Introducing

MarWatch 5.1

Why MarWatch 5.1?

- Monitoring Mitel voice quality tells us there IS a problem. Now, monitoring the rest of the infrastructure tells us WHERE.

- Diagnosing network problems is hard. Tools like remote IP set testing help get voice quality problems resolved faster.

- Mitel's product portfolio has grown, and so has MarWatch device support – with MiVoice MX-ONE VQ and more.
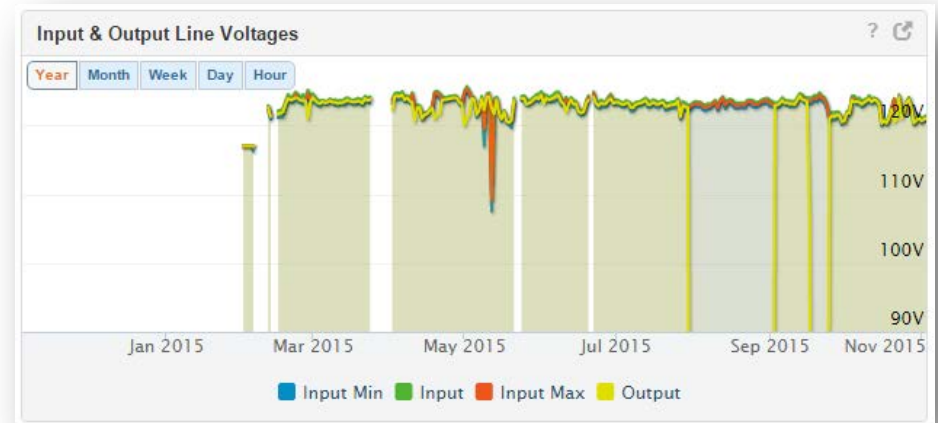
MARTELLO

Key New Features

Monitor ANY SNMP Device

- Configure MarWatch to monitor any SNMP device, from any vendor.

- No need to wait for a software release to add new device types.

- Greater insight into the source of a VQ problem with data from devices in the surrounding infrastructure

- Session border controllers
- IP DECT gateways
- Uninterruptible power supplies
- Multi-vendor PBX
…and more.

Input & Output Line Voltages

| Year | Month | Week | Day | Hour |

120V
110V
100V
90V

Jan 2015   Mar 2015   May 2015   Jul 2015   Sep 2015   Nov 2015

■ Input Min   ■ Input   ■ Input Max   ■ Output

Addition of new device types was a *programming* task - Now a *configuration* task.

MARTELLO

MiVoice MX-ONE Support

- SIP set voice quality now supported

- Also monitors:
  - Call server
  - Application server (Windows services running/not running)
  - Server (CPU, memory, disk usage, ping, packet loss, etc.)


