



Avaya Solution & Interoperability Test Lab

Application Notes for Empirix OneSight Health Monitor with Avaya Proactive Contact with PG230 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Empirix OneSight Health Monitor to interoperate with Avaya Proactive Contact with PG230. 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.

1. Introduction

These Application Notes describe the configuration steps required for Empirix OneSight Health Monitor to interoperate with Avaya Proactive Contact with PG230. 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 customization per installation site, to reflect the actual disk partition number and name.

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 customization on the disk component of the Empirix profile is also outside the scope of these Application Notes.

This compliance test used the Avaya Proactive Contact with PG230 deployment option. The results should be applicable to the Avaya Proactive Contact Standalone deployment option.

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.

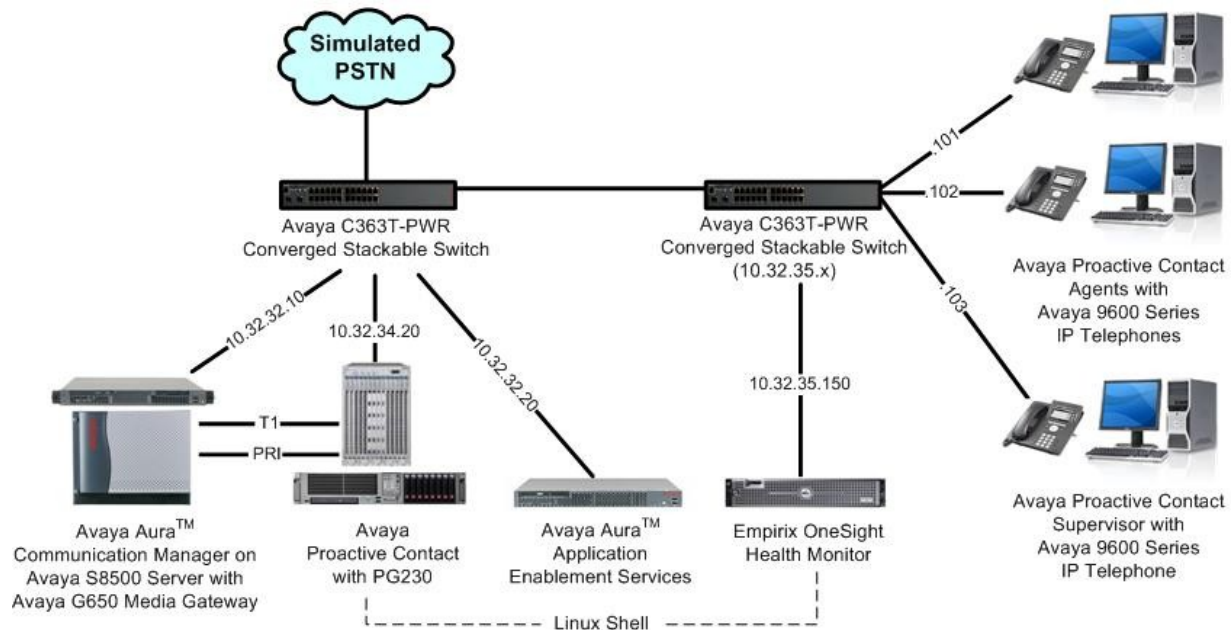
1.2. Support

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>

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 <ul style="list-style-type: none"> TN799DP C-LAN Circuit Pack 	HW01 FW038
Avaya Aura™ Application Enablement Services	5.2
Avaya Proactive Contact with PG230	4.2
Avaya 9600 Series IP Telephones (H.323)	3.1
Empirix OneSight on Windows 2003 Server with Service Pack 2 <ul style="list-style-type: none"> Database Server Profile avaya_proactive contact system monitor 	7.3 SR1 Build Number 2135 Microsoft SQL Server 2005 10/6/10 3:13:18

