

# Mitel Performance Analytics

What's New in R2.1

January 2017



# What's New in MPA 2.1

- ✓ Expanded **MiVoice MX-ONE** functionality
- ✓ **Alarm Analytics** introduced
- ✓ **MiVoice Border Gateway** SIP trunk voice quality
- ✓ Simplified **onboarding & licensing**
- ✓ Full feature parity with **Enterprise Manager**
- ✓ **Operations Scheduler** & results report
- ✓ Advanced **Inventory Reporting**
- ✓ **IP Telephony User** Dashboard

Consult MPA 2.1 Release Notes  
for all new features:

[www.martellotech.com](http://www.martellotech.com)

# Expanded MiVoice MX-ONE Functionality

# MPA Supports MiVoice MX-ONE

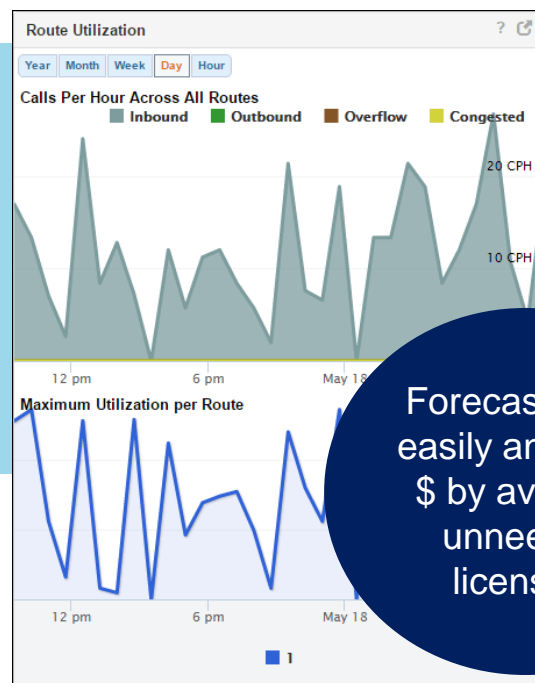
- ✓ Route Utilization
- ✓ Gateway Utilization (SIP/Legacy)
- ✓ Backups
- ✓ Extension & Terminal Registration
- ✓ Inventory Reporting
- ✓ IPT User Dashboard
- ✓ Services Monitoring:
  - ✓ CMG
  - ✓ InAttend
  - ✓ ACS Media Server
  - ✓ MiCollab Advanced Messaging



# NEW for MX-ONE in MPA

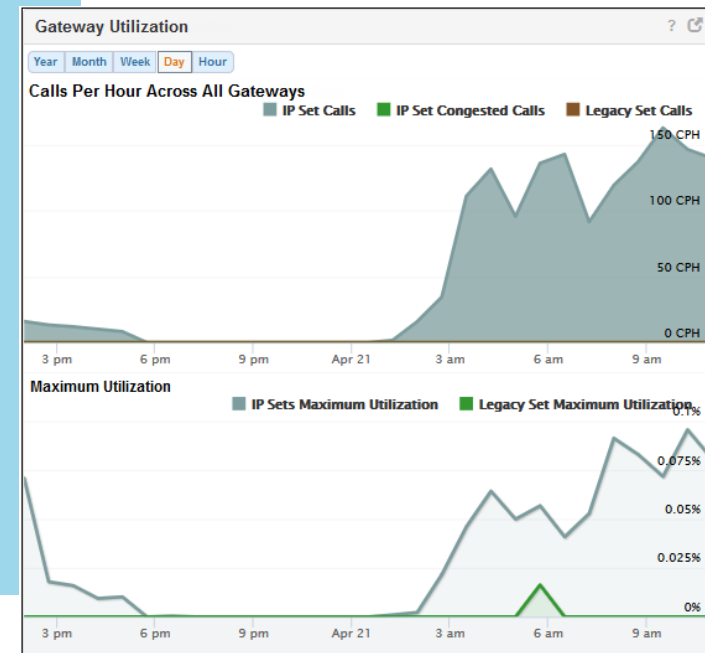
## Route Utilization

- Displays performance of configured routes in the MX-ONE, in Calls per Hour (CPH) and Maximum Utilization per route.



## Gateway Utilization

- Displays gateway traffic for SIP and Legacy terminals (ie:H-323/Analog).
- Displayed in Calls per Hour (CPH) and Maximum Utilization levels.



## Scheduled Backups and Results Report

- Configure backups for MX-ONE
- Retrieve reports on success rates/results.
- Download backup files

Container	Device	Schedule Name	Status	Time
Avioktator	avaya	SMDR	SUCCESS	
Steven	Avaya IP Office	Get Avaya IP Office SMDR	SUCCESS	
Avioktator	hewello	MCDBackupStuff	SUCCESS	
Avioktator	hewello	RootSchedule	SUCCESS	
Avioktator	hewello	SMDR	SUCCESS	
Demo Container - Delete on June 14	Local_B1	Nightly Backup		
Avioktator	MCD	MCDBackupStuff	SUCCESS	9:00:00 PM
Avioktator	MCD	SMDR	SUCCESS	9:00:00 PM
Avioktator	Mitelk Shoppy	SMDR	SUCCESS	9:00:00 PM
Avioktator	MD-FUN	MCDBackupStuff	FAILED	6:00 PM
OVH - Cloud provider	MX-ONE	Backup	FAILED	
Avioktator	MX-ONE	MCDBackupStuff	FAILED	

**MPA PLUS**  
feature

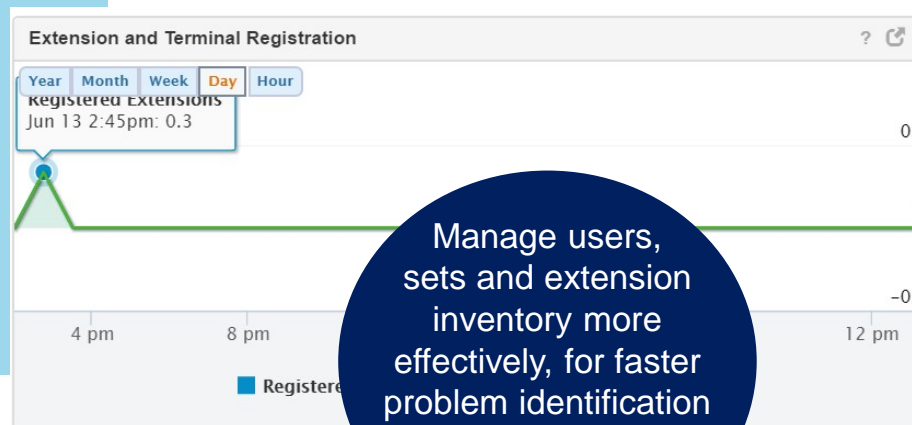
Ensure business continuity with built-in backup capabilities & secure storage.



## NEW for MX-ONE In MPA

## Extension and Terminal Registration

- Displays the number of extensions and terminals registered with the MX-ONE at any given time.



Manage users, sets and extension inventory more effectively, for faster problem identification and licensing mgmt.

# Device and Extension Inventory

- View of users and extension within the inventory query results.

Active Probes

Backup Status

Device Count

Device Details

Inventory of Customer Devices

MiVoice Business IP User License

MiVoice Business Versions

Inventory of MX-ONE Extensions

Inventory of MX-ONE Extensions

Probe Details

Graph Type

Table

Pie

Pivot

View Filter

Columns

Drag a column header and drop it here to group by that column

C...	D...	Ex...	Fl...	La...	D...	S...	U...	Te...	Te...	IP...
Reno Office-US	Aastra MX-ONE 6.1 LIM 1	110			normal	Undefi...	Undefi...	Undefi...		
Aloktai...	MX-FUN	110			normal	Undefi...	Undefi...	Undefi...		
Cowan	MX-ONE dot20	110			normal	Undefi...	Undefi...	Undefi...		
One Of Each	MX-One 6.1	110			normal	Undefi...				