MARTELLO
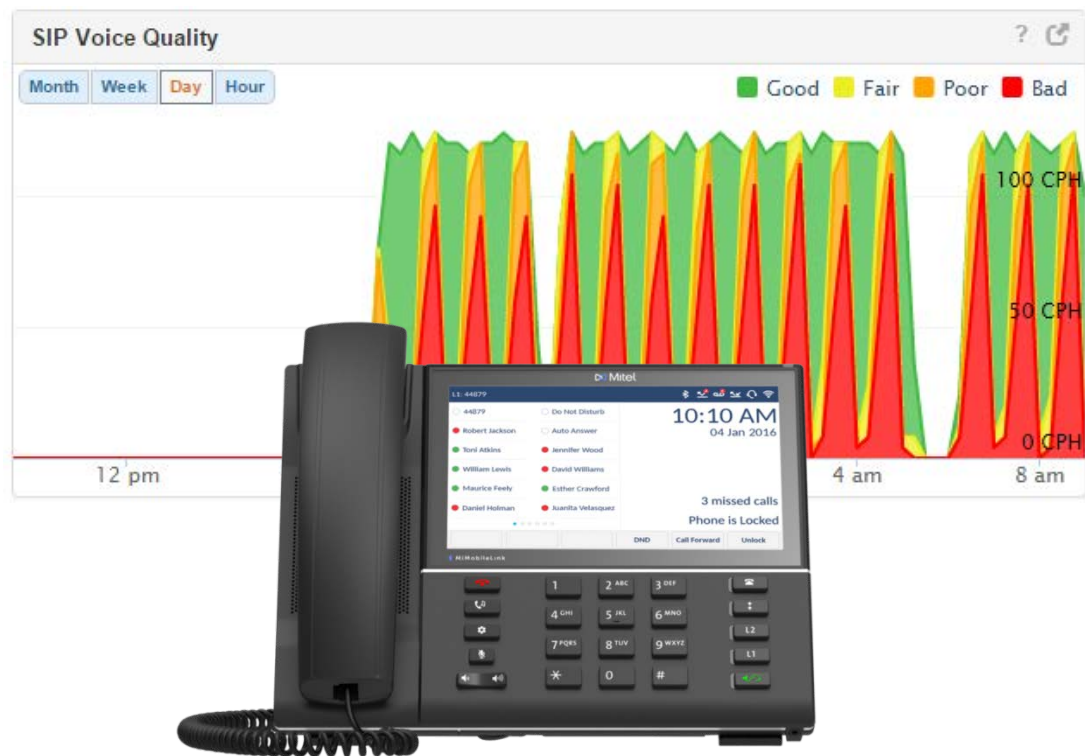
Remote IP Set Testing Tool

- Runs IP traceroute directly from IP sets on MiVoice Business to far-end IP address.

- Simple launch directly from the voice quality graph.

- Speeds voice quality problem resolution.

Maintenance Commands | Maintenance Logs | Software Logs

Command TRACERT IPSET 10.0.5.145 TO 10.0.5.28   Execute Maintenance Command

TRACERT IPSET 10.0.5.145 TO 10.0.5.28

Tracing route
from 10.0.5.145
to 10.0.5.28
over a maximum of 30 hops
with timeout set to 160 msec:
   1   0 ms   10 ms   20 ms   10.0.5.28
Trace complete.

TRACERT IPSET 10.0.5.145 TO 10.0.5.28

Tracing route
from 10.0.5.145
to 10.0.5.28
over a maximum of 30 hops
with timeout set to 160 msec:
   1   0 ms   0 ms   0 ms   10.0.5.28
Trace complete.

Call Length	Min R	Avg R	Max R	IP Source	IP Dest	Codec	Delay (ms)	Avg Jitter (ms)	Max Jitter (ms)	Packetloss %	Test
3s	68	68	68	10.0.5.145	10.0.5.28	G.711 (mu-Law)	2ms	69ms	800ms	0.0%	⇄
9s	90	90	90	10.0.5.145	10.0.5.28	G.711 (mu-Law)	2ms	16ms	695ms	0.0%	⇄
7s	80	80	80	10.0.5.145	10.0.5.28	G.711 (mu-Law)	42ms	38ms	480ms	0.0%	⇄
7s	88	88	88	10.0.5.145	10.0.5.28	G.711 (mu-Law)	20ms	27ms	355ms	0.0%	⇄
7s	90	90	90	10.0.5.145	10.0.5.28	G.711 (mu-Law)	2ms	19ms	140ms	0.0%	⇄
14s	88	88	88	10.0.5.145	10.0.5.28	G.711 (mu-Law)	7ms	32ms	340ms	0.0%	⇄
3s	91	91	91	10.0.5.145	10.0.5.28	G.711 (mu-Law)	15ms	25ms	90ms	0.0%	⇄
10s	89	89	89	10.0.5.145	10.0.5.28	G.711 (mu-Law)	30ms	18ms	200ms	0.0%	⇄
3s	90	90	90	10.0.5.145	10.0.5.28	G.711 (mu-Law)	<1ms	22ms	155ms	0.0%	⇄

MARTELLO

SIP Trunk Utilization

- MarWatch now provides SIP trunk utilization data for MiVoice Business.

- Delivers traffic visibility for load balancing and capacity planning.