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

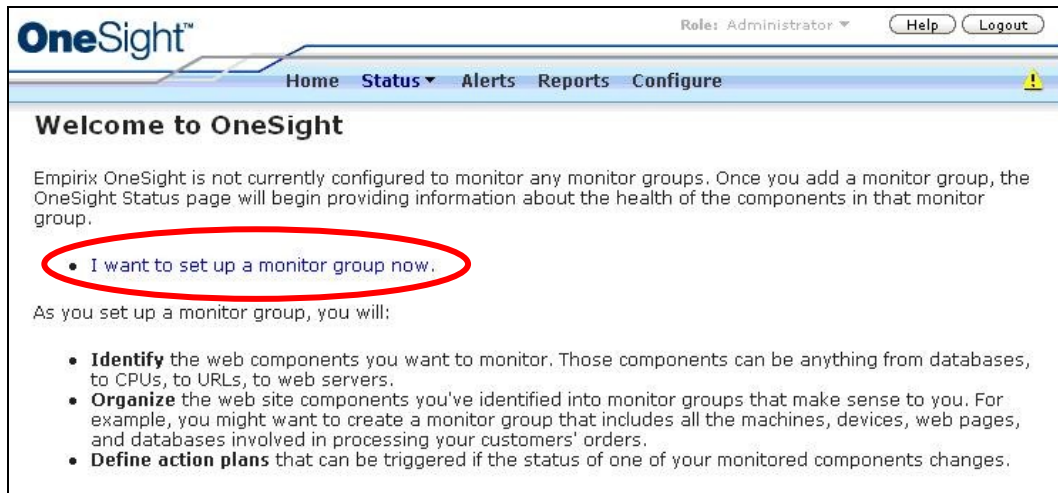
Access the OneSight web interface by using the URL “http://ip-address:8080” in an Internet browser window, where “ip-address” is the IP address of the OneSight server. Log in using the appropriate credentials.



The screenshot displays the Empirix OneSight web interface. On the left, the Empirix logo is accompanied by the tagline "When Quality Matters™". Below this, the text "for Contact Centers" is shown, followed by a paragraph describing how the system combines customer Quality of Experience performance data with infrastructure-level performance data (e.g., T1 spans, IVR ports and servers, CTI servers, databases) to provide a single perspective of voice infrastructure. Further down, the text "for Web Applications" is shown, followed by a paragraph describing the system as the easiest, most comprehensive way to manage web applications and infrastructure by combining customer experience measurement with performance and availability of supporting applications and infrastructure.

On the right side of the page, there is a "OneSight Login" box. It contains the instruction "Please enter a valid user name and password to access the system." Below this are two input fields: "User Name:" and "Password:". A "Log In" button is positioned below the password field. At the bottom of the login box, the version information "Version: 7.3 SR1 Build Number: 2135" and "Explorer 6.0" is displayed. A note at the very bottom of the login box states: "If you have just installed, please type **admin** for user name and password."

