

# 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.



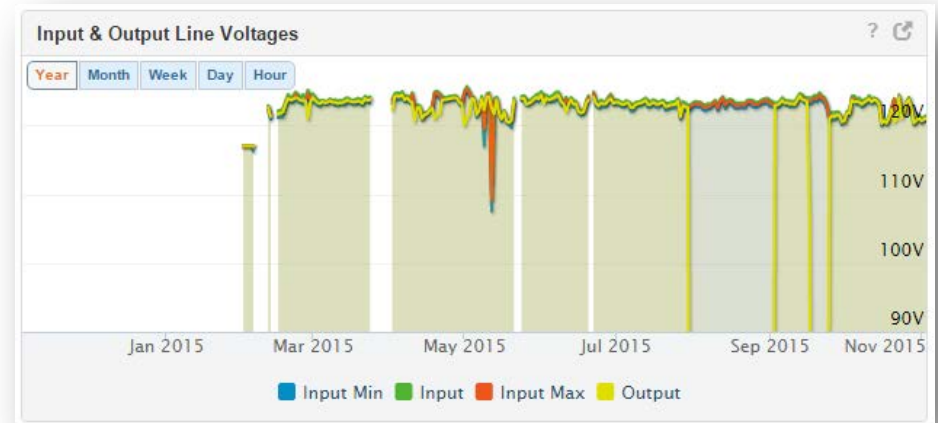
# Key New Features



# 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

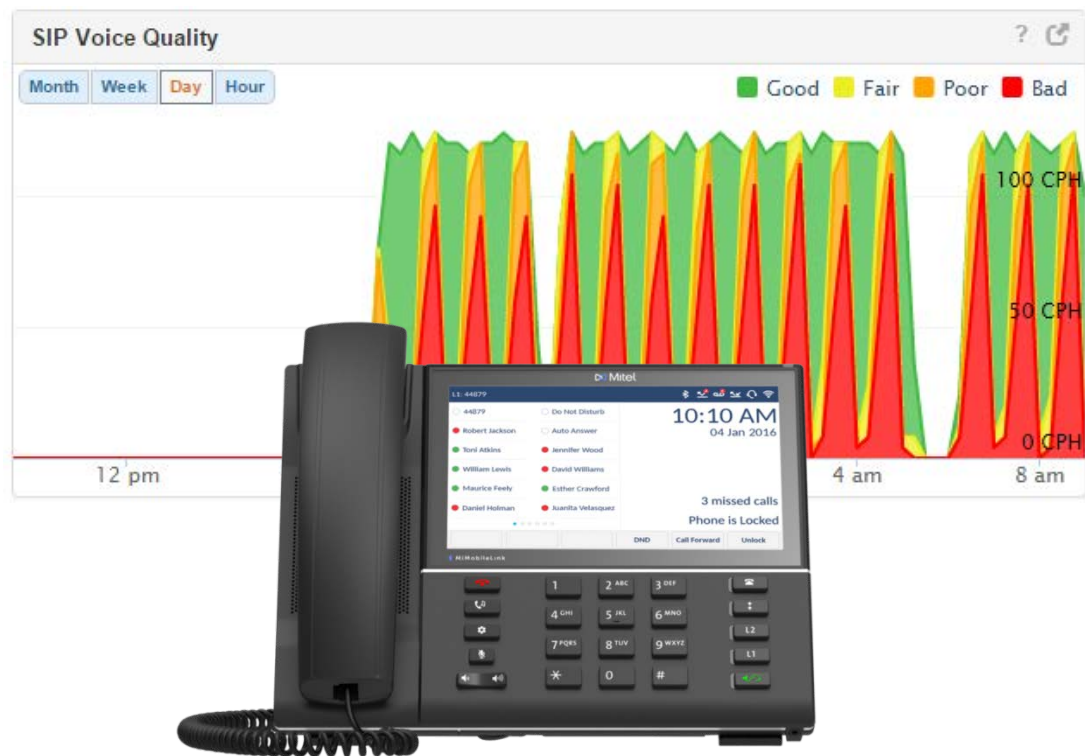
- Session border controllers
- IP DECT gateways
- Uninterruptible power supplies
- Multi-vendor PBX
- ...and more.



