



Real Time Monitors, Inc.
A Systems Monitoring Company

Switch Expert™ Fault, Configuration, Accounting, Performance & Security (FCAPS)

JITC and IA certified, Switch Expert™ delivers Fault, Configuration, Accounting, Performance and Security (FCAPS) for Nortel communications systems through automated, real-time collection and compilation of Operational Measurements (OM), System Events (Alarms), Station Message Detail Recording (SMDR)/Call Detail Records (CDR) data, Quality of Service (QoS) and IP Intrusion Analysis

systems including Communication Server 2100 (CS 2100), Meridian SL-100 (MSL-100), Media Gateway 1000M, and Communication Server 1000 (CS 1000).

Features:

- **System Event Monitoring (Fault)**
– Provides structured access to all log events generated by the managed telephone systems, i.e., Auth Abuse, Calling Line Identification, Malicious Calls Trace, Onsite Notifications 911 calls.
- **Enhanced Map (MAP)** – The map allows centralized clients' visual alarm indications and point and click access to multiple sites with seamless alarm filtering and integrated shortcut icons to any command line or VT emulated host that supports Telnet and/or Secure Shell (SSH2) connections.
- **System Event Analyzer (SEA)** – Allows point and click analysis of thousands of critical, major and minor system events. SE accomplishes the analysis by allowing the end user to breakdown/analyze like events based on selectable text within the events.
- **System Alarm Management (SAM)**
– Provides a hardware alarm-monitoring and notification process.
- **Secure Switch Access (Configuration)**
– Provides authorized clients with remote switch access with integrated VBScripting through the SE server. This module optionally provides keystroke session recording on a per user basis.
- **Station Message/Call Detail Recording (Accounting)** – Provides real-time costing and tracing of all completed calls. Real-time tracing is accomplished through a powerful and easy-to-use report wizard that can search for individual station usage, authorization-code usage, bomb threat and harassment



Nortel continues to deliver market-leading solutions through innovation, vision and relationship. Leveraging the strengths of its Select Product providers, Nortel continues to broaden its reach and responsiveness in meeting the needs of both channels and customers. Nortel distributors/resellers may be eligible to order certain Select Products directly from Nortel.

Switch Expert (SE), an IP-based client/server network element monitoring application, utilizes Advanced Encryption Standard (AES) strong encryption and meets the Telecommunication Management Network (TMN) mandatory requirements. JITC and IA certified, Switch Expert can be used by the NOC to simultaneously monitor multiple network elements in real-time and provide point and click access to Call Detail Records, Quality of Service, System Events, Traffic Analysis and provide Secure Switch Access with integrated VBScripting and IP Intrusion detection.

SE version 6.0 provides System Events (Fault), Secure Switch Access with VBScripting (Configuration), Station Message/Call Detail Recording (Accounting), Operational Measurements, Quality of Service (Performance) and IP Intrusion (Security) for a host of Nortel

calls at a rate of 1.5 million records per minute, replacing manual, time-consuming and error prone procedures that could take days to complete. And, our unique Real-Time Redirect allows the SE parent to collect SMDR/CDR records from all children and redirect them to the billing server based on customer definable dialing parameters.

- **Operational Measurements (Performance):** SE provides compiled traffic reports to ACD and console supervisors along with long-term traffic trending statistics essential for proper provisioning of trunk groups, lines modules and remote switching sites. For CS 1000/ Meridian 1 systems release 24 and greater, SE processes all System TFS, Customer TFC and Network TFN reports to include trunk and attendants console reporting.

- **Quality of Service (QoS)** – Provides real-time CS 2100 QoS collection of completed VOIP calls. The real-time tracing is accomplished through a powerful and easy-to-use report wizard that can search through 1.5 million QOS records per minute

- **Command Line Polling (CMD)** – For CS 2100/MSL-100 systems only - This process records all commands entered into the switching system by maintenance or service order personnel.

- **Network Element Monitor (NEM):** Allows one SE parent server to collect the Call Detail Records, Traffic Reports and System Events from up to 100 CS 1000 systems with a maximum of 250,000 busy hour attempts per server.

- **Report Scheduler (RPT)** – Allows the customer to schedule Traffic, System Events, and SMDR/CDR reports and have the output produced in HTML, XLS, PDF and Tabbed Text. These reports can then be automatically sent via email and/or FTP to their desired destinations.

- **IP Intrusion and Detection (Security)** – Provides the ability to define and scan a range of IP addresses, denote the identity of each reported IP and open port, and set the reported scan as a baseline (all is known) scan. Switch Expert can then rescan the IP range on a definable time interval and compare against the known baseline. If a new IP, open port or vulnerability is discovered, SE provides notifications via Email and/or an SNMP trap.

- **Toll Fraud Monitoring (TFM)** – Provides notification of completed calls, i.e. simultaneous/abusive authorization code usage along with excessive/unusual domestic and international calls, such as long duration and unexplainable tandem calls

Company Information

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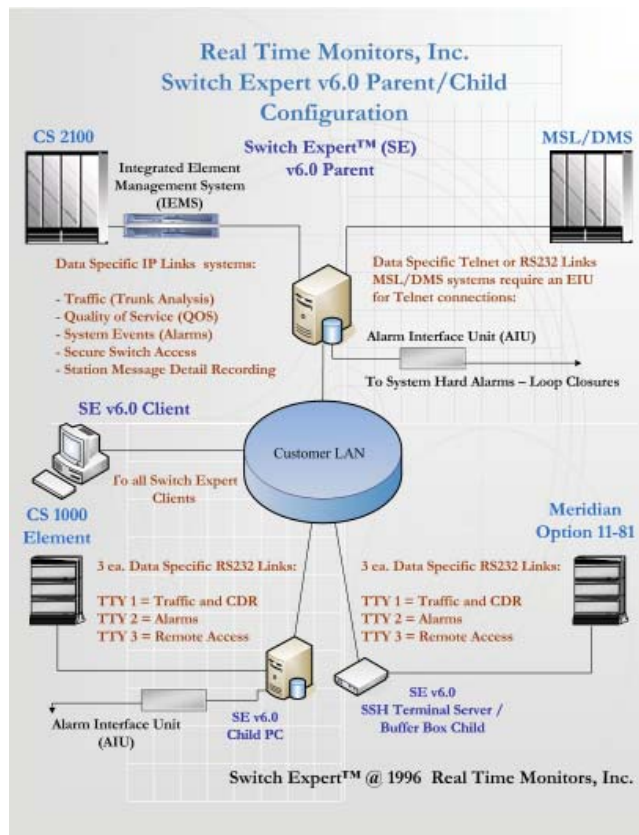
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For all inquiries on this product, please provide the following reference code:
SE5545



Compatibility Information:

Switch Expert release 6.0 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/z5991.html

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