

Avaya Diagnostic Server

On premise, customer-controlled tools designed to help you resolve complex issues faster.

In today's fast paced environment, losing time to network problems or performance issues can lead to lower IT productivity and end user dissatisfaction. To provide business continuity, IT organizations need sophisticated diagnostic tools to help pinpoint the root cause of problems. However, diagnostic tools often include complex and costly third party equipment and software, costly onsite troubleshooting, and support from separate IT departments that prevent organizations from quickly resolving network issues. In comparison to non-network related issues, most network related issues take longer to resolve and are more likely to become a major severity¹.

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

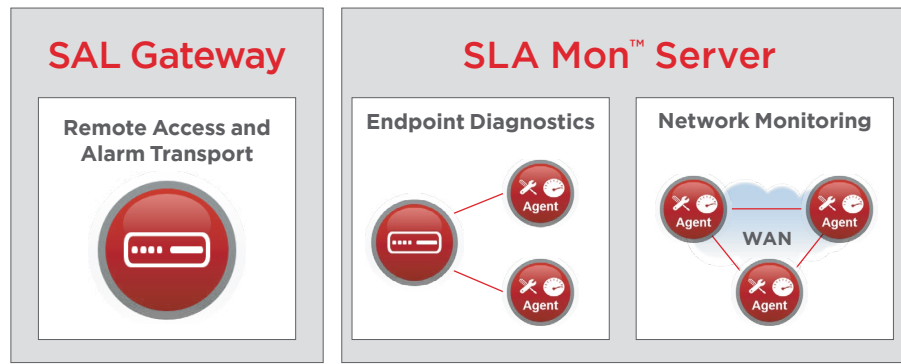
solutions, Avaya Diagnostic Server provides historical network analysis to empower you to proactively solve network issues faster than ever before, which can lead to fewer escalations, and finger pointing within your IT department. Included in the Avaya Support Advantage Preferred option, Avaya Diagnostic 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.

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

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



¹Based 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

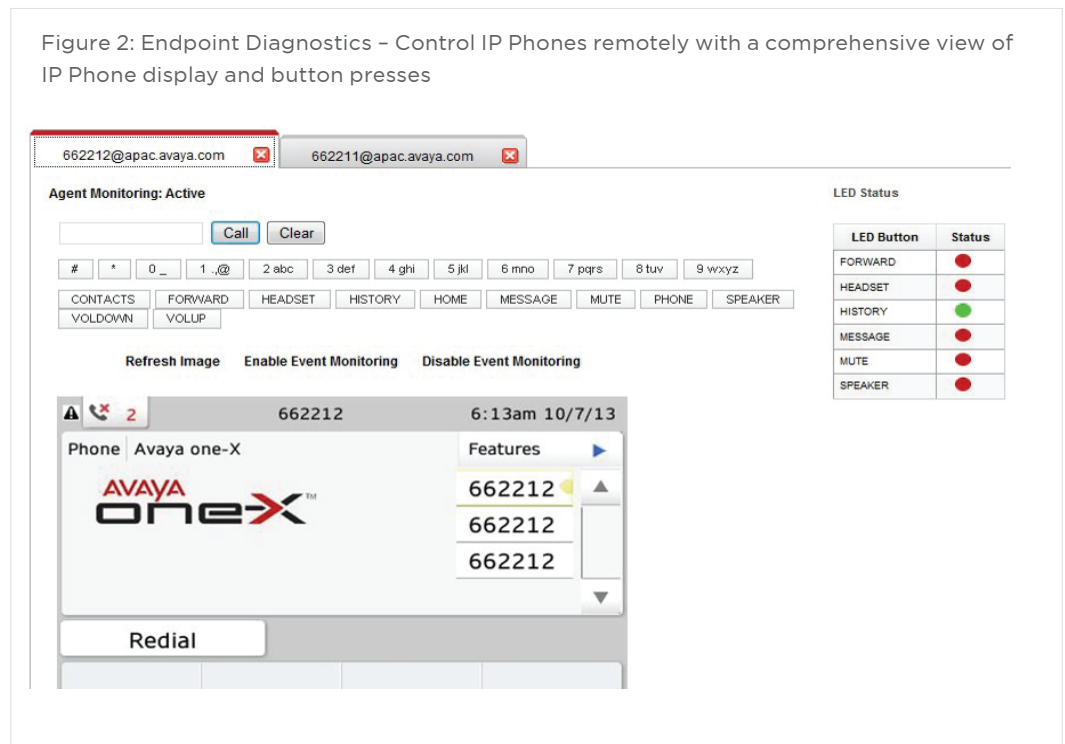
Available to all Avaya Global Support Services customers, SAL Gateway connects your business with Avaya systems. SAL Gateway is deployed on premise for faster troubleshooting and allows you to centralize remote access, alarm transport and policy from devices across your entire network. Additionally, 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 installation²

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 end points 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 weeks³.