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

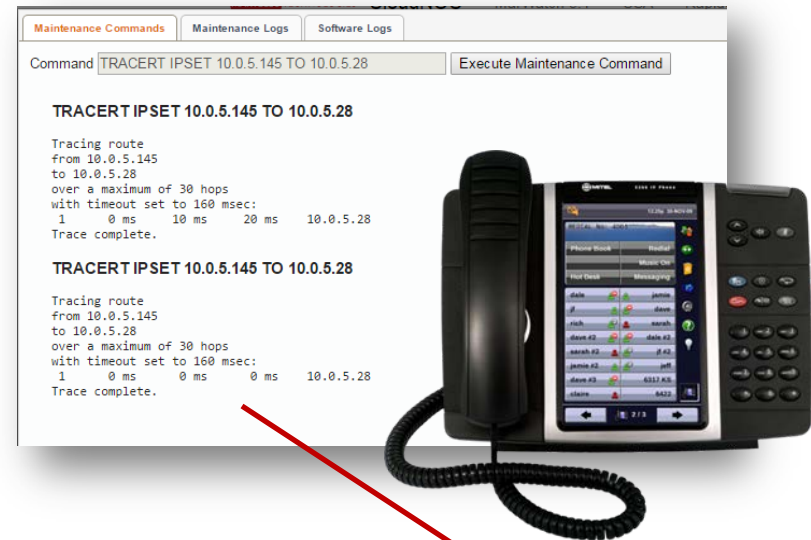
# MiVoice MX-ONE Support

- 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.)



# Remote IP Set Testing Tool

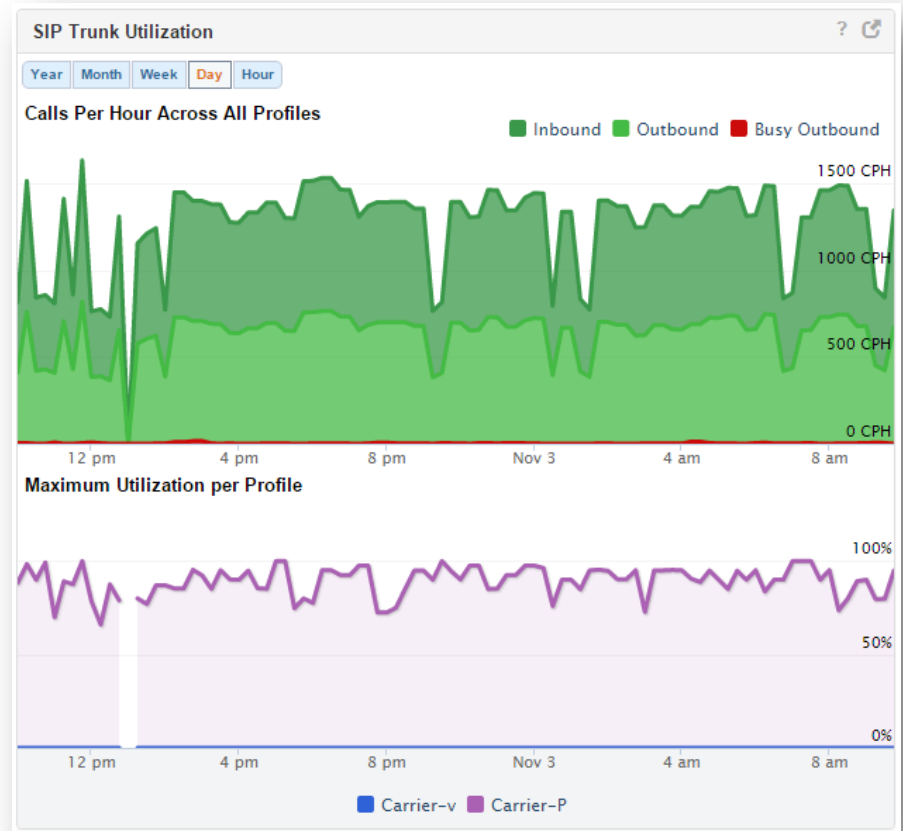
- Runs IP traceroute directly from IP sets on MiVoice Business to far-end IP address.
- Simple launch directly from the voice quality graph.
- Speeds voice quality problem resolution.



