

Avaya Solution & Interoperability Test Lab

Application Notes for Empirix OneSight Health Monitor with Avaya Proactive Contact with CTI – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Empirix OneSight Health Monitor to interoperate with Avaya Proactive Contact with CTI. Empirix OneSight Health Monitor is a monitoring and management solution that can monitor and report on a variety of e-business components. In the compliance testing, Empirix OneSight Health Monitor used the Linux shell interface from Avaya Proactive Contact to provide system health monitoring.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

©2010 Avaya Inc. All Rights Reserved.

1. Introduction

These Application Notes describe the configuration steps required for Empirix OneSight Health Monitor to interoperate with Avaya Proactive Contact with CTI. Empirix OneSight Health Monitor is a monitoring and management solution that can monitor and report on a variety of e-business components.

In the compliance testing, Empirix OneSight Health Monitor used the Linux shell interface from Avaya Proactive Contact to provide system health monitoring data, such as disk space, memory usage, and status of Avaya Proactive Contact processes. Note that the integration profile used by Empirix OneSight Health Monitor required two customizations, one to reflect the disk partition number and name per installation site, and one to remove the PG230AlarmMonitor process that is not applicable to Avaya Proactive Contact with CTI.

The detailed administration of basic connectivity among Avaya Proactive Contact, Avaya Aura™ Communication Manager, and Avaya Aura™ Application Enablement Services are not the focus of these Application Notes and will not be described. Furthermore, the detailed customizations of the Empirix profile is also outside the scope of these Application Notes.

1.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the proper reporting of Avaya Proactive Contact data by Empirix OneSight Health Monitor, including disk space, memory usage, open sockets, and process status associated with the check_db, check_mts, and check_pds commands.

The serviceability testing focused on verifying the ability of Empirix OneSight Health Monitor to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet cable to Empirix OneSight Health Monitor, rebooting Avaya Proactive Contact, and restarting the Avaya Proactive Contact processes.

1.2. Support

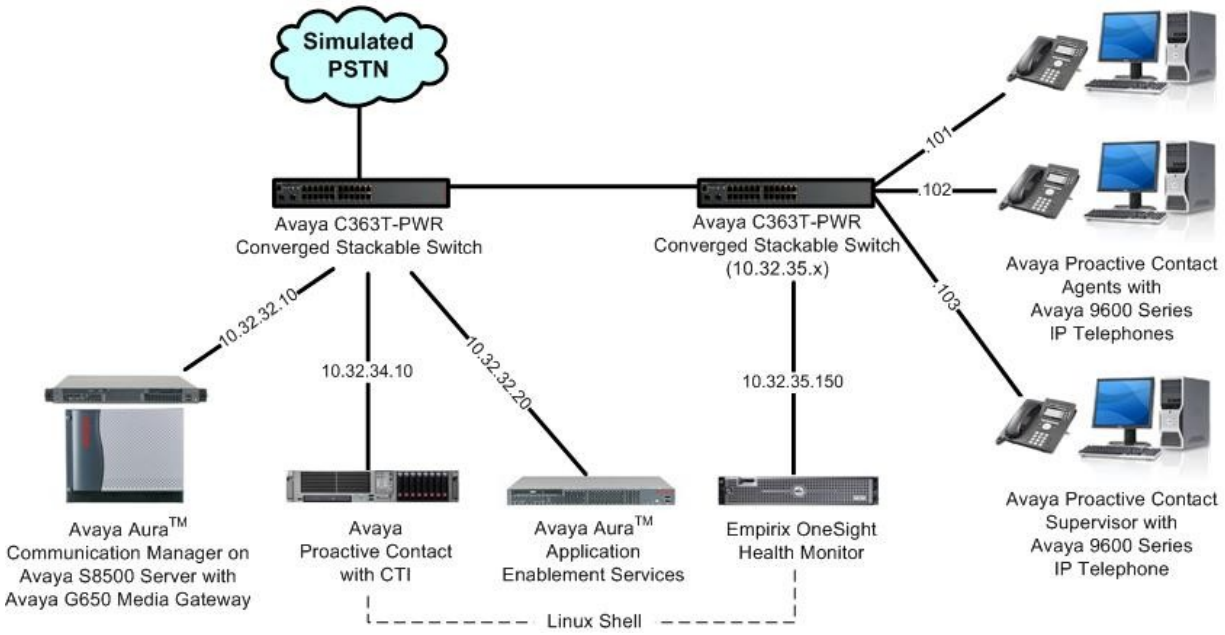
Technical support on Empirix OneSight Health Monitor can be obtained through the following:

- **Phone:** (866) 367-4749
- **Email:** support@empirix.com
- **Web:** http://esupport.empirix.com

©2010 Avaya Inc. All Rights Reserved.

2. Reference Configuration

The configuration used for the compliance testing is shown below.



3. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Equipment	Software
Avaya Aura™ Communication Manager on Avaya S8500 Server	R015x.02.1.016.4
Avaya G650 Media Gateway • TN799DP C-LAN Circuit Pack	 HW01 FW038
Avaya Aura™ Application Enablement Services	5.2
Avaya Proactive Contact with CTI	4.2
Avaya 9600 Series IP Telephones (H.323)	3.1
Empirix OneSight on Windows 2003 Server with Service Pack 2 • Database Server • Profile avaya_proactive contact system monitor	7.3 SR1 Build Number 2135 Microsoft SQL Server 2005 10/6/10 3:13:18

©2010 Avaya Inc. All Rights Reserved.

4. Configure Avaya Proactive Contact

Prior to integrating with Empirix, the customer needs to provide the administrator credentials of the Proactive Contact system to Empirix, and to sign an access agreement. The administrator credentials are used by Empirix OneSight Health Monitor to access the Proactive Contact system via the Linux shell interface, for obtaining system health data.

Make a note of the administrator credentials, which will be used later to configure Empirix OneSight Health Monitor.

5. Configure Empirix OneSight Health Monitor

This section provides the procedures for configuring Empirix OneSight Health Monitor. The procedures include the following areas:

- Launch web interface
- Administer monitor group
- Administer monitor

The configuration of OneSight is performed by Empirix technicians. The procedural steps are presented in these Application Notes for informational purposes.

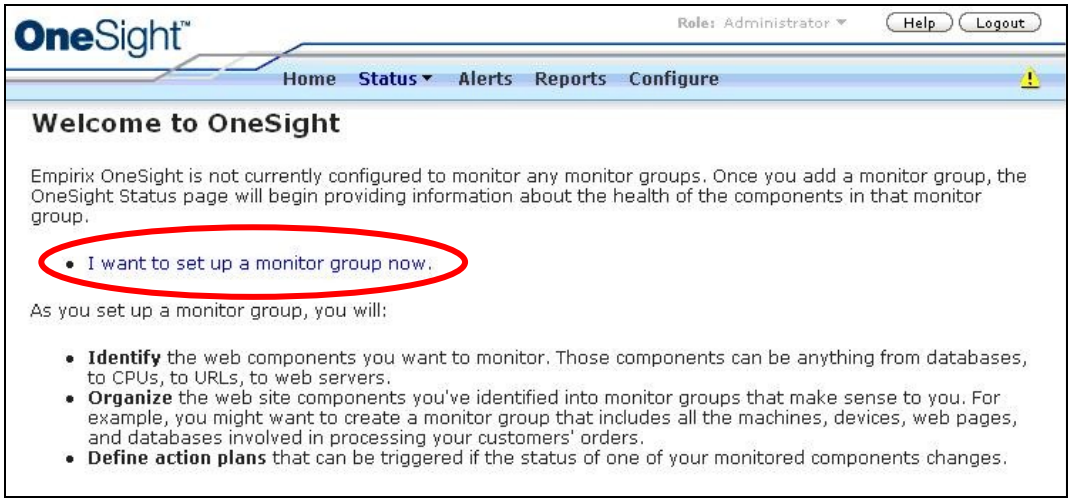
5.1. Launch Web Interface

Access the OneSight web interface by using the URL "http://ip-address:8080" in an Internet browser window, where "ip-address" is the IP address of the OneSight server. Log in using the appropriate credentials.



