

Vivinet™ Diagnostics

Pinpoints VoIP quality problems in minutes and creates informative reports

Overview

As part of NetIQ's VoIP Management solutions, the NetIQ Vivinet Diagnostics product (Vivinet Diagnostics) quickly pinpoints call quality problems in Voice over IP (VoIP) networks. Vivinet Diagnostics analyzes the network path between the caller and the called party while gathering detailed performance data about the routers, switches, links and voice gateways. Then using its Knowledge Engine and VoIP Quality rules, the product identifies the cause of network performance problems so you can pinpoint in minutes what would normally take hours or even days to diagnose.

Solutions for Today

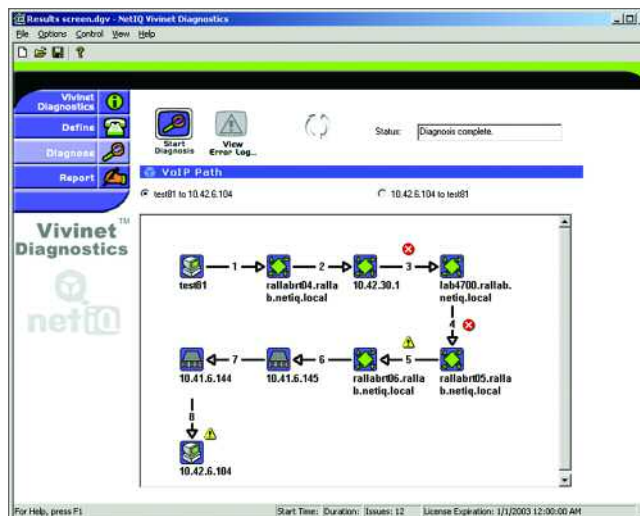
VoIP deployments are often stalled because of time spent waiting to identify call quality issues in the pilot deployment. When problems are reported, you need to quickly find the root cause. Vivinet Diagnostics is the only product on the market that can easily explain why you are experiencing reduced call quality. By analyzing all network devices along the path of a VoIP phone call, this tool determines which devices are contributing to poor performance.

Key Benefits

Reduces the skills required for VoIP troubleshooting – Automates each step during troubleshooting, reducing the need for extensive know-how. Vivinet Diagnostics finds problems, identifies their causes and prioritizes them for you.

Cuts down on time spent resolving voice quality issues – Allows you to rapidly determine the cause of the problem and verify that your fixes have worked.

Minimizes the tools required – Combines network discovery, synthetic transactions and monitoring of WANs, LANs and network devices. Because this single tool gathers such a broad collection of information, Vivinet Diagnostics can analyze the data in a way you could not using multiple, separate tools.



Vivinet Diagnostics traces the path of VoIP traffic, highlighting potential problems along the way.

Generates informative reports - Includes comprehensive call quality information in the diagnosis phase. With Vivinet Diagnostics, you can also sort by event severity.

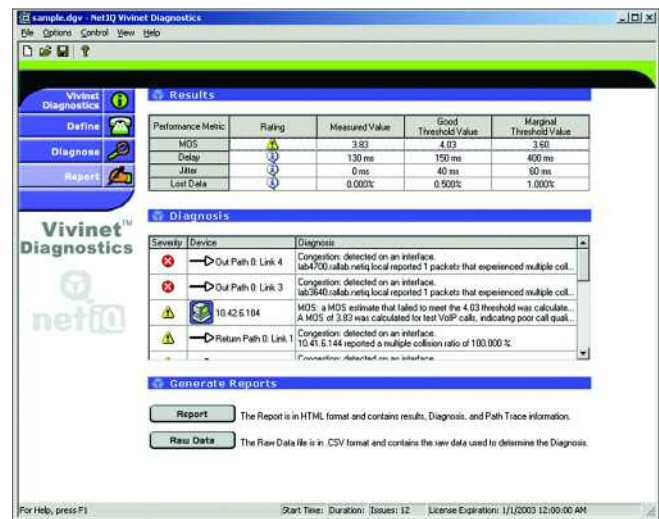
Enables troubleshooting in both pre- and post-deployment environments – Utilizes NetIQ Performance Endpoints, which are often deployed for VoIP readiness assessments, or leverages the actual VoIP phones after deployment to streamline troubleshooting.

Requires minimal configuration – Automatically discovers the information necessary to troubleshoot problems. To do the initial setup, you only need to provide the community strings for your routers and switches. For each problem you are troubleshooting, you provide either two IP addresses or two phone numbers.

Vivinet™ Diagnostics

Technical Features

- Determines how to interpret the gathered management data
- Diagnoses and locates the source of problems you detect on your network, such as poor-quality voice transmissions, dropped calls or cutouts
- Saves diagnoses for later use, accelerating the troubleshooting process and eliminates issues
- Analyzes the path a particular call takes through your network, including routers, switches or voice gateways that intervene between the calling and called parties
- Collects end-to-end network information by triggering synthetic transactions
- Automatically diagnoses problems when a problem is detected through integration with AppManager
- Identifies the what, where and when of network problem. Vivinet Diagnostics can also identify why the problem occurred and where you should look to fix it
- Enables you to select the vendor (Cisco or Nortel) whose Target Devices you will use to run diagnostic tests
- Offers expanded support for Cisco CallManager
- Delivers expanded support for Nortel CS1000
- Provides extensive diagnosis reports that include information, including CPU utilization, delay, jitter, insufficient bandwidth and network congestion



Vivinet Diagnostics simplifies troubleshooting by identifying problems and sorting them by severity, then creating reports.

System Requirements

Software Requirements:

- Microsoft Windows 2000, Windows ME or Windows XP
- Microsoft Internet Explorer 5.0 or higher

Vivinet Diagnostics can be used with Performance Endpoints for the following operating systems:

- Windows (NT 4, 2000, Me or XP), Linux (x86) and Sun Solaris (x86, SPARC)

For endpoint requirements, refer to www.netiq.com/support/pe/default.asp

Hardware Requirements:

- Pentium 600 or equivalent with 128MB of memory
- 20MB of available disk space

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