| 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%         | <a href="#">Test</a> |
| 9s          | 90    | 90    | 90    | 10.0.5.145 | 10.0.5.28 | G.711 (mu-Law) | 2ms        | 16ms            | 695ms           | 0.0%         | <a href="#">Test</a> |
| 7s          | 80    | 80    | 80    | 10.0.5.145 | 10.0.5.28 | G.711 (mu-Law) | 42ms       | 38ms            | 480ms           | 0.0%         | <a href="#">Test</a> |
| 7s          | 88    | 88    | 88    | 10.0.5.145 | 10.0.5.28 | G.711 (mu-Law) | 20ms       | 27ms            | 355ms           | 0.0%         | <a href="#">Test</a> |
| 7s          | 90    | 90    | 90    | 10.0.5.145 | 10.0.5.28 | G.711 (mu-Law) | 2ms        | 19ms            | 140ms           | 0.0%         | <a href="#">Test</a> |
| 14s         | 88    | 88    | 88    | 10.0.5.145 | 10.0.5.28 | G.711 (mu-Law) | 7ms        | 32ms            | 340ms           | 0.0%         | <a href="#">Test</a> |
| 3s          | 91    | 91    | 91    | 10.0.5.145 | 10.0.5.28 | G.711 (mu-Law) | 15ms       | 25ms            | 90ms            | 0.0%         | <a href="#">Test</a> |
| 10s         | 89    | 89    | 89    | 10.0.5.145 | 10.0.5.28 | G.711 (mu-Law) | 30ms       | 18ms            | 200ms           | 0.0%         | <a href="#">Test</a> |
| 3s          | 90    | 90    | 90    | 10.0.5.145 | 10.0.5.28 | G.711 (mu-Law) | <1ms       | 22ms            | 155ms           | 0.0%         | <a href="#">Test</a> |

