

VoIP Gateway Solution



AddPac

AddPac Technology



Sales and Marketing

www.addpac.com

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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	AP-FXS4	4-Port FXS Module	
AP1700,AP2610 AP2620,AP3100P	AP-FXO4	4-Port FXO Module	
AP1700,AP2610 AP2620,AP3100P	AP-FXS2O2	2-Port FXS&2-Port FXO Module	
AP1700,AP2610 AP2620,AP3100P	AP-E&M4	4-Port E&M Module	
AP1700,AP2610 AP2620,AP3100P	AP-FXS3O1	3-Port FXS&1-Port FXO Module	
AP1700, AP2620	AP-E1	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 Audio Band IP Broadcasting	
AP2610 AP2620	AP-AUDIO2	2-Pair Audio-In/Out Ports Voice Band IP Broadcasting	
AP2610, AP2620	AP-AUD1S3	1-Pair Audio-In/Out Ports, FXS Analog Interface Voice Band IP Broadcasting	
AP2610, AP2620	AP-AUD1S2O1	1-Pair Audio-In/Out Ports, FXS 2-Ports, FXO 1-Port Voice Band IP Broadcasting	




Target :
AP2120N, AP2640, AP2650

VoIP Modules

DSP






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



Target :
AP1800, AP2330, AP2340,
AP1850

VoIP Modules

DSP



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



Target :
AP6500, AP6800

VoIP Modules

DSP




Target	VoIP Modules	Module Features	Module Picture
AP6500 AP6800	AP-N1-FXS32	32-Port FXS Module	
AP6500 AP6800	AP-N1-FXO32	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

DSP

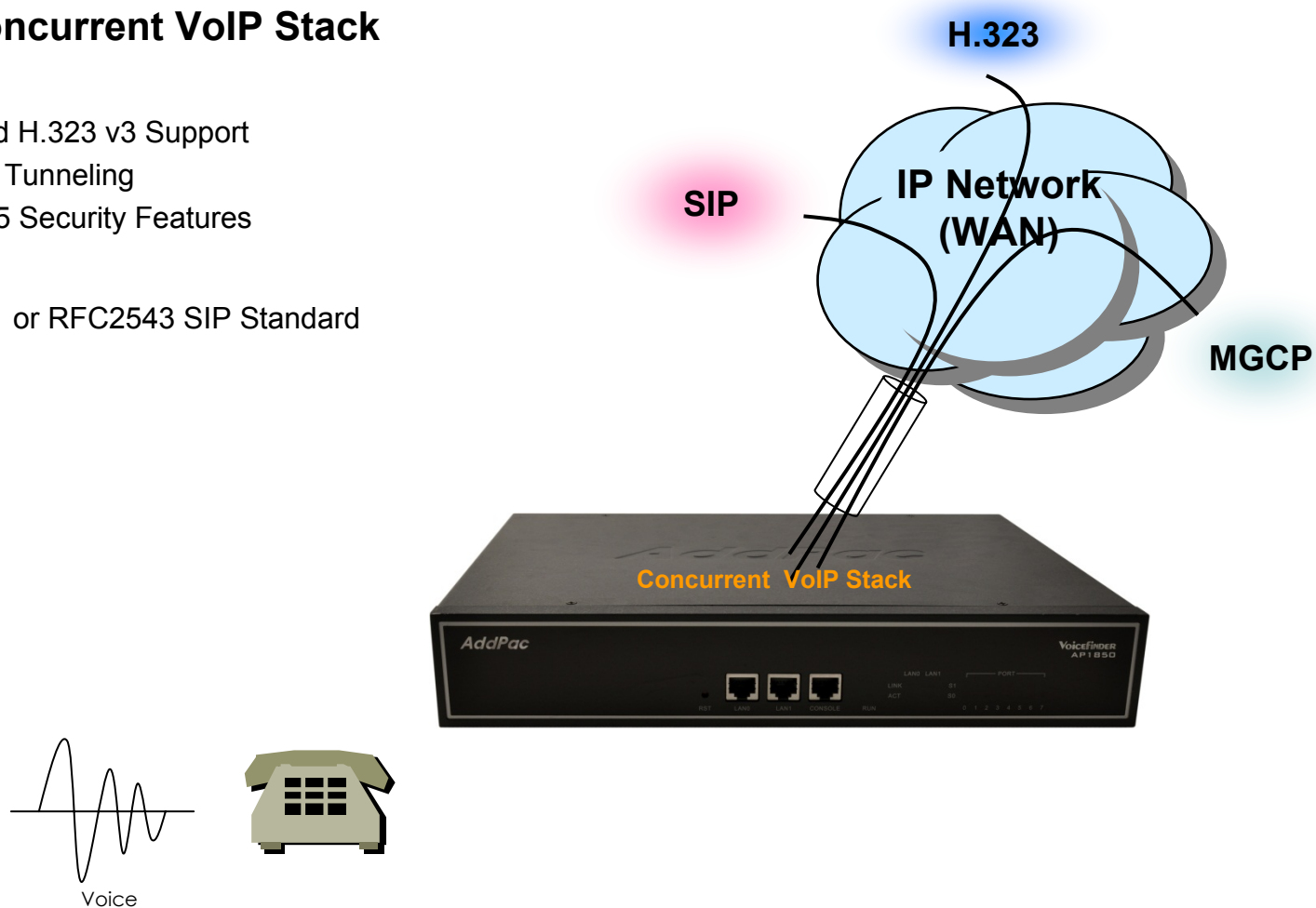
Target	VoIP Modules	Module Features	Module Picture
AP-MG3800, AP-MG5000	HIM-VOIP4E1	4-Port Digital E1/T1 Module	



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**

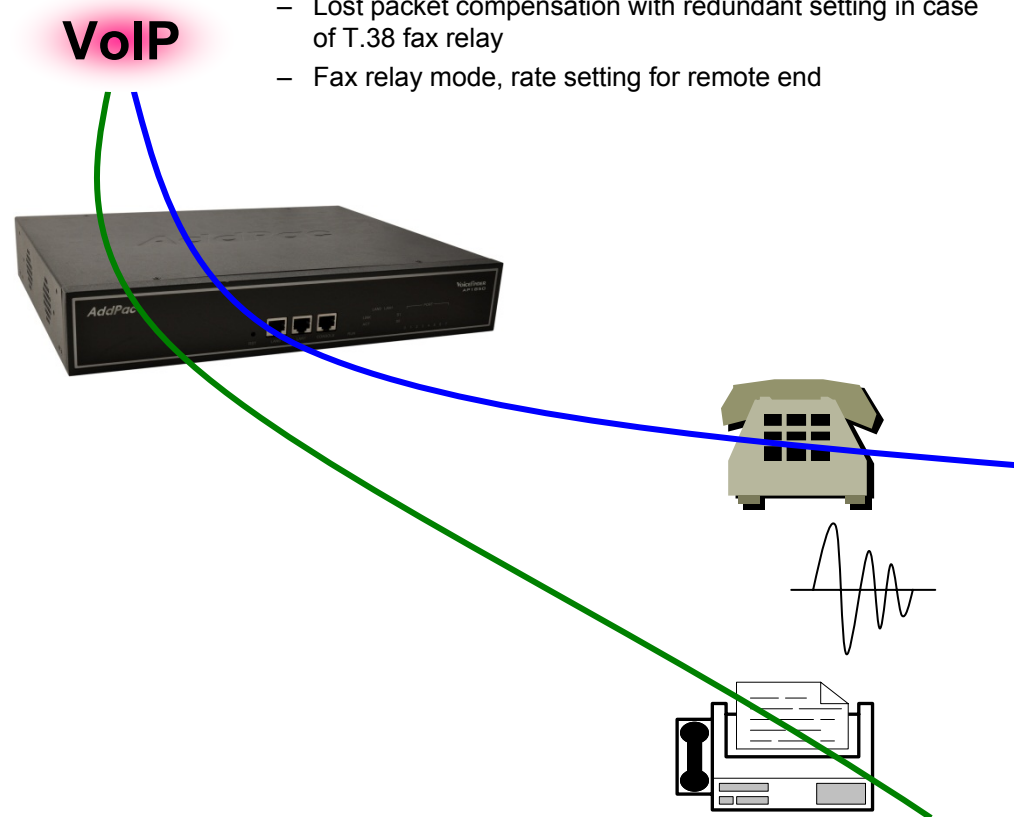
- G.711 A-Law, G.711 U-Law
- G.726 r16, G.726 r32
- G.729A
- G.723.1 r63, G.723.1 r53
- VAD (Voice Activity Detection) function support
- DTMF relay support (H.323, SIP, MGCP common) based on RFC2833

