NetIQ Vivinet Diagnostics

Rapidly identify and diagnose VoIP quality problems to maintain business communications

Introduction

Voice over IP (VoIP) deployments often stall because of time spent waiting to identify call quality issues in the pilot deployment. When problems are reported, you need to quickly find the root cause. NetIQ® Vivinet® Diagnostics analyzes all network devices along the path of a VoIP phone call and determines which devices are contributing to poor performance–so you can quickly and easily explain why users are experiencing reduced call quality.

Product Overview

With NetIQ Vivinet Diagnostics, you can quickly pinpoint call quality issues on your VoIP networks. NetIQ Vivinet Diagnostics analyzes the network path between the caller and the called party, while gathering detailed performance data about the routers, switches, links, and voice gateways. Using its Knowledge Engine and VoIP rules, the product identifies the cause of network performance problems, allowing you to diagnose issues in minutes rather than the usual hours or even days.

Capabilities

NetIQ Vivinet Diagnostics allows you to:

- **Generate informative reports** – receive comprehensive call quality information in the diagnosis phase and sort by event severity. Additional reports include CPU utilization, delay, jitter, insufficient bandwidth and network congestion.

- **Troubleshoot in both pre- and post-deployment environments** – utilize NetIQ Performance Endpoints, which are often deployed for VoIP readiness assessments, or leverage the actual VoIP phones after deployment in order to streamline troubleshooting.

- **Minimize time spent on configuration** – save time with automatic discovery of the information necessary to troubleshoot problems. For initial setup, you only need to provide the community strings for your routers and switches. For each problem you are troubleshooting, you provide either two IP addresses or two phone numbers.

- **Receive end-to-end network information** – trigger synthetic transactions used to analyze the path a particular call takes through your network, including routers, switches, or voice gateways that intervene between the calling and called parties. Identify the what, where, and when of the network problem, why the problem occurred and where you should look to address the issue.

SOLUTION
Systems and Application Management

PRODUCT
NetIQ® Vivinet® Diagnostics

NetIQ Vivinet Diagnostics simplifies troubleshooting by identifying problems and sorting them by severity, then creating reports.

Benefits

- Reduce the skills and know-how required for VoIP troubleshooting by automating each step. NetIQ Vivinet Diagnostics finds problems, identifies their causes, and prioritizes them for you.

- Cut down on time spent resolving voice quality issues, allowing you to rapidly determine the cause of the problem and verify that your fixes have worked. This diagnosis is saved for future reference, accelerating the troubleshooting process and helping to eliminate recurring issues.

- Minimize the tools required to perform the diagnosis by combining network discovery, synthetic transactions, and monitoring of WANs, LANs, and network devices. Because this single tool gathers such a broad collection of information, you can analyze the data in a way you could not using multiple, separate tools.

Key Differentiators

- **Integrates with NetIQ® AppManager®** – runs automatically when an issue is detected through NetIQ AppManager when monitoring Cisco or Avaya (Avaya and heritage-Nortel) environments.

- **Supports intelligent diagnostics for Cisco and Avaya (Avaya and heritage-Nortel) environments** – enables you to select the specific vendor's Target Devices you will use to run diagnostic tests to locate the source of problems detected on your network, such as poor-quality voice transmissions, dropped calls or cutouts.

To learn more about NetIQ Vivinet Diagnostics, or to start a trial, go to **www.netiq.com/vdiag**.