HelpDesk

APOGEE Communications

EventListener

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EventListener is a filtering tool that manages events and traps and enables to launch specific actions according to various criteria. These may be the frequency of occurrence based on fixed or sliding Window times, attributes or parts of their values. The actions taken range from sending a specific text by Email or to a paging system, to correlating events and initializing a fault finding process. A user-friendly panel helps the manager deal with the various actions that may be taken.

Solaris versions: all Solaris 1.x and 2.x releases
Solstice application/version: Solstice SNM 2.2 and 2.2.2 (Solstice EM : 3Q95)
Types of integration : Console Menu Interface, Uses Manager API, Requires Solstice SNM or EM to run

Computer Associates

CA-Unicenter for Solaris

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The problem management component of CA-Unicenter provides a user customizable problem tracking and reporting system. This system facilitates communication for quick and efficient response to user requests and provides monitoring of response time to problems. Problems may be entered into the system manually, or a problem record can be automatically entered when exceptional events occur and are identified by the components of CA-Unicenter or by any other program operating on the system. The automatic entry of problem reports can be based on user-defined thresholds and conditions.

Problem management provides seven key capabilities allowing you to:

- Create problem incidents manually, or automatically when CA-Unicenter detects an abnormal condition.
- Support MGPT (machine generated problem tracking) both for conditions detected by other components of CA-Unicenter and for special conditions reported by any other software running on your system.
- Monitor progress in solving those problems.
- Automatically escalate problem priority, and, if necessary, change the area responsible for problems that are not handled expeditiously.
- Track vendors' responsiveness in solving problems and help identify vendors supplying consistently poor service or equipment.
- Determine which devices are made inoperable because of problems with "parent" devices.
- Choose individual codes for categories to monitor, status of problem resolution and groups of individuals who may be responsible.

Solaris version: 2.3 and 2.4
Solstice application/version: Solstice SNM 2.2
Type of integration: Console Menu Interface

Cross Communications

HipLink™

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HipLink is a robust family of software solutions that delivers plug-and-play access to wireless networks from computer systems. Install HipLink and connect your system directly to the wireless broadcast towers.

HipLink is ideal for dispatch applications, where the users need to type in messages for transmission over the wireless networks to remote or local field or support personnel, such as in help desk applications, field service, sales, transportation, etc. Another popular application is adding HipLink to your existing application(s) where one wants to redirect certain data coming out of an application program, system or application level, out over the wireless network. Solstice SunNet Manager is one such popular application that is being "wireless enabled" all around the world. Another application is in general communications applications where businesses need to improve communications to field personnel. Anywhere, Anytime Computing! Applications developers kits are also available.

HipLink runs on DOS, Windows, Novell and UNIX systems. Wireless Networks supported include paging, cellular, CDPD, ARDIS and RAM Mobile Data. Wireless Peripherals include all devices supported by the wireless network providers: alphanumeric pagers on the low end (receive only) to PCMCIA modems linking into Personal Digital Assistants (PDAs), palmtops or laptops. HipLink features include: Groups, Cascading, Support Staff Scheduling, canned messages, message management and performance management, multiple modems, multiple wireless networks, unlimited number of wireless devices. Many Application Program Interfaces (APIs) already exist for systems such as Solstice SunNet Manager, OpenView, NetView, NMS, etc. Ninety percent of the applications are plug-and-play.

Solaris version: 2.3 and 2.4
Solstice application/version: Solstice EM 1.0, Solstice SNM 2.2, 2.2.2
Type of integration: Console Menu Interface, Uses Agent API, Data File Integration, Uses Manager API

Cross Communications

Mobile Sysmon™

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Mobile Sysmon is a software solution built on top of HipLink that provides application, system and network level monitoring. It may be used as an adjunct to, or replacement for, network management platforms such as NMS. Mobile Sysmon delivers real-time system monitoring to service and support personnel -- on site, out of town, or around the world. When an error or event occurs that must be reported to someone for response, Mobile Sysmon is the solution. Ideal for remote systems, lights-out systems, enhanced service contracts by VARs for their customers, mission critical systems, etc. This is one solution that works with all network management platforms, and it is a piece of the network management puzzle that absolutely must be accounted for.

Systems supported include: Novell and other DOS/Windows-based networks, database engines such as Progress and UNIX systems. Features vary depending upon the platform. In all cases, this product provides features unavailable in most network management solutions, such as application level or process monitoring. In the 4GL database environments, custom SQL inputs at all levels may be redirected out over the wireless networks.

Mobile Sysmon is a required feature for all network management solutions in real data centers and an attractive alternative to network management solutions where the experienced technical staff is not co-located with the system. If the system is mission critical, regardless of the application running on it (such as building management, field support systems, operational support systems, development systems, etc.), the time saved from one outage following the implementation of Mobile Sysmon will pay for the package.