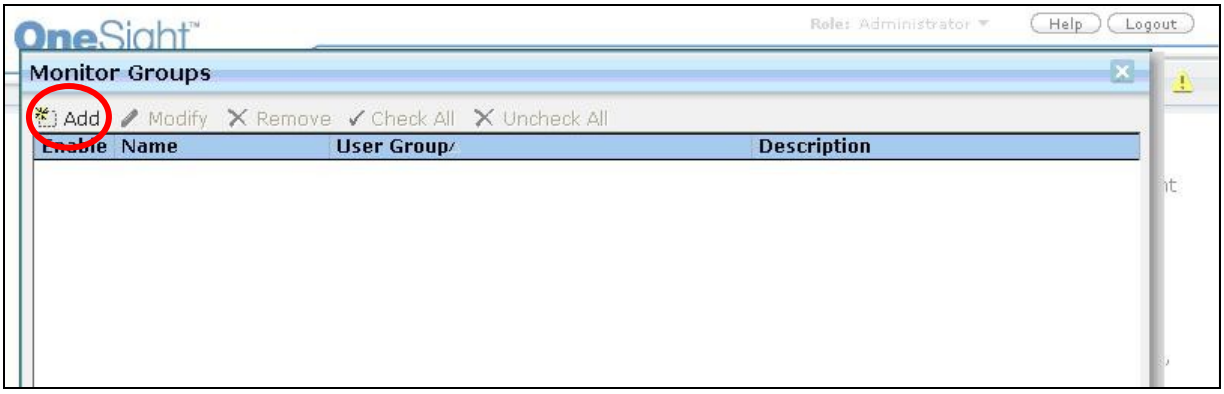
©2010 Avaya Inc. All Rights Reserved.

In the subsequent screen, select **I want to set up a monitor group now**.

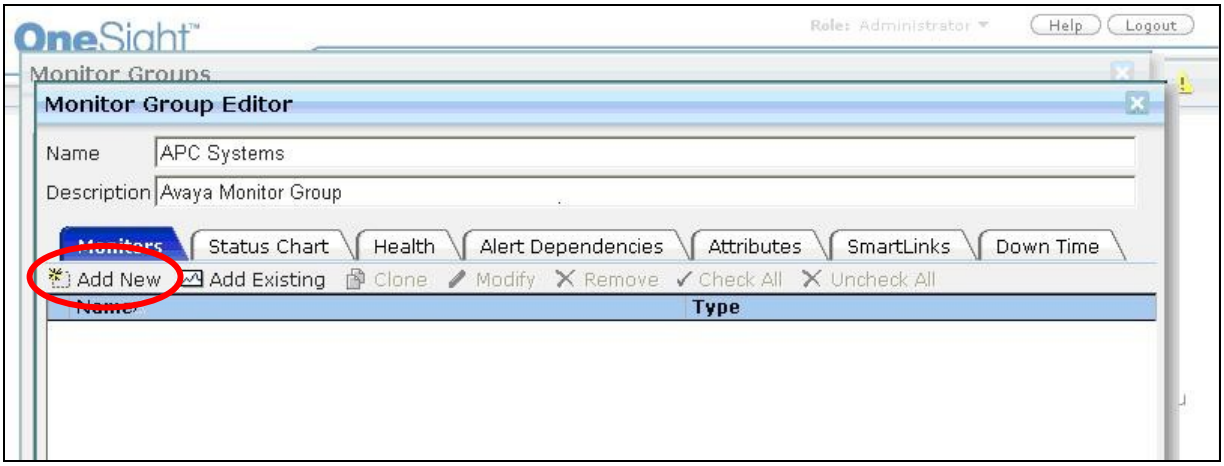


5.2. Administer Monitor Group

The **Monitor Groups** screen is displayed. Click **Add** to create a new monitor group.



