

Apparent Networks – PathView Tool for Network Performance Management

Unified communications applications have become commonplace in organizations today. But they often require additional network bandwidth and resources to work seamlessly and efficiently. How can organizations determine if their network can successfully support unified communications and maintain optimal performance for all applications?

PathView, from Apparent Networks – a Platinum-level member in the Avaya DevConnect Program – provides insight into the end-to-end network performance of a unified communications deployment. This software-only solution can assess an organization's network readiness for new applications such as voice over IP and unified communications.

The PathView solution experiences network performance without affecting it, monitoring service levels, assessing network readiness for new applications and reporting on service delivery. Regardless of the source – whether it be in-house, through the cloud or a third-party network – PathView provides visibility into the entire network path and delivers a complete picture of the network's health at any given point in time. If a problem should occur, PathView will automatically perform a hop-by-hop analysis, both on an organization's network and third-party systems, pinpointing the issue and suggesting remediation actions.

PathView works with Avaya unified communications solutions based on Avaya Aura™ Communication Manager. Aura Communication Manager is an open, scalable, and highly reliable IP telephony solution that provides centralized call control for a resilient, distributed network of media gateways and a wide range of analog, digital and IP-based communication devices.

Features

PathView automatically troubleshoots network performance, precisely locating the problem by identifying the specific hop where the problem is occurring, whether inside or outside an organization's network. In addition, PathView provides:

- **Automatic Problem Identification:** Advanced path diagnostics identifies more than 50 types of network problems, including duplex conflicts, network congestion, quality of service mismatches and media errors

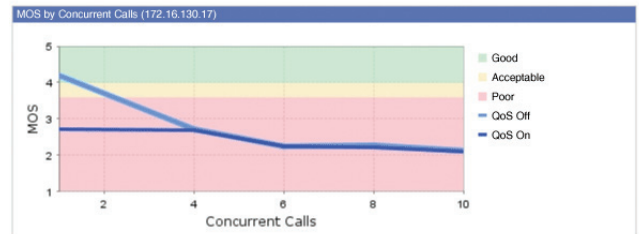
- **Continuous Monitoring:** Real-time and historical performance data details the duration and number of violations such as latency, jitter, packet loss and mean opinion scores (MOS)
- **Robust Network Assessments:** Pre-deployment network assessments automatically identify which network paths will perform well with infrastructure or application changes and which will not
- **Powerful Performance Reports:** Built-in reports use clear, easy-to-understand graphics to document both real-time and historical performance metrics on end-to-end network paths
- **Extensive Traffic Coverage:** Single tool provides coverage for multiple traffic formats including voice, video and data
- **End-point Allocation:** Assignable end-user end-points include client, data server, handsets and voice trunks



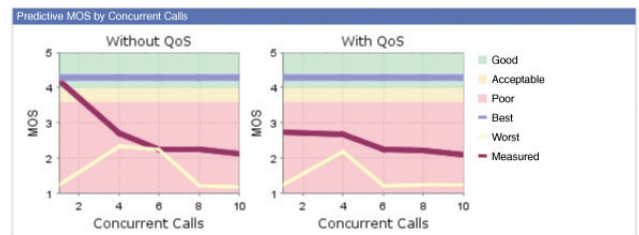
The recommendations for this Voice Trunk are as follows:

- This path cannot support any calls.
- Address the network problems detected for improved voice quality and data performance.

The following chart illustrates the effect of the MOS as the number of concurrent calls is increased on this path.



Predictions for the best, worst and expected MOS for this path are illustrated in the charts below.



- **Software-only Architecture:** Software-only solution requires no appliances, probes or end-point devices, allowing fast and easy deployment across even the largest, highly distributed networks

Benefits

PathView helps organizations reduce roll-out risks by pre-assessing network readiness for VoIP, video and other latency-sensitive applications. It also:

- Troubleshoots carrier problems, distributed WAN and MPLS trouble, and cloud-based service issues up to 70% faster
- Monitors network path performance in real-time through in-house and carrier or service provider networks
- Reports on service levels, both internal and third-party
- Deploys in minutes with single-ended software that requires no agents, probes or configuration changes
- Integrates easily with third-party network management systems via SNMP, SMTP and web services
- Safely performs in production environments, requiring only about 10 kbps per test

System Requirements

PathView Server:

- Microsoft Windows 2003, Microsoft Windows XP Professional, Microsoft Windows Vista Business or Microsoft Windows Vista Ultimate
- 10/100 or 10/100/1000 Ethernet Card
- 2 GB memory
- 2.0 GHz processor
- 800 MB disk space

PathView Sequencer:

- Microsoft Windows XP Professional, Microsoft Windows 2003, Microsoft Windows 2000, Red Hat Enterprise Linux 4.0 for x86, Red Hat Enterprise Linux 5.0 for x86, Microsoft Windows Vista Business or Microsoft Windows Vista Ultimate
- 512 MB memory
- 1.0 GHz processor
- 10 MB disk space

ABOUT DEVCONNECT

The Avaya DevConnect Program provides a wide range of developer resources, including access to APIs and SDKs for Avaya products, developer tools, technical support options and training materials. Registered membership is free to anyone interested in designing Avaya-compatible solutions. Enhanced Membership options offer increased levels of technical support, compliance testing, and co-marketing of innovative solutions compatible with standards-based Avaya solutions. To learn more, or register for membership, please visit www.avaya.com/devconnect.

Learn More

For more information on how Avaya Intelligent Communications can take your enterprise from where it is to where it needs to be, contact your Avaya Client Executive or a member of the Avaya Authorized BusinessPartner program, or visit **“Do Your Research”** at www.avaya.com.

ABOUT APPARENT NETWORKS

Apparent Networks, a privately held company, provides IT performance management solutions that deliver the end-to-end service insight today's cloud applications require. By experiencing network performance without affecting it, the company's patented path solutions assess network readiness, monitor service levels, and diagnose problems otherwise hidden from sight. Leading companies rely on Apparent Networks to assure application delivery and expand their service portfolios with confidence.

Apparent Networks' customers span a variety of industries including IT services, telecom, technology, financial services, healthcare and pharmaceutical, manufacturing, education and government.

Apparent Networks is headquartered in Wellesley, Massachusetts and maintains a development site in Vancouver, British Columbia.

For more information, visit www.apparenttools.com.

ABOUT AVAYA

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness.

For more information please visit www.avaya.com.