- Tracks all SIP peer profiles configured on MiVoice Business system
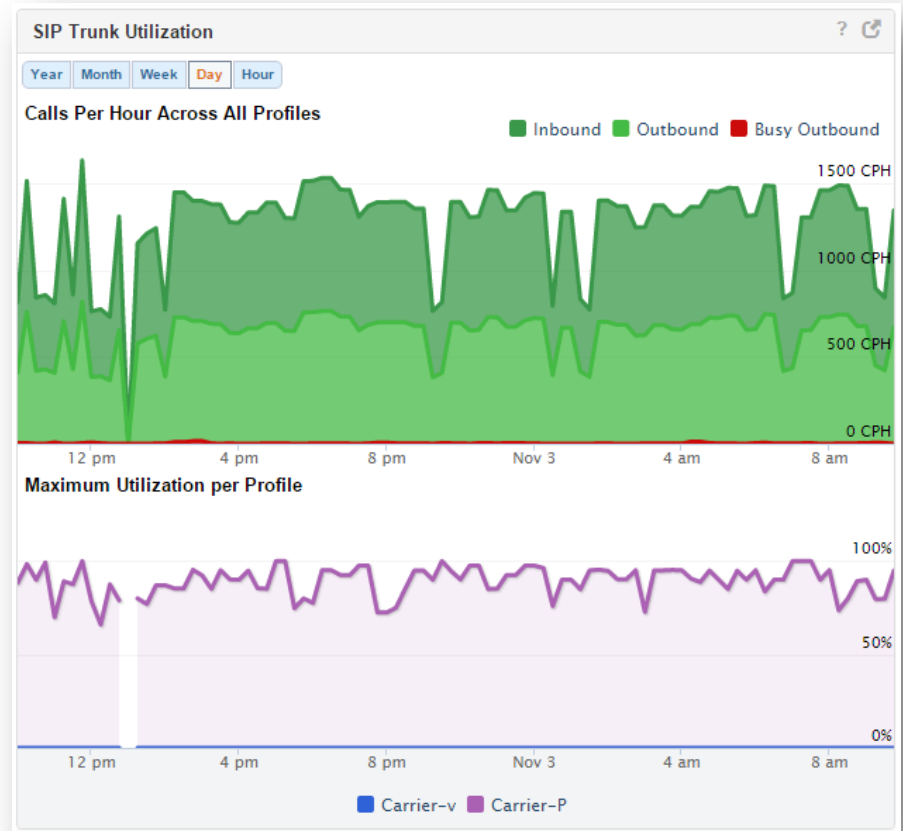
MBG 9 Voice Quality

- MBG R9 changes how MBG reports VQ stats
  - Now uses a json object streamed from the MBG to a MarWatch probe

- MarWatch now supports SIP Teleworker endpoint voice quality monitoring both as received by the MBG (near-end) and as received by the SIP endpoint (far-end).

- MarWatch now supports both Minet and SIP Teleworker VQ reporting
  - MiCollab Client uses SIP Teleworker so now have visibility of VQ here
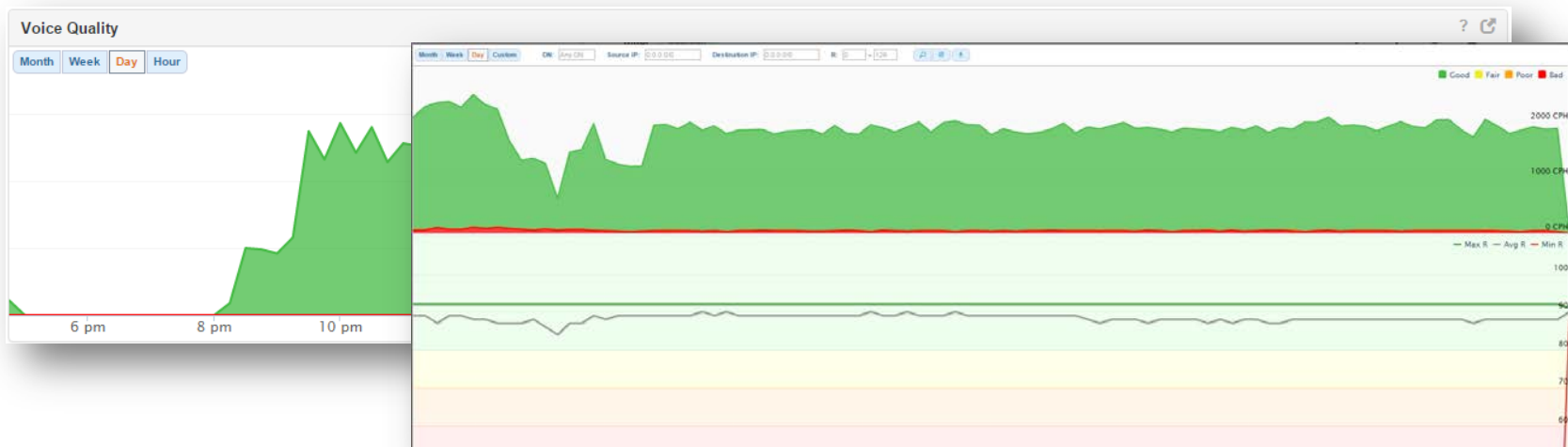
Enhancements

Read-Only Widescreen

- Widescreen and Problem Finder views now read-only.