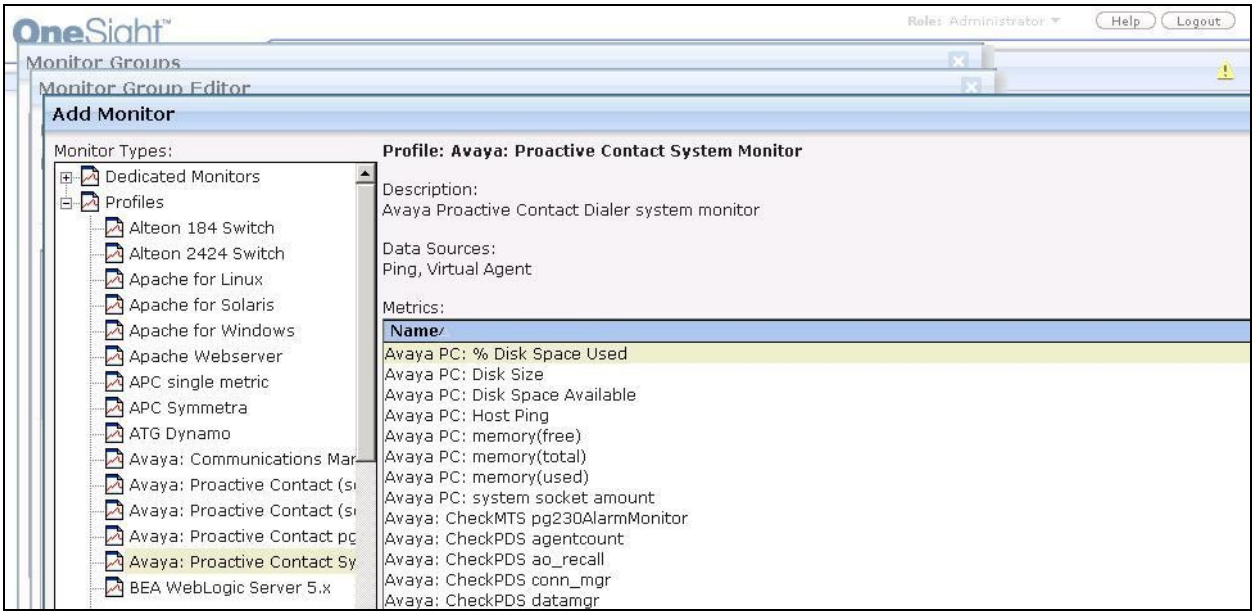
The **Monitor Group Editor** screen is displayed next. Enter desired **Name** and **Description**, and click **Add New**.



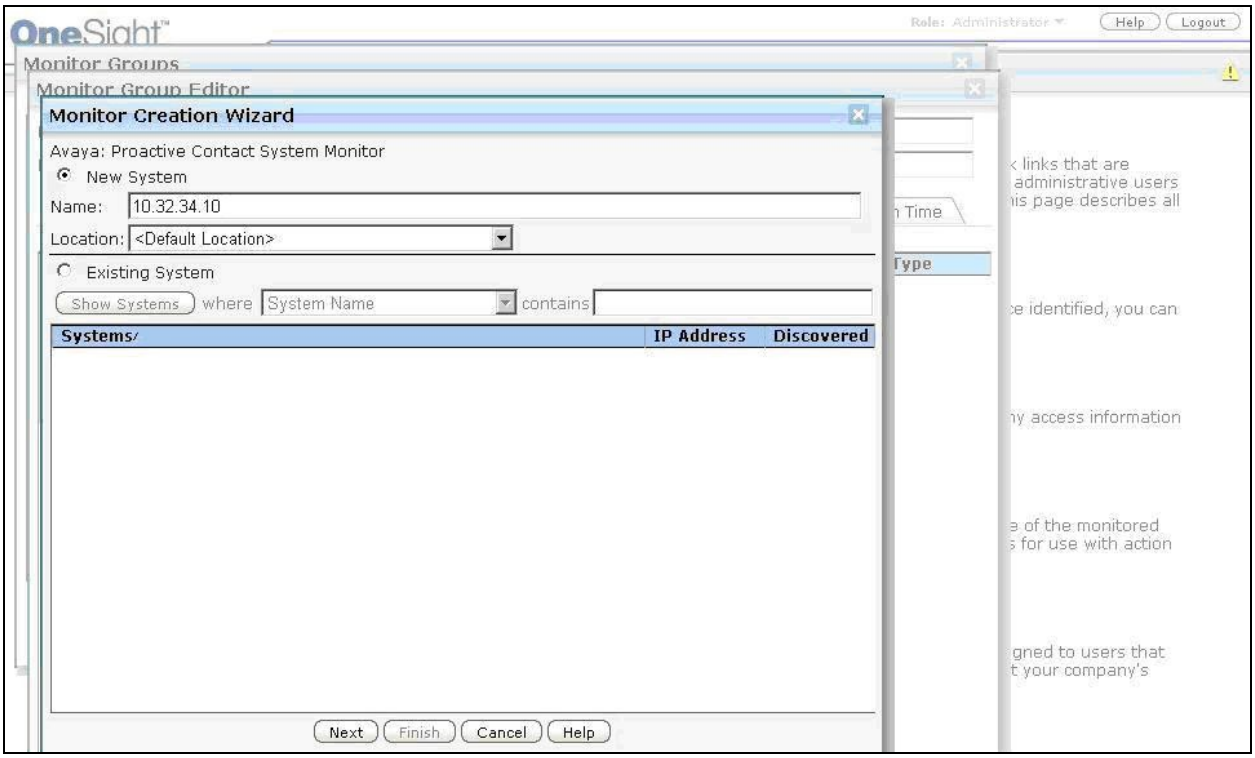
©2010 Avaya Inc. All Rights Reserved.