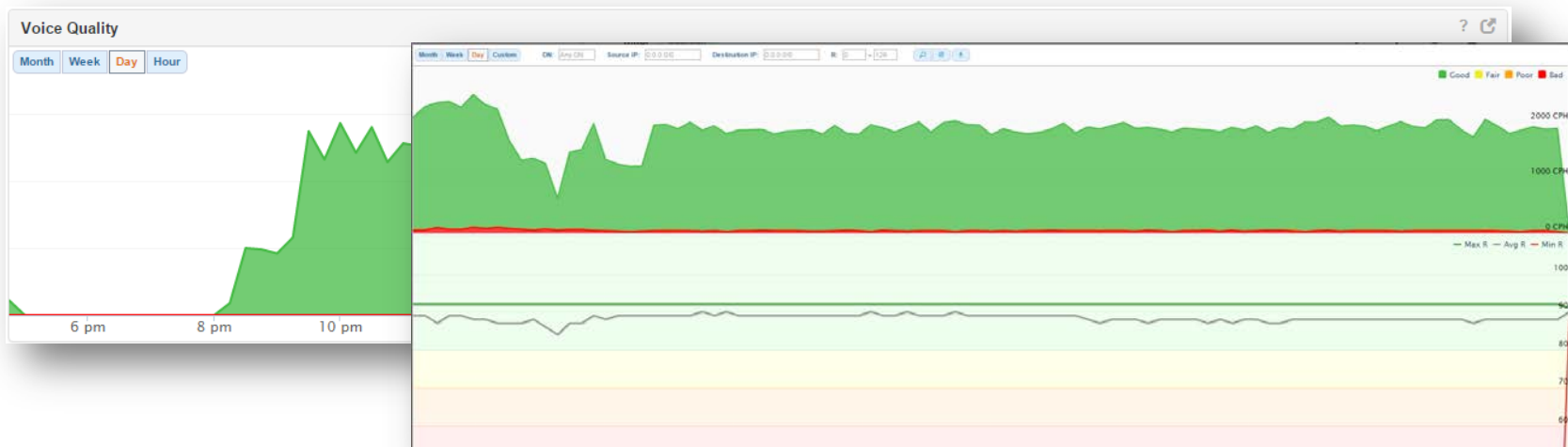
# SIP Trunk Utilization

- 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



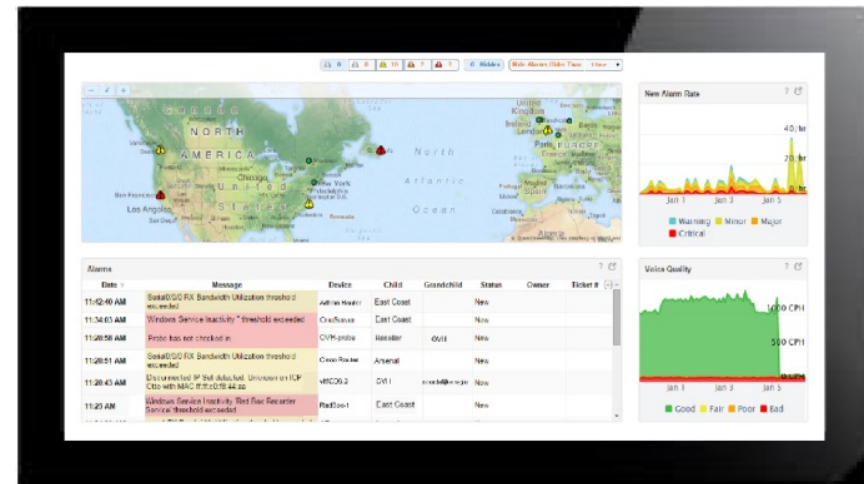
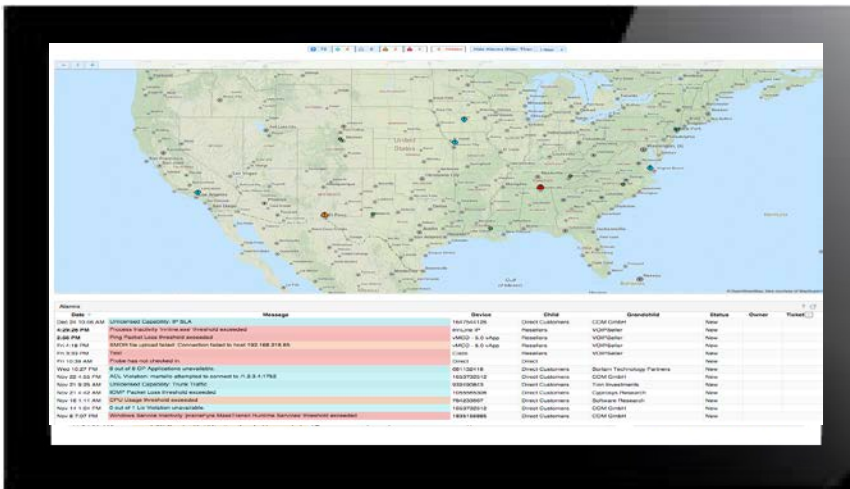


# Enhancements




# Read-Only Widescreen

- Widescreen and Problem Finder views now read-only.
- Stays logged in for up to one year.
- Ideal for NOCs or displays.



# 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

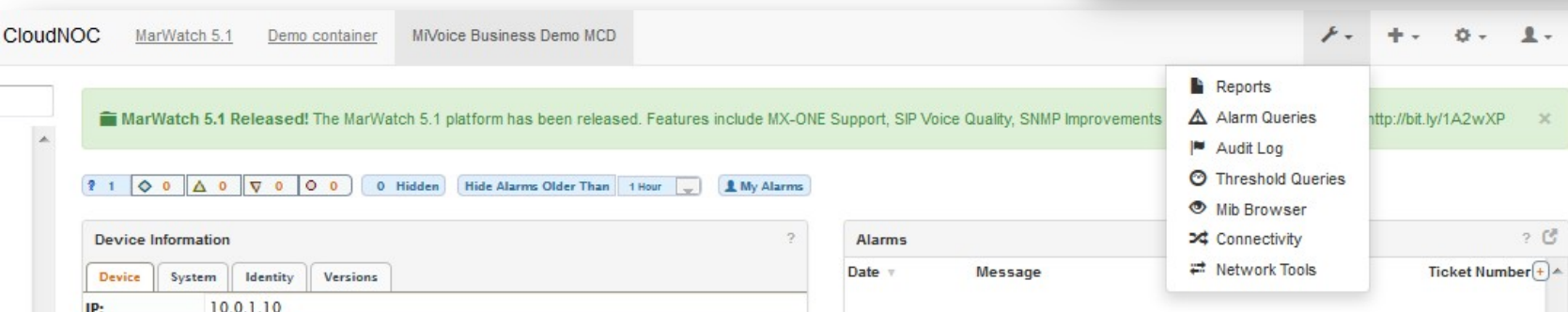


>Welcome! Please log in.