- Stays logged in for up to one year.

- Ideal for NOCs or displays.

MARTELLO
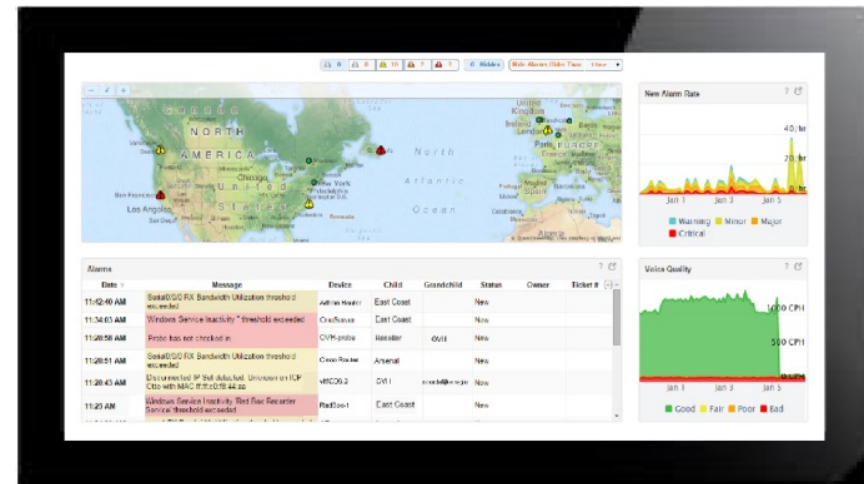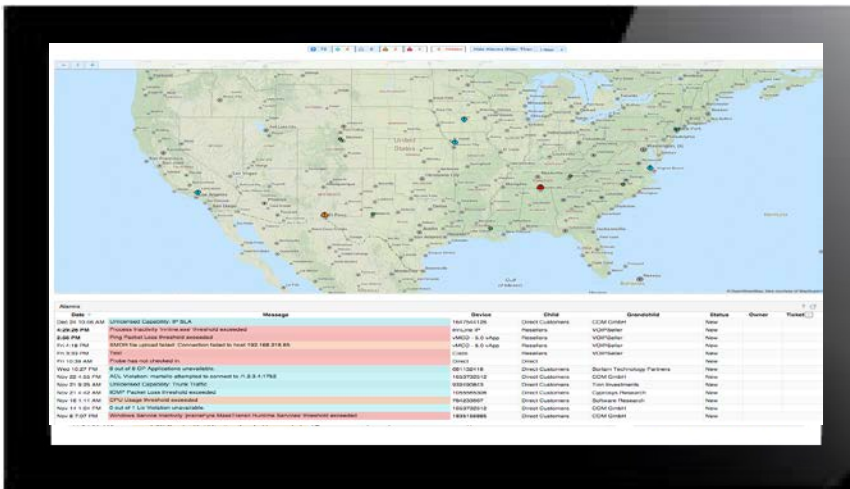
Dashboard

- Easier access to key tools (testing, MIB browser, add device) from any device dashboard.

- Extended branding customization using partner's own CSS HTML file.

- 'Message of the Day' available for device dashboard.