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

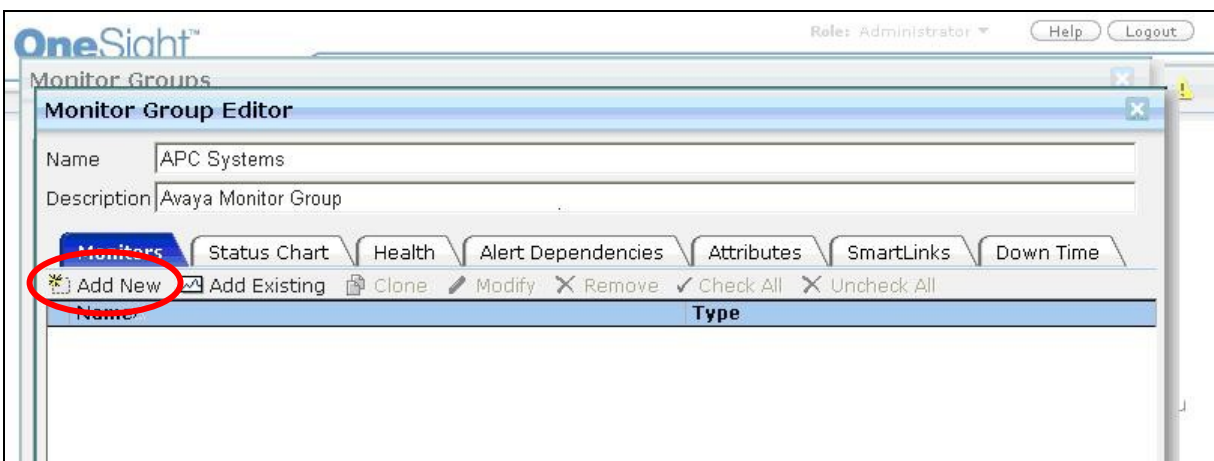


5.2. Administer Monitor Group

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

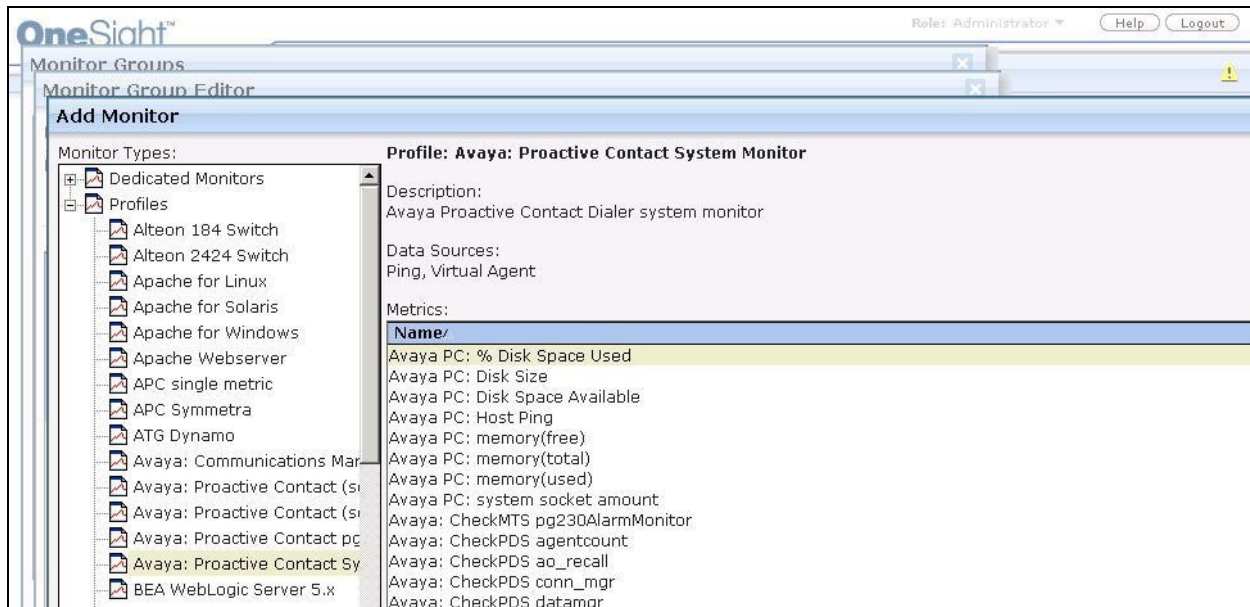


The **Monitor Group Editor** screen is displayed next. Enter desired **Name** and **Description**, and click **Add New**.

