



Mitel Performance Analytics

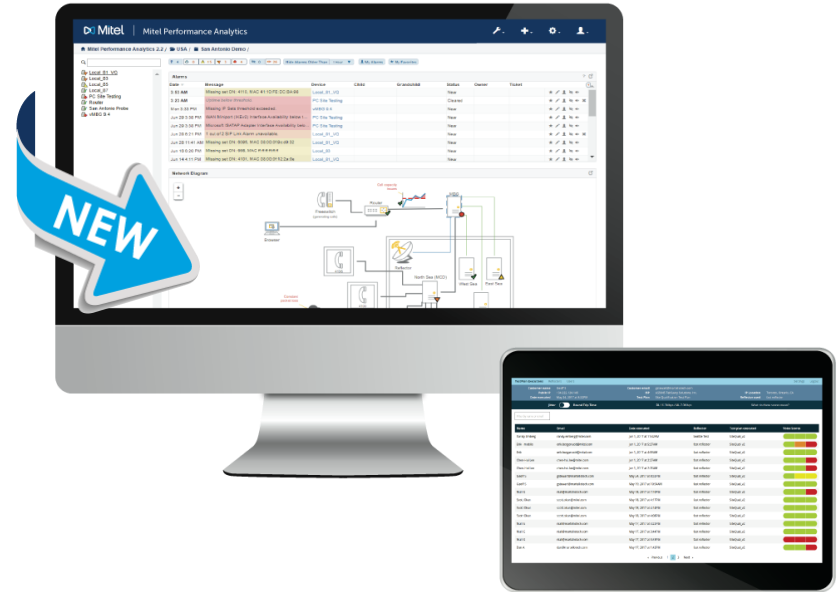
What's New in R2.2

September 2017

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- MPA Key Benefits
- What's New in R2.2
- Customer Success
- Additional Resources





MPA Key Benefits

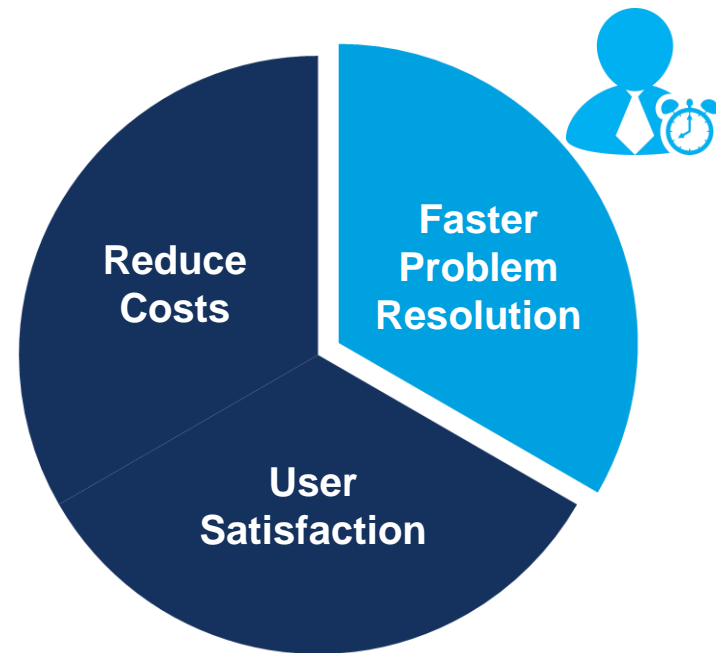
HOW LONG did it take you to **TROUBLESHOOT**
your last voice quality problem?



MPA makes it **simple** and **cost-effective**
to **detect, address & prevent** problems
on your network.

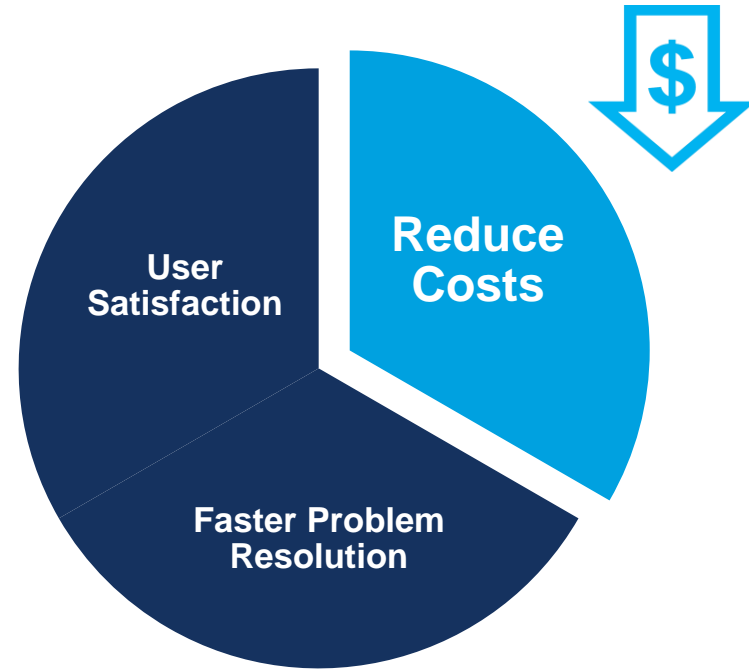
Faster Problem Resolution

- ✓ Around the clock monitoring of voice quality and other performance metrics.
- ✓ Monitoring of both Mitel and multi-vendor systems gives visibility into problems across the entire network.
- ✓ Alerts ensure the right person receives actionable data at the right time.
- ✓ Thresholds for performance problems ensure early detection.
- ✓ Secure remote access to devices and active testing tools simplify troubleshooting.