- **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



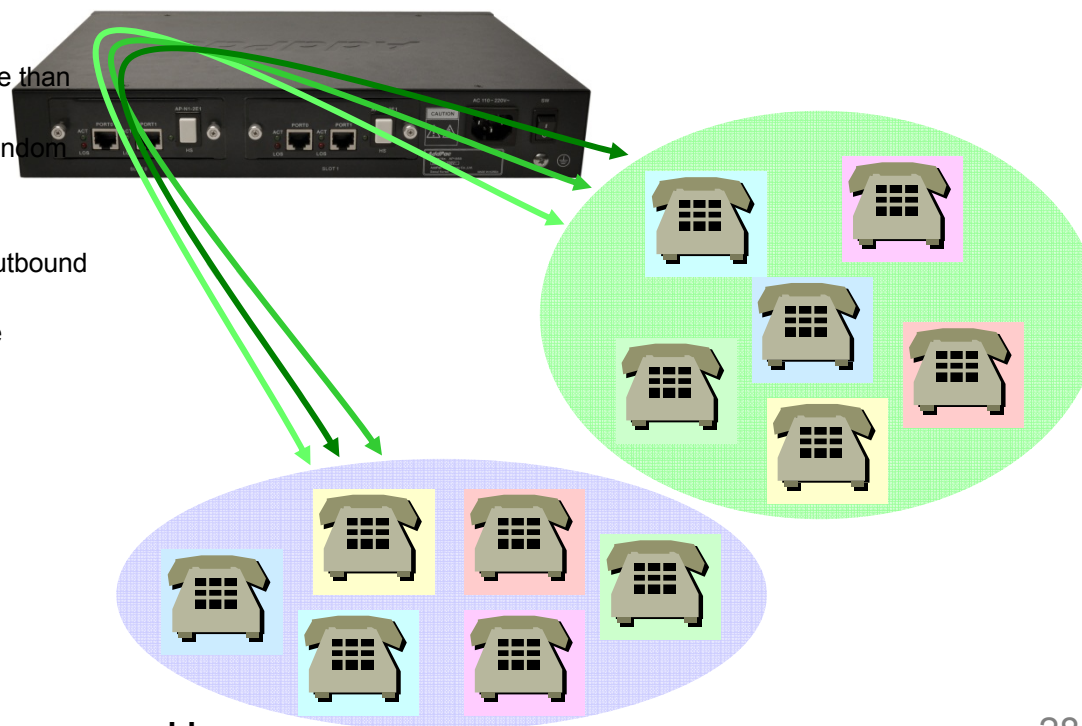
VoIP (Voice over IP) Service

• 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



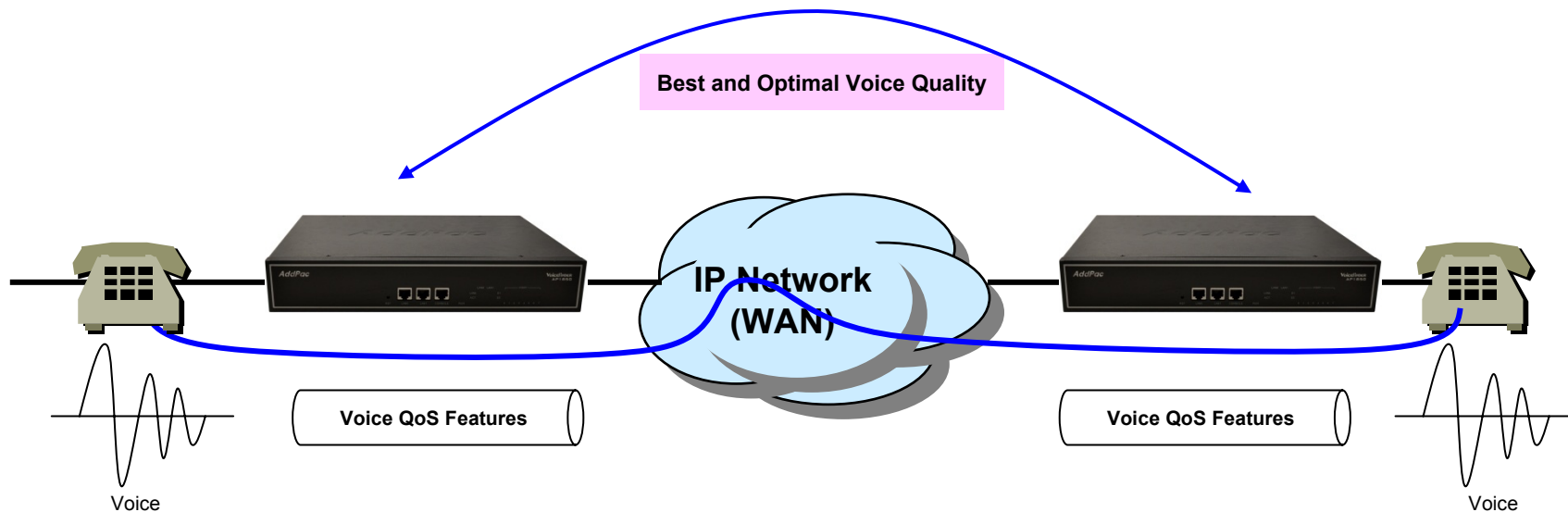
Advanced QoS Features

- **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**

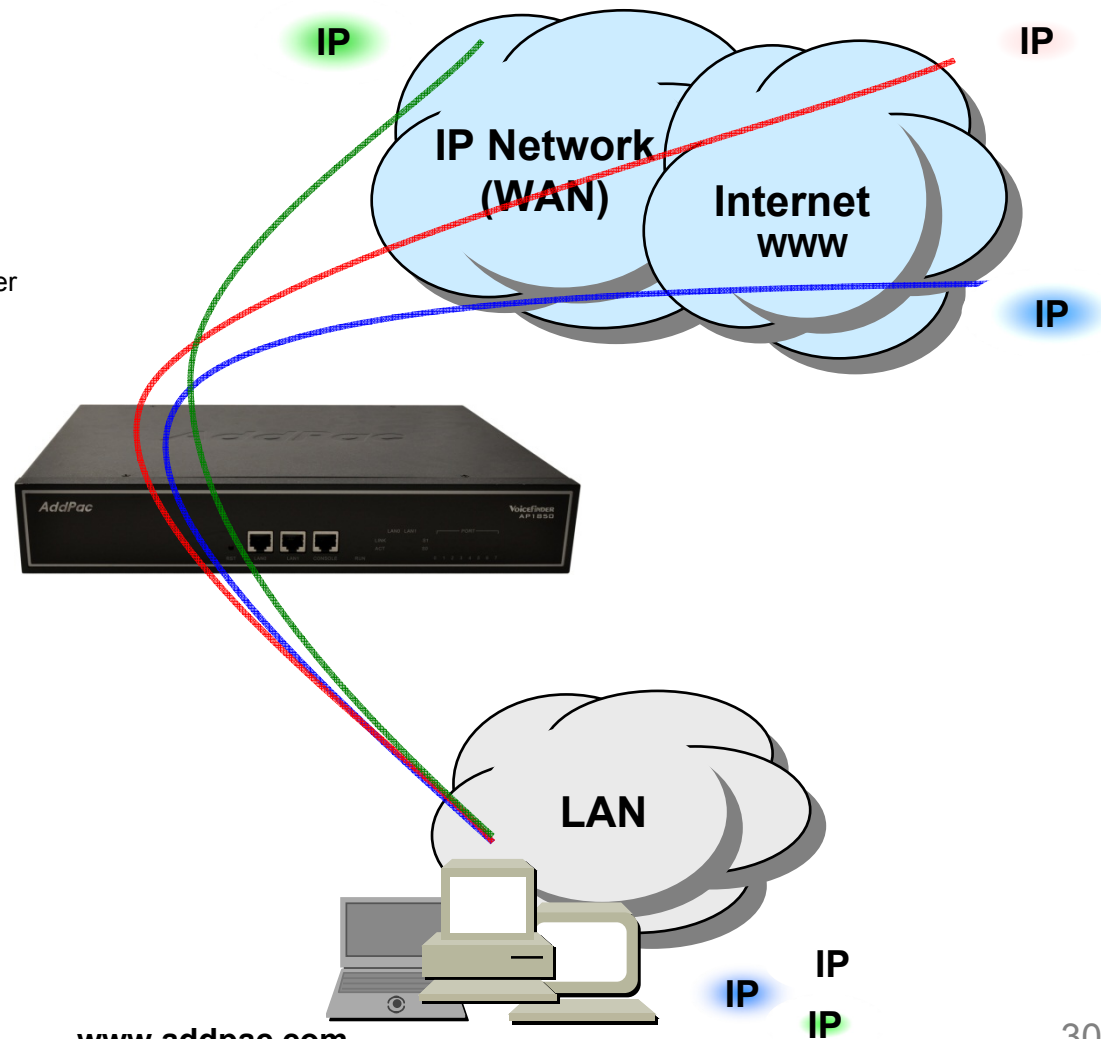
- FTP, Telnet, TFTP, DHCP Server/Relay, SNMP Server
- CDP (Cisco Discovery Protocol)
- DNS Resolver , DDNS(nsupdate)
- Bridge
- Syslog

- **IPv4 Address Configuration**

- Fixed (Static)
- DHCP
- PPPoE

- **Miscellaneous**

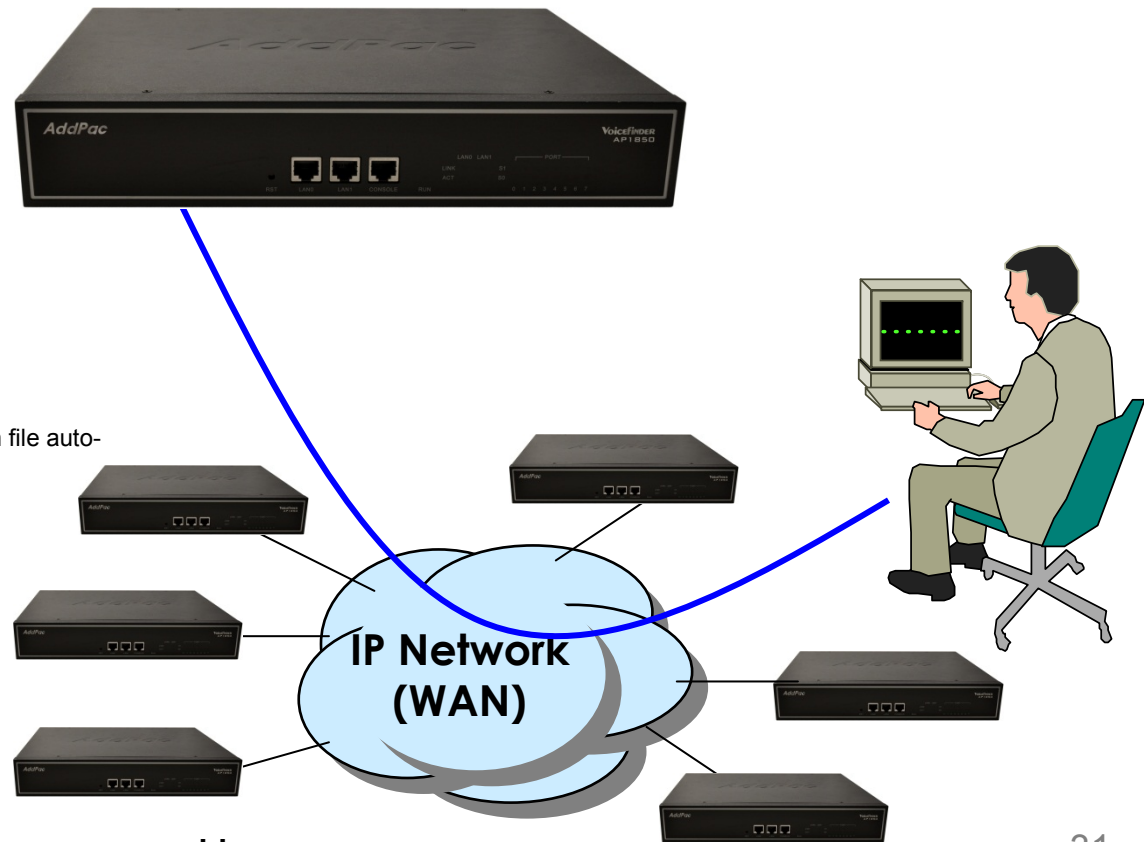
- Cisco Style CLI
- Standard & Extended IPv4 Access List
- Multi-level User Account Management
- IP accounting
- STUN Client