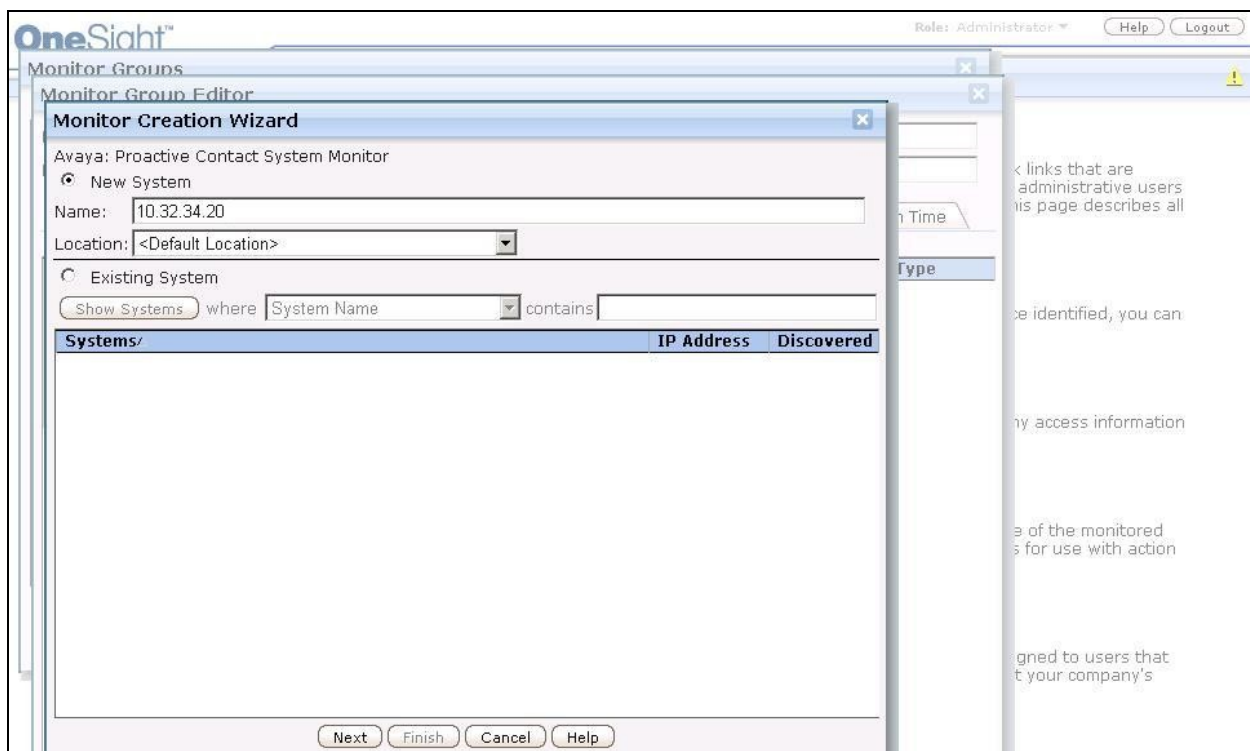


5.3. Administer Monitor

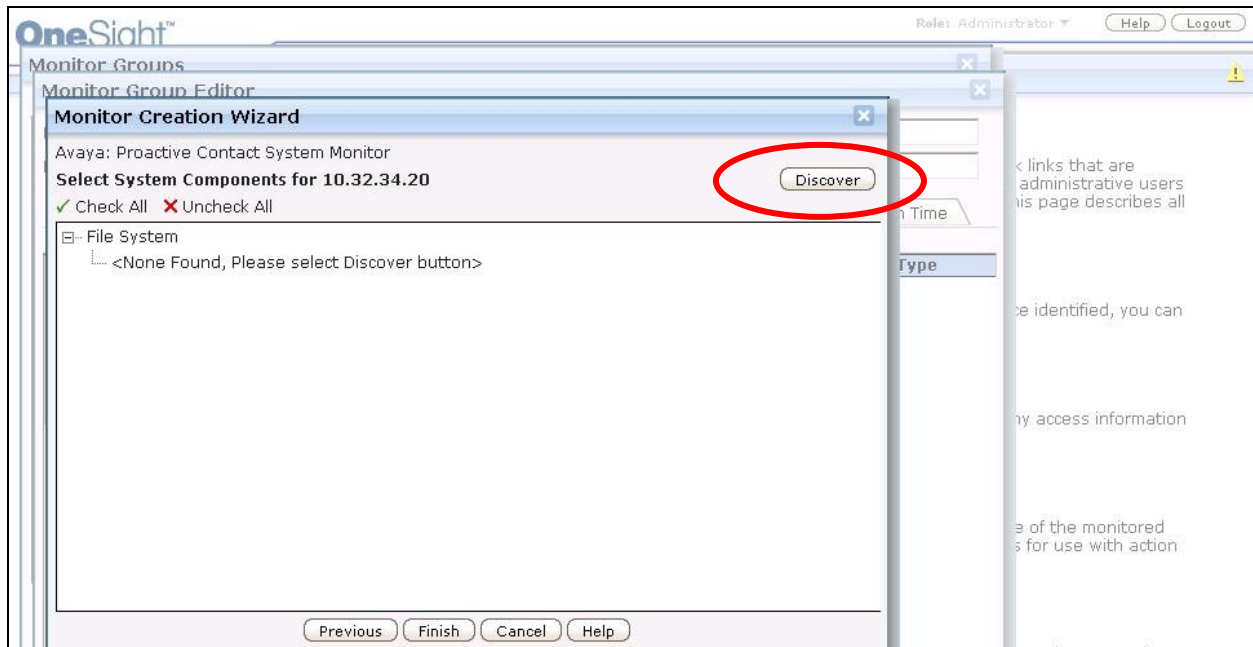
The **Add Monitor** screen is displayed. Select **Profiles > Avaya: Proactive Contact System Monitor** from the left pane.