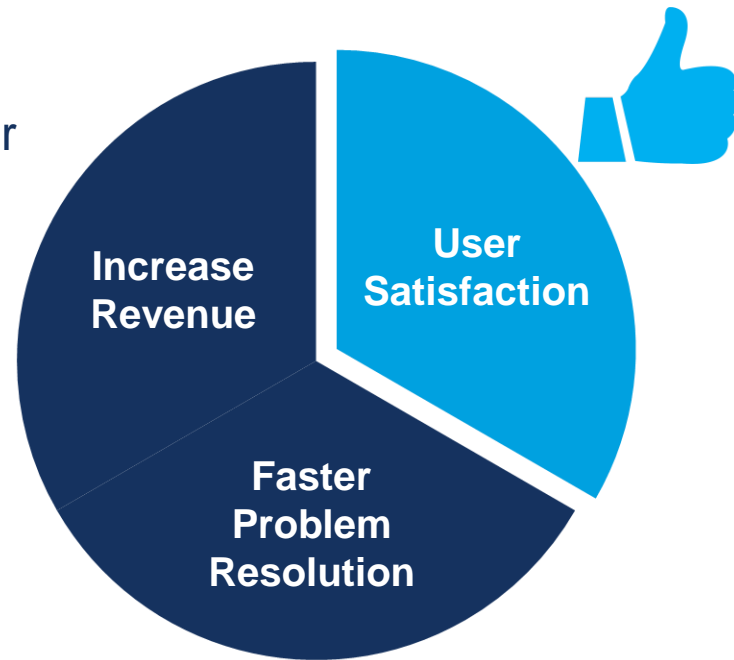
Reduce Costs

- ✓ Access devices in any location for troubleshooting or maintenance – avoiding the cost of onsite support visits.
- ✓ Avoid losses associated with downtime.
- ✓ Consolidate UC and network performance management tools in one comprehensive offering.
- ✓ Improve capacity planning with trunk utilization data.
- ✓ Easy to deploy, cloud or on-premise options.



User Satisfaction

- ✓ Consistently high service quality and less downtime results in satisfied users and higher adoption rates.
- ✓ Resolution of problem by 1st level support increases user satisfaction.
- ✓ Early detection means problems can be resolved before the user is impacted.
- ✓ Reports demonstrate network performance and help with forecasting, planning & load balancing.





MPA 2.2

What's New in MPA R2.2

- Introducing the ***Network Diagrams Gadget***
- MiVoice Business ***Emergency Response*** Alarms & Alerts
- Extended ***Utilization Analysis*** Capabilities
- New ***Voice Quality Visualization***
- New ***Online Help*** System
- Mitel Performance Analytics ***Password Policy***
- Additional ***Device*** Types Added
- Remote Access to ***VMWare ESXi Server Devices***

MORE INFORMATION

Consult the MPA 2.2 Release Notes

MPA R2.2 Business Value



KNOW

when a problem is happening

- ✓ **Monitor new device types**
- ✓ **Know when there's an emergency call** with MiVoice Business Emergency Response Alarms & Alerts



IDENTIFY

the cause quickly

- ✓ **Identify voice quality cause clearly** using Voice Quality Visualization
- ✓ **Visualize UC networks** clearly with network diagrams
- ✓ **Remote Access** to VMWare ESXi Server devices



PLAN & PREVENT

problems

- ✓ **Know when to upgrade** with Extended Trunk Utilization Analysis Capabilities
- ✓ **Understand best practices** with MPA's new Online Help System
- ✓ **Access UCScore site qualification** to test network fitness for deployment
- ✓ **Manage security** with new password policy.



Network Diagrams Gadget

Network Diagrams Gadget

Visualize the **source** of a voice quality problem on a **network diagram**.

- ✓ Use your **own** Network Diagram (Visio)
- ✓ MPA overlays health status over the devices being shown.
- ✓ Container and device alarms can be filtered and you can jump to the container or device to see more detail.