**MPA PLUS**  
feature

# IPT User Dashboard

- View voice quality data, services, groups and alarms for each IPT user on MX-ONE.

User Information

Services

Groups

First name: John

Department: Marketing

Email: john.doe@appleseed.corp

Last name: Doe

Location: Cupertino

User Comment: No User Comment

Extension ▾	Device Type	Service Type	Home Element	Secondary Element
9001	5340 IP	IP Device Only	MCD	Not assigned
4112	Generic SIP Phone	Multi-device	MCD	Not assigned
2112	Hot Desk	Multi-device	MCD	Not assigned

Voice Quality						
Directory	Start Time ▾	Call Length	Source IP	Destination IP	Codec	Average R
2112	Thu 10:30 AM	27s	193.0.0.0	5.135.9.167	G.711 (A-Law)	92
2112	Wed 10:07 AM	9m 38s	193.0.0.0	5.135.9.167	G.711 (A-Law)	91
2112	Wed 10:07 AM	18s	193.0.0.0	5.135.9.167	G.711 (A-Law)	91
2112	Dec 16 5:40 AM	7m 19s	193.0.0.0	5.135.9.167	G.711 (A-Law)	91
2112	Dec 14 8:38 AM	26m 44s	193.0.0.0	5.135.9.167	G.711 (A-Law)	91
2112	Dec 14 8:27 AM	43s	193.0.0.0	5.135.9.167	G.711 (A-Law)	92
2112	Dec 13 10:50 AM	26m 5s	193.0.0.0	5.135.9.167	G.711 (A-Law)	91

**MPA PLUS**  
feature

# NEW for MX-ONE in MPA

ACS Media Server Services ?		
inAttend Services ?		
Service Name ▲	State	Alarm Severity
ACS Cisco Linestate Server	Not found	CRITICAL
ACS Configuration Agent	Not found	CRITICAL
ACS Media Server	Not found	CRITICAL
ACS Network Telephony Services	Not found	CRITICAL
ACS Queue Manager	Not found	CRITICAL
BluStar License Service	Not found	CRITICAL
BluStar Web Service	Not found	CRITICAL
CTI Server	Not found	CRITICAL
DAL Server	Not found	CRITICAL

Know when  
MX-ONE services  
are experiencing  
problems, for faster  
resolution.

## Services Monitoring

- Monitor status of MX-ONE services:
  - ✓ CMG
  - ✓ ACS Media Server
  - ✓ InAttend
  - ✓ MiCollab Advanced Messaging

# Alarm Analytics



# Alarm Analytics: How it Works

Identify most critical problems more easily, for faster resolution and customer satisfaction.

In a *SEA* of data, *SEE* what's *most critical*.

BEHAVIOUR-BASED filtering

Assign an alarm?  
It's rated **HIGHER** in importance

BEHAVIOUR #1  
Assign Alarm

Wed 5:49 PM	Memory Usage threshold exceeded	MiVB VQ & Trunk	Reno Office-US		New	John	2345
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BEHAVIOUR #2  
Hide Alarm

Wed 1:38 PM	1 out of 1 E2T Comms unavailable.	MiVB IP Set	Reno Office-US		New		
Wed 1:38 PM	1 out of 1 CFSID Alarm unavailable.	MiVB IP Set	Reno Office-US		New		
		MiVB 3300MXe	Caldicot				

Hide an alarm?  
It's rated **LOWER** in importance

Edit ticket info  
Hide this alarm

Doing **NOTHING** also lowers the alarm's importance rating

BEHAVIOUR #3  
Ignore Alarm

9:57:35 AM	Missing set DN: 2193, MAC 30:31:32:31:39:33	MiVB IP Set	Reno Office-US		New		
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# Alarm Analytics: Behaviours and Ratings

## RATINGS

- Alarms are presented according to their **RATING**, with those most important to the user presented **FIRST**.
- User behaviour for an alarm is **tracked at three levels** :
  1. User rating
  2. User label subscription
  3. Rating for **ALL** users on the MPA system

## BEHAVIOURS

Some user behaviours that impact alarm ratings:

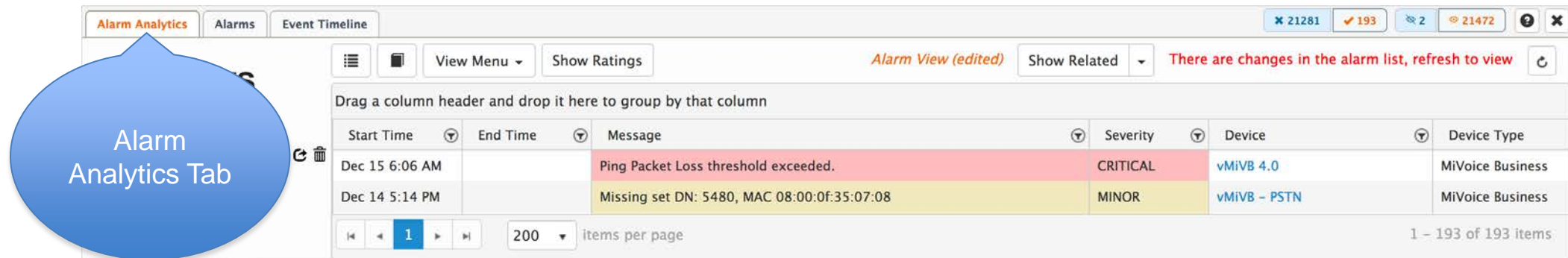
- |                                |                              |
|--------------------------------|------------------------------|
| ✓ Flag alarm as 'My Favorites' | ✓ Clear/acknowledge an alarm |
| ✓ Create/follow alarm labels   | ✓ Silence an alarm           |
| ✓ Assign an alarm              | ✓ Create/edit a ticket       |
| ✓ Hide an alarm                |                              |

# Alarm Analytics

Alarms Analytics allows MPA to learn from your behavior and from the behavior of other users. Alarm Analytics intelligently optimizes how alarm information is presented and displayed.

The “Alarm Analytics” tab allows you to customize your alarm management environment to help you see more easily the alarms that matter most to you.

The alarms that are deemed to be the most important to you display first.



The screenshot shows the 'Alarm Analytics' tab selected in the top navigation bar. A blue callout bubble with the text 'Alarm Analytics Tab' points to the tab. The interface includes a top bar with statistics: 21281 (blue), 193 (orange), 2 (blue), and 21472 (orange). Below this is a section with 'Alarm View (edited)', 'Show Related', and a red alert message: 'There are changes in the alarm list, refresh to view'. The main area is a table with columns: Start Time, End Time, Message, Severity, Device, and Device Type. The table contains two rows of alarm data. At the bottom, there is a pagination control showing '1' of 193 items, '200 items per page', and '1 - 193 of 193 items'.