Email

Password

[Forgot your password?](#)



CloudNOC   MarWatch 5.1   Demo container   MiVoice Business Demo MCD

**MarWatch 5.1 Released!** The MarWatch 5.1 platform has been released. Features include MX-ONE Support, SIP Voice Quality, SNMP Improvements

1 0 0 0 0 Hidden Hide Alarms Older Than 1 Hour My Alarms

**Device Information**

Device System Identity Versions

IP: 10.0.1.10

**Alarms**

| Date | Message |
|------|---------|
|------|---------|

**Navigation Menu:**

- Reports
- Alarm Queries
- Audit Log
- Threshold Queries
- Mib Browser
- Connectivity
- Network Tools

**Ticket Number**



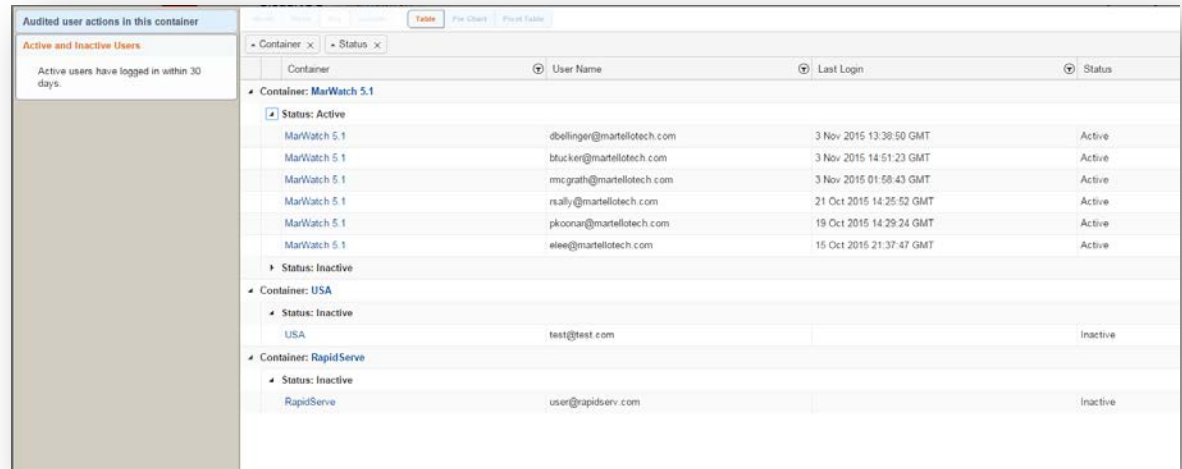
# Reporting

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               | User Name                   | Last Login               | Status   |
|-------------------------|-----------------------------|--------------------------|----------|
| Container: MarWatch 5.1 |                             |                          |          |
| Status: Active          |                             |                          |          |
| MarWatch 5.1            | dbellinger@martellotech.com | 3 Nov 2015 13:38:50 GMT  | Active   |
| MarWatch 5.1            | btucker@martellotech.com    | 3 Nov 2015 14:51:23 GMT  | Active   |
| MarWatch 5.1            | mcmgrath@martellotech.com   | 3 Nov 2015 01:58:43 GMT  | Active   |
| MarWatch 5.1            | rsally@martellotech.com     | 21 Oct 2015 14:25:52 GMT | Active   |
| MarWatch 5.1            | pkoonar@martellotech.com    | 19 Oct 2015 14:29:24 GMT | Active   |
| MarWatch 5.1            | eliee@martellotech.com      | 15 Oct 2015 21:37:47 GMT | Active   |
| Status: Inactive        |                             |                          |          |
| Container: USA          |                             |                          |          |
| Status: Inactive        |                             |                          |          |
| USA                     | test@test.com               |                          | Inactive |
| Container: RapidServe   |                             |                          |          |
| Status: Inactive        |                             |                          |          |
| RapidServe              | user@rapidserv.com          |                          | Inactive |

Container Reports now include:

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

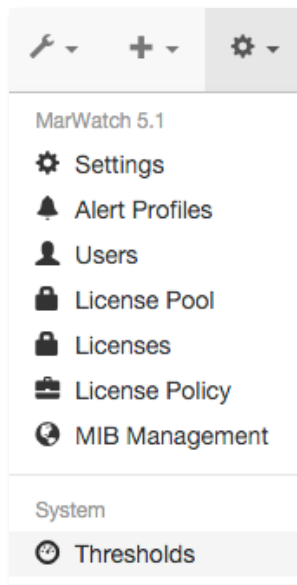
# Alarm Management

- 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.

