Remote, fast and simple issue resolution is possible thanks to Avaya Diagnostic Server with SLA Mon™ technology. As the evolution of Avaya’s trusted Access Link (SAL) Gateway, Avaya Diagnostic Server goes beyond remote access and alarming to provide your organization with sophisticated remote IP Phone diagnostics and unprecedented network visibility and control. Using patented technologies with smart agents embedded in Avaya solutions, Avaya Diagnostic Server provides historical network analysis to empower you to proactively solve network issues faster than ever before, which can lead to fewer escalations, and finger pointing within your IT department. Included in the Avaya Support Advantage Preferred option, Avaya Diagnostic Server enables you to work in parallel with Avaya support via customer controlled tools providing remote access, advanced endpoint diagnostics and network monitoring at no additional licensing cost.

Benefits of Avaya Diagnostic Server:

- Resolve issues faster with remote IP Phone testing
- Reduce the need for costly third party diagnostics equipment and software licensing
- Self-diagnose network errors to optimize network performance
- Prevent future issues by gaining visibility into network history

Overview

Remote, fast and simple issue resolution is possible thanks to Avaya Diagnostic Server with SLA Mon™ technology. As the evolution of Avaya’s trusted Access Link (SAL) Gateway, Avaya Diagnostic Server goes beyond remote access and alarming to provide your organization with sophisticated remote IP Phone diagnostics and unprecedented network visibility and control. Using patented technologies with smart agents embedded in Avaya solutions, Avaya Diagnostic Server provides historical network analysis to empower you to proactively solve network issues faster than ever before, which can lead to fewer escalations, and finger pointing within your IT department. Included in the Avaya Support Advantage Preferred option, Avaya Diagnostic Server enables you to work in parallel with Avaya support via customer controlled tools providing remote access, advanced endpoint diagnostics and network monitoring at no additional licensing cost.

Figure 1: Avaya Diagnostic Server with SLA Mon™ Technology
Avaya Diagnostic Server includes SAL Gateway, Endpoint Diagnostics and Network Monitoring in a robust diagnostic platform

‘Based on services requests from over 200 customers in Calendar 2013’
Key Features & Benefits

Avaya Diagnostic Server, consisting of SAL Gateway and SLA Mon™ technology, enables you to self-diagnose key network errors resulting in faster problem resolution and less executive escalations with advanced tools that include:

- Remote access and alarm transport to immediately notify you when network thresholds are breached
- Endpoint diagnostics delivering remote IP Phone support enabling fast complex issue resolution
- End-to-end network performance analysis for unprecedented network visibility and control that enables you to self-diagnose the root cause of issues quickly

SAL Gateway

Available to all Avaya Global Support Services customers, SAL Gateway connects your business with Avaya systems. SAL Gateway is deployed on premise for faster troubleshooting and allows you to centralize remote access, alarm transport and policy from devices across your entire network. Additionally, Avaya Diagnostic Server delivers automatic software updates to provide maximum functionality of the latest Avaya Diagnostic Server software load. You can sign up to automatically install the latest patch, minor and major releases of the Avaya Diagnostic Server software. This feature is managed through the SAL interface and supports the entire Avaya Diagnostic Server installation.

SLA Mon™ Server - Endpoint Diagnostics

The SLA Mon™ Server provides advanced Endpoint Diagnostics in a robust platform designed to further support your troubleshooting efforts. Customers receive the benefits of phone remote control, bulk calls, event monitoring, and screen and packet capture. Avaya’s Endpoint Diagnostic tools ultimately reduce the number of onsite dispatches, providing you with superior assistance for your most complex issues.

Avaya provides an extremely high level of remote support for IP Phones. With Phone Remote Control, you can view IP phone button presses, control key endpoints and execute test calls to help identify the cause of an issue quickly and assist the end user remotely. Additionally, the Bulk Call feature helps you save time by generating simultaneous calls between IP Phones in multiple locations to help you diagnose the issue in minutes and hours instead of days and weeks.
The Endpoint Diagnostics feature, Packet Capture, reduces the need for complex equipment like probes and sniffers, saving you hours of set up time to capture IP Phone network events. Live insight into end point displays and network events provides the concrete evidence you need to determine network errors remotely without having to spend the extra time and money needed for additional onsite network personnel.

![Figure 3: Endpoint Diagnostics - Remotely capture traffic to and from your IP Phones to troubleshoot network errors](image)

**SLA Mon™ Server - Network Monitoring**

Avaya offers an additional layer of network visibility to the Avaya Diagnostic Server solution with end-to-end network performance, hop-by-hop Quality of Service (QoS) analysis and historical statistics, providing you with a truly holistic view of your environment. The SLA Mon™ Server collects real time performance statistics across your network by using super lightweight synthetic traffic flows that replicate the type of traffic used by various applications. With Network Monitoring, you receive early warning signs throughout your network, including service provider WAN segments, all from a local customer interface.

End-to-end jitter, delay and packet loss are actively monitored for multiple QoS settings and packet types such as voice, video and data. With Network Monitoring, you can track the Differentiated Services Code Point (DSCP) marking hop-by-hop, not just end-to-end. As a result, you not only know which DSCP is being re-marked but also at which hop the marking is being changed in both directions.

![Figure 4: Network Monitoring – Track DSCP markings hop-by-hop, not just end-to-end](image)
The Proactive Alarming feature of Network Monitoring keeps you continuously informed about key network errors. You can receive notifications via SNMP traps when network thresholds are exceeded. Network Monitoring also provides you with a comprehensive 60-day history of network statistics so you can proactively prevent future errors by correlating end-to-end product and solution disruptions to network issues.

**Supported Products**

Endpoint Diagnostics and Network Monitoring are supported on certain Avaya IP desk phones (i.e. 96XX), Gateways (i.e. 400 series) and Networking products. Avaya will continue to expand support for additional products. For details on supported products, please go to [http://support.avaya.com/ads](http://support.avaya.com/ads)

### SLA Mon™ Server Requirements

To begin experiencing the benefits of Avaya Diagnostic Server, please consider the following requirements:

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<thead>
<tr>
<th>Requirement</th>
<th>Details</th>
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<tr>
<td>To use SLA Mon™ technology with Avaya Aura® products, customers must have Support Advantage Preferred coverage on all Avaya Aura® products at all Functional Locations (FLs) where SLA Mon™ will be used. The Support Advantage entitlement supports all agent types including those in Avaya Networking products.</td>
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<tr>
<td>To use SLA Mon™ technology with Avaya Networking products, the customer must have an install base of 25 or more network switches with GE level Networking Support Services coverage or above. The Avaya Networking entitlement only supports Networking equipment agents and includes only non-telephony customers.</td>
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<td>Must be deployed on customer premises</td>
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<td>Requires its own physical or virtual server</td>
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<td>Partner access to the customer’s Avaya Diagnostic Server can be done via any IP connectivity</td>
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Learn More

To learn more about how Avaya Diagnostic Server can help you resolve complex network issues faster, please contact your Avaya Account Manager or Authorized Partner or visit us at www.avaya.com.

About Avaya

Avaya is a leading, global provider of customer and team engagement solutions and services available in a variety of flexible on-premise and cloud deployment options. Avaya’s fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information, please visit www.avaya.com.