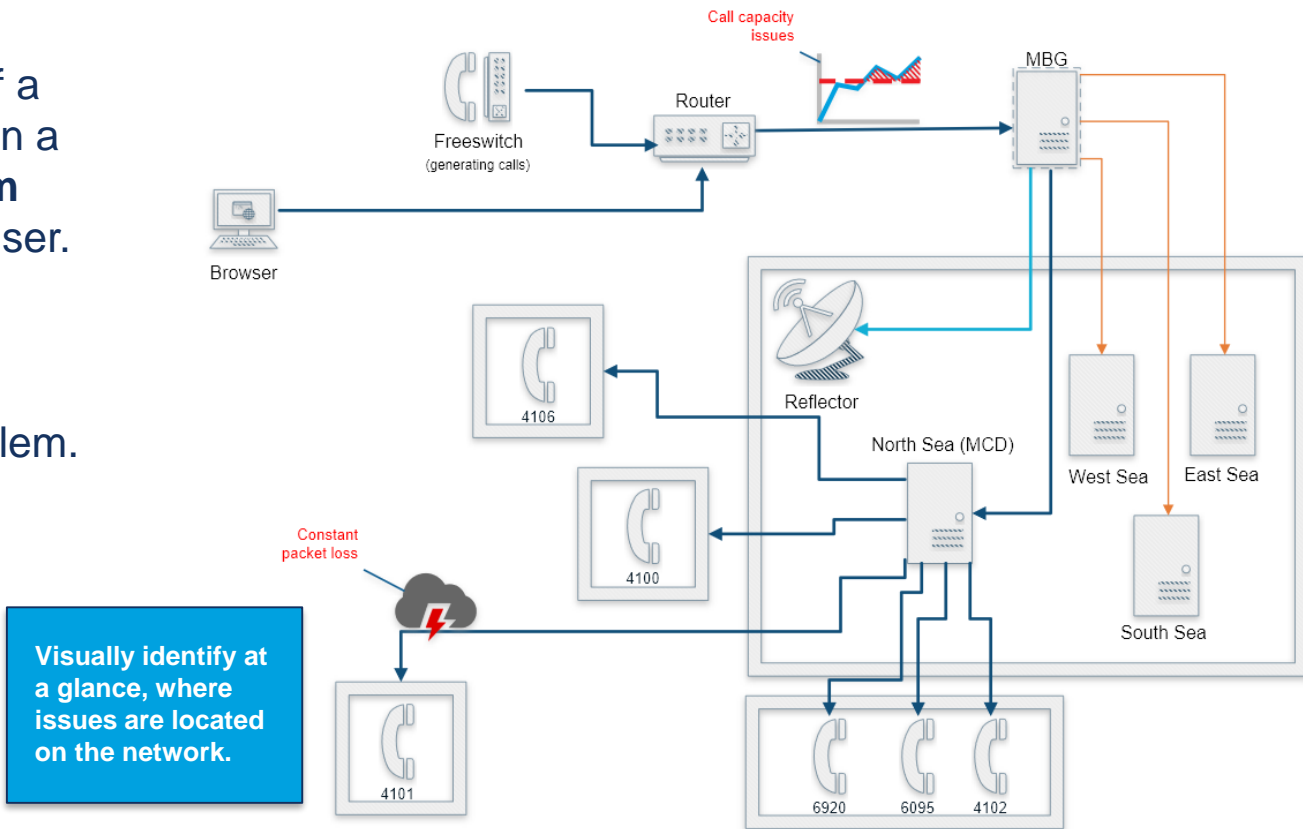


Network Diagrams: How it Works

Visualize the **source** of a voice quality problem on a **Visio network diagram** uploaded by the MPA user.

Insight into:

- ✓ **Which device** is experiencing a problem.
- ✓ What's causing the problem:
 - **Capacity**
 - **Misconfiguration**
 - **Network faults**





Emergency Response Alarms & Alerts

MiVoice Business Emergency Response Alarms & Alerts

MPA now listens for incoming Emergency Response SNMP traps from MiVoice Business devices.

When a trap is received MPA acknowledges the trap with the source MiVoice Business and generates a Major ER alarm.

The ER alarm includes:

- ✓ Details about the emergency call
- ✓ Extension that made the call
- ✓ Time of the call

The ER Alarm ***never expires*** and must be ***acknowledged*** by a MPA user.

Emergency call from 4110 to 5551213 with CESID 654321 on Thu May 04 09:36:06 EDT 2017 (A Major Alarm) on MiVoice Business GW-001

Thu, 4 May 2017 9:36:06 EDT

[MarWatch](#) > [MiVoice Business GW-001](#)

Alarm:

Time	Alarm
9:36:06 AM	Major Alarm: Emergency call from 4110 to 5551213 with CESID 654321 on Thu May 04 09:36:06 EDT 2017

Device Details:

Type: MiVoice Business
Name: GW-001
Description:

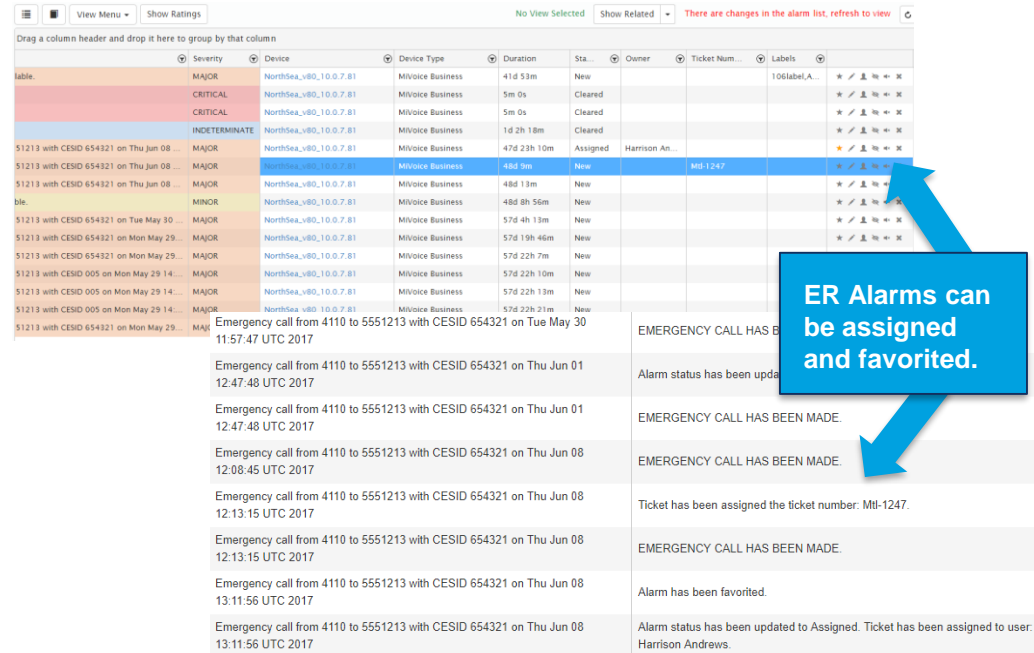
Email ER Alarm
Notification

MiVoice Business Emergency Response Alarms & Alerts

ER Alarms are tracked in a separate Emergency Call audit log and can include:

- ✓ That an emergency call has been made.
- ✓ Alarm status has been updated to “Forced Clear”.
- ✓ Ticket has been assigned a ticket number.
- ✓ Alarm had been favorited.

Alert profiles can be created to send a notification to one or multiple users when the alarm occurs.



View Menu Show Ratings No View Selected Show Related There are changes in the alarm list, refresh to view

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

Severity	Device	Device Type	Duration	Sta.	Owner	Ticket Num	Labels
MAJOR	NorthSea_v80_10.0.7.81	MiVoice Business	41d 53m	New			106label_A
CRITICAL	NorthSea_v80_10.0.7.81	MiVoice Business	5m 0s	Cleared			
CRITICAL	NorthSea_v80_10.0.7.81	MiVoice Business	5m 0s	Cleared			
INDETERMINATE	NorthSea_v80_10.0.7.81	MiVoice Business	1d 2h 18m	Cleared			
51213 with CESID 654321 on Thu Jun 08	MAJOR	NorthSea_v80_10.0.7.81	MiVoice Business	47d 23h 10m	Assigned	Harrison An...	
51213 with CESID 654321 on Thu Jun 08	MAJOR	NorthSea_v80_10.0.7.81	MiVoice Business	46d 10m	New	Mtl-1247	
51213 with CESID 654321 on Thu Jun 08	MAJOR	NorthSea_v80_10.0.7.81	MiVoice Business	48d 13m	New		
51213 with CESID 654321 on Thu Jun 08	MAJOR	NorthSea_v80_10.0.7.81	MiVoice Business	48d 8h 56m	New		
51213 with CESID 654321 on Tue May 30	MAJOR	NorthSea_v80_10.0.7.81	MiVoice Business	57d 4h 13m	New		
51213 with CESID 654321 on Mon May 29	MAJOR	NorthSea_v80_10.0.7.81	MiVoice Business	57d 19h 46m	New		
51213 with CESID 654321 on Mon May 29	MAJOR	NorthSea_v80_10.0.7.81	MiVoice Business	57d 22h 7m	New		
51213 with CESID 005 on Mon May 29 14	MAJOR	NorthSea_v80_10.0.7.81	MiVoice Business	57d 22h 10m	New		
51213 with CESID 005 on Mon May 29 14	MAJOR	NorthSea_v80_10.0.7.81	MiVoice Business	57d 22h 13m	New		
51213 with CESID 005 on Mon May 29 14	MAJOR	NorthSea_v80_10.0.7.81	MiVoice Business	57d 22h 21m	New		
51213 with CESID 654321 on Mon May 29	MAJOR	NorthSea_v80_10.0.7.81	MiVoice Business	57d 22h 21m	New		

Emergency call from 4110 to 5551213 with CESID 654321 on Tue May 30 11:57:47 UTC 2017

Emergency call from 4110 to 5551213 with CESID 654321 on Thu Jun 01 12:47:48 UTC 2017

Emergency call from 4110 to 5551213 with CESID 654321 on Thu Jun 01 12:47:48 UTC 2017

Emergency call from 4110 to 5551213 with CESID 654321 on Thu Jun 08 12:08:45 UTC 2017

Emergency call from 4110 to 5551213 with CESID 654321 on Thu Jun 08 12:13:15 UTC 2017

Emergency call from 4110 to 5551213 with CESID 654321 on Thu Jun 08 12:13:15 UTC 2017

Emergency call from 4110 to 5551213 with CESID 654321 on Thu Jun 08 13:11:56 UTC 2017

Emergency call from 4110 to 5551213 with CESID 654321 on Thu Jun 08 13:11:56 UTC 2017

EMERGENCY CALL HAS BEEN MADE

Alarm status has been updated to Assigned. Ticket has been assigned to user: Harrison Andrews.

EMERGENCY CALL HAS BEEN MADE.

EMERGENCY CALL HAS BEEN MADE.

Ticket has been assigned the ticket number: Mtl-1247.

EMERGENCY CALL HAS BEEN MADE.

Alarm has been favorited.

Alarm status has been updated to Assigned. Ticket has been assigned to user: Harrison Andrews.



