

## Monitor QoS and Troubleshoot in Real Time – Ensure Your VoIP System Delivers QoS 24/7

autoVoIP™™ is part of Codima Toolbox, the fully automated and fully integrated solution for managing VoIP networks. The multi function tool delivers easy to use core VoIP management to monitor Quality of Service and troubleshoot in real time. A versatile solution, with plenty of add-ons options, autoVoIP™ is ideal to customize scalable solutions for help-desk and network operations centers.

VoIP technology offers cost efficient communication platforms and organizations worldwide install the converged technology.

Not all installations are successful and faced with expensive downtime and end user dissatisfaction, organizations require VoIP management to ensure call quality and acceptance for VoIP technology.

autoVoIP™ solves operational difficulties by providing a multi function tool to monitor and troubleshoot VoIP networks in real time.

The unique One Click Management™ and the dashboard approach make it easy to navigate to all reports and diagnostics.

autoVoIP™ uses passive analysis and produces live views and SLA graphs. It gathers phone software information, error reports and Quality of Service (QoS) parameters, including delay, lost packets and jitter.

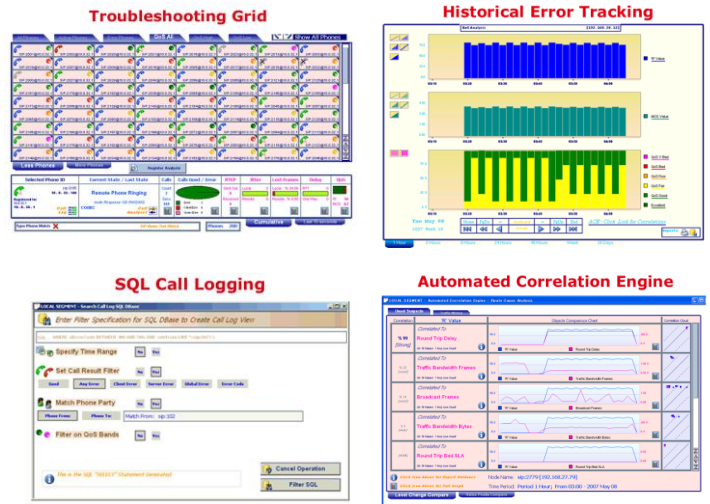
The SIP server performance is also tracked continuously, monitoring response time and identifying error patterns.

autoVoIP™ correlates and filters phone information. The Trouble Shooting Grid overview visualizes the information making it easy to understand. From a single point network managers can view phone status in real time, track errors, registration problems and view QoS SLAs making troubleshooting much more effective.

One Click access to historical information enables users to identify if problems are persistent or intermittent. autoVoIP™ also includes an expert system that automatically correlates Historical Information to isolate the root cause of problems.

Adding the powerful SQL Call Logging system provides a facility for long term call logging that stores the information directly to SQL databases. A simple user interface is provided to enable for example a network manager to easily locate problem calls, calls made by a specific user or calls made at a specific time. Information includes who the call was from/to, how long it lasted, the response times, the QoS achieved and the SIP dialog associated with the call set up and clearance. No SQL language knowledge is required.

Most autoVoIP™ features are automated and need zero user set up.



### VoIP Monitoring and Troubleshooting

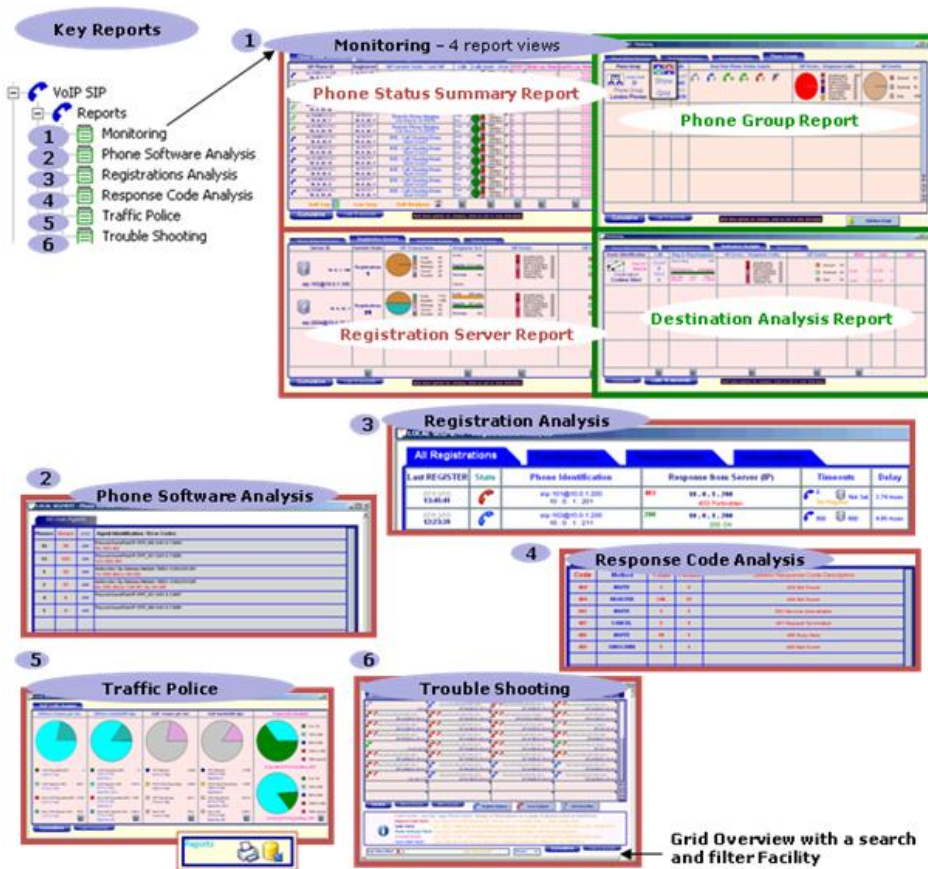
- ▶ Trouble Shooting Grid presents a unique real time view of the phone network giving an instant handle and reality check on the system. No setup is needed - it runs out of the box.
- ▶ Instant correlation of network conditions to QoS issues
- ▶ Phone software analysis report isolates problems to phone types and software versions
- ▶ Real Time and Historical Error tracking makes it easy to prioritize error reports by providing information on the scale and the stage in the VoIP operation they occur at
- ▶ One Click Management™ navigation to all reports and diagnostics