Start Time	End Time	Message	Severity	Device	Device Type
Dec 15 6:06 AM		Ping Packet Loss threshold exceeded.	CRITICAL	vMiVB 4.0	MiVoice Business
Dec 14 5:14 PM		Missing set DN: 5480, MAC 08:00:0f:35:07:08	MINOR	vMiVB - PSTN	MiVoice Business

# Alarm Analytics Tab...continued

To view the Alarm Analytics – and other alarm-related tabs – select the Alarms panel “Expand” icon

Alarms								
Date	Message	Device	Child	Grandchild	Status	Owner		
Wed 5:14 PM	Missing set DN: 5472, MAC 30:30:38:38:35:32	vMiVB - PSTN	Reno Office-US		New			
Wed 5:14 PM	Missing set DN: 5473, MAC 30:30:38:38:35:33	vMiVB - PSTN	Reno Office-US		New			
6:06 AM	Ping Packet Loss threshold exceeded.	vMiVB 4.0	Reno Office-US		New			
Sun 8:30 PM	CPU below threshold.	MX-One LIM2	Reno Office-US		New			
Wed 1:39 PM	CPU below threshold.	MX-ONE 6.1 LIM 1	Reno Office-US		New			
Mon 11:04 AM	Uptime below threshold.	vMiVB - PSTN	Reno Office-US		Cleared			
Wed 4:49 PM	Uptime below threshold.	vMiVB - PSTN	Reno Office-US		Cleared			
Wed 2:01 PM	License Violation reported by system.	MiVB-Toronto	Kanata Office-Can...		New			

Select the  
“Expand”  
icon

# Alarm Analytics Tab...continued

View Menu

Show / Hide Ratings

Show Related

My Views and Shared Views

The screenshot displays the Alarm Analytics Tab interface. On the left, a 'Views' sidebar shows 'My Views' (Alarm View) and 'Shared Views'. A 'View Menu' dropdown is open, listing 'Save View', 'Save View As', 'Delete View', and 'Share View'. The main table has columns for 'Message', 'Severity', 'Device Type', and 'Duration'. A 'Show Ratings' button is highlighted, and a 'Show Related' dropdown is open, showing time intervals from 'Within 1 Minute' to 'Within 60 Minutes'. The table lists various alarms, including 'Ping Packet Loss threshold exceeded' (CRITICAL) and 'Missing set DN' (MINOR). A status bar at the bottom indicates '1 - 193 of 193 items'.

Message	Severity	Device Type	Duration
Ping Packet Loss threshold exceeded.	CRITICAL	MiVoice Business	9h 28m
Missing set DN: 5480, MAC 08:00:0f:35:07:08	MINOR	MiVoice Business	22h 21m
Missing set DN: 5481, MAC 08:00:0f:35:68:af	MINOR	MiVoice Business	22h 21m
Missing set DN: 5470, MAC 30:30:38:38:35:30	MINOR	MiVoice Business	22h 21m
Missing set DN: 8001, MAC 08:00:0f:13:91:4f	MINOR	MiVoice Business	22h 21m
Missing set DN: 5482, MAC 08:00:0f:16:dc:8c	MINOR	MiVoice Business	22h 21m
Missing set DN: 5473, MAC 30:30:38:38:35:33	MINOR	MiVoice Business	22h 21m
Missing set DN: 5472, MAC 30:30:38:38:35:32	MINOR	MiVoice Business	22h 21m
Missing set DN: 5471, MAC 30:30:38:38:35:31	MINOR	MiVoice Business	22h 21m
Uptime below threshold.	CRITICAL	MiVoice Business	5m 0s
Ping Packet Loss threshold exceeded.	CRITICAL	UPS	23h 28m
Ping Packet Loss threshold exceeded.	CRITICAL	Server	23h 29m
License Violation reported by system.	MAJOR	MiVoice Business	1d 1h 33m
CPU below threshold.	MAJOR	MiVoice MX-ONE	1d 1h 56m
Ping Packet Loss threshold exceeded.	CRITICAL	Switch	1d 3h 54m
Missing set DN: 5483, MAC 08:00:0f:26:e9:a3	MINOR	MiVoice Business	3d 4h 21m



# Alarms Analytics Tab Views

Alarm Analytics allows you to save your customized views and share them. The Views icons identify if a view is shared (🔗 🌐 🌐) or is a favorite (★). Views can also be named, renamed (✎) and deleted (🗑️)

The screenshot displays the 'Alarm Analytics' interface. On the left, a sidebar titled 'Views' shows 'My Views' with 'Alarm View' marked as a favorite (★) and 'Shared Views'. The main area features a table of alarm events. A blue callout bubble with the text 'Save View' points to the 'View Menu' dropdown in the top toolbar. The table has columns for Start Time, Message, Severity, Device, and Device Type. The status bar at the bottom indicates '1 - 193 of 193 items'.

Start Time	Message	Severity	Device	Device Type
Dec 15 5:14 PM	Ping Packet Loss threshold exceeded.	CRITICAL	vMiVB 4.0	MiVoice Business
Dec 14 5:14 PM	Missing set DN: 5480, MAC 08:00:0f:35:07:08	MINOR	vMiVB - PSTN	MiVoice Business
Dec 14 5:14 PM	Missing set DN: 5481, MAC 08:00:0f:35:68:af	MINOR	vMiVB - PSTN	MiVoice Business
Dec 14 5:14 PM	Missing set DN: 5470, MAC 30:30:38:38:35:30	MINOR	vMiVB - PSTN	MiVoice Business
Dec 14 5:14 PM	Missing set DN: 8001, MAC 08:00:0f:13:91:4f	MINOR	vMiVB - PSTN	MiVoice Business
Dec 14 5:14 PM	Missing set DN: 5482, MAC 08:00:0f:16:dc:8c	MINOR	vMiVB - PSTN	MiVoice Business
Dec 14 5:14 PM	Missing set DN: 5473, MAC 30:30:38:38:35:33	MINOR	vMiVB - PSTN	MiVoice Business
Dec 14 5:14 PM	Missing set DN: 5472, MAC 30:30:38:38:35:32	MINOR	vMiVB - PSTN	MiVoice Business
Dec 14 5:14 PM	Missing set DN: 5471, MAC 30:30:38:38:35:31	MINOR	vMiVB - PSTN	MiVoice Business
Dec 14 4:49 PM	Uptime below threshold.	CRITICAL	vMiVB - PSTN	MiVoice Business
Dec 14 4:07 PM	Ping Packet Loss threshold exceeded.	CRITICAL	Dell UPS	UPS
Dec 14 4:06 PM	Ping Packet Loss threshold exceeded.	CRITICAL	Windows Server	Server
Dec 14 2:01 PM	License Violation reported by system.	MAJOR	MiVB-Toronto	MiVoice Business
Dec 14 1:39 PM	CPU below threshold.	MAJOR	MX-ONE 6.1 LIM 1	MiVoice MX-ONE

