

ManageEngine® VQManager is a powerful, web-based, 24x7 real-time QoS monitoring tool for VoIP networks. VQManager can monitor any VoIP equipment that supports SIP(RFC 3261), H.323, Cisco™ Skinny and RTP / RTCP (RFC 3550)

VQManager helps troubleshooting VoIP calls for failures and quality deterioration. Once identified, alarms are generated by the system to notify administrators. Administrators can then drill-down on the alarms to isolate the root cause

With over 25 comprehensive built-in reports, VQManager gives network administrators critical insight about bandwidth usage and traffic patterns over time

Features

NON-INTRUSIVE REAL-TIME MONITORING

- Proactive monitoring of Bandwidth utilization and QoS metrics such as Jitter, Latency, Packet loss
- ITU standard E-Model based MOS calculation
- Drill down of information to minute-level of precision
- Call information display using CDR/CMR logs
- Integrates with higher level Network Manager, thus protecting existing investment

ALARMS AND NOTIFICATIONS

- Alarm generation on vital parameters based on user-defined threshold and severity
 - QoS (Jitter, Packet loss, MOS and RFactor)
 - Frequent and consecutive incomplete calls
 - Call set-up time
 - Average Length Of Call (ALOC)
 - Answer Seizure Ratio (ASR)
 - Average answer delay
 - Voice bandwidth utilization
 - SIP errors
 - Frequent call disconnects
 - Call volume
- User configurable e-mail notification
- SNMP Trap alerts based on user-defined thresholds

CALL DETAILS VIEW

- QoS trends for calls and endpoints
- Codec details used by endpoints
- Enhanced debugging of error calls through pictorial representation of call flows
- Call Trace of SIP, H.323, Cisco™ Skinny and RTCP packets transferred in a call

New Service Provider licensing

- Live monitoring of Cisco™ Skinny, H.323 and SIP calls
- Call flow ladders for quick problem diagnosis
- Operator alerts, Email notifications & SNMP traps
- Customized, scheduled reporting

“VQManager is an *excellent* piece of software...the product has behaved flawlessly and been extremely useful in a live business environment. ”

- Julian Fletcher,
ConvergenceGroup.

What can VQManager do?

MONITOR AND REPORTS

- Voice Quality Metrics
- Call Traffic Trends
- Bandwidth Utilization
- Alarms on Quality deterioration

CAPACITY PLANNING

- Graphical reports for efficient bandwidth utilization
- Historic call traffic trend for optimal network planning.

DASHBOARD VIEW



PROBLEM DIAGNOSIS

- Pictorial representation of call flow information to debug call set-up issues
- Bandwidth usage graph with split up between voice and non-voice data to help analyze bandwidth congestions
- Call QoS trend, to identify quality gaps

REAL-TIME MONITORING AND POST-EVENT ANALYSIS

- Supports real-time monitoring as well as trend analysis for post-event troubleshooting and capacity planning based on calls that happened days or weeks or months earlier
- Real-time reporting of call volume changes, bandwidth utilization and voice quality
- On demand reports of Top users based on Call Volume or Duration
- Schedule and Export report as CSV and PDF files and e-mail as attachments
- Concurrent calls reporting with min., max. and avg. values on an hourly, daily and weekly basis

ENDPOINT DETAILS VIEW

- Detailed view of call usage trend with QoS Metrics and Traffic Patterns
- Call Metrics such as Incoming and outgoing call QoS metrics, total active Call duration, Average Call duration & ASR
- Call categorization such as incoming, outgoing, unanswered, error, good and poor quality calls
- Option to group the endpoints based on IP Address and SIP URL/phone number
- Monitoring and reporting of Registration requests

CAPTURE AND DISPLAY FILTERING

- Filtering criteria to capture / monitor call traffic from specific IP Address / locations
- Flexible filtering of data based on IP Address, SIP URL/phone number and Name
- Provisions for saving the captured packets in libpcap format for post-event troubleshooting

WEB-BASED USER INTERFACE

- Provides a web-based user interface for remote access using standard web browsers such as Microsoft Internet Explorer & Firefox
- User-friendly graphical screens allows easy understanding of network & troubleshooting.

System Requirements:

Pentium IV 1.8 GHz, 1 GB RAM, 2 GB free hard disk space
Windows 2000/XP, RedHat Linux 7.2, 8.0 , Mandrake Linux 10.1 & Mandriva 2006