Network Management

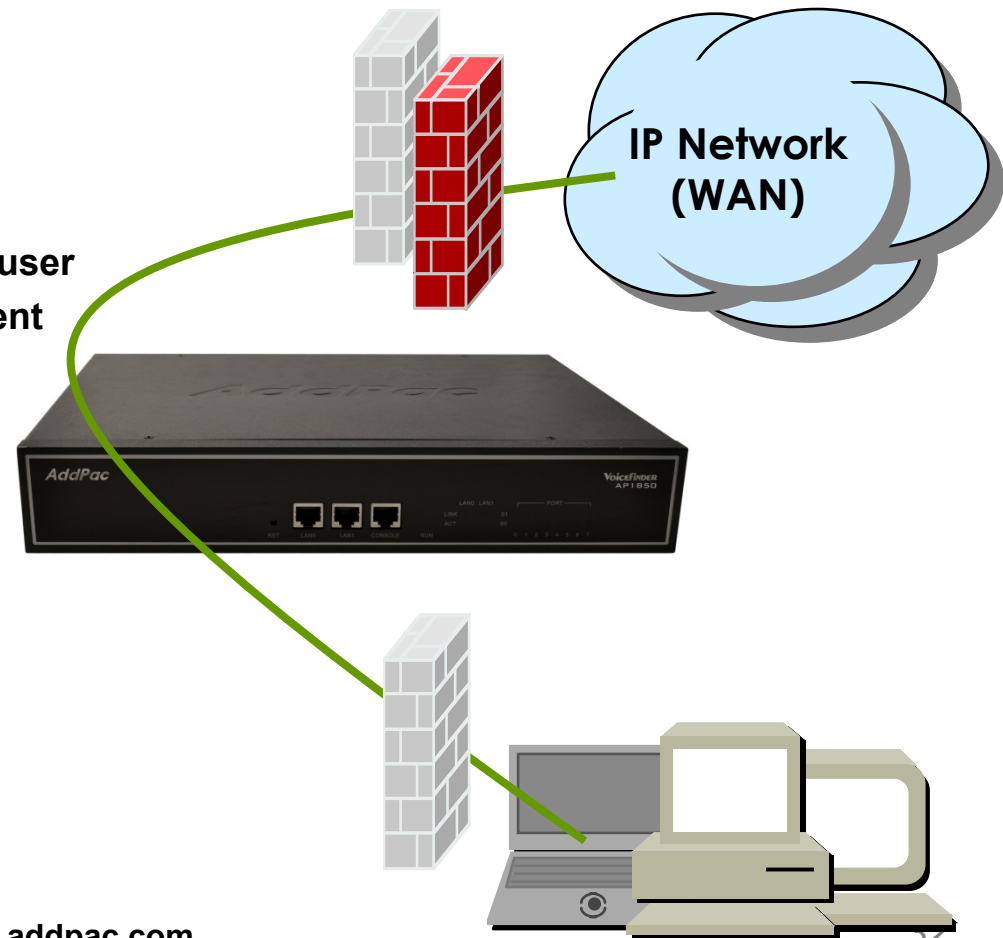
- **SNMP**
 - Standard Simple Network Management Protocol(SNMP) Agent support
 - MIB v1 and v2 Support
- **Web-based Management**
 - Smart Easy Setup
 - Standard Voice Interface
 - Standard PSTN Back-up Interface
- **Watch-dog Function**
 - Hardware, Software watch-dog services
- **Remote Management**
 - 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)