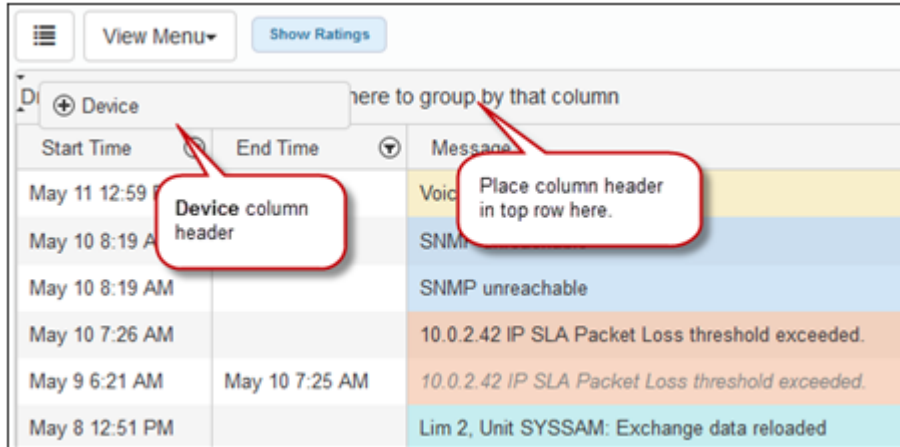
# Alarms Tab

The Alarms tab allows you to view and sort alarms by category

Alarm Analytics									
Alarms									
Event Timeline									
21281 193 2 21472									
Start Time	End Time	Message	Device	Child	Grandchild	Duration	Status	Owner	Ticket
Dec 15 6:00		Ping Packet Loss threshold exceeded.	vMiVB 4.0	Reno Office-US		1d 42m	New		
Dec 15 6:00		Missing set DN: 5480, MAC 08:00:0f:35:07:08	vMiVB - PSTN	Reno Office-US		1d 13h 35m	New		
Dec 15 6:00		Missing set DN: 5481, MAC 08:00:0f:35:68:af	vMiVB - PSTN	Reno Office-US		1d 13h 35m	New		
Dec 15 6:00		Missing set DN: 5470, MAC 30:30:38:38:35:30	vMiVB - PSTN	Reno Office-US		1d 13h 35m	New		
Dec 15 6:00		Missing set DN: 8001, MAC 08:00:0f:13:91:4f	vMiVB - PSTN	Reno Office-US		1d 13h 35m	New		
Dec 15 6:00		Missing set DN: 5482, MAC 08:00:0f:16:dc:8c	vMiVB - PSTN	Reno Office-US		1d 13h 35m	New		
Dec 14 5:14		Missing set DN: 5473, MAC 30:30:38:38:35:33	vMiVB - PSTN	Reno Office-US		1d 13h 35m	New		
Dec 14 5:14		Missing set DN: 5472, MAC 30:30:38:38:35:32	vMiVB - PSTN	Reno Office-US		1d 13h 35m	New		
Dec 14 5:14		Missing set DN: 5471, MAC 30:30:38:38:35:31	vMiVB - PSTN	Reno Office-US		1d 13h 35m	New		
Dec 14 4:49	Dec 14 4:54 PM	Uptime below threshold.	vMiVB - PSTN	Reno Office-US		5m 0s	Cleared		
Dec 14 4:07		Ping Packet Loss threshold exceeded.	Dell UPS	Reno Office-US		1d 14h 42m	New		
Dec 14 4:06		Ping Packet Loss threshold exceeded.	Windows Server	Reno Office-US		1d 14h 43m	New		
Dec 14 2:01		License Violation reported by system.	MiVB-Toronto	Kanata Office-Ca...		1d 16h 47m	New		
Dec 14 1:39		CPU below threshold.	MX-ONE 6.1 LIM 1	Reno Office-US		1d 17h 10m	New		
Dec 14 11:40		Ping Packet Loss threshold exceeded.	Dell Switch 1	Reno Office-US		1d 19h 8m	New		
Dec 12 11:14		Missing set DN: 5483, MAC 08:00:0f:26:e9:a3	vMiVB - PSTN	Reno Office-US		3d 19h 35m	New		
Dec 12 11:14		Missing set DN: 8004, MAC 30:32:38:30:30:31	vMiVB - PSTN	Reno Office-US		3d 19h 35m	New		
Dec 12 11:14		Missing set DN: 8003, MAC 30:32:38:30:30:30	vMiVB - PSTN	Reno Office-US		3d 19h 35m	New		
Dec 12 11:04	Dec 12 11:14	Uptime below threshold.	vMiVB - PSTN	Reno Office-US		9m 54s	Cleared		
Dec 11 8:30		CPU below threshold.	MX-One LIM2	Reno Office-US		4d 10h 19m	New		
Dec 8 9:27 AM		Ping Packet Loss threshold exceeded.	AdTran2	Reno Office-US		7d 21h 22m	New		
Dec 8 9:27 AM		Ping Packet Loss threshold exceeded.	vMiVB - PSTN2	Reno Office-US		7d 21h 22m	New		
Dec 5 9:14 AM		CPU below threshold.	HP Switch	Plano Office-US		10d 21h 34m	New		

# Bulk Actions

You can take an action on a group of alarms at once.



The screenshot shows a table with columns: Start Time, End Time, and Message. A red callout box points to the 'Device' column header, stating 'Device column header'. Another red callout box points to the top row of the table, stating 'Place column header in top row here.'.

Start Time	End Time	Message
May 11 12:59		Voice
May 10 8:19 AM		SNMP
May 10 8:19 AM		SNMP unreachable
May 10 7:26 AM		10.0.2.42 IP SLA Packet Loss threshold exceeded.
May 9 6:21 AM	May 10 7:25 AM	10.0.2.42 IP SLA Packet Loss threshold exceeded.
May 8 12:51 PM		Lim 2, Unit SYSSAM: Exchange data reloaded

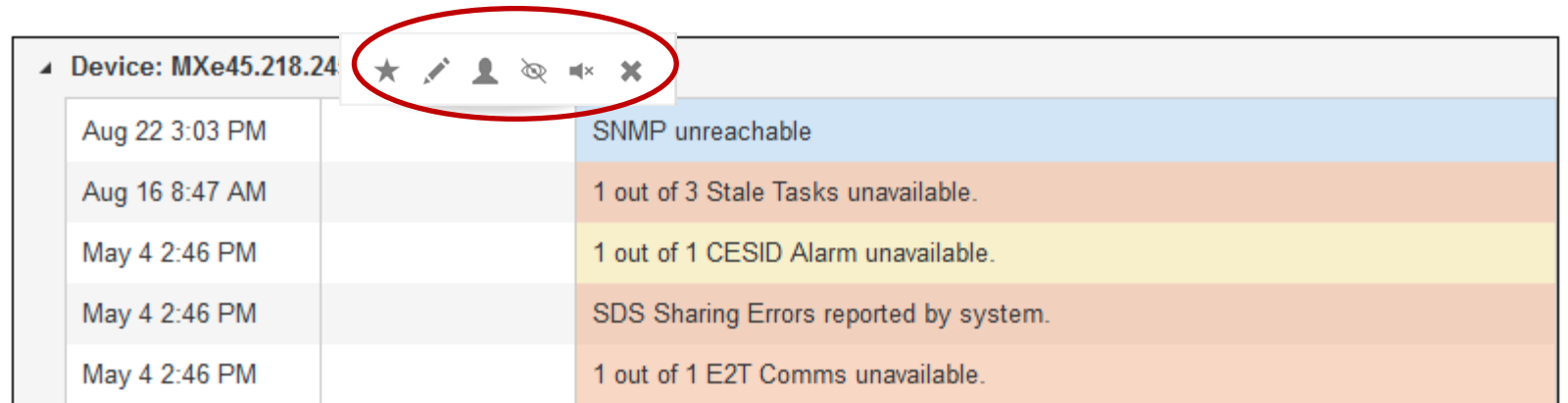
## Group Alarms

Drag column header to the top row. The data will be rearranged to show only the specified alarms. You can also group these further, for example, by severity.

## Bulk Action

Use icons at the top to take a bulk action on all alarms in the group:

- Favorite
- Edit
- Assign
- Hide
- Silence
- Acknowledge



The screenshot shows a table with columns: Start Time, End Time, and Message. A red circle highlights the bulk action icons at the top of the table: a star (Favorite), a pencil (Edit), a person (Assign), an eye with a slash (Hide), a speaker with a slash (Silence), and a close button (Acknowledge).

Device: Mxe45.218.24		
Aug 22 3:03 PM		SNMP unreachable
Aug 16 8:47 AM		1 out of 3 Stale Tasks unavailable.
May 4 2:46 PM		1 out of 1 CESID Alarm unavailable.
May 4 2:46 PM		SDS Sharing Errors reported by system.
May 4 2:46 PM		1 out of 1 E2T Comms unavailable.



# MiVoice Border Gateway (MBG) SIP Trunk Voice Quality

# MBG SIP Trunk Voice Quality

- MPA now shows media quality as received at the MBG (near-end) and at the SBC/Gateway (far-end), for the LAN side (ICP) of the MBG and the WAN (Internet) side of the MBG.
- This feature requires MBG Release 9.0 or later; far-end media statistics require RTCP support.

Know when a voice quality problem is happening, for proactive support and customer satisfaction.