Extended Utilization Analysis Capabilities

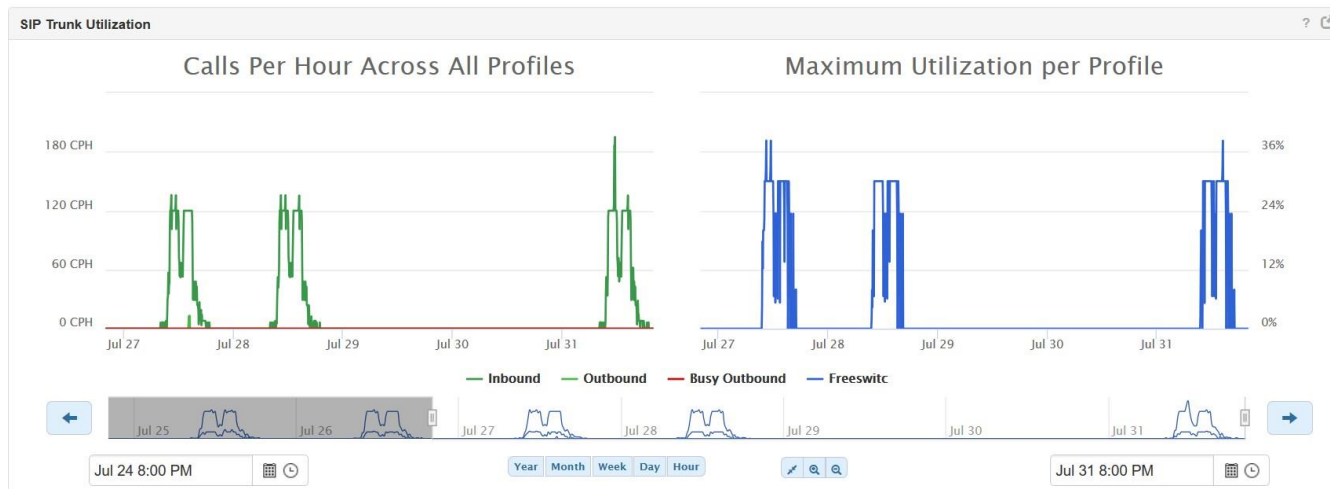
Extended Utilization Analysis Capabilities

Improved storage and display of data related to:

- ✓ MiVoice Business trunk utilization and SIP trunk utilization
- ✓ MiVoice MX-ONE route utilization and gateway utilization
- ✓ MiVoice Border Gateway trunk utilization

See data for a
chosen date
range in past
30 days.

Beyond 30
days, daily
summary
values
available.