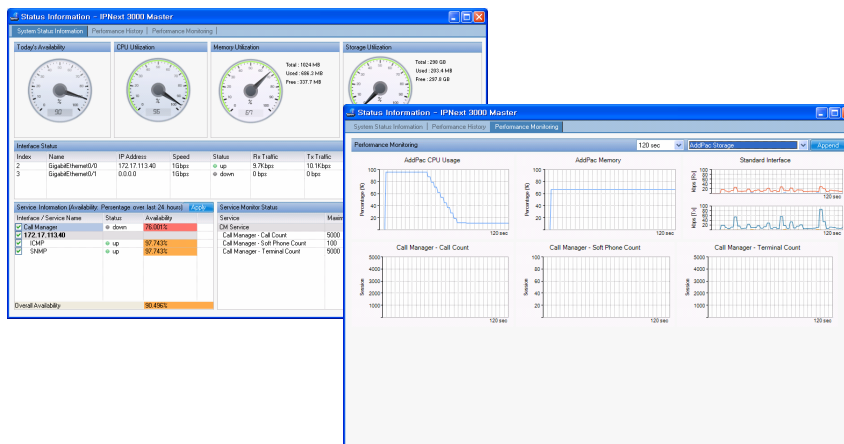
Security Management

- 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



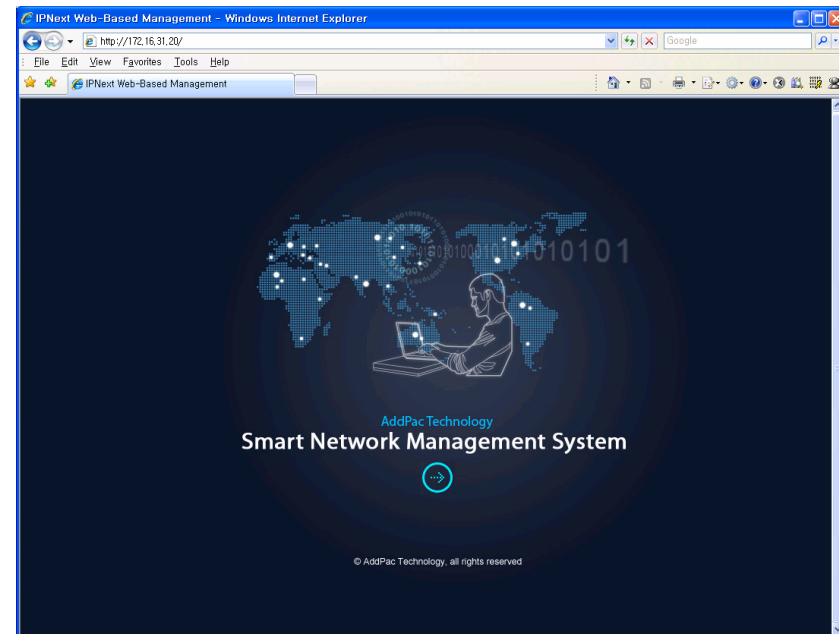
Smart NMS

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

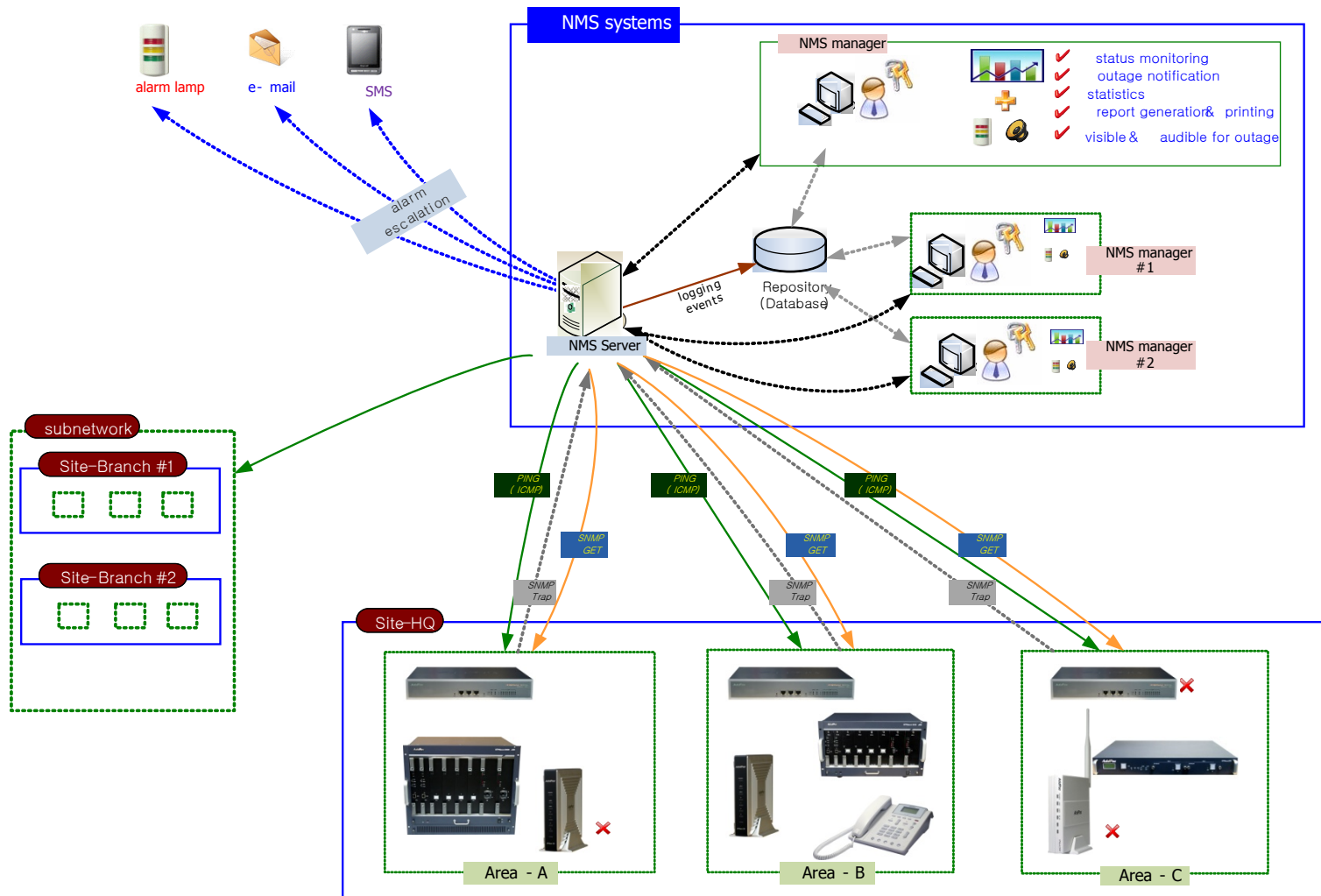
NMS Server

- 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 binary code, and the text "AddPac Technology Smart Network Management System".

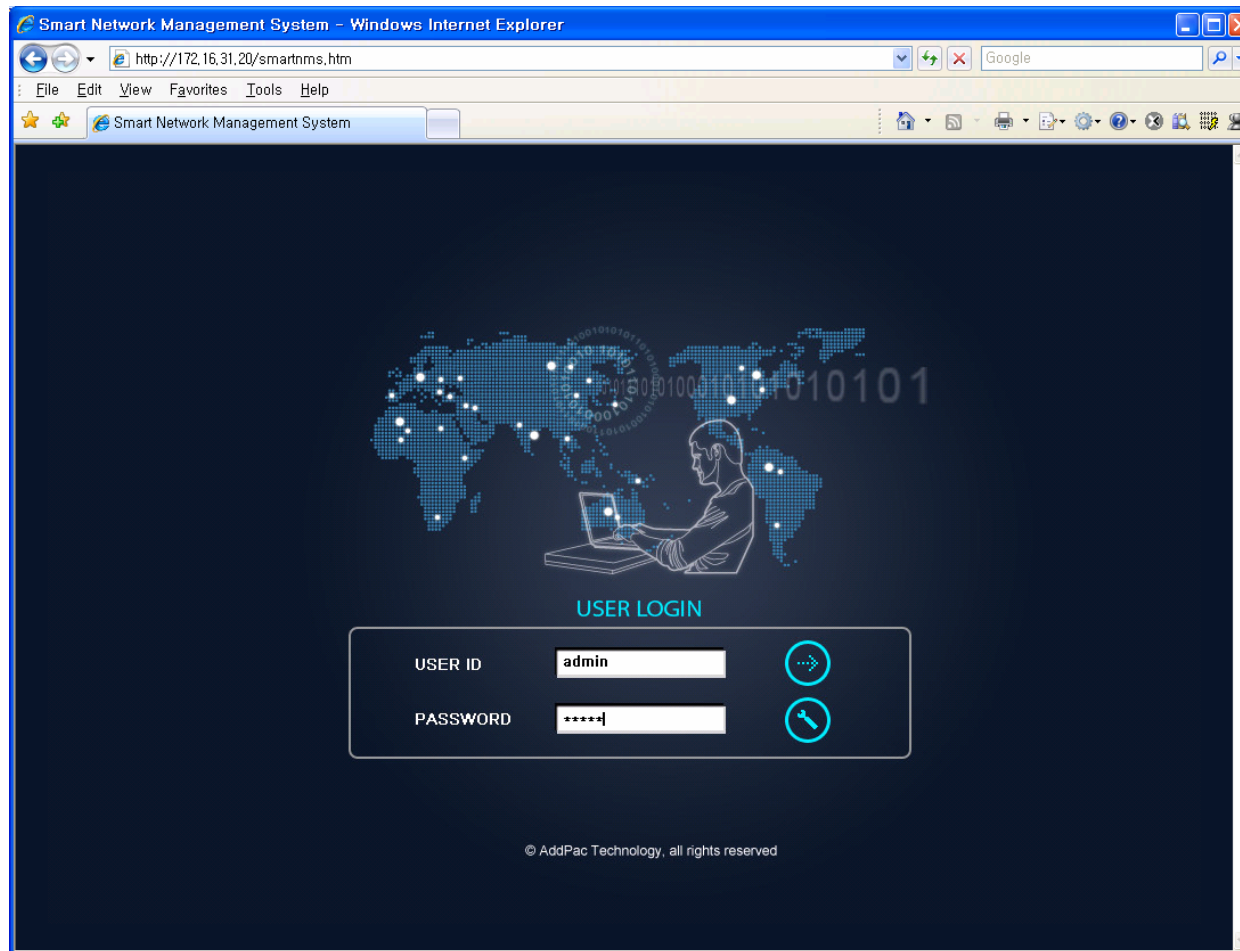
Two callout boxes highlight specific features:

- 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 contains the text: "Downloading installnms. This may take several minutes. You can use your computer to do other tasks during the installation." Below this is a progress bar and the text: "Name: installnms", "From: 172.16.31.20", and "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 'AddPac' and 'Seoul', and various sub-networks and branches. A context menu is open over the 'GangNamGu' node, with 'Execute SMM' highlighted. An orange callout box points to this menu with the text: 'can cooperate with the application executables such as SMM'. In the center, a table lists device categories such as 'Desktop', 'Network Camera', 'Phone', 'Server', 'Switch', and 'VoIP Gateway'. An orange callout box points to this table with the text: 'manage the complex network with a structured, hierarchical form'. On the right, a 'User Properties' dialog box is open, showing a 'Site' tab with a tree view of the same hierarchical structure. An orange callout box points to this dialog with the text: 'can assign the hierarchical node to the operator and manage role-based policy'. At the bottom, a status bar indicates 'Total Categories : 6'.

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 interface is divided into several sections:

- Current Outage Devices (11):** A tree view showing the hierarchy of devices. A red arrow points to this section, labeled "current device fault list with hierarchy view".
- Service Outages:** A table showing site-level outages. A red arrow points to the "AddPac" site row, labeled "site device fault summary".
- Overall Availability:** A summary bar at the bottom of the Service Outages table showing "Overall Availability 30 / 11 / 34 78.650%". A red arrow points to this bar, labeled "overall total device fault statistics".
- Device Categories:** A table showing the availability of various device categories. A red arrow points to the "Server" category row, labeled "device fault summary for category (classification)".
- Your Outstanding Notices (16):** A table showing a list of fault events. A red arrow points to the first row, labeled "current device fault event message as 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 Large Small 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 main area shows a 'device status matrix with small view mode' containing various network devices and their operational status, indicated by icons with green checkmarks or red X's. A red arrow points to a specific 'NMS Camera' device in the matrix.

Below the device status matrix, there is a section titled 'Your Outstanding Notices (18)'. This section contains a table of alerts:

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 main window shows a list of fault events with columns for Ack, ID, Send Time, Site, Device Name, IP Address, Service, Message, and Respond Time. An orange callout box on the left points to a 'Notification Summary' table, and another on the right points to the 'Advanced Search' dialog box.