- Password reset from login page
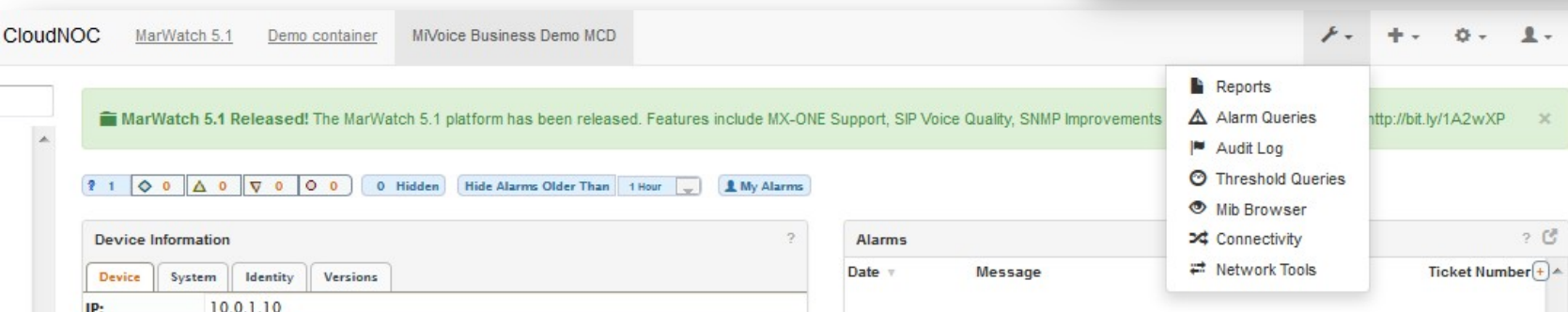
MARTELLO
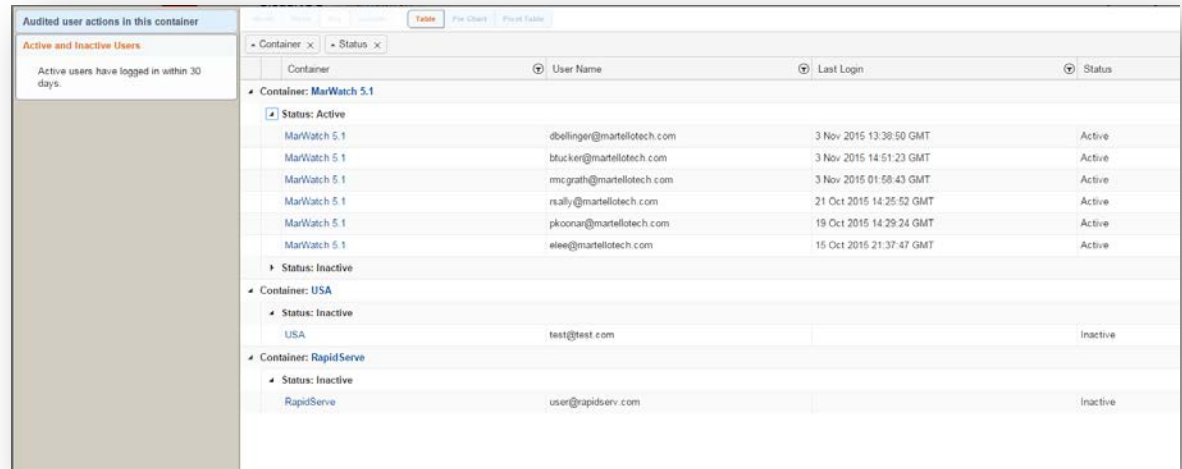
Reporting

Reports and Quick Queries can now be:

- Retained and later downloaded
- Previewed
- Scheduled

New Quick Queries:

- Container Alert Profile
- Device Thresholds
- Active and Inactive Users

Container Reports now include:

- Number of backups over reporting period
- Number of locked backups
- Number of remote access sessions for each device

MARTELLO

Alarm Management

- New alarm panel icons simplify assignment of alarms to a user.
- 'My Alarms' button filters alarms assigned to a particular user.
- Alarm thresholds can now be set per container.
- Alarm ticket # and direct URL link to ticket can be added
- Alarm profiles can now span midnight.

Per Container Thresholds

- MarWatch only had a single set of thresholds per device type
- In R5.1, thresholds can now be set by Container
  - Eg. for hot sites, maintenance sites

Audit Log

- Before and after values are now displayed in audit log when:
    – Performance thresholds are changed
    – Any device or container field is edited

