



MONITORS

- Monitoring of Unity OS
- Monitoring of Unity Messaging Services

FEATURES

- Comprehensive visibility into performance at the host and application level
- Point-and-click access to real-time performance status

BENEFITS

- Improved performance and uptime. Proactive monitoring and alerting accelerates identification of performance issues—enabling response before end user productivity is affected.
- Enhanced resource optimization. Centralized, cohesive view of performance delivers insights into opportunities for resource optimization.
- SLA compliance. Instant alerts and real-time dashboards notify service managers in advance of SLA compliance breaches.

NIMSOF DATASHEET

Nimsoft for Cisco Unity Monitoring

Ensuring Optimized End User Services

Introduction

Enterprises around the world rely on Cisco Unity products to get sophisticated unified messaging services through their existing IP networks. With Cisco Unity, users can check all their email, fax, and voice messages through a single Web-based interface and users without Internet access can check email by phone. Once deployed, Cisco Unity plays a vital role in all of an enterprise's employee communications, so consequently, its performance is vital, and visible. If performance of the Unity server or application stalls, end users will experience poor service quality, including delays, choppy voice playback, and unacceptably sluggish response. How can administrators monitor and manage their entire Unity infrastructure so they can ensure users consistently enjoy optimal performance?

The Solution

The Nimsoft for Cisco Unity Probe offers a comprehensive picture of the performance of the complete Unity system, performing extensive collection and analysis of key messaging performance metrics. With the Nimsoft probe, organizations can monitor:

- Cisco Unity Server operating systems. The underlying server operating system—including CPU utilization, memory, disk, and network—is monitored to expose problematic resource trends before it can impact messaging availability and performance.
- Cisco Unity Messaging Services. Focused monitoring is applied to key Cisco Unity messaging processes and services—including calls, log ins, greetings, playback, recording, and more—to ensure the end-user's messaging experience is efficient, reliable, and productive.

Critical Performance Data: When and How it's Needed—Nimsoft compiles, analyzes, and monitors performance data to provide real-time tracking of Unity environments. Nimsoft delivers this vital information via alarms, operator consoles, business dashboards, long-term trend reports, and SLA compliance reports.

Monitor the Entire Unity Ecosystem

With the Nimsoft family of products, organizations can monitor and manage, from a single console, the myriad interrelated systems that make up their infrastructure, including applications, servers, and networking components. This comprehensive visibility is particularly critical in a Unity environment, which is comprised not only of the Unity server, but the underlying IP network, and a range of servers and databases—all of which must be operating effectively to ensure effective end user services.



Monitor associated servers and databases—with the Nimsoft family of products, organizations can monitor:

- Email servers. In most cases, Microsoft Exchange is tightly integrated with Unity to house user in boxes. The Nimsoft for Exchange Reporting solution offers an effective way to track and report on an organization's Exchange email system.
- Web servers. Microsoft IIS is typically used to host Unity Web interfaces and applications, and with the Nimsoft for Microsoft IIS Monitoring Probe, organizations gain a powerful solution for efficiently monitoring all IIS server activity.
- Databases. In Unity environments, SQL Server typically is used to store and manage the associated .wav files of voicemails, fax files, and other data that Unity processes. The SQL Server Monitoring Probe can be used to constantly monitor the internal performance and space allocation in the SQL Server database.

Monitor the VoIP network and call activity—in addition to the Nimsoft for Unity probe, Nimsoft offers a range of products that enable organizations to monitor these vital systems within their VoIP infrastructure:

- VoIP networks. The Nimsoft for Cisco IP SLA probe performs traffic simulations on Cisco devices to proactively detect and preempt excessive jitter, packet loss, and high latency.
- VoIP call activity. The Nimsoft for Cisco CallManager probe monitors all aspects of call activity in the Cisco VoIP environment, including CallManager services, H.323 calls, IP and ATA phones, gateways, ports, processes, memory utilization, and much more.

Comprehensive Unity Checkpoint Monitoring

The Nimsoft for Cisco Unity Solution monitors the health and performance of Cisco Unity systems and services, with capabilities for monitoring all vital health metrics—over 50 checkpoints in all. In addition, administrators can easily develop checkpoints for their specific environment, so through this solution, they can monitor associated systems such as Web services, Exchange servers, IIS Web servers, SQL Server databases, and more. Following are the specific checkpoints available:

CPU		Services
• Processor Queue Length		• AvCsGateway
• Total CPU Usage		• AvCsMgr
		• AvCsNodeMgr
Disk		• AvDirChangeWriter
• Average Disk Seconds Per Read		• AvDSAD
• Average Disk Seconds Per Write		• AvDSEx55
• Current Disk Queue Length		• AvDSGlobalCatalog
• Disk Space Free		• AvLic
• Percent Disk Time		• AvMMProxySvr
		• AvMsgStoreMonitorSvr
Memory		• AvNotifierMgr
• Available Physical Memory		• AvRepDirSvrSvc
• Free System Page Table Entries		• AvSqlChangeWriter
• Memory Usage		• AvTtsSvr
• Page Faults per Second		• AvUMRSyncSvr
• Pages Input per Second		• AvSqlChangeWriter
• Pages Output per Second		• AvTtsSvr
• Pages per Second		• AvUMRSyncSvr
• Total Memory		• SQL Server
		Unity
Network		• Get Header Silence
• Bytes Received per Second		• Logon Silence
• Bytes Sent per Second		• Logons
		• Message Delete Silence
Process		• Message Story Lock
• AvCsGateway CPU Usage		• Opening Greeting Silence
• AvCsMgr CPU Usage		• Play Message Silence
• Inetinfo CPU Usage		• Record Silence
• SQLServer CPU Usage		• Total Active Inbound Ports
• Unity CPU Usage		• Total Active Outbound Ports
		• Total Active Ports
Telephony		• Total Inbound Ports
• Current Incoming Calls		• Total Outbound Ports
• Current Outgoing Calls		• Total Ports
		User Defined Checkpoints

About Nimsoft

Nimsoft is the fastest growing provider of next generation performance and availability monitoring solutions for the complete physical and virtualized IT infrastructure. The Nimsoft solutions redefine the standards for ease of use and speed of deployment—providing outstanding return on investment and unparalleled customer satisfaction. Over 780 customers in 36 countries rely on Nimsoft solutions to monitor their IT based business applications and services. These customers include mid-market and global organizations, such as Barclays Capital and Amway Corporation, Bay Area Rapid Transit, Ladbrokes, MTU Aero Engines, TriNet, TRW Automotive, and hundreds of leading managed service providers such as CDW Berbee, Easynet, and Rackspace Managed Hosting. For more information, visit www.nimsoft.com.

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