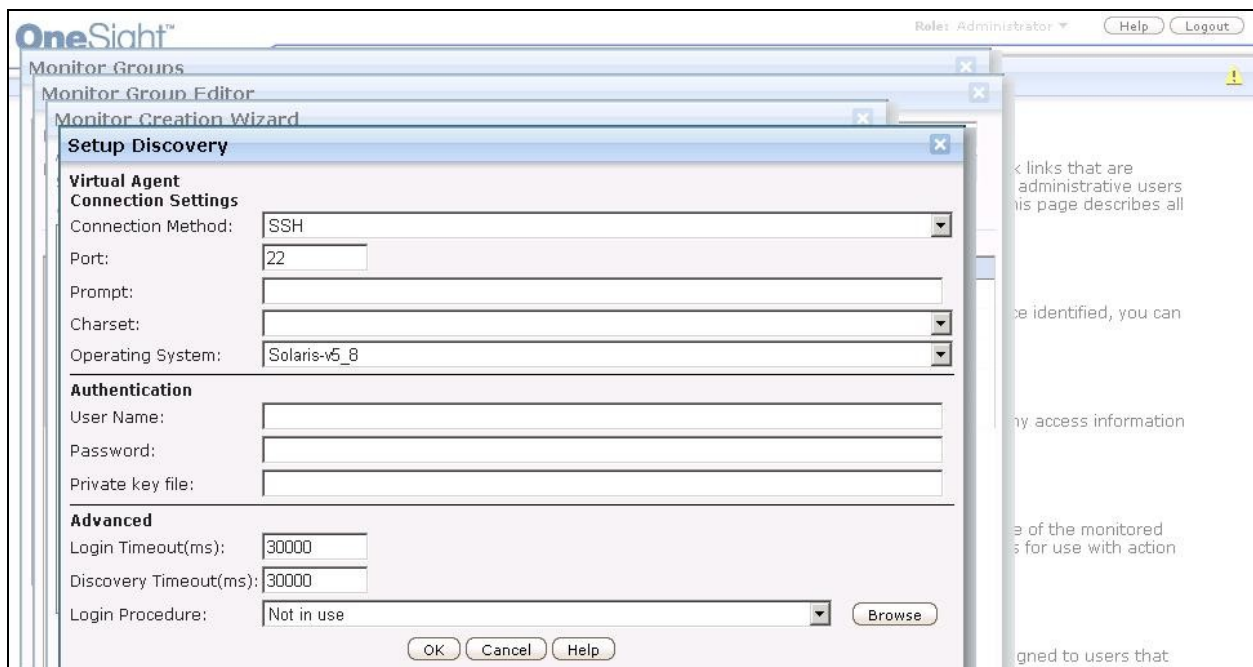
The **Monitor Creation Wizard** screen is displayed. For **Name**, enter the IP address of Avaya Proactive Contact. Retain the default values in the remaining fields.