| Alarms <span>?</span> |   |                       |                        |                                      |          |                |                       |  |
|-----------------------|---|-----------------------|------------------------|--------------------------------------|----------|----------------|-----------------------|--|
| Date                  | Message   | Device                | Child                  | Grandchild                           | Status   | Owner ▼        | Ticket Number         |  |
| Jun 29 9:39 PM        | Probe has not yet connected   | Demo Probe            | Demo container         |                                      | Assigned | Rob            | Csc-80                |  |
| Sep 16 5:06 PM        | Reticulating Splines  | MiVoice MX-One        | USA                    | RapidServe                           | Assigned | Rob            | csc-30                |  |
| 6:18 AM               | ALM0098 - You must perform an initial media server synchronization. | MiContact_Ent_Server7 | USA                    | RapidServe                           | Assigned | Pardeep Koonar |                       |  |
| Jan 30 11:46 AM       | No probe configured   | win7                  | Singapore              | <a href="#">United Tiger Ltd.</a>    | Assigned | Ben Tucker     | 123456                |  |
| Oct 3 5:23 AM         | Alarm log almost full   | MiVoice MX-One        | USA                    | RapidServe                           | Assigned | Ben Tucker     | <a href="#">A-123</a> |  |
| Mon 7:59 PM           | SNMP unreachable  | mitelMSL              | <a href="#">France</a> | <a href="#">Nouvelle Etoile Inc.</a> | New      |                |                       |  |
| Mon 10:22 PM          | SNMP unreachable  | 193.168.218.2         | Uae-Ken                | <a href="#">Gold Group</a>           | New      |                |                       |  |