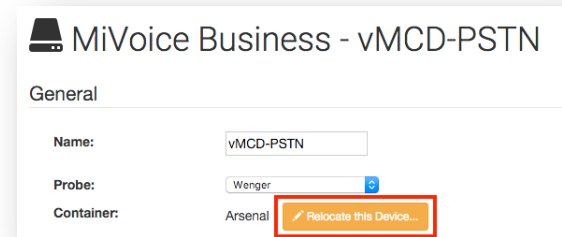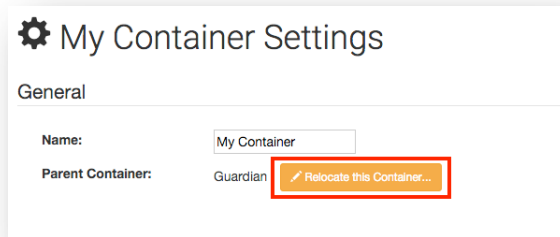- Audit log data can be filtered and grouped
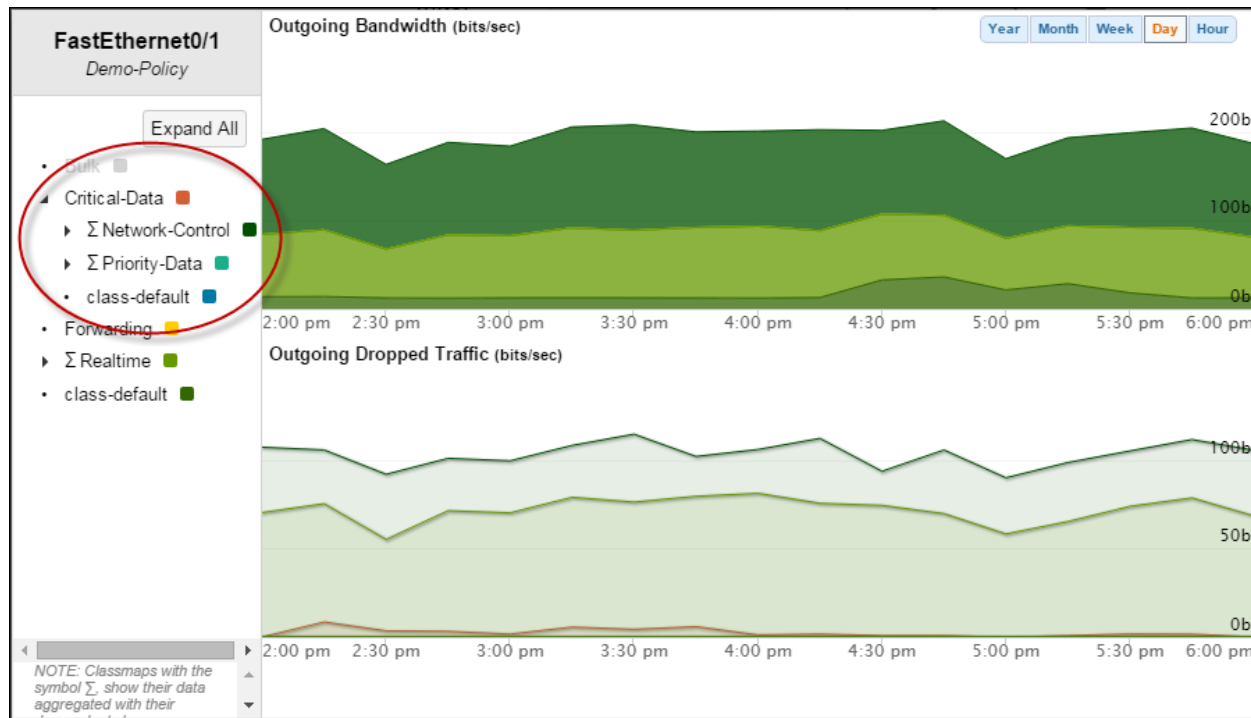
Container and Device Mover

- Move Containers and Devices

- Move capability is accessed through Settings menu

- Retains Device information, Alarms, Performance data

- Consolidated information may be impacted
  - Say Device 1 is moved from Container 1 to Container 2
    - Container 1 dashboard will continue to show history including Device 1 until the move
    - Container 2 dashboard will show data for Device only after move,

Hierarchical IP CoS Monitoring

- Easier access to performance stats for nested classes of service
- Cisco routers only

MARTELLO

New MIB Browser

- Users with the correct privileges can import MIBs
- Simplified searching and access to MIBs

MARTELLO

Miscellaneous

- Quick connectivity check confirms availability of any device connected to a Connector (Probe).

- IP Route information display panel added.

- Support for current Mitel product names (ie: MiVoice Business rather than MCD)

- Licenses can now be automatically applied from a pool shared within a container, when a new device is added.

MARTELLO