Solaris version: 2.3 and 2.4
Solstice application/version: Solstice EM 1.0, Solstice SNM 2.2, 2.2.2
Type of integration: Console Menu Interface, Uses Agent API, Data File Integration, Uses Manager API

ISICAD, Inc.

COMMAND HelpDesk

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COMMAND HelpDesk is designed to automate network help desk and troubleshooting activities, dramatically improving response time and increasing network availability. COMMAND HelpDesk is a combination of problem and fault management applications based on Remedy Corporation's Action Request System software. It is designed for seamless integration with ISICAD's COMMAND 5000 infrastructure management application and with leading logical network management platforms.

COMMAND HelpDesk provides a workflow process designed to assist network users and technicians in reporting and resolving network problems. It automates the process by assigning problems to support staff, tracking their resolution, building an experience database for ongoing help desk management, and notifying the requester when a service request is completed. HelpDesk also provides problem escalation to meet guaranteed response times and attend to critical-level alarms.

COMMAND HelpDesk can be easily tailored to meet corporate standards or specific site/department requirements. The network manager can customize the product so that each type of user can quickly get the information required. The network management staff can access COMMAND to review historical records of every piece of network equipment and its connectivity. Technicians can view lists of requests, make comments, assign them to other groups, and report on their status. Users can submit service requests and trouble tickets via e-mail, using standard or user-definable forms.

When an alarm is triggered by the logical management system, a trouble ticket is automatically opened and populated with information from the COMMAND database, giving the technician a single source of automated information as to device name, date and time, address, port and circuit trace. Once a trouble ticket is opened, the problem equipment can be located and displayed in COMMAND, so the network manager can determine which part of the circuit has failed, who has been assigned to solve the problem and the trouble history of the failed device. The users who will be impacted by the failure can be notified, often before the user discovers the problem. The network manager can also review historical files and query the database to locate all equipment past the scheduled maintenance date, and the work order can be printed and the appropriate manager notified.

Solaris version: 2.4
Solstice application/version: Solstice SNM 2.2
Types of integration: Console Menu Interface, Data File Integration

Motorola UDS

GlobalView/GV SNMP

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Analog modem management; offers configuration security, problem isolation, activity and usage monitoring, graphical user interface; SNMP connectivity via GV/SNMP option, the GlobalView management station MIB.

GlobalView SNMP Management Station MIB:
Motorola UDS has added Simple Network Management Protocol (SNMP) support to its Windows-based GlobalView network management system. GlobalView now offers a management station Management Information Base (MIB) to provide an interface to SNMP managers on the network. In an SNMP environment, a network administrator can address queries and commands to network nodes and devices. The protocol moves management information between SNMP managers and agents to monitor network status and performance, control operating parameters, and report and analyze faults or alarm conditions. The GlobalView software serves as a proxy agent in the SNMP environment, adding its control and comprehensive configuration, diagnostic, security and fault isolation features to enhance the SNMP system.

The GlobalView MIB allows users to incorporate GlobalView into their overall network management scheme, providing network administrators with global alarm notification, alarm processing and alarm threshold configuration. When the SNMP manager detects that an alarm has occurred, the network administrator is able to diagnose the problem quickly by requesting a “snapshot” of all devices with active alarms. This snapshot provides device identification, status, and alarm type information for those devices. GlobalView also provides the network administrator with the capacity for detailed system monitoring. Any device or shelf may be selected for specific information retrieval. The administrator can monitor alarm counts, connection times, connection rates (in bps), device status, even the last number dialed by any device.

Device control features include reset, disconnect, busy out. AT command delivery is provided. Full alarm configuration capabilities allow the network administrator to set individual alarm thresholds as well as determine and set a desired response to each alarm type.

Solaris version: N/A
Solstice application/version: N/A
Type of integration: Uses Agent API

Wandel & Goltermann Technologies

RDA-3000WG Manager

The RDA-3000WG Manager is the management interface for the IDMS family of network diagnostic and monitoring tools. Using SNMP, the IDMS system enables network managers to stay in touch with their scattered LAN segments from a single workstation. Users can gather extensive information about individual segments over the entire internetwork. Users can track statistics such as frame rates, error conditions and utilization, set alarm thresholds, and perform protocol analysis. The RDA Manager enables the user to take advantage of the Remote Monitoring Management Information Base (RMON MIB) and extensions used by the IDMS-30xx family of distributed segment monitors. This comprehensive, proactive monitoring helps network managers detect problems before they affect users. It also provides extensive information for troubleshooting, performance tuning and network planning. Specific features include: Network baselining and trend analysis, end-to-end transit delay measurements, node name resolution for easy host identification, duplicate IP address detection, network layer statistics including protocol distribution breakdowns, extensive packet capture and decodes for TCP/IP, Novell, AppleTalk, DECNet, Banyan Vines, SNA, XNS, and ISO protocol stacks. The agent software architecture is extensible, supporting future functional enhancements without the need for hardware or firmware changes.

Solaris version: 2.3
Solstice application/version: Solstice SNM 2.2
Type of integration: Console Menu Interface

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