# 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



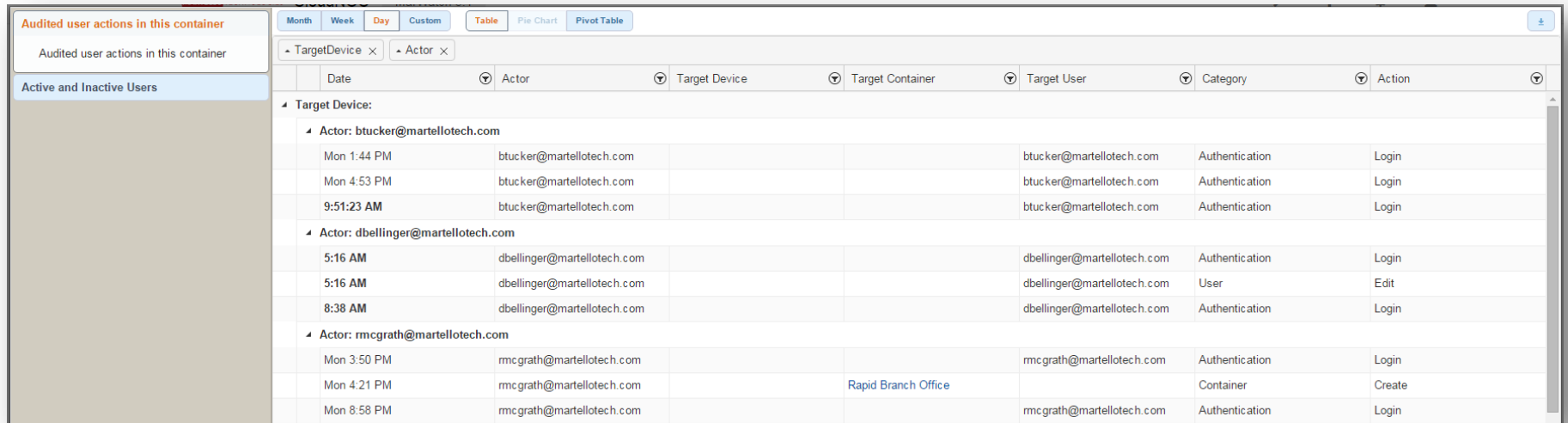
Guardian Thresholds

|                        | Avaya IP Office | Basic IP Device | Inline IP | MiVoice MX-ONE | MiContactCenter | MiVoice Office 250 | MiCollab | MiVoice Border Gateway | MiVoice Business | MiVoice Call Recording | Path Solutions | Probe | RedBox CR | Router | Server | Switch | UPS |
|------------------------|-----------------|-----------------|-----------|----------------|-----------------|--------------------|----------|------------------------|------------------|------------------------|----------------|-------|-----------|--------|--------|--------|-----|
| CPU                    | -               | -               | ✓         | +              | +               | +                  | +        | +                      | +                | +                      | -              | -     | +         | +      | +      | +      | -   |
| Disk Usage             | -               | -               | +         | +              | +               | -                  | +        | +                      | -                | +                      | -              | -     | +         | -      | +      | -      | -   |
| IP SLA Latency         | -               | -               | -         | -              | -               | -                  | -        | -                      | -                | -                      | -              | +     | -         | -      | -      | -      | -   |
| IP SLA Packet Loss     | -               | -               | -         | -              | -               | -                  | -        | -                      | -                | -                      | -              | +     | -         | -      | -      | -      | -   |
| Interface Availability | +               | -               | +         | +              | +               | -                  | +        | +                      | +                | +                      | -              | -     | +         | +      | +      | +      | -   |
| License Usage          | -               | -               | -         | -              | -               | +                  | -        | +                      | +                | -                      | -              | -     | -         | -      | -      | -      | -   |
| Memory Usage           | -               | -               | +         | +              | +               | +                  | +        | +                      | +                | +                      | -              | -     | +         | +      | +      | +      | -   |
| Missing IP Sets        | -               | -               | -         | -              | -               | -                  | -        | -                      | +                | -                      | -              | -     | -         | -      | -      | -      | -   |
| Ping Latency           | +               | -               | +         | +              | +               | +                  | +        | +                      | +                | +                      | +              | -     | +         | +      | +      | +      | +   |
| Ping Packet Loss       | +               | -               | +         | +              | +               | +                  | +        | +                      | +                | +                      | +              | -     | +         | +      | +      | +      | +   |

Return to Dashboard

# 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

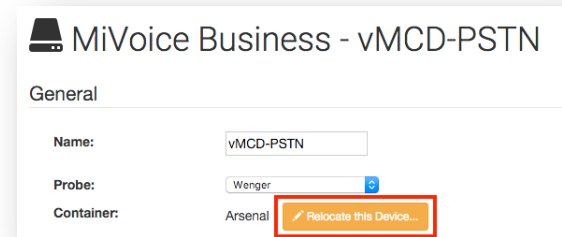
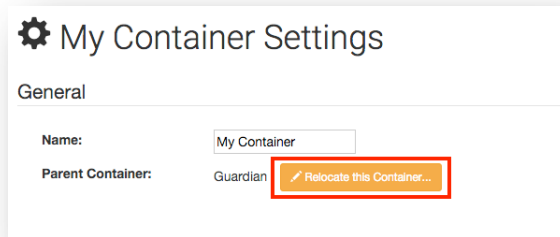


The screenshot displays the 'Audited user actions in this container' interface. It features a sidebar on the left with a search bar and a list of users. The main area shows a table of audit log entries, which can be filtered and grouped. The table has columns for Date, Actor, Target Device, Target Container, Target User, Category, and Action. The data is grouped by 'Target Device' and 'Actor'.

| Date  | Actor                       | Target Device | Target Container    | Target User                 | Category       | Action |
|---|-----------------------------|---------------|---------------------|-----------------------------|----------------|--------|
| <strong>Target Device:</strong>                     |                             |               |                     |                             |                |        |
| <strong>Actor: btucker@martellotech.com</strong>    |                             |               |                     |                             |                |        |
| Mon 1:44 PM   | btucker@martellotech.com    |               |                     | btucker@martellotech.com    | Authentication | Login  |
| Mon 4:53 PM   | btucker@martellotech.com    |               |                     | btucker@martellotech.com    | Authentication | Login  |
| 9:51:23 AM  | btucker@martellotech.com    |               |                     | btucker@martellotech.com    | Authentication | Login  |
| <strong>Actor: dbellinger@martellotech.com</strong> |                             |               |                     |                             |                |        |
| 5:16 AM   | dbellinger@martellotech.com |               |                     | dbellinger@martellotech.com | Authentication | Login  |
| 5:16 AM   | dbellinger@martellotech.com |               |                     | dbellinger@martellotech.com | User           | Edit   |
| 8:38 AM   | dbellinger@martellotech.com |               |                     | dbellinger@martellotech.com | Authentication | Login  |
| <strong>Actor: rmcgrath@martellotech.com</strong>   |                             |               |                     |                             |                |        |
| Mon 3:50 PM   | rmcgrath@martellotech.com   |               |                     | rmcgrath@martellotech.com   | Authentication | Login  |
| Mon 4:21 PM   | rmcgrath@martellotech.com   |               | Rapid Branch Office |                             | Container      | Create |
| Mon 8:58 PM   | rmcgrath@martellotech.com   |               |                     | rmcgrath@martellotech.com   | Authentication | Login  |