5.3. Administer Monitor

The **Add Monitor** screen is displayed. Select **Profiles > Avaya: Proactive Contact System Monitor** from the left pane.

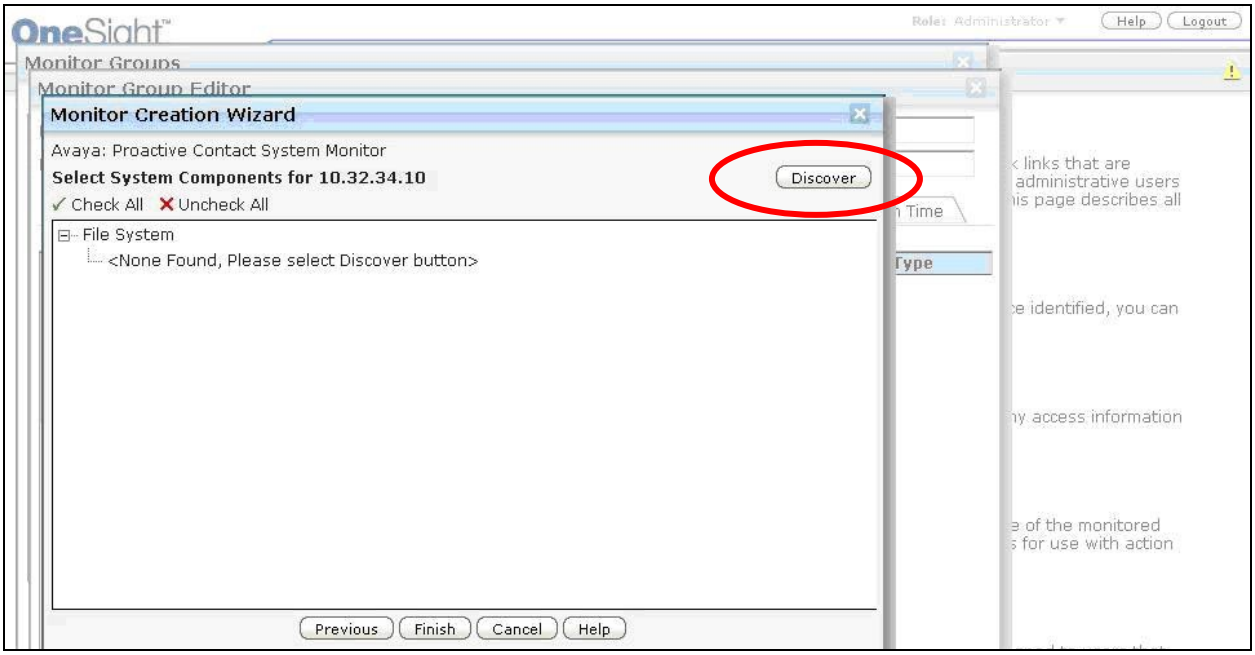


The **Monitor Creation Wizard** screen is displayed. For **Name**, enter the IP address of Avaya Proactive Contact. Retain the default values in the remaining fields.

