

NetIQ's Vivinet Diagnostics Performs VoIP Troubleshooting in Minutes

The NetIQ Vivinet Diagnostics product quickly pinpoints call quality problems in Voice over IP (VoIP) networks and explains why you are experiencing reduced call quality. Vivinet Diagnostics reduces the time needed to resolve voice quality issues and lessens the skills required for VoIP troubleshooting,

addition of a Probable Cause will tell you why the Diagnosis occurred and where you should look to fix the problem.

As a critical component of Nortel's Proactive Voice Quality Management (PVQM) initiative, Vivinet Diagnostics integrates with NetIQ AppManager and Nortel Communication Server 1000 (CS 1000) system to provide automatic call quality diagnosis and root cause analysis when a real-time R-value (Quality of Experience) trap is received from the call server.

- Reduces the skills required for VoIP troubleshooting by automating each step during troubleshooting—finding problems, identifying the cause and prioritizing them for you.
- Minimizes the tools required and provides deeper analysis by combining network discovery, synthetic transactions and monitoring of WANs, LANs and network devices.
- Generates informative reports that include comprehensive call quality information in the diagnosis phase. You can also sort by event severity.
- Enables troubleshooting in both pre- and post-deployment with NetIQ Performance Endpoints, lightweight software agents that collect information about network transactions for analysis and reporting.
- Requires minimal configuration by automatically discovering the information necessary to troubleshoot problems.



Leveraging the strengths of its Developer Partners and their Compatible Products, the Developer Program has become a key contributor in the success of Nortel by broadening its reach and responsiveness in meeting the needs of its channels and customers. Each Nortel Compatible Product has met established requirements for integration, functionality and stability, further reducing total cost of ownership.

Proactive Voice Quality Management (PVQM), co-developed by Nortel and NetIQ, ensures that you have the right tools in place to support the right processes to stay on top of your VoIP service quality. Count on Nortel and NetIQ to provide your VoIP Service Level Management needs.

Vivinet Diagnostics allows Nortel customers to automatically collect data needed to understand the problem and perform analysis to prioritize problems according to severity. For Nortel environments, Vivinet Diagnostics identifies the "probable cause" of VoIP problems between Nortel devices using advanced, RTCP-XR call quality metrics. A Diagnosis identifies the what, where, when, and severity of a network condition. The

Company Information

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For all inquiries on this product,
please provide the following
reference code: VivDiag1

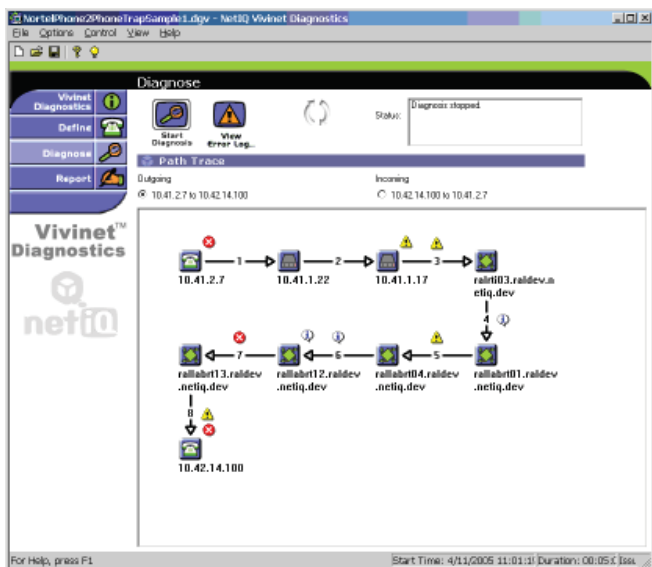


Figure 1: The Diagnose tab illustrates the bi-directional path of a voice call between two Nortel phones and all the respective network devices in between. Problem areas are highlighted according to their severity.

Performance Metric	Rating	Measured Value	Good Threshold Value	Marginal Threshold Value
MOS	⊘	2.16	4.00	3.00
R-value	⊘	42.00	80.45	69.19
Delay	⊙	61 ms	100 ms	400 ms
Jitter Buffer Loss	⚠	4.520%	0.100%	50.000%
Last Data	⊘	11.099%	0.100%	0.200%

Severity	Device/Link	Diagnosis
⊘	10.41.2.7	Burst Density: burst density exceeded the 1.000% threshold as reported by R-value trap. 16.849% burst density was measured between the Target Devices. Time detected: 4/11/2005 at 11:01:19 AM.
⚠	10.41.2.7	Jitter buffer loss: loss due to jitter buffer overflow or underflow exceeded the 0.100% threshold as reported by R-value trap. 4.520% loss was measured between the Target Devices. Time detected: 4/11/2005 at 11:01:19 AM.
⚠	Outgoing Link 8 (L3)	Congestion: detected on an interface 10.42.14.254: 8121-ansl, reported that traffic was queued for transmission. Time detected: 4/11/2005 at 11:03:05 AM.
⊘	Cause: Undetermined Cause: A number of diagnoses have undetermined cause (Issues: 18)	
⊘	Cause: WAN Link (routing: Longspeed RSP) (in interface: dsm) (in configuration: 10.42.30.2_9sub01) (Issues: 1)	

Figure 2: The Report tab of a Diagnostic summarizes the respective quality metrics as well as reports on the root cause of a call quality event generated by a Nortel QoE trap.

Compatibility Information:

Vivinet Diagnostics Version 2.0 was verified as compatible in a controlled laboratory environment. For complete compatibility details, including specific Nortel platforms and releases, please refer to the Certificates of Compatibility at:

www.nortel.com/prd/dpp/product/prodpages/z6228.html

NORTEL
Compatible Product

www.nortel.com/compatible

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