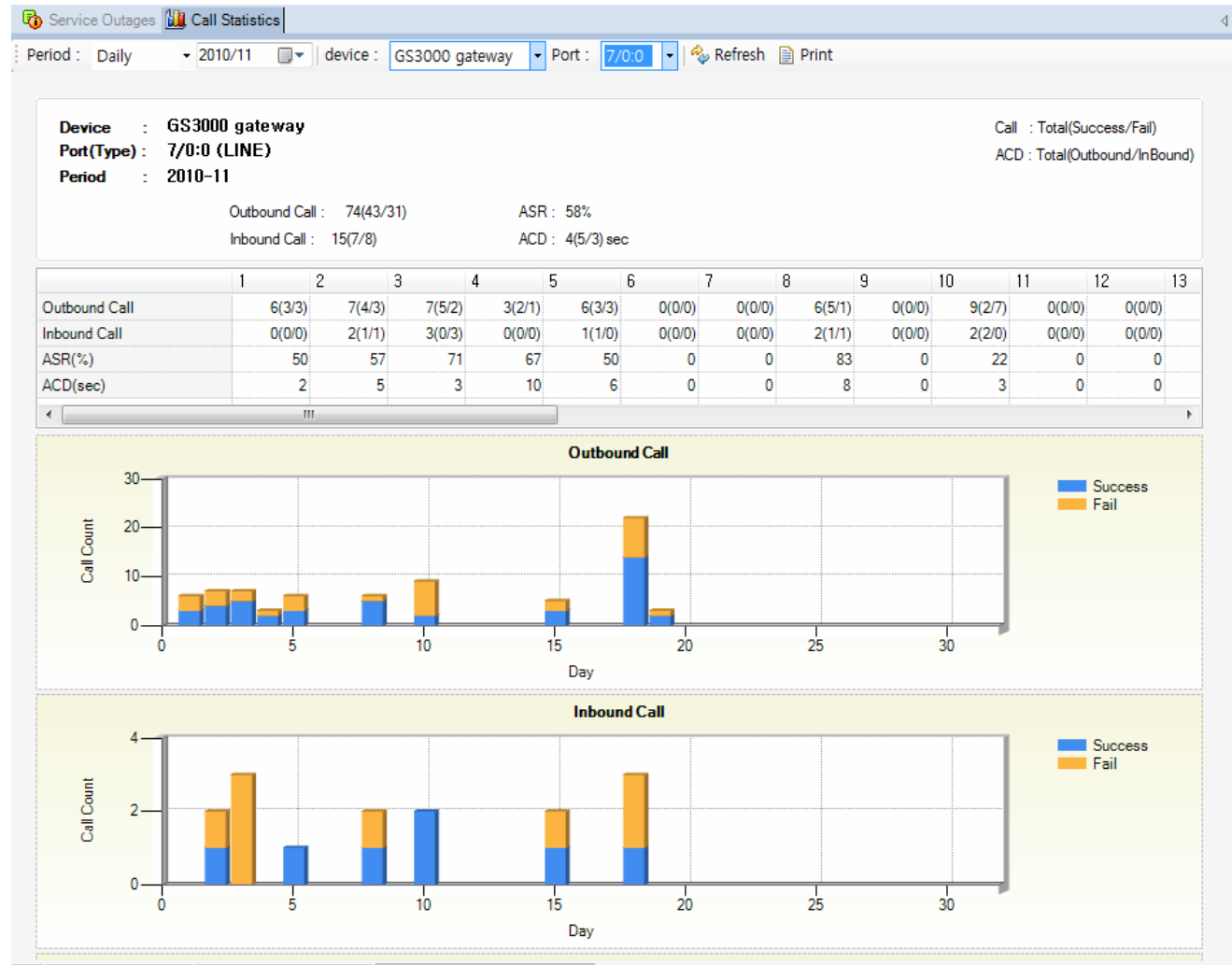
Call Statistics



Call Statistics



Call Statistics



Model & Service Management

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

Device Model Management

The screenshot displays the Smart Network Management System (NMS) interface. The main window shows a tree view of sites on the left and a table of device models in the center. A 'Device Model Properties' dialog box is open, showing details for the 'AP-IPC250M' model, including its category ('Network Camera') and management settings. A 'Model Image Management' window is also visible, showing a grid of device images for selection. An orange callout box points to the 'Model Image Management' window with the text: 'model image repository for selection'. Another orange callout box points to the 'Device Model Properties' dialog box with the text: 'manage device model with various properties such as model image'. The interface also shows a 'Your Outstanding Notices' table at the bottom.

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

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 se
<input type="checkbox"/>	9502	4/10/2009 3:34:29 PM	/Subnetwork_#2/Cent...	NMS_SDHO_PBX			device NMS_SDHO_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 (If
<input type="checkbox"/>	9494	4/10/2009 11:37:12 AM	/AddPac/Branch GX	IPNext 3000 Master	172.17.113.4		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 (If
<input type="checkbox"/>	9396	4/9/2009 10:57:37 AM	/AddPac/Branch AQ	NMS_IP_PBX_3...			53.118
<input type="checkbox"/>	9239	4/6/2009 7:49:20 PM	/AddPac/Branch AQ	NMS Camera 2	172.16.253.1		
<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
<input type="checkbox"/>	9237	4/6/2009 7:49:20 PM	/AddPac/Branch AQ	NMS Camera 2	172.16.253.118	SNMP	ICMP 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

Service Definition

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

Service Name	Protocol	Port
Call Manager	SNMP	161
Presence	SNMP	161
Media	SNMP	161
NMS	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

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_PBX
<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...			service Call Manager
<input type="checkbox"/>	9239	4/6/2009 7:49:20 PM	/AddPac/Branch AQ	NMS Camera 2	172.16.253.118		device 00_IVR_serv
<input type="checkbox"/>	9238	4/6/2009 7:49:20 PM	/AddPac/Branch AQ	NMS Camera 2	172.16.253.118	ICMP	device NMS_IP_PBX_3
<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	response or delete by



Thank you!

AddPac Technology Co., Ltd.
Sales and Marketing

Phone +82.2.568.3848 (KOREA)

FAX +82.2.568.3847 (KOREA)

E-mail sales@addpac.com