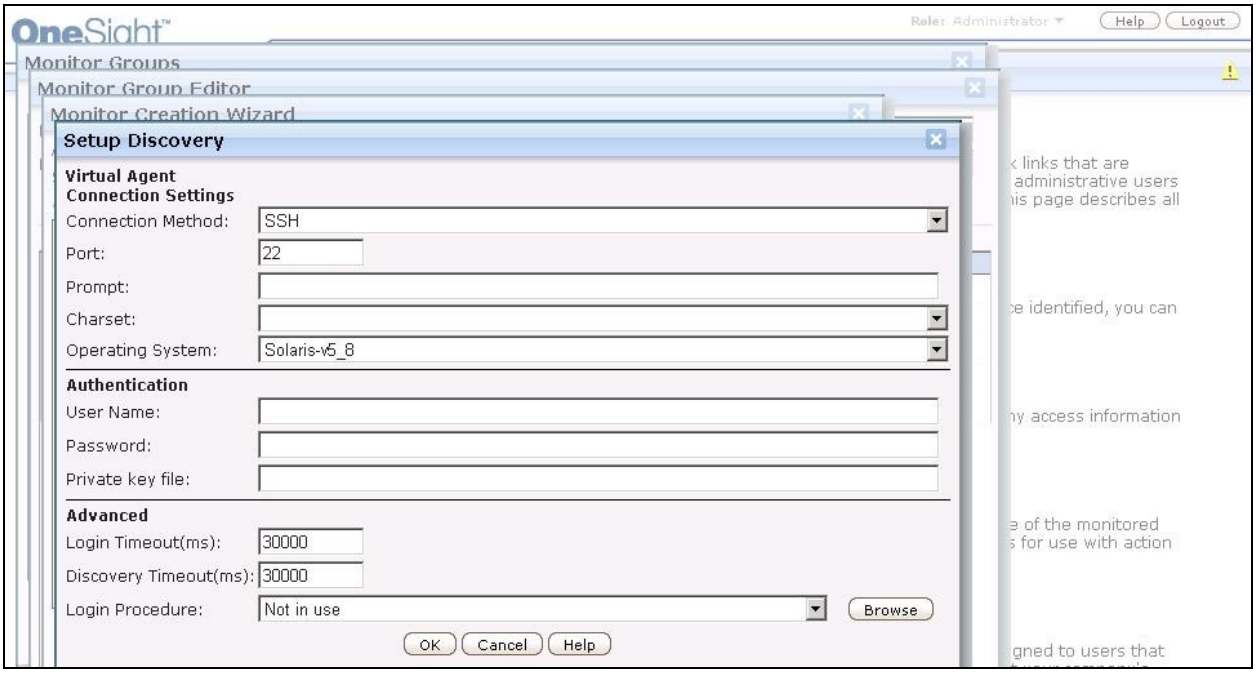


©2010 Avaya Inc. All Rights Reserved.

The screen below is displayed next. Click **Discover**.