Extended Utilization Analysis Capabilities: Detailed Hourly Chart





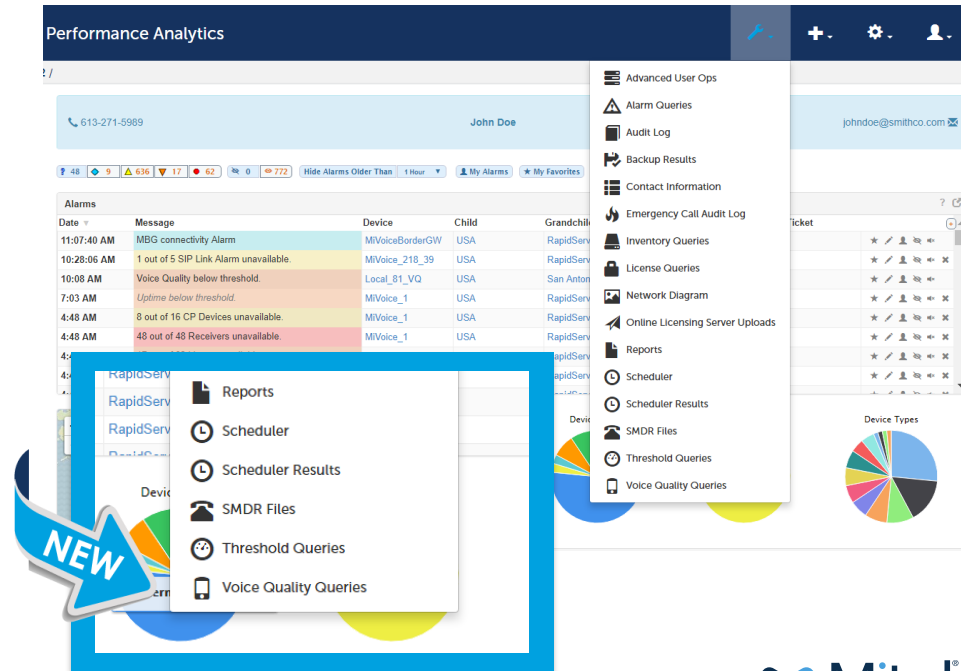
Voice Quality Cause Visualization

Voice Quality Cause Visualization

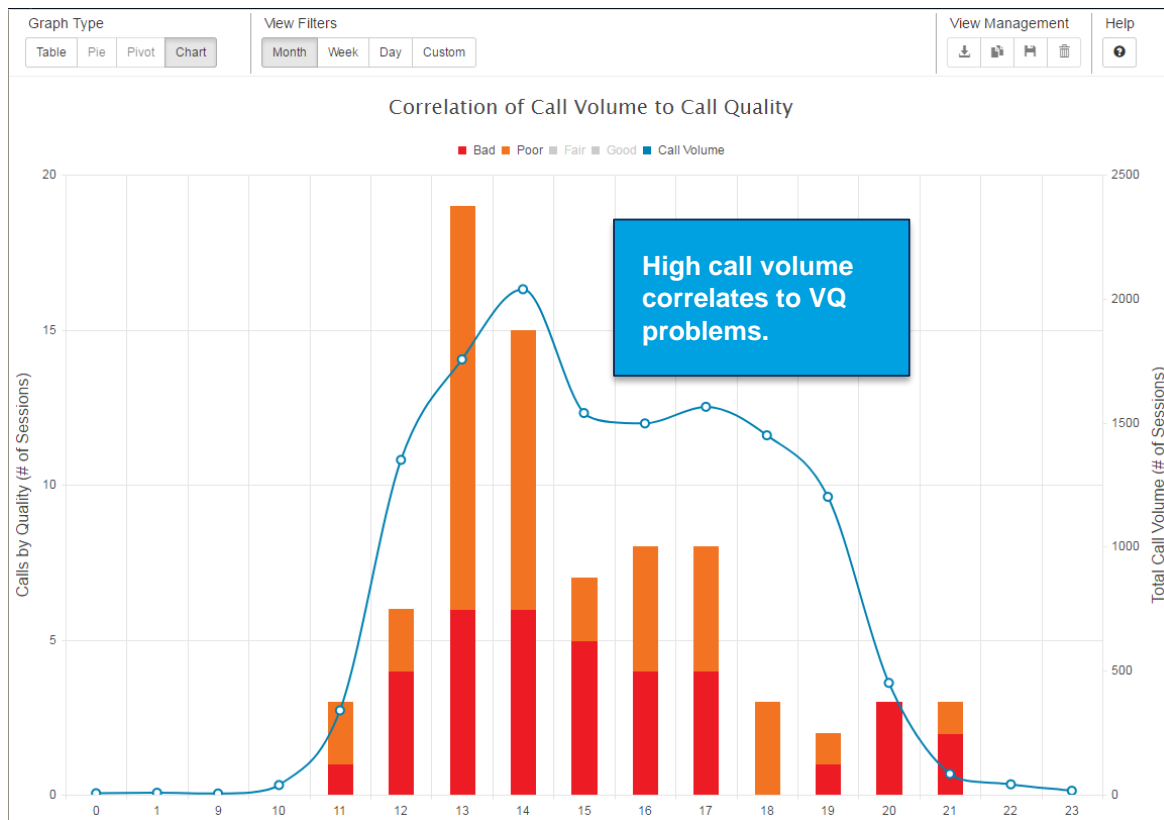
*MPA provides new queries and charts to help you **gather** and **visualize** Voice Quality data.*

Spot **trends** and identify root cause with graphs demonstrating:

- ✓ Call Volume correlation to Call Quality
- ✓ Worst Performing Directory Numbers
- ✓ Worst Voice Quality by Subnet and Device



Voice Quality Cause Visualization

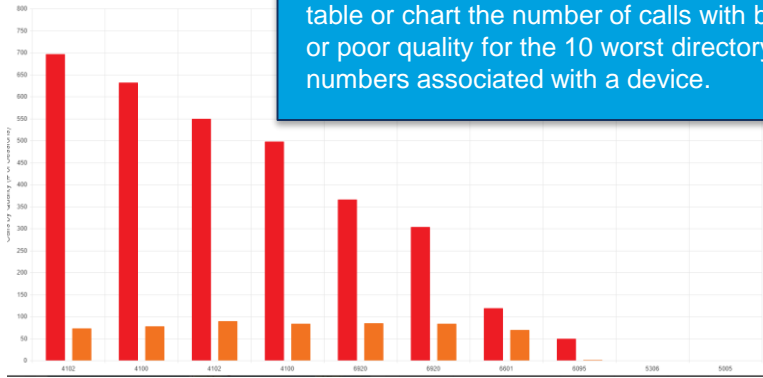


This query displays as a table or chart VQ metrics for the hours of the day.

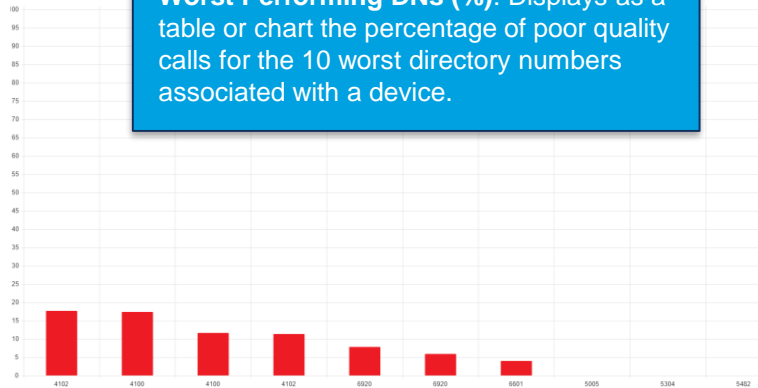
VQ Metrics Include:

- number of good, fair, poor, or bad calls
- hour of the day they occurred
- total number of calls
- percentage each type of call was.

Call Quality by Directory: Displays as a table or chart the number of calls with bad or poor quality for the 10 worst directory numbers associated with a device.



Worst Performing DNs (%): Displays as a table or chart the percentage of poor quality calls for the 10 worst directory numbers associated with a device.



Worst Voice Quality Devices: This query displays as a table or chart the number of calls with bad quality for the 10 worst devices in a container.