# Container and Device Mover

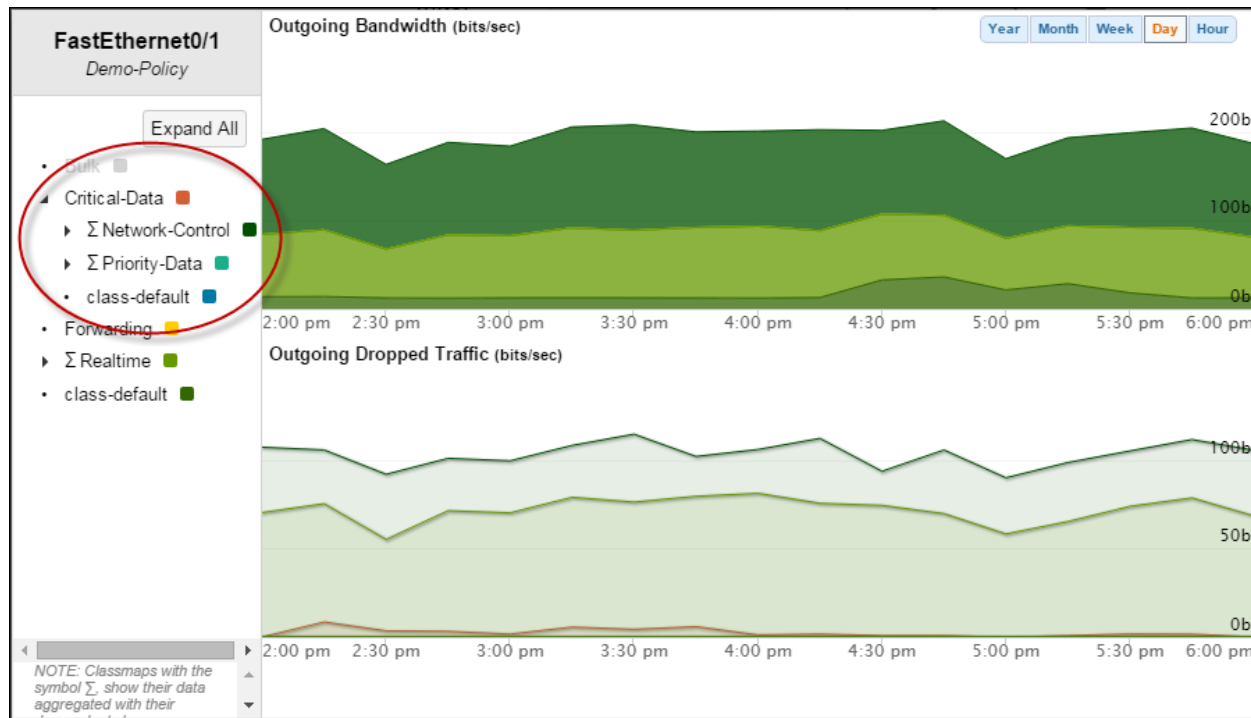
- Move Containers and Devices
- Move capability is accessed through Settings menu



- 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

# New MIB Browser

The screenshot displays the 'New MIB Browser' interface. At the top, there is a search bar containing '1.3.6.1.2.1.1.2.0' and several action buttons: 'Get', 'Get Next', 'Get Table', 'Walk Subtree', and 'MIBS'. To the right of these buttons are input fields for '192.168.218.36', '161', 'public', and 'v2c'. On the left side, a tree view shows the MIB hierarchy, with 'system' expanded and 'sysObjectID' selected. Below the tree, the details for 'sysObjectID' are shown: Name: sysObjectID, OID: .1.3.6.1.2.1.1.2, Type: OBJECT IDENTIFIER, and a descriptive text block. On the right side, a 'Results Table' is displayed with the following data:

| Value                     | Symbol        | OID               | Target         |
|---------------------------|---------------|-------------------|----------------|
| 1.3.6.1.4.1.311.1.1.3.1.2 | sysObjectID.0 | 1.3.6.1.2.1.1.2.0 | 192.168.218.36 |

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

# 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.