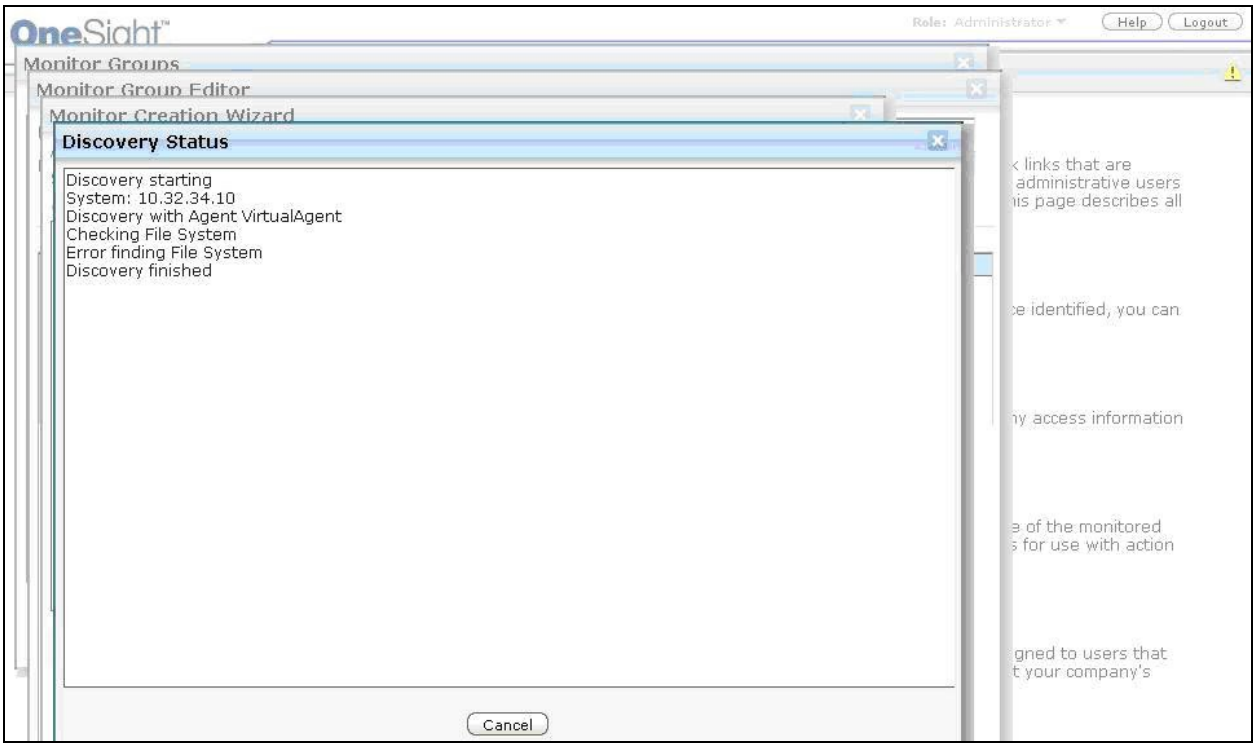


The **Setup Discovery** screen is displayed. In the **Authentication** section, enter the administrator credentials from **Section 4**.



©2010 Avaya Inc. All Rights Reserved.

The **Discovery Status** screen is displayed. Note that the initial discovery will result in an error, due to profile customization required for each installation on the disk partition numbers and name.



6. General Test Approach and Test Results

The feature test cases were performed both automatically and manually. Empirix OneSight Health Monitor automatically connected to the Avaya Proactive Contact Linux shell interface, and issued Linux and Avaya Proactive Contact commands to obtain relevant system health data on a regular configurable interval. The reported data were compared to the data on Avaya Proactive Contact using the same commands from the Linux shell interface.

Outbound jobs and agents were started on Avaya Proactive Contact, with manual administrative actions initiated from the Linux interface, to verify the proper reporting of updated system health data by Empirix OneSight Health Monitor.