### What Your Business Stands To Gain

- ▶ Less expensive downtime
- ▶ Acceptable QoS levels and increased customer satisfaction
- ▶ Lower maintenance, training and administrative costs

### Expand Functionality

- ▶ autoVoIP™ can be deployed as a standalone or integrated with other tools from Codima Toolbox
- ▶ Add Network Inventory and Mapping with Visio®
- ▶ Add Web based Report Facility
- ▶ Add Frame Capture and Filter Function
- ▶ Add Remote Management
- ▶ Add Frame Flow Analyzer
- ▶ Add RTP analyzer
- ▶ Add Call Playback



## Key Features

- Dashboard approach and One-Click Management™ makes the tool easy to drive and highly useful

## Key Benefits

- Easy to deploy - starts monitoring immediately. Minimal to zero configuration
- Reduces cost significantly by minimizing downtime in converged networks
- Delivers in-depth real time network performance information using the Troubleshooting Grid, Response Code/Error Analysis, Phone Software Analysis and Registration Analysis Reports
- Provides proactive maintenance capability
- Speeds up troubleshooting by undertaking automated root-cause analysis of historical data. Identifies security situations such as Ping attacks and automatically correlates with other network activities to help find operational problems
- Lowers administration and training costs
- Monitors SIP Server performance and error reports independently
- Automates logging of key historical data to History charts, which can be easily converted to HTML reports
- Add on Report Browser provides more VoIP reports in HTML format. The reports are automatically created daily, weekly or monthly and can be customized to local languages and include company logos.

## Key Functions

- Troubleshooting Grid - provides a single point to view phone status in real time, track errors, registration problems and view QoS SLAs
- Response Code/Error Analysis - identifies if error is serious or if it can be safely ignored
- Phone Software Analysis - isolates problems to specific phone types and software versions
- Registration Analysis - identifies why Registrations are failing and establishes if the failures are persistent or intermittent
- Automated Correlation Engine (ACE) - pin points the root cause of problems
- QoS tracking - tracks call quality and calculates MOS and R values
- Real time plain text Call Analyzer with graded levels of event information - isolates call set up issues
- SQL Call Logging - automatic call logging stores the call information directly to a SQL database and provides a simple interface to filter and display the long term call information

## Requirements

- Mirror port or Tap access to RTP, RTCP, SDP and SIP traffic
- Microsoft® Windows Vista, XP or 2003 Server with 2GHz CPU (minimum)
- 1Gb RAM (minimum)
- Monitor resolution: 1280 x 1024 (recommended)

## About Codima Toolbox

Codima Toolbox is a versatile, scalable and integrated solution that helps system integrators, service providers and large organizations as well as small and medium sized companies to manage their networks successful. Built from the ground up the easy-to-use, cost efficient, and highly visual tools deliver a unique beginning-to-end solution for VoIP pre-assessment through post-deployment in addition to automated network inventory, mapping, and monitoring, visualizing IT networks directly in Visio®.

### Key Features include:

- Traffic Simulation and Stress Testing
- Real Time Monitoring
- Automatic Correlation Engine
- Troubleshooting Grid Overview
- In-depth Reports
- Network Monitoring - One Stop Solution
- Automatic Network Inventory, Mapping, and Monitoring, visualizing IT assets directly in Visio®

## About Codima

The Codima team has a long track record of bringing highly advanced network technology to the market. Today we are recognized for tools that help organizations to reduce costs, save time and successfully manage their infrastructure networks from beginning to end. Codima is a Microsoft® Certified Partner. autoMonitor™ and autoMap™ are key solution providers to Microsoft® Visio® Toolbox. Codima is an Avaya DevConnect Gold Partner and autoVoIP™, autoMap™ and autoAsset™ are tested and accepted as Avaya Compliant. Codima Toolbox resells through our partners globally.



Microsoft Visio Toolbox



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