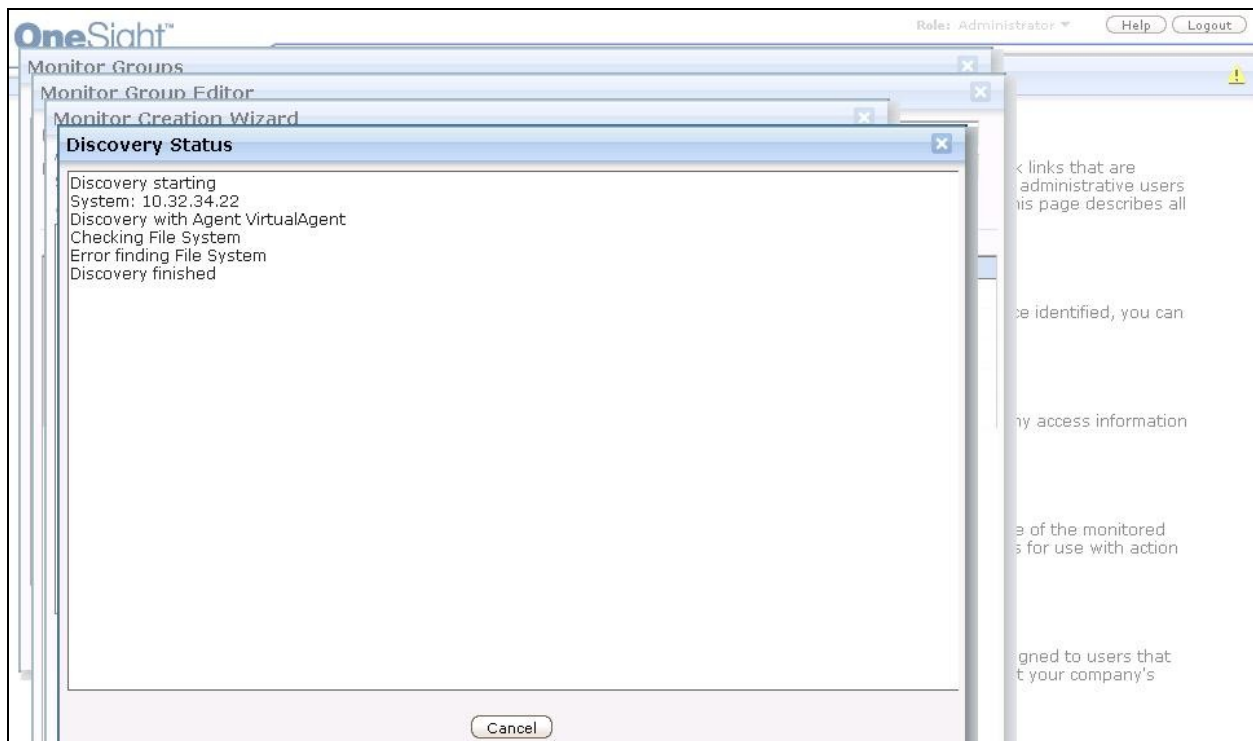
The screen below is displayed next. Click **Discover**.



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



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.

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.

OneSight™ Roles: Administrator Help Logout

Home Status Alerts Reports Configure

APC Systems Enable Modify

Avaya Proactive Contact System Monitor Group

Sample All Selected Show Report

Shows All name contains Apply

Monitor	Last Measured	Enable	Modify
Avaya: Proactive Contact System Monitor (10.32.34.20)	2001 M	Enable	Modify