# Simplified Onboarding & Licensing

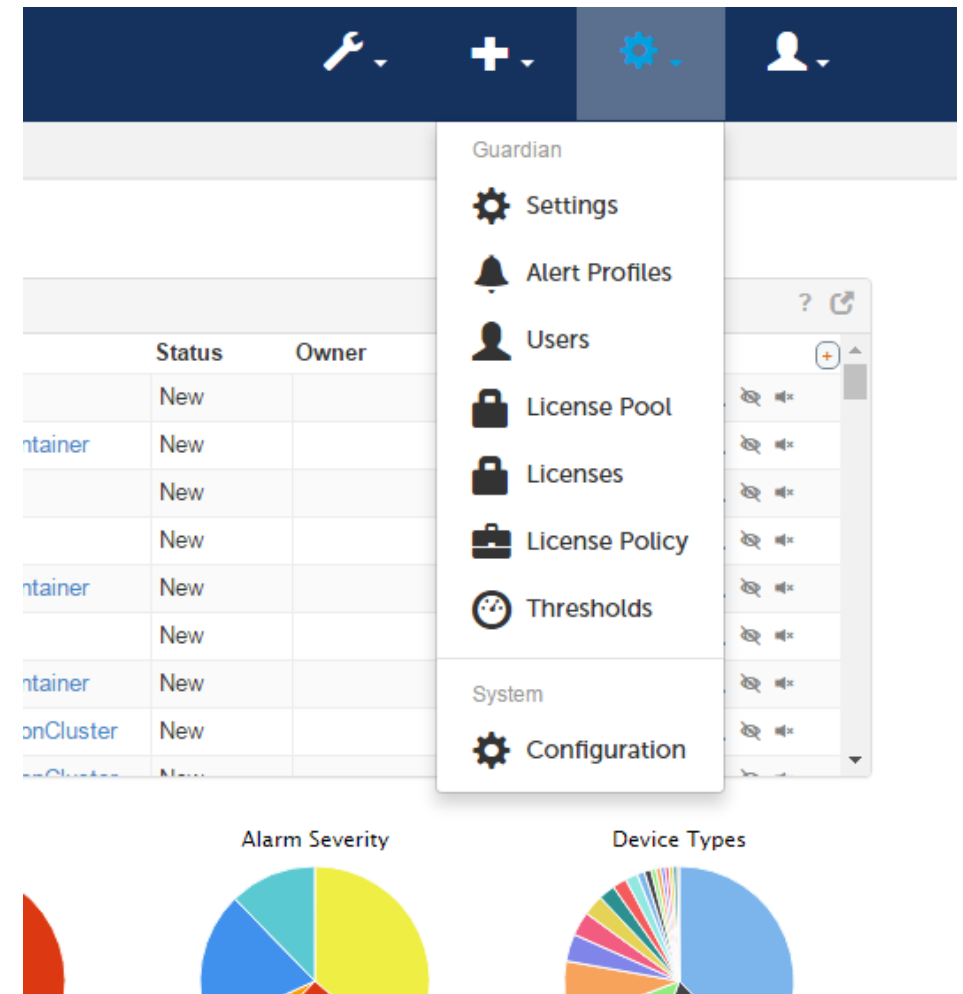
# Getting Started with MPA

## Simplified System Configuration

- System Configuration Wizard will make it **easier** and **faster** to get your customers started on MPA.

### ***With the System Configuration Wizard End Users can:***

- ✓ Quickly register your system & enter a valid license ID.
- ✓ Update or correct SMTP server settings.
- ✓ Configure a Twitter account to receive private Twitter notification of alarms.
- ✓ Configure a Twilio SMS account to receive SMS notifications of alarms.
- ✓ Supply a MapQuest API key to enable map coordinate lookup from street addresses.



# Device Discovery

MPA *scans* the network and *discovers* *devices* speeding up the set-up process.

Ideal for large, multi-node Mitel networks.

### Configure Discovery

MarWatch Connector

Probe for discovery: Martello Lab Probe

IP Networking

Network to scan:

Mask:

SNMP Configuration

SNMP Version: v2c

SNMP Port: 161

Community String: \*\*\*\*\*



### Device Discovery


Start a new discovery


Discovery completed on "ovh-probe" for the network 192.168.16.0 with mask 255.255.255.0


#### Scan Results

Name	IP Address	Type Discovered	Probe
mcd1	192.168.16.139	Server	ovh-probe
Local_177	192.168.16.177	MiVoice Business	ovh-probe
mcd181	192.168.16.181	MiVoice Business	ovh-probe
mcd193	192.168.16.193	MiVoice Business	ovh-probe
mcd197	192.168.16.197	MiVoice Business	ovh-probe
Local_205	192.168.16.205	MiVoice Business	ovh-probe
mcd209	192.168.16.209	MiVoice Business	ovh-probe
mcd213	192.168.16.213	MiVoice Business	ovh-probe



 New Container

 New Device

 Device Discovery

Add Multiple Devices



# Bulk Device Configuration

Add & configure *new devices in bulk*, for more *efficient* provisioning.

## Device Discovery

### Scan Results

IP Address	Type Discovered	Probe	
192.168.218.34	Server	192Probe	
192.168.218.35	Server	192Probe	
192.168.218.38	Choose a type	192Probe	Configure and Add
192.168.218.6	Switch	192Probe	Configure and Add
192.168.218.11	Server	192Probe	Configure and Add
192.168.218.37	Server	192Probe	Configure and Add
192.168.218.52	Server	192Probe	Configure and Add
192.168.218.50	Server	192Probe	Configure and Add
192.168.218.2	Switch	192Probe	Configure and Add

Add multiple devices

Mitel  
MiVoice Business  
Other  
Server  
Switch  
UPS

Configure and Add

Configure and Add

Configure and Add

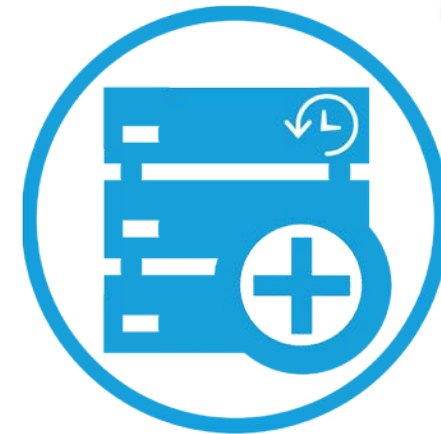
Configure and Add

Configure and Add

Configure and Add

Configure and Add

MPA PLUS  
feature



# Enterprise Manager Feature Parity

# MPA Plus Replaces Enterprise Manager

- ✓ **MPA** replaces **Enterprise Manager** with a more **robust, flexible** offering.
- ✓ *Cloud hosted OR On-Premise options*
- ✓ *Mitel AND third-party device (routers, servers, etc.) support*
- ✓ *IPT User Dashboard with Voice Quality by Call*
- ✓ *Operations Scheduler & Scheduler Results Report*
- ✓ *Single Sign-On/Shared SSO to MiVoice Business*
- ✓ *Advanced User Operations (AUO) Moves & Deletes*

**...and more!**





# MPA Plus vs. Enterprise Manager Comparison

<b>Feature</b>	<b>MPA 2.1</b>	<b>Enterprise Manager</b>
<b>Operations Scheduler</b>	Schedule backups, SMDR, Hot Desk Login/Out, IDS Sync	Limited Support
<b>IPT User Dashboard</b>	IPT user data – including VQ by call for MiVoice Business and MX-ONE. Editable comment fields for MiVoice Business Users and Services.	Supported for MiVoice Business, no VQ
<b>Single Sign On</b>	Shared SSO & Pre-configured access	Supported – only for individuals
<b>Advance User Operations (moves, adds, changes)</b>	Supported – IP user (move & delete), networked BLF (create, move, delete)	Supported
<b>Inventory Reporting</b>	Multi-cluster for MiVoice Business & MX-ONE including licenses, users, services & sets	Supported only for single clusters for MiVoice Business
<b>System Tray – Alarm Monitor Application</b>	Desktop alarm notification (uses HTML5 notifications)	Desktop alarm notification tray
<b>SDS Error Rate</b>	Retrieve SDS errors & alarm per threshold for issues	Supported