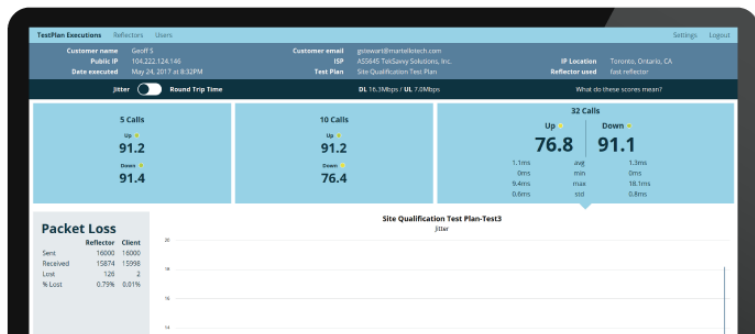


Site Qualification: UCScore

Site Qualification: UCScore

MPA users have access to UCScore, a network site qualification tool.

- Web-based – no software installation
- Specialized for UC
- Tests network fitness for a UC deployment, testing what matters to voice performance.
- Know when more network capacity is needed for good performance.



Full Name

Email Address

Number of required handsets

Estimated maximum concurrent calls

Need help estimating these values?

START

UCscore.com

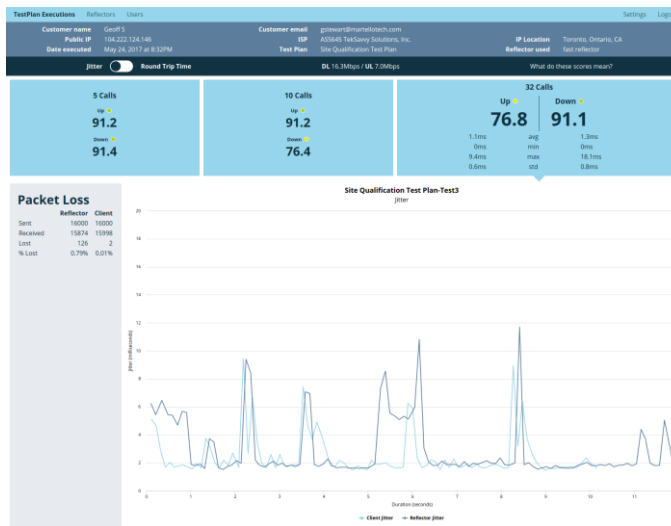
UCScore: How it Works

- Tests by sending packets (representing voice calls) between customer and UCScore server.
- Customer portal delivers easily understood summary results.
- *Coming Soon:* Service provider portal delivers more detailed network fitness data.

UCscore.com

Customer Summary

- 0-60 is unacceptable.
- 60-70 is poor.
- 70-80 needs caution.
- 80-93.2 is good.
- 93.2-129 is excellent.



Detailed Service Provider Report





Additional New Features and Enhancements

MPA Online Help



Features Include:

- ✓ Improved topic organization structure, and navigation
- ✓ Cross-topic links
- ✓ Improved search capability
- ✓ Ability to print individual topics

Mitel

Contents

- Welcome
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- Dashboard Panels
- Troubleshooting With MPA

You are here: [User Interface Description](#) > Displaying IPT User Data

DISPLAYING IPT USER DATA

To display IPT user data, search for either the user's name or extension number. In the following example, the user **Arthur Weasley** is selected.

Search:

Results: **Arthur Weasley**

Clicking the IPT user name, **Arthur Weasley**, displays information related to that IPT user or device.

User Information

Services Groups

First Name: Arthur Department: Misuse of Muggle Artifacts Email: No Email Found

Last Name: Weasley Location: London User Comment: No User Comment

Extension	Device Type	Service Type	Home Element	Secondary Element
5480	5212 dual mode	Full	Local_165	Not assigned

Voice Quality

Directory	Start Time	Call Length	Source IP	Destination IP	Codec	Average R
5480	6:26:00 PM	3s	192.168.218.147	192.168.218.123	G.711 (mu-Law)	92
5480	6:25:32 PM	1s	192.168.218.147	192.168.218.123	G.711 (mu-Law)	92
5480	6:25:12 PM	13s	192.168.218.147	192.168.218.123	G.711 (mu-Law)	92
5480	6:24:49 PM	13s	192.168.218.147	192.168.218.123	G.711 (mu-Law)	91
5480	6:24:26 PM	9s	192.168.218.147	192.168.218.123	G.711 (mu-Law)	92
5480	6:23:57 PM	1s	192.168.218.147	192.168.218.123	G.711 (mu-Law)	92

Alarms

Date	Message	Device	Status	Owner	Ticket
1:20:47 PM	This version of MX-ONE does not support S...	MX1 6.0 snaf0	New		
11:41 AM	SSH authentication failed	OneMBO	New		
11:40 AM	Missing set DN: 5481, MAC 08:00:0F:35:68:af	OneMCD	New		
11:40 AM	Missing set DN: 1902, MAC 31:39:30:32:00:...	OneMCD	New		
11:40 AM	Missing set DN: 5483, MAC 08:00:0F:26:a9:a3	OneMCD	New		
11:40 AM	Missing set DN: 8004, MAC 30:32:38:30:30:...	OneMCD	New		
11:40 AM	Missing set DN: 8003, MAC 30:32:38:30:30:...	OneMCD	New		

Help About Dashboard Settings Log Out

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Mitel Performance Analytics Password Policy

- System administrators can now apply a password policy to set:
 - ✓ How long before passwords need to be changed
 - ✓ Valid password criteria
- If stronger password strength criteria are applied, system administrators can choose to force all users to update their passwords.
- If selected, users must provide a new password the next time they log in.