Notification Summary (Left Callout):

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

Advanced Search Dialog (Right Callout):

Sub Network: Site:
 IP Address Contains:
 Notice Status Type:
 Level (Severity):
 Message Contains:
 Notices After: 11/10/2008 17:20:49 Notices Before: 11/10/2008 17:20:49
 Sort By:

Main Event List (Partial):

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 4:03:13 PM
<input type="checkbox"/>	9517	4/10/2009 3:36:08 PM	/AddPac/HeadQuarter	company_MCU_s...				4/10/2009 4:03:14 PM
<input type="checkbox"/>	9516	4/10/2009 3:36:00 PM	/AddPac/Branch GX	00_PS_Slave_ser...				4/10/2009 4:03:13 PM
<input type="checkbox"/>	9514	4/10/2009 3:35:50 PM	/AddPac/Branch GX	00_PS_server				4/10/2009 4:02:54 PM
<input type="checkbox"/>	9513	4/10/2009 3:35:41 PM	/AddPac/HeadQuarter	5th floor meeting room phone device				4/10/2009 4:02:43 PM
<input type="checkbox"/>	9512	4/10/2009 3:35:41 PM	/AddPac/HeadQuarter	IP_PBX_Master (our company)				4/10/2009 4:02:44 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

Your Outstanding Notices (17):

Ack	ID	Send Time	Site	Device Name	IP Address	Service	Message
<input type="checkbox"/>	9527	4/10/2009 5:34:10 PM	/AddPac/HeadQuarter	5th floor meeting ro...			device 5th floor meeting room phone device, all services are down.
<input type="checkbox"/>	9502	4/10/2009 3:34:29 PM	/Subnetwork #2/Center	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_31.13			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

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 cor				to-acknowledged	4/10/2009 4:03:13 PM
<input type="checkbox"/>	9519	4/10/2009 3:36:17 PM	/AddPac/Branch AQ	UW cor				to-acknowledged	4/10/2009 4:03:13 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 for ID 45412, showing event information and a description of the fault.

Current Outage Devices Table:

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 Table:

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	172.17.113.40	device 00_IVR_server all services are down.	
13801	/AddPac/Branch GX	00_IVR_server	172.17.113.40	device NMS_IP_PBX_31.13 all services down.	
13800	/AddPac/Branch GX	00_IVR_server	172.17.113.40	device NMS_Camera 2 interface 172.16.253.118 (172.16.253.118) not response or delete by administrator	

Event Detail (ID: 45412):

- Event Time: 4/10/2009 9:26:04 PM
- Site: /AddPac/Branch GX
- Device Name: 00_RBT_server
- IP Address: 172.17.114.60
- Service: Media
- Severity: Critical
- Device Model: AP-RBT1000
- 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.

Device Event History

Smart Network Management System - Windows Internet Explorer

http://172.16.31.20/smartnms.htm

NMS Account Configuration Monitoring Notification Fault Statistics View Help

Site Event Summary Service Outages Event Notification Destination Paths Users View Current Outages View Outages View Events

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

Limit: 20 Refresh Advanced Search Acknowledge Events Troubleshooting Note

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		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] args [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		Node 00_NR_server is down.
<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 thresholding on interface 172.16.31.13 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 172.16.31.16 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 data collection on interface 172.17.113.201 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 61.33.161.43 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 172.16.19.50 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.

Results: 1 to 20 of 25346 Search Constraints: user=admin

summarize daily event statistics data

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

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

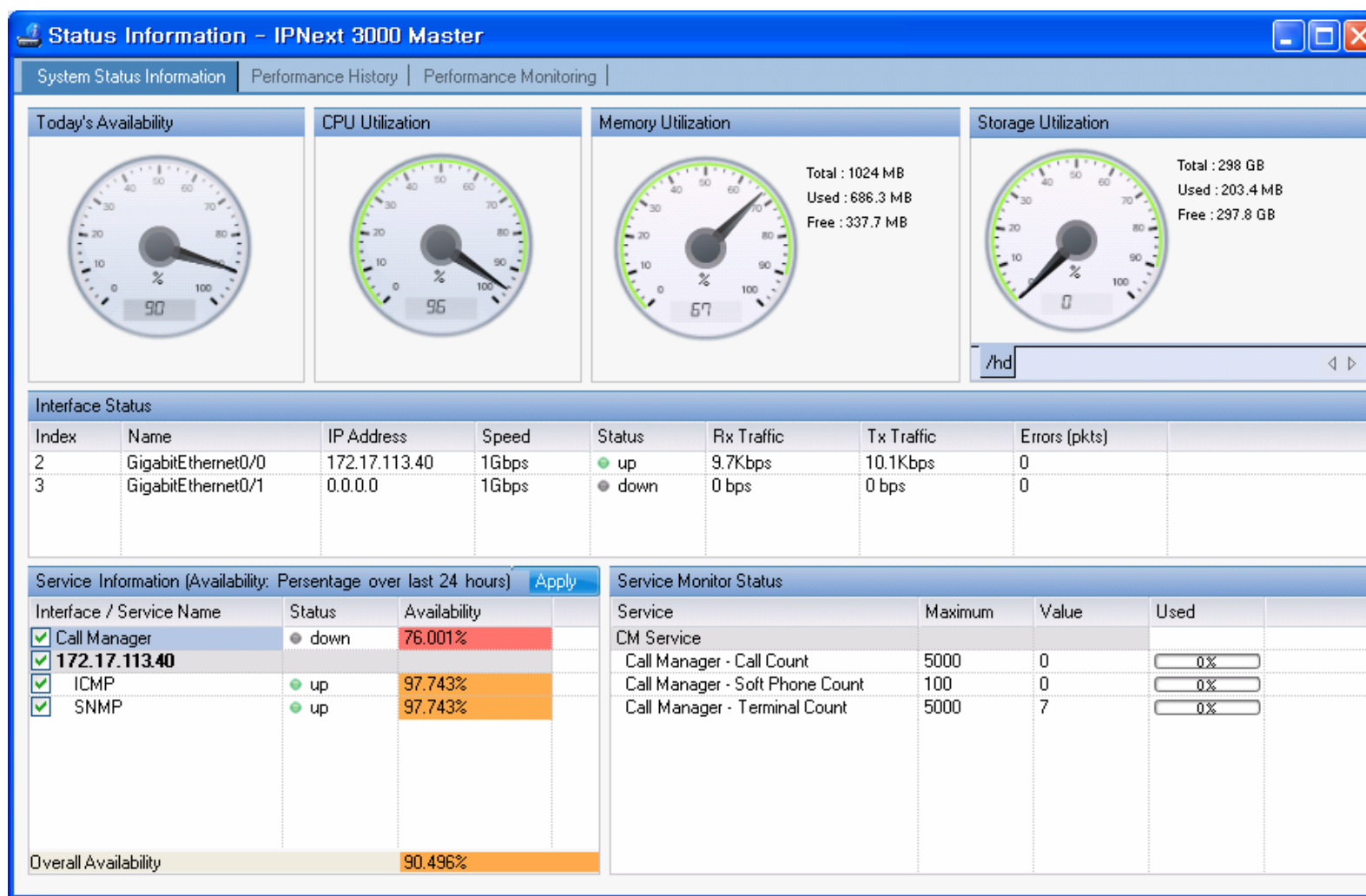
4/13/2009 11:46:45 AM 172.16.31.20:5101 admin Version 1.2.3384