## Additional MPA Features

- ✓ 3<sup>rd</sup> party device support
- ✓ MX-ONE Support
- ✓ Cloud or On-Premises Support

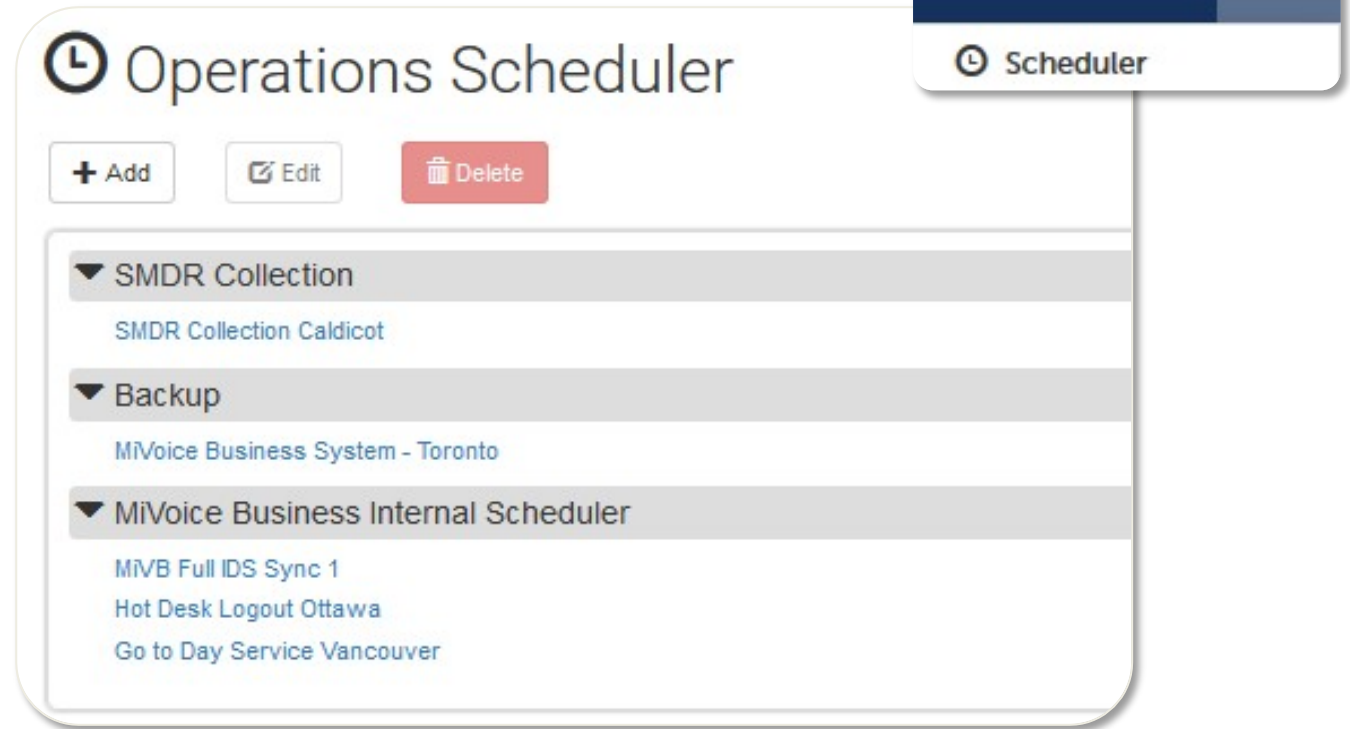
# Operations Scheduler

# Operations Scheduler

**MPA PLUS**  
feature

Schedule common operations for **groups** of devices.

- ✓ MiVoice Business:
  - Backup
  - SMDR collection
  - Hot Desk logout
  - IDS Full/Incremental Sync
  - Go to Day/Night Service
- ✓ MiVoice MX-ONE:
  - Backups



# Scheduler Results Report

Confirm the **outcome** of a scheduled group operation.



 Scheduler

 Scheduler Results

- Download completed backup or SMDR files
- Confirm current state of on-demand & scheduled operations
- See recent results and success rate of scheduled operations

Completed Files

On-Demand State

Recent Results

Schedule State

Per device timestamp of last success, last failure, and next execution.

Shared Views

- ☆ Only Backup
- ☆ Only SMDR

Success Rate

Graph Type

TablePiePivot

View Filters

Columns

View Management

Drag a column header and drop it here to group by that column

Container...	Device N...	Schedule ...	Latest St...	Last Succ...	Last Fail ...	Next Run ...
RapidServe	MiVoice_1	MiVoice_1 Schedule	FAILED	Sat 3:00 AM	Sat 3:00 AM	Nov 1 3:00 AM
RapidServe	MiVoice_2	MiVoice_2 Schedule	FAILED	Mon 12:00 AM	Thu 12:00 AM	Oct 7 12:00 AM
RapidServe	MiVoice_218_39	MiVoice_218_39 Schedule	SUCCESS	Sat 12:00 AM	Sat 12:00 AM	Oct 8 12:00 AM
RapidServe	MiVoice 3	MiVoice 3 Schedule	FAILED		Sat 12:00 AM	Oct 8 12:00 AM

# Advanced Inventory Reporting

# Advanced Inventory Reporting

Create custom inventory reporting template for:

- ✓ Users
- ✓ IP Sets
- ✓ Active Probes
- ✓ MiVoice Licenses
- ✓ MiVoice & MX-One Extensions
- ✓ Services
- ✓ Licenses
- ✓ Device Inventory
- ✓ MiVoice Versions
- ✓ Probe Details



Active Probes

Device Count

Device Inventory

Inventory of Customer Devices

MiVoice Business Licenses

MiVoice Business Users, Services & Sets

MiVoice Business Versions

MiVoice MX-ONE Extensions

Probe Details

Data Type

Users

Users

UC Services

IP Sets

Graph Type

Table

Pie

Pivot

View Filters

Columns

MPA PLUS feature

View Management

Download

Print

Save

Delete

Help

Order and drop it here to group by that column

IPBX Name	First Name	Last Name	Login	Department	Location	User Comments
Local_177	Antoine	5320				
NorthSea_v80_10.0....	FLAW	666		FLAW	FLAW	
MVB VQ	FLAW	666		FLAW	FLAW	
mxe45	FLAWE	667				
mcd237	brick	abrack		/base		
mcd237	Jean Louis	Accart			3520	
mcd237	Jean Louis	Accart			3520	
mcd229	admin	admin				
mcd229	admin	admin				

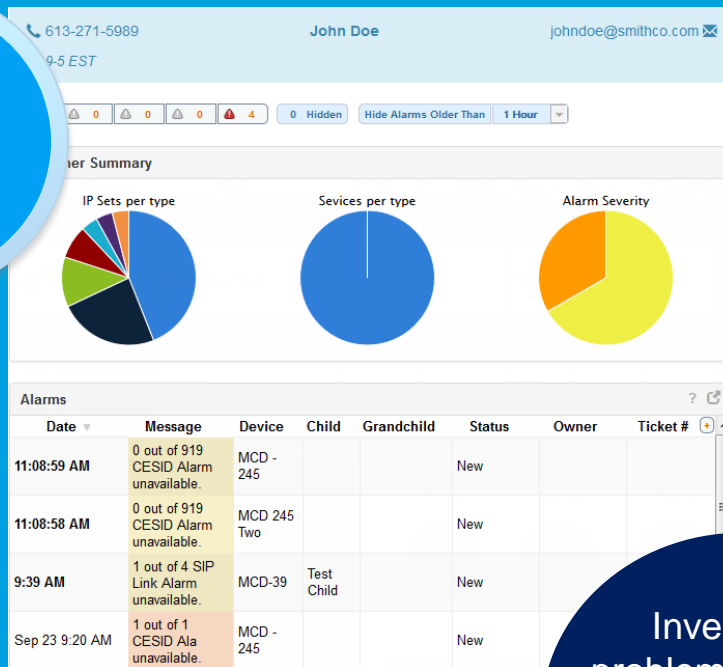
✓ All views can be **saved & reports downloaded** as a .csv