Remote Access to VMWare ESXi Server Devices

You can now create SSH or HTTPS remote access sessions from a VMWare ESXi server dashboard.

Port Forwards ?

HTTPS Create

Created	Server Port	Remote Host	Remote Port	Link	Close
9:15:29 AM	50002	NorthSea_v80_10.0.7.81	443	Open	Close

Port Forwards ?

Device or IP Address Port or Protocol Create



Created	Server Port	Remote Host	Remote Port	Link	Close
9:15:29 AM	50002	North	443	Open	Close

- SSH Secure Shell
- HTTPS
- HTTP
- TFTP
- Telnet



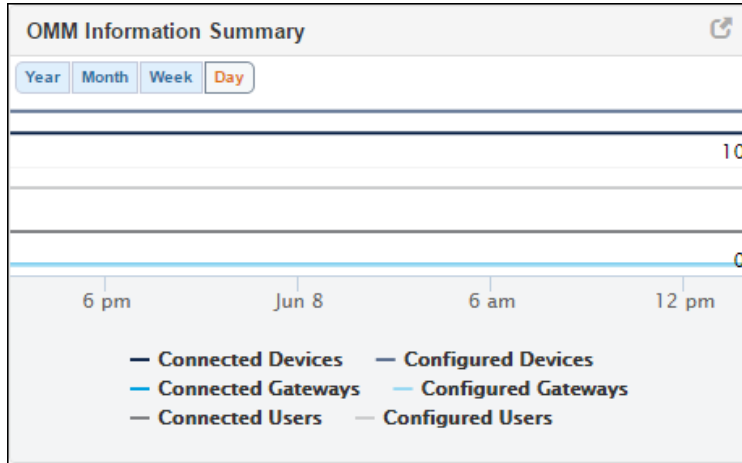
New Device Types

New Device Types

	Supported	How to Buy
MiVoice Business (+ MiVoice Business Multi Instance)	✓	MPA/ MPA Plus/MPA Cloud
MiVoice MX-ONE	✓	MPA or MPA Plus
MiCollab	✓	MPA or MPA Plus/MPA Cloud
MiVoice Border Gateway	✓	MPA or MPA Plus/MPA Cloud
MX-ONE Application Servers (MiCollab Advanced Messaging, CMG, InAttend, ACS Media Server)	✓	MPA or MPA Plus
MiVoice Office 250	✓	MPA or Mitel Part #
MiContact Center (Business & Enterprise)	✓	MPA or MPA Plus
MiContact Center (Office)	✓	MPA or Mitel Part #
MiVoice Call Recording	✓	Mitel Part #/MPA Cloud
 SIP DECT (OMM and RFP)	✓	MPA Plus
 Mitel Business Dashboard	✓	MPA or MPA Plus

SIP DECT

SIP DECT devices (OMM and RFP) can now be monitored.



Event Stream		
Time	Type	Event
Jun 13 2:31 PM	OMM/Event Log	AXI : [199] New secure connection from 192.168.218.87:49369
Jun 13 1:56 PM	OMM/Event Log	AXI : [199] New secure connection from 192.168.218.87:49369
Jun 13 1:53 PM	OMM/Event Log	AXI : [200] New secure connection from 192.168.218.87:49341
Jun 13 1:43 PM	OMM/Event Log	AXI : [199] New secure connection from 192.168.218.87:49431
Jun 8 2:13 PM	OMM/Event Log	AXI : [199] New secure connection from 192.168.218.87:60755
Jun 8 1:49 PM	SNMP/trap	coldStart
Jun 8 1:49 PM	SNMP/trap	coldStart
Jun 8 1:48 PM	SNMP/trap	nsNotifyShutdown

Licenses			
License Name	Status	Used	Total Number
Locating License	×		
Messaging License	×		
System License	✓	2	5

Alarms		
Date	Message	Ticket
Jun 8 2:04 PM	Uptime below threshold.	
Jun 8 1:59 PM	Uptime below threshold.	



Resources

A person is working on a laptop in a bright, modern office setting. A white cup of coffee sits on the desk next to the laptop. The background is softly blurred, showing a window and some indoor plants.

MPA Sales and Technical Training

Mitel University

Sales Training (Self Study)

Course # 222905

<http://mitel.absorbtraining.com>

Technical Training (Self Study)

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

System Administrator

Leader-Led Training

Contact sales@martellotech.com

Onsite or web-based

InfoChannel

- Decks
- Brochures
- Demo videos
- Customer Success Stories

[InfoChannel Worldwide > Services & Support > Software Assurance – Premium & Performance Analytics \(MPA\)](#)

Mitel.com

- Brochures
- Demo videos
- Customer Success Stories
- Blogs

<http://www.mitel.com/service-and-support/support-services/software-assurance>

Training & Documentation

edocs.mitel.com

- Engineering Guidelines
- System Guide
- Quick Start Guide
- Install/Upgrade Guides

mitel.absorbtraining.com

Mitel University

- Installation & Maintenance (self study)
- Sys Admin (self study)
- Sales Training



Contact Us:
sales@martellotech.com