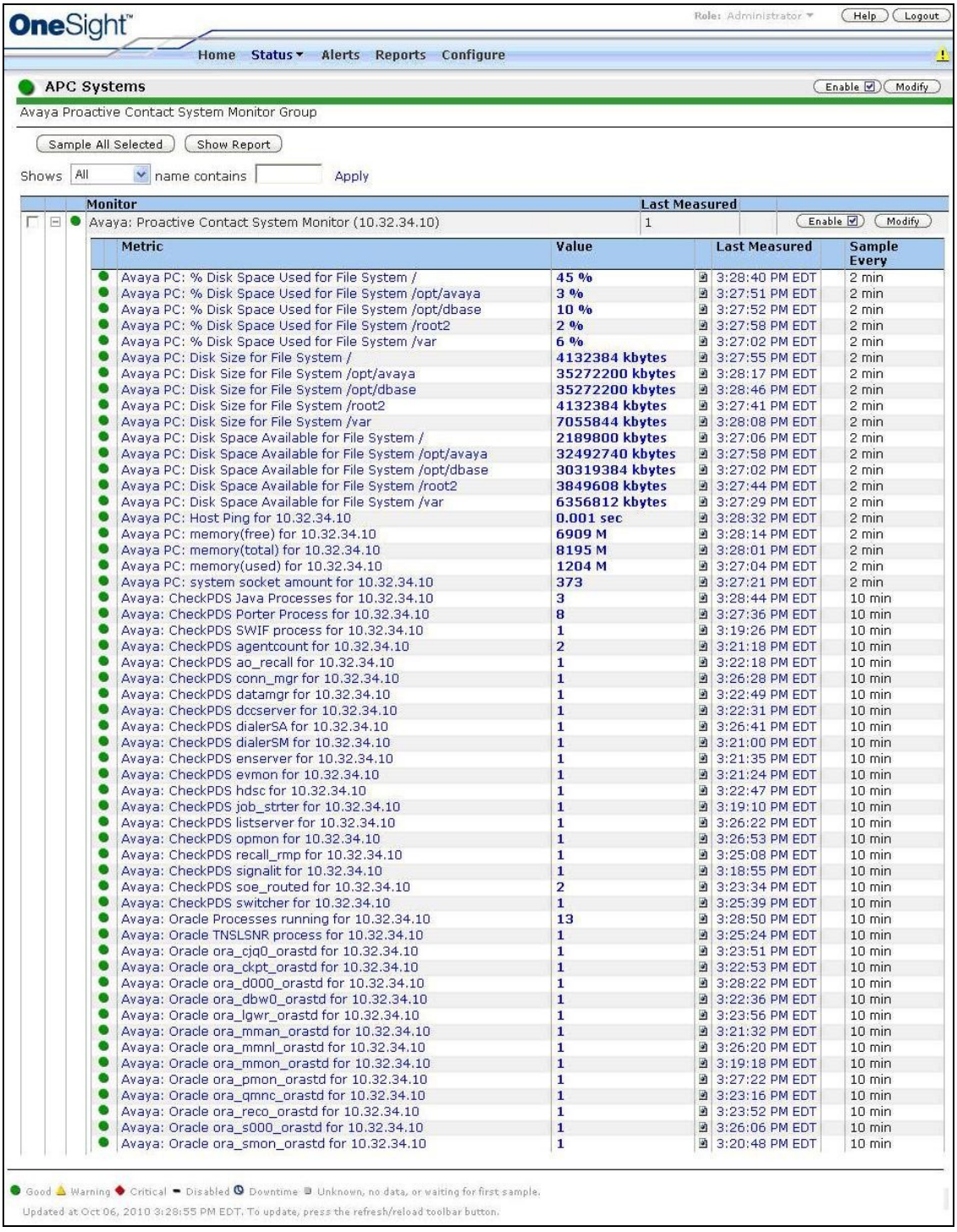
The serviceability test cases were performed manually by disconnecting/reconnecting the Ethernet cable to Empirix OneSight Health Monitor, rebooting Avaya Proactive Contact, and restarting the Avaya Proactive Contact processes.

All test cases were executed and passed.

©2010 Avaya Inc. All Rights Reserved.

7. Verification Steps

From the OneSight web interface, select **Status > General** from the top menu to display the monitors. Expand on **Avaya: Proactive Contact System Monitor**, and verify that the reported values match to the values from the Avaya Proactive Contact Linux shell interface.



©2010 Avaya Inc. All Rights Reserved.

8. Conclusion

These Application Notes describe the configuration steps required for Empirix OneSight Health Monitor to successfully interoperate with Avaya Proactive Contact with CTI. All feature and serviceability test cases were completed.

9. Additional References

This section references the product documentation relevant to these Application Notes.

1. *Administering Avaya Proactive Contact*, Release 4.2, May 2010, available at http://support.avaya.com.

2. *Empirix OneSight Administrator Guide,* Version 7.3, available upon request from Empirix technical support.

3. *Empirix OneSight Operator Guide,* Version 7.3, available upon request from Empirix technical support.

©2010 Avaya Inc. All Rights Reserved.

©2010 Avaya Inc. All Rights Reserved.
Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.

©2010 Avaya Inc. All Rights Reserved.