# IPT User Dashboard

# IPT User Dashboard – MiVoice Business & MX-ONE

MPA PLUS  
feature

**View data** for each user, including voice quality for **each** call.



## User Information

Services Groups

Group Number	Group Type	Home Element	Secondary Element
2119	Ring Group	MCD206	Not assigned
2112	MDUG	MCD206	Not assigned
2110	Hunt Group	MCD206	Not assigned

## Group Members:

Index	Number	Presence	Name	Home Element	Secondary Element
4	2117	Present	Silga,Jean	vmcd206	Not assigned
3	2114	Present	Plawczyk,Feliks	vmcd206	Not assigned
2	2112	Present	Roux,Antoine	vmcd206	Not assigned
1	2111	Present	Boukaa,Mohamed	vmcd206	Not assigned

## Voice Quality

Directory	Start Time	Call Length	Source IP	Destination
2112	4:03:52 PM	5m 8s	192.168.16.86	172.16.0.20
2112	3:49:24 PM	13m 45s	192.168.16.86	172.16.0.20
2112	3:14:33 PM	20m 45s	192.168.16.86	172.16.0.20
	Fri 4:21 PM	5m 52s	192.168.16.86	172.16.0.20
	Fri 2:20 PM	3s	192.168.16.86	172.16.0.20

Investigate problems reported by users, or isolate problems to a particular user.



# IPT User Dashboard – How to Access

*Access IPT User Dashboard:*

By searching for a user by name, directory #.

Q James Bond

France

France Demo Cus...

10.0.5 Network

James Bond

USA

RapidServe

James Bond

Via the MiVB or MX-ONE users & extension inventory.

Device Count

Device Inventory

IPT Users Inventory

Inventory of Customer Devices

MiVoice Business Licenses

MiVoice Business Users, Services & Sets

MiVoice Business Versions

MiVoice MX-ONE Extensions

Data Type

Users

Graph Type

Table

Pie

Pivot

View Filters

Columns

Drag a column header and drop it here to group by that column

IPBX Name	First Name	Last Name	Login	Department
Local_81	Wendy	Berman		
Local_39	James	Bond		National Defenc
Local_85	Bill	Burr		
Local_83	Henry	Burr		QB
Local_87	Augustin-Louis	Cauchy		
Local_85	Mee	Config		
Local_83	Snaffy	Daffy	DaffyS	
Local_87	Snaffy	Daffy	##DaffyS	
Local_81	Seven	Delete		

Alarm Queries

Audit Log

Contact Information

Inventory Queries

License Queries

Reports

Scheduler

Scheduler Results

Threshold Queries



# Enhancements

# Enhancements in MPA 2.1

**MPA 2.1 offers enhancement to *improve the user experience*.**

- Additional pre-defined inventory views and reports
- Enhanced Windows Services Monitoring
- Operations Scheduler (MPA Plus only)
- IPT User Search Capability (MPA Plus only)
- VoIP Trace Route test is now integrated into the VQ Dashboard Canvas
- Navigation bar is improved for showing deep container hierarchies
- Recurrent Alarm Silencing now available
- MiCollab/MSL/MBG Alarms are more informative and useful

# MPA Service Tiers



# Mitel Performance Analytics – 2 Service Tiers

## Mitel Performance Analytics *PLUS*

**Cloud-hosted or on-premise software** that delivers fault & performance management solutions for enterprises – *formerly known as Enterprise Manager.*

- ✓ Manages performance of Mitel **and** third-party systems (ie: servers, routers)
- ✓ Offers simplified group operations for large multi-node networks

***Chargeable uplift to Premium SWA***

## Mitel Performance Analytics

**Cloud-hosted**, fault & performance management software-as-a-service (SaaS) to manage service quality – *formerly known as MarWatch.*

- ✓ Monitors performance of Mitel solutions

***Included with Premium SWA***

# Key Features

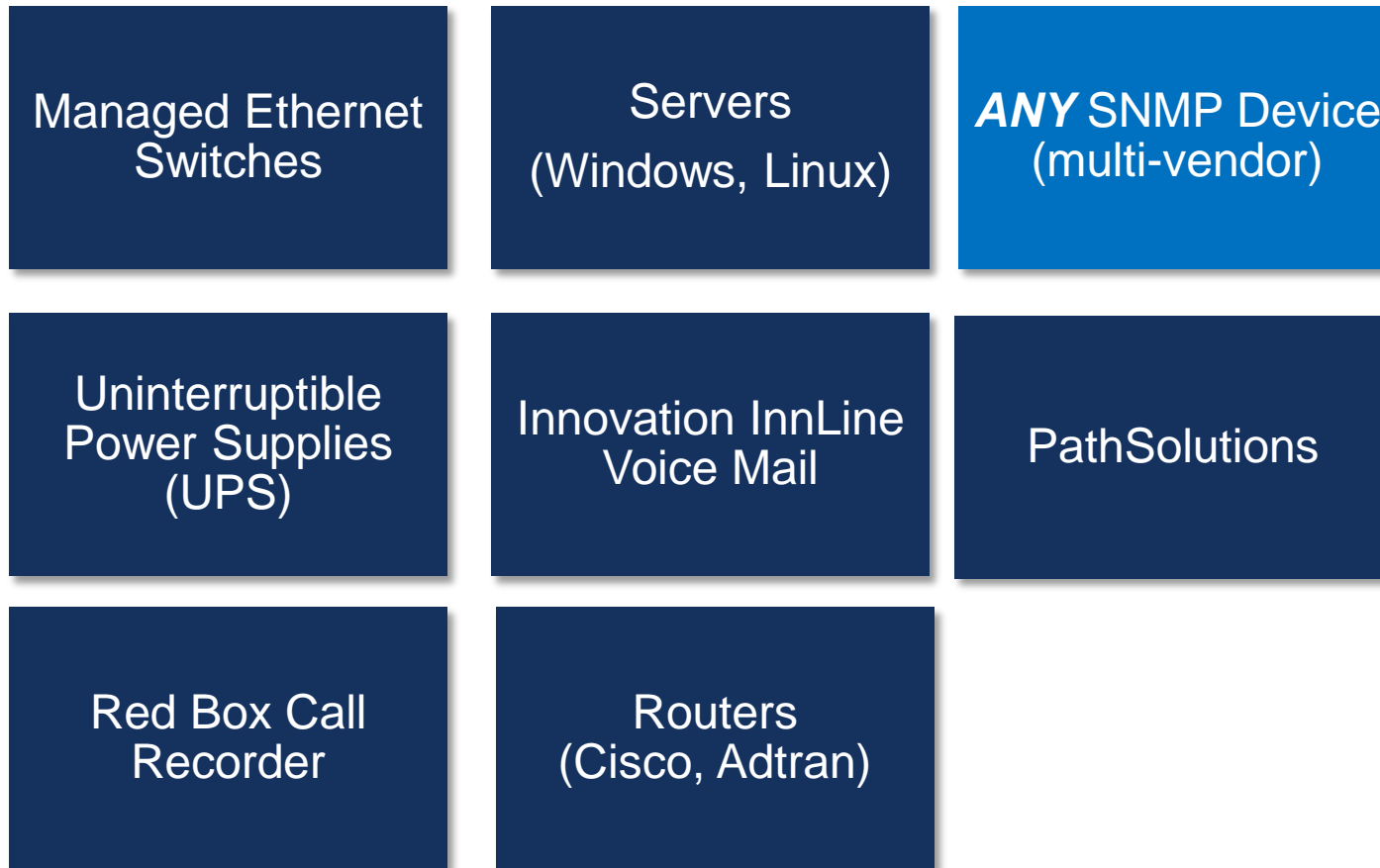
CAPABILITY	MPA	MPA PLUS
Deployment Options	Cloud	Cloud or Premises
Device Support	Mitel	Mitel + Third-Party
Trunk/Route/Gateway Utilization	✓	✓
Remote Access/Single Sign-On	✓	✓
Test Tools	✓	✓
Alarms & Alarm Analytics	✓	✓
Reporting	✓	✓
MBG SIP Trunk and Teleworker SIP VQ	✗	✓
Backups and SMDR Collection	✗	✓
Group Operations Scheduler	✗	✓
IPT User Dashboard	✗	✓
Inventory Reports (users, sets, services)	✗	✓
Advanced User Operations (moves & deletes)	✗	✓
Set Inventory and Extension/Terminal Registration	✗	✓