Metric	Value	Last Measured	Sample Every
Avaya PC: % Disk Space Used for File System /	40 %	12:40:33 PM EDT	2 min
Avaya PC: % Disk Space Used for File System /opt/avaya	4 %	12:41:13 PM EDT	2 min
Avaya PC: % Disk Space Used for File System /opt/dbase	8 %	12:39:57 PM EDT	2 min
Avaya PC: % Disk Space Used for File System /root2	2 %	12:40:48 PM EDT	2 min
Avaya PC: % Disk Space Used for File System /var	6 %	12:39:54 PM EDT	2 min
Avaya PC: Disk Size for File System /	5698540 kbytes	12:39:55 PM EDT	2 min
Avaya PC: Disk Size for File System /opt/avaya	48609000 kbytes	12:40:55 PM EDT	2 min
Avaya PC: Disk Size for File System /opt/dbase	48609000 kbytes	12:40:10 PM EDT	2 min
Avaya PC: Disk Size for File System /root2	5698540 kbytes	12:40:01 PM EDT	2 min
Avaya PC: Disk Size for File System /var	9726632 kbytes	12:41:22 PM EDT	2 min
Avaya PC: Disk Space Available for File System /	3276768 kbytes	12:41:12 PM EDT	2 min
Avaya PC: Disk Space Available for File System /opt/avaya	44379396 kbytes	12:40:02 PM EDT	2 min
Avaya PC: Disk Space Available for File System /opt/dbase	42874668 kbytes	12:40:38 PM EDT	2 min
Avaya PC: Disk Space Available for File System /root2	5329740 kbytes	12:40:30 PM EDT	2 min
Avaya PC: Disk Space Available for File System /var	8769116 kbytes	12:39:50 PM EDT	2 min
Avaya PC: Host Ping for 10.32.34.20	0.001 sec	12:40:50 PM EDT	2 min
Avaya PC: memory(free) for 10.32.34.20	6109 M	12:39:50 PM EDT	2 min
Avaya PC: memory(total) for 10.32.34.20	11299 M	12:39:39 PM EDT	2 min
Avaya PC: memory(used) for 10.32.34.20	2001 M	12:41:16 PM EDT	2 min
Avaya PC: system socket amount for 10.32.34.20	416	12:39:40 PM EDT	2 min
Avaya: CheckMTS pg230AlarmMonitor for 10.32.34.20	1	12:33:53 PM EDT	10 min
Avaya: CheckPDS Java Processes for 10.32.34.20	3	12:32:05 PM EDT	10 min
Avaya: CheckPDS Porter Process for 10.32.34.20	10	12:38:55 PM EDT	10 min
Avaya: CheckPDS SWIF process for 10.32.34.20	8	12:32:18 PM EDT	10 min
Avaya: CheckPDS agentcount for 10.32.34.20	2	12:36:59 PM EDT	10 min
Avaya: CheckPDS ao_recall for 10.32.34.20	1	12:39:16 PM EDT	10 min
Avaya: CheckPDS evmon for 10.32.34.20	1	12:41:01 PM EDT	10 min
Avaya: CheckPDS listserver for 10.32.34.20	1	12:32:31 PM EDT	10 min
Avaya: CheckPDS opmon for 10.32.34.20	1	12:40:40 PM EDT	10 min
Avaya: CheckPDS recall_rmp for 10.32.34.20	1	12:32:45 PM EDT	10 min
Avaya: CheckPDS switcher for 10.32.34.20	1	12:40:44 PM EDT	10 min
Avaya: Oracle Processes running for 10.32.34.20	13	12:38:33 PM EDT	10 min
Avaya: Oracle TNSLSNR process for 10.32.34.20	1	12:32:23 PM EDT	10 min
Avaya: Oracle ora_cjq0_orastd for 10.32.34.20	1	12:39:51 PM EDT	10 min
Avaya: Oracle ora_ckpt_orastd for 10.32.34.20	1	12:32:26 PM EDT	10 min
Avaya: Oracle ora_d000_orastd for 10.32.34.20	1	12:34:24 PM EDT	10 min
Avaya: Oracle ora_dbw0_orastd for 10.32.34.20	1	12:34:07 PM EDT	10 min
Avaya: Oracle ora_lgwr_orastd for 10.32.34.20	1	12:36:56 PM EDT	10 min
Avaya: Oracle ora_mman_orastd for 10.32.34.20	1	12:36:14 PM EDT	10 min
Avaya: Oracle ora_mmmn_orastd for 10.32.34.20	1	12:33:19 PM EDT	10 min
Avaya: Oracle ora_mmon_orastd for 10.32.34.20	1	12:31:39 PM EDT	10 min
Avaya: Oracle ora_pmon_orastd for 10.32.34.20	1	12:41:23 PM EDT	10 min
Avaya: Oracle ora_qmnc_orastd for 10.32.34.20	1	12:39:54 PM EDT	10 min
Avaya: Oracle ora_reco_orastd for 10.32.34.20	1	12:38:57 PM EDT	10 min
Avaya: Oracle ora_s000_orastd for 10.32.34.20	1	12:38:20 PM EDT	10 min
Avaya: Oracle ora_smon_orastd for 10.32.34.20	1	12:33:04 PM EDT	10 min

Good Warning Critical Disabled Downtime Unknown, no data, or waiting for first sample.

Updated at Oct 06, 2010 12:41:33 PM EDT, To update, press the refresh/reload toolbar button.

8. Conclusion

These Application Notes describe the configuration steps required for Empirix OneSight Health Monitor to successfully interoperate with Avaya Proactive Contact with PG230. 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.

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