# ShoreWare System Monitor

Ensuring consistent voice quality through IP network monitoring

**SShoreTel**®

## BENEFITS

- *Allows performance issues to be proactively addressed before they impact users*

- *Analyzes all networks links in real-time and historically, locating bottlenecks*

- *Automatically provides alerts and daily performance reports*

- *Accessible anywhere via Web browser, personal digital device or cell phone*

More than any application on your IP network, users are extremely sensitive to the quality of Voice over IP (VoIP) communications. ShoreTel® ShoreWare® System Monitor continuously monitors all links, applications and services in your VoIP network, helping to ensure the maximum performance and availability of your ShoreTel *Pure IP* communications environment.

Bandwidth utilization monitoring, combined with detailed error analysis and daily system status reports, enables network managers to maintain the high levels of reliability and voice quality that system users demand. By monitoring every link, ShoreWare System Monitor gives you an up-to-the minute view, as well as a historical performance perspective, for all possible call paths.

### Reporting that enables faster problem resolution

ShoreWare System Monitor continuously collects utilization and error information across the network to identify potential issues that may impact VoIP call quality. It analyzes the information and presents it in reports

that convey key information, including root cause identification, quickly and effectively.

With ShoreWare System Monitor you can view current utilization, which is updated every 2.5 seconds, as well as historical utilization of any monitored link. It presents historical packet loss with detailed error information, providing both the source and step-by-step resolution for detected packet loss and other performance issues.

### Automation lowers support costs

ShoreWare System Monitor adapts to network changes by detecting and incorporating new or removed devices, auto-mating configuration updates without disrupting IP telephone service. With ongoing insight into network changes, network managers can quickly identify weak links and strengthen them before problems escalate.



Figure 1: *ShoreWare System Monitor lets you monitor the health and performance of all managed links on the network, allowing problems to be quickly diagnosed and addressed.*
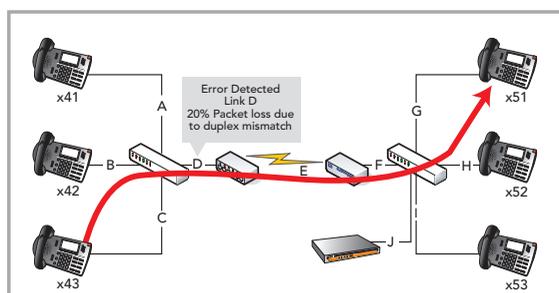


Figure 2: *ShoreWare System Monitor provides the ability to monitor all managed links between two end points, and provides information on each interface allowing for quick analysis of issues.*

## SPECIFICATIONS

**Installation and setup requirements**
SNMP read-only community string and
   IP address for each monitored device
Network-attached PC that conforms to
   the hardware and OS specification

**Hardware requirements**
Pentium 200 MHz processor or faster
100 MB of free disk space
100 MB of RAM for the service
   (permits monitoring of 1,000
   network interfaces)
Network interface card

**OS requirements**
Windows 2003 Server
Windows XP Professional
Windows 2000 Server or Professional

**Web console requirements**
Internet Explorer v6.0 or later
FireFox 2.0
Safari 3.0

**Network device requirements**
Works with any SNMP manageable device
   SNMP v1
   SNMP v2c
Supports fetching multiple OIDs per
   packet to minimize traffic on the net
   work if the manageable device
   supports this capability
Switches must support RFC-1493
   (BRIDGE-MIB) to support displaying
   phones on the ShoreTel tab

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## Easy to install and use

ShoreWare System Monitor has minimal hardware requirements, and takes less than an 15 minutes to install and auto-configure. No customization is required, and its intuitive interface is easily understood by network administrators.

After the installation is complete, the Network Equipment Inventory feature discovers all network devices and monitoring begins immediately. As your ShoreTel IP communications network grows, ShoreWare System Monitor scales easily to provide full functionality with low maintenance.

## Access anywhere

ShoreWare System Monitor's Web-based reporting application is compatible with most browsers and does not require Active X or Java support. Custom reports can be accessed at the office, at home, or on the go via personal digital devices such as PocketPC-enabled cell phones and WAP devices.

Administrators can be kept apprised of IP telephony service quality at all times with e-mail alerts that are triggered when specified thresholds or error rates are exceeded. The system also e-mails a customizable "Daily Network Weather Report" that keeps the team informed of the daily status of the network's health, and documents it to build a performance history.
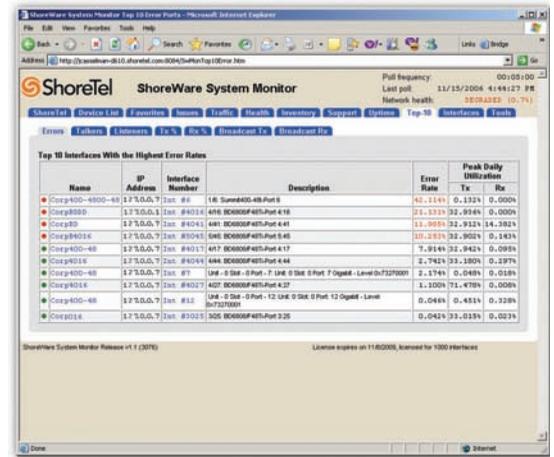


Figure 3: *The daily emailed Network Weather Report keeps you abreast of the status and health of your entire network.*



Figure 4: *Its easy to determine which links in your network are dropping packets by viewing the Top-10 Errors report.*

## Key Features

- **Easy to install, maintain and manage:** ShoreWare System Monitor can be installed in as little as 15 minutes, with extremely minimal maintenance.

- **Continuously monitors the entire network:** Collects information from all SNMP-enabled devices on the network, consolidating it into a single location.

- **Historical information for trend analysis:** Provides daily, weekly, monthly and yearly information based on individual interfaces, or a summary of the entire network, system wide.

- **Root cause analysis:** Exposes errors at the interface level, providing a probable cause and prescription for remediation.

- **Alerting:** Issues alerts based on thresholds reached, sending notifications via email or SMS.

- **Daily Network Weather Report:** Sends daily network status reports to an individual or distribution lists. This report can also be used to help prioritize daily activities for administrators.

## About ShoreTel

ShoreTel is a leading provider of enterprise *Pure IP* telephony solutions. ShoreTel voice systems provide customers with a number of key benefits, including ease of use, manageability and lower total cost of ownership than alternative solutions. ShoreTel's distributed software architecture and switched-based hardware platform extend enterprise-class voice services to every office and outpost, keeping employees fully connected wherever they go. Founded in 1996, ShoreTel has achieved broad industry recognition for its technology and high customer satisfaction. For more information, visit www.shoretel.com or call 1-800-425-9385.