# Supported Mitel Devices & Applications

	MPA	MPA Plus	Supported, with additional license
<b>MiVoice Business</b>	✓	✓	N/A
<b>MiVoice MX-ONE</b>	✓	✓	N/A
<b>MiCollab</b>	✓	✓	N/A
<b>MiVoice Border Gateway</b>	✓	✓	N/A
<b>MX-ONE Application Servers</b> (MiCollab Advanced Messaging, CMG, InAttend, ACS Media Server)	✓	✓	N/A
<b>MiVoice Office 250</b>	✓	✓	N/A
<b>Mitel Business Dashboard</b>	✗	✗	✓
<b>MiContact Center (Business/Office)</b>	✓	✓	N/A
<b>MiVoice Call Recording</b>	✗	✗	✓



# Third-Party Device Support



- Third-party device support is available with the **MPA *Plus* Service Tier**.
- MPA can be configured to monitor **ANY SNMP** device.



# Resources

# Service Quality Management Use Cases



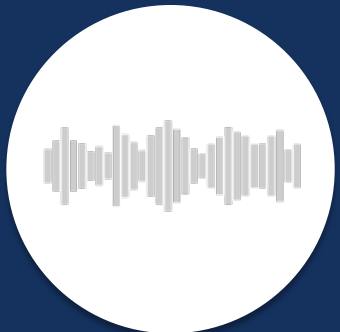
School experiences ***persistent echo*** on voice calls. Over a 6 month period, partner tries unsuccessfully to resolve.

Within a ***week*** of deploying MPA, problem (***faulty switch***) is detected and the voice quality problem is resolved.



Retailer's ***IP set is disconnected*** during busy holiday season, leading to hours of ***downtime*** and ***thousands of \$\$*** in losses.

MPA ***detects*** the disconnected set ***immediately***, avoiding downtime and revenue loss.



***Rapid growth*** causes strain on the customer's network and ***voice problems*** became an issue.

MPA tracks and reports on ***trunk usage***, and provides data on ***CPU/memory/disk usage***. Customer scales systems in advance with this data, ***preventing problems***.

# Service Quality Management Use Cases



Poor network and voice quality performance in remote locations leads customer to plan **large spend to increase bandwidth.**

MPA detected that calls were using G.711, a **64Kbps codec**, which was causing the performance problems. Customer **avoided extra \$\$.**



Customer complains of poor voice quality, and partner believes **Mitel equipment** has malfunctioned.

MPA identifies a **network disconnection**. Voice quality improves, and the customer **avoids thousands of \$\$ in replacement costs.**



Mitel customer with 9 locations forecasted the need for **60 new SIP trunk licenses.**

MPA **trunk utilization data** demonstrated that only 6 were used over 30 days, **delaying cost** of new licenses.

# MPA Sales and Technical Training

## Mitel University

<http://mitel.absorbtraining.com>

### Sales Training (Self Study)

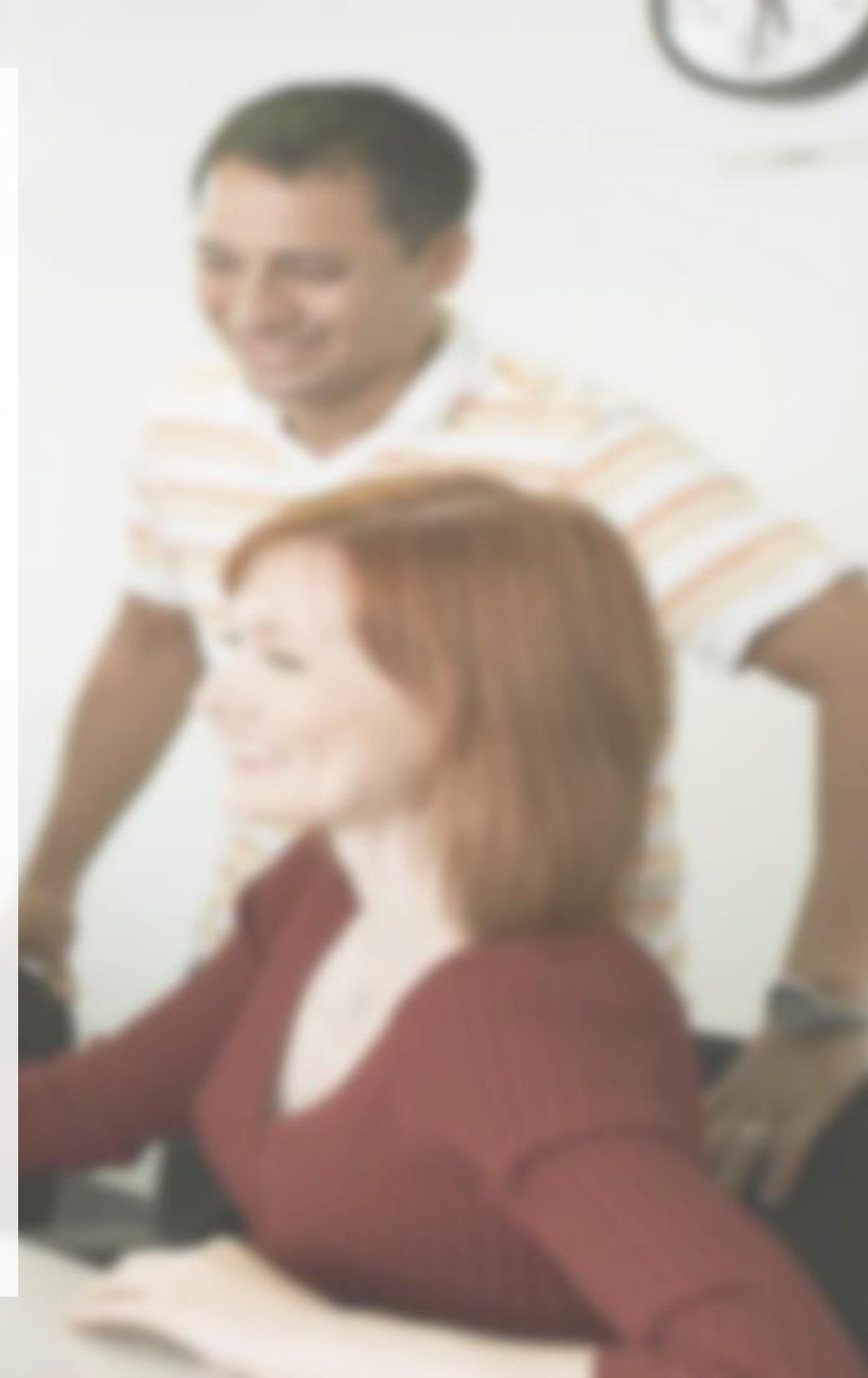
- Course # 222905

### Technical Training (Self Study)

- Installation & Maintenance (Course # T-MPA 2.0-IM-SS)
- System Administrator

### Leader-Led Training

- Contact [sales@martellotech.com](mailto:sales@martellotech.com)
- Onsite or web-based



# Questions?

Contact Us: [sales@martellotech.com](mailto:sales@martellotech.com)