Can view all events for devices with search condition

Device Status Information

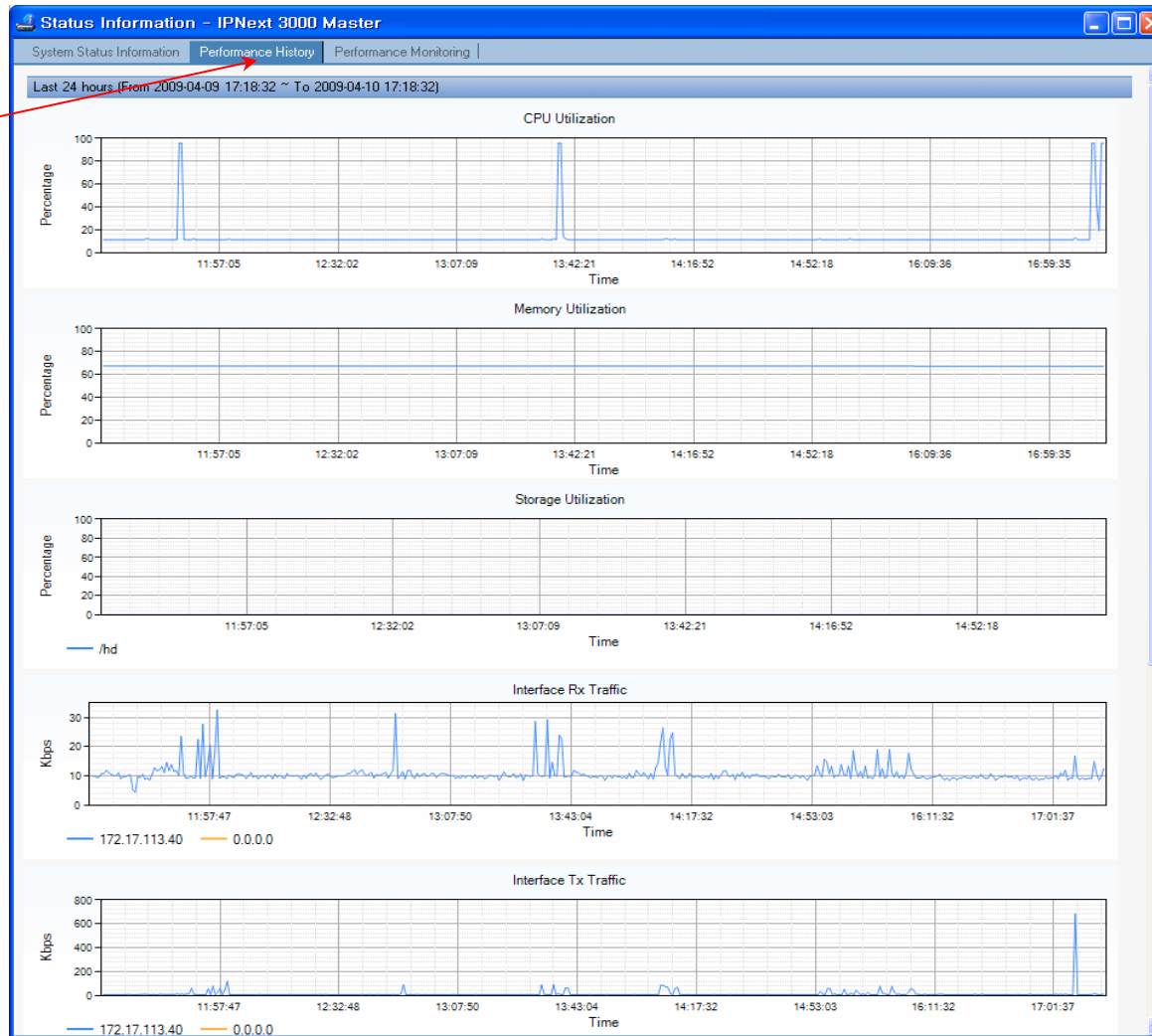
- System Performance Information (CPU, HDD, Memory,...)
- Provide device current service status (up/down)
- Provide device main status (max value vs current value)
- Display Graph Series with System Performance Information
- Monitor Main Status Flow with System Monitoring View

Device Status Information

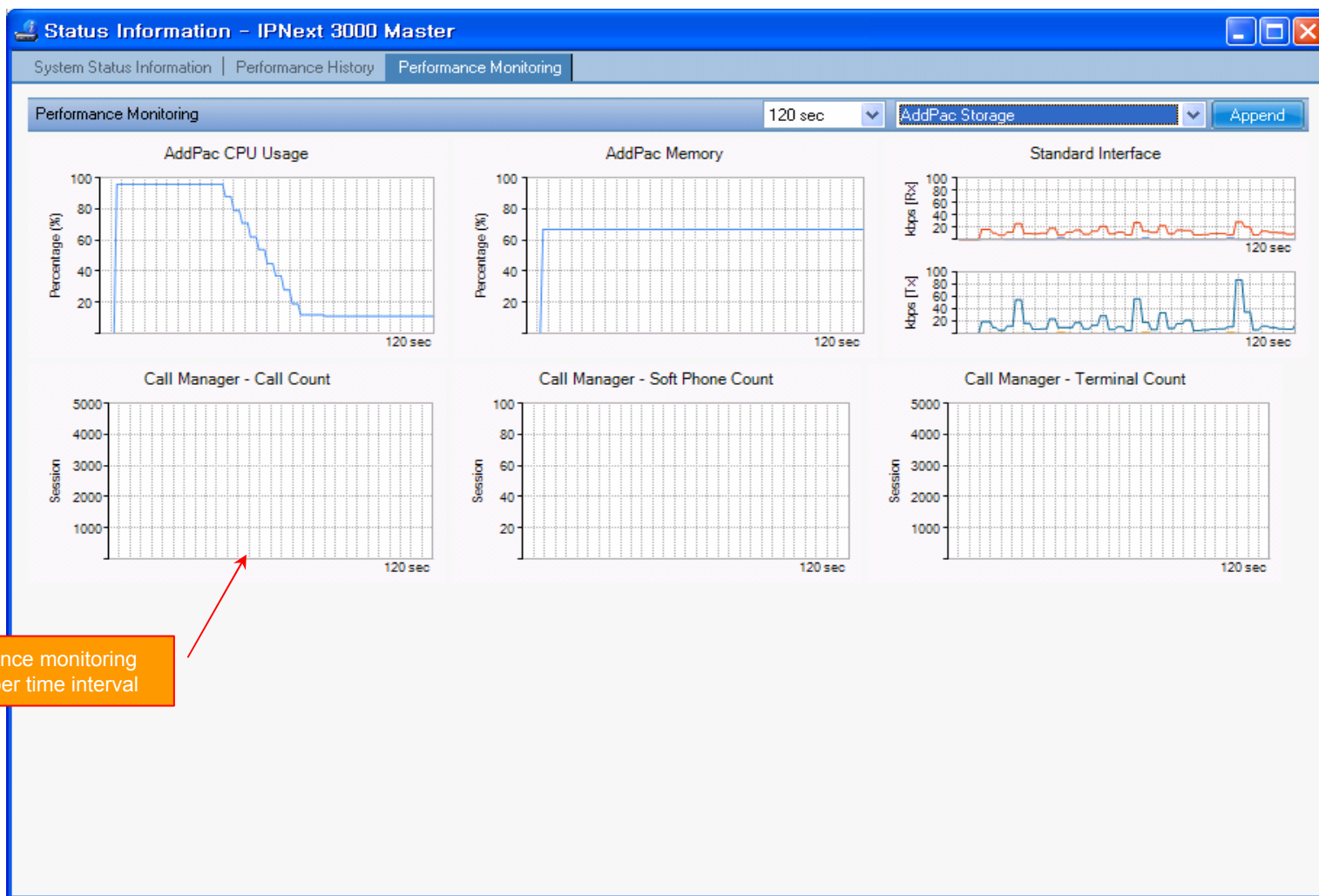


Device Status Information

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

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	

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.