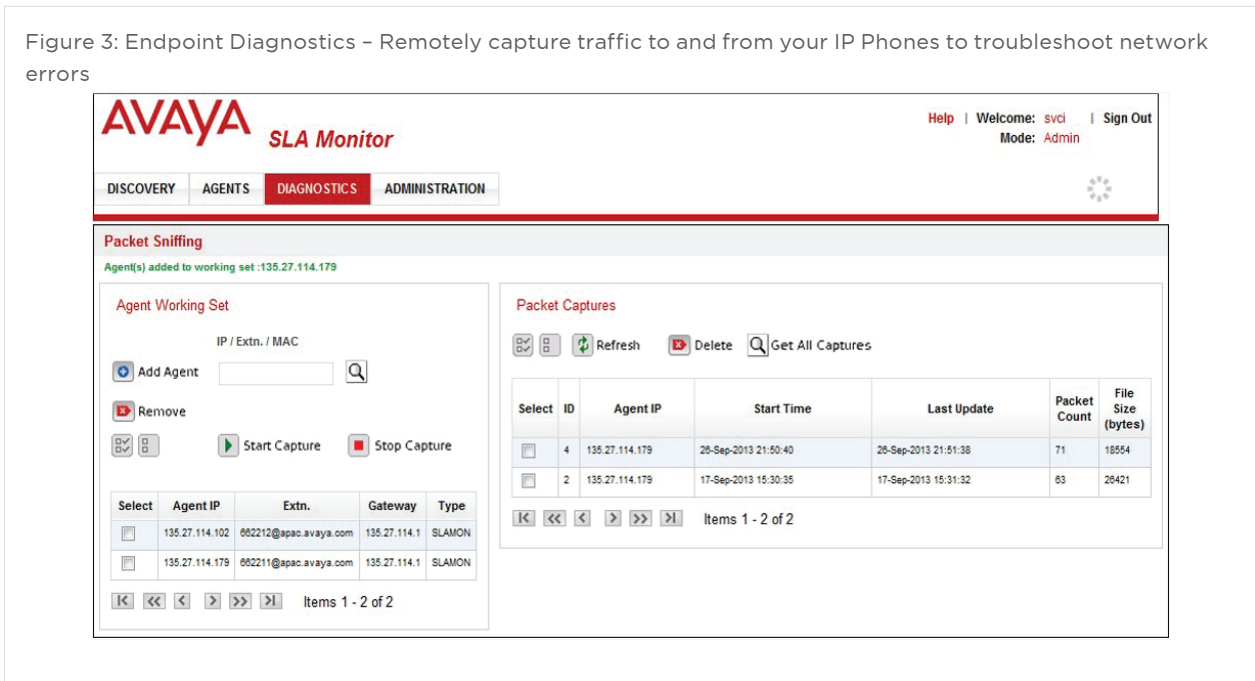


²This feature applies to Avaya Diagnostic Server only and not to other Avaya products

³Based on Avaya internal data

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



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

DSCP Details: SouthWest to Bangalore [14-Jan-2014 18:16:10 IST]

Hop #	Audio Path	Audio Marking	Data Path	Data Marking	Video Path	Video Marking
0	135.27.112.69	46	135.27.112.69	0	135.27.112.69	26
1	135.27.112.3	0	135.27.112.3	0	135.27.112.3	0
2	135.27.115.217	0	135.27.115.217	0	135.27.115.217	0

DSCP Details: Bangalore to SouthWest [14-Jan-2014 18:16:10 IST]

Hop #	Audio Path	Audio Marking	Data Path	Data Marking	Video Path	Video Marking
0	135.27.115.217	46	135.27.115.217	0	135.27.115.217	26
1	135.27.115.2	46	135.27.115.2	0	135.27.115.2	26
2	135.27.112.69	0	135.27.112.69	0	135.27.112.69	0

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.

Any IP connectivity exceeded

The screenshot shows the AVAYA SLA Monitor web interface. At the top, it says "Any IP connectivity exceeded". The interface includes a navigation menu with options like DISCOVERY, AGENTS, TEST ADMINISTRATION, NETWORK MONITORING, ENDPOINT DIAGNOSTICS, and ADMIN. The main content area is titled "Alarming" and contains a table of thresholds for different services.

Thresholds	Audio	Video	Data	Strike
Round Trip Delay	360 (0..999 ms)	360 (0..999 ms)	600 (0..999 ms)	10 (1 .. 50)
Jitter	20 (0..10000 ms)	20 (0..10000 ms)	60 (0..10000 ms)	10 (1 .. 50)
Packet Loss	3 (0..100 %)	.2 (0..100 %)	10 (0..100 %)	10 (1 .. 50)
e-MOS	3.6 (1.0 .. 5.0)	3.6 (1.0 .. 5.0)	1 (1.0 .. 5.0)	10 (1 .. 50)

* SLA Mon Server AlarmID 1001001002 (1000000000 .. 9999999999)

Save Changes

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>

SLA Mon™ Server Requirements

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

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.

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.

Must be deployed on customer premises

Requires its own physical or virtual server

Partner access to the customer's Avaya Diagnostic Server can be done via any IP connectivity

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.