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 NMS web interface. The main window shows a tree view of network devices and their availability. A 'Destination Path Properties' dialog box is open, allowing configuration of notification channels. The dialog includes a table for defining notification types and targets.

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

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

Below the dialog, a table lists 'Your Outstanding Notices (18)'. The table has 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. Overlaid on this are two configuration dialog boxes: 'Destination Path Properties' and 'Target Properties'.

The 'Target Properties' dialog is the primary focus, showing the following configuration:

- Choose the notification type: sms (selected)
- Target Information: alarmLamp (selected)
- Send to select user: Account Administrator (selected)
- Send to Email or Mobile: (unselected)
- Mobile Number: (empty field)
- Choose the desired behavior for automatic notification on responded events: on

An orange callout box with a red arrow pointing to the 'Account Administrator' dropdown contains the text: "user account (administrator) setting for SMS, E-mail Notification or specify e-mail address or SMS phone number".

At the bottom of the NMS interface, there is a table of 'Your Outstanding Notices (18)'. Below is a partial view of this table:

Ack	ID	Send Time	Site	Device Name	IP Address	Details
<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 serverfo...	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

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

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%

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

Your Outstanding Notices (18)

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 main content area is divided into several sections:

- Search Condition:** A panel at the top right allows filtering by 'Hour' (4/ 9/2009) and 'Site' (Branch A, Branch AQ, B).
- Fault Statistics (Site):** A bar chart showing fault counts over time (01:00 to 23:00) for various sites. The legend includes Seoul, HeadQuarter, Center, Branch TG, Branch KT, Branch GX, Branch B, Branch AQ, and Branch A.
- 4/9/2009 Data Table:** A detailed table showing fault counts for each hour across different sites. The total count for the day is 118.
- Your Outstanding Notices (18):** A table at the bottom showing system messages and alerts.

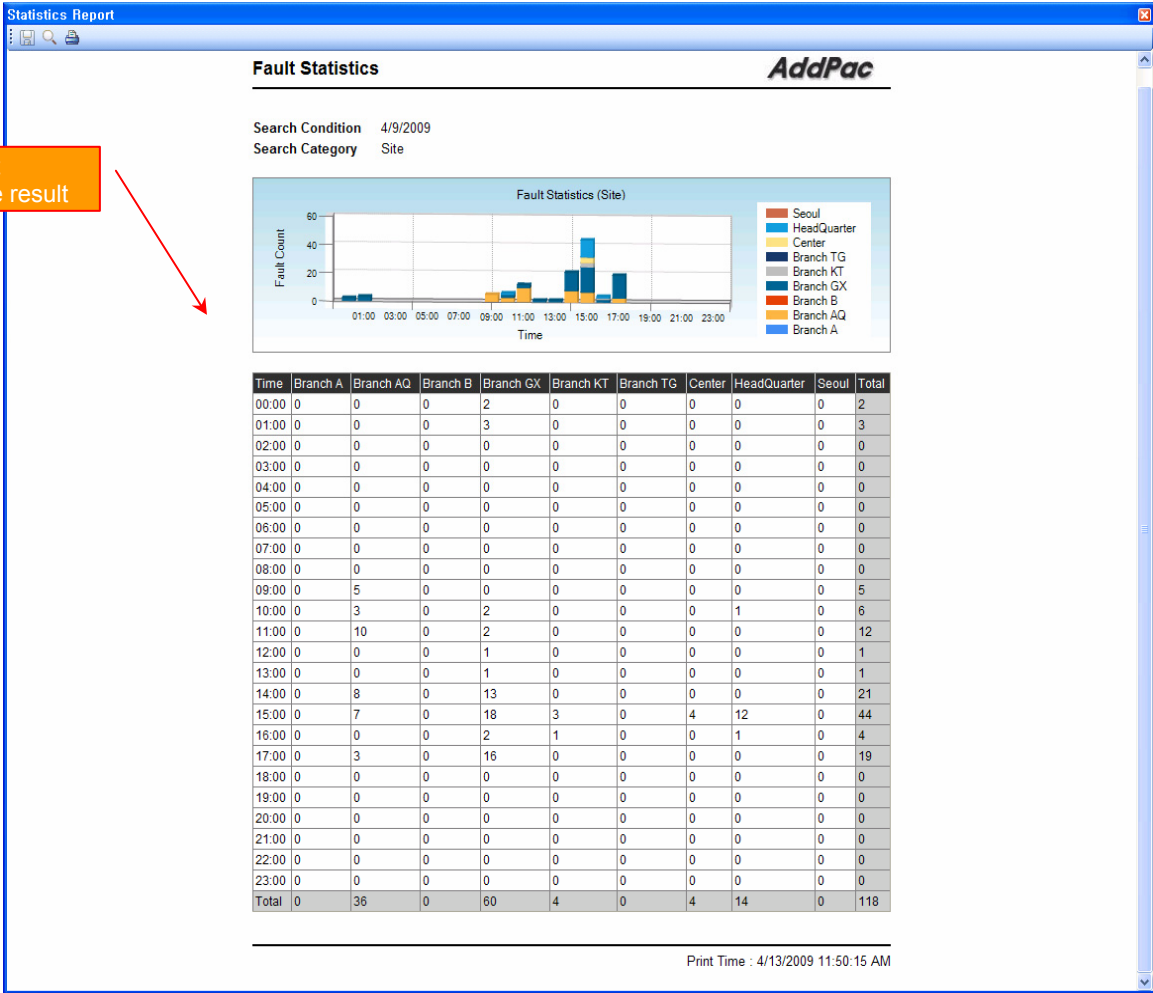
Two orange callout boxes provide additional context:

- display graph for fault statistics with various search condition:** Points to the 'Fault Statistics (Site)' bar chart.
- display detailed data for fault statistics:** Points to the detailed data table for 4/9/2009.

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
Total	0	36	0	60	4	0	4	14	0	118

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

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

Site Event Summary Service Outages Event Notification Destination Paths Users View Current Outages View Outages View Events Fault Statistics Device Model

Name Description

- AddPac AddPac Technology C...
- Branch AQ Branch AQ
- Branch GX Branch GX description
- Branch KT Branch KT
- HeadQuarter Main HeadQuarter Cen...
- Seoul Seoul subnetwork
- Seoul East Area Seoul East Area
- SongPaGu Area Ce... SongPaGu Area Center
- Subnetwork #2 Subnetwork #2
- Branch 1G Yeoksam Area
- SeoChoGu seoul seocho district
- Seoul West Area Seoul West Area
- Gangseo Area Gangseo Area
- Seoul Seoul
- MokDong Area MokDong Area

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

Device Model Properties

General Service Availability System Monitoring Service Monitoring

Model Name AP-IPC250M

Category Network Camera

Management by SSCP

SSCP Port 5061 (1~65535)

Model Image

Model Image Management

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/HeadQuarter	5th_floor_meeting...			device 5th floor meeting room phone device, all ser...
<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 (IP...
<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 (IP...
<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...
<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	172.16.253.11		response or delete by administrator
<input type="checkbox"/>	9236	4/6/2009 7:41:25 PM	/AddPac/Branch AQ	NMS Camera 2	172.16.253.11		ICMP not response or deleted by administrator

Total models : 30

4/13/2009 1:42:39 PM 172.16.31.20:5101 admin Version 1.2,3984

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 red arrow points from an orange callout box to the 'Camera Operation Status' service in the table. A 'Service Properties' dialog box is open, showing the configuration for this service.

Service Properties Dialog (Top):

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

Service Properties Dialog (Bottom):

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

Service Table (Bottom):

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):

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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Sales and Marketing

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