Mitel Performance Analytics SNMP integration with MiVoice MX-ONE

INSTALLATION INSTRUCTION

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1 INTRODUCTION

1.1 BRIEF DESCRIPTION OF MITEL PERFORMANCE ANALYTICS

The Mitel Performance Analytics (MPA 2.1, former MarWatch) monitoring system provides fault and performance management for multiple enterprise VoIP systems and associated network infrastructure, both LAN and WAN. MPA supports monitoring and remote access, both for private networks, such as enterprise LANs and MPLS VPNs, and for public network or Internet-reachable devices, such as access routers.

MPA can monitor any SNMP device regarding alarms and general status.

MPA is a product from Martello Technologies.

1.2 SUPPORTED SCENARIOS

For an MX-ONE system with a single Service Node, the MPA shall of course be connected to that Service Node.

The MPA can be connected in a couple of different ways to a multi-server MX-ONE system.

The primary multi-server scenario is that each Service Node server is connected to a MPA probe.
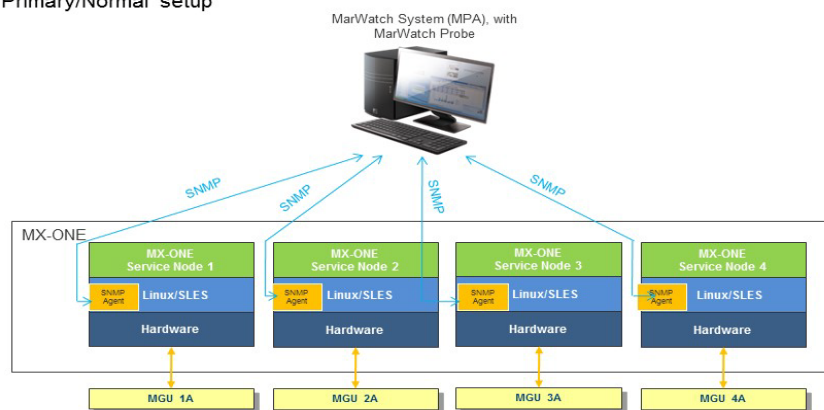

Figure 1: Primary scenario, direct connection to all MX-ONE servers in a 4-server MiVoice MX-ONE system

Another possibility is that one Service Node can act as a proxy for several other Service Nodes (and other entities), in which case only the proxy Service Node will be connected to the MPA probe.

The second scenario is not recommended, since it has certain resiliency problems, due to the fact that the monitoring function will be fully dependent on the proxy, so if the proxy goes down, the status of the other nodes will not be reported.

You can also have a mix of the primary and secondary scenarios.
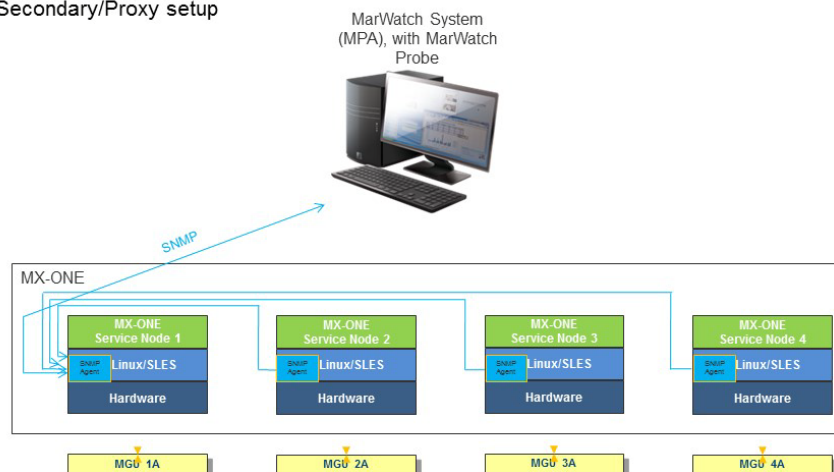
• Secondary/Proxy setup

Figure 2: **Secondary scenario, connection by proxy, connection only to one MX-ONE Service Node.**

2 PREREQUISITES

MPA consists of a number of web services running on either a cloud-hosted computing platform or on-premises computing platform. There are several components to MPA. The remote 'Probe' installed in non-Internet accessible networks maintains databases of status and events, and provides a web portal with access security. Additionally, MPA has a Remote Access Service that provides a secure "cross-connect" for remote access to the customer network.

MPA 2.1 or later version shall be used.

The MiVoice MX-ONE system(s) shall be up and running on Linux (SLES), either on a cloud-hosted computing platform or on-premises computing platform. Appropriate MIB shall be active.

3 MITEL PERFORMANCE ANALYTICS SNMP INTEGRATION WITH MIVOICE MX-ONE

3.1 HOW TO INTEGRATE WITH MIVOICE MX-ONE

Do as follows:

1. As root open the file /etc/snmp/snmpd.conf.

2. Set the correct syslocation and syscontact to reflect where the server is located and who manages it.

3. Update the rocommunity setting to allow the Martello Marprobe to perform snmp-queries towards the MX-ONE.

4. Update the trapsink setting to point towards the Martello Marprobe. This should be done in all MX-ONE servers that the Martello MPA system should monitor.

5. After saving the changes you need to restart the snmpd daemon for the changes to take effect.

   Example: (The Martello MPA probe has been assigned IP-address 192.168.157.128. To limit the access the "rocommunity" setting can be set to only allow access from a certain subnet or even a single IP-address).

3.1.1 USEFUL INFORMATION

- Please see **/usr/share/doc/packages/net-snmp/EXAMPLE.conf** for a more complete example and **snmpd.conf(5)**.

- Writing is disabled by default for security reasons. If you would like to enable it, uncomment the rwcommunity line and change the community name to something nominally secure (keeping in mind that this is transmitted in clear text).

  Note! do not use ' < > in strings for syslocation or syscontact.

  Note! If you define the following here you will not be able to change them with:

  snmpset syslocation (Optional) Server Room on Floor 7.

  syscontact Sysadmin (mxone-adminstrator@example.com).

  They include all MIBs and can use considerable resources. See snmpd.conf(5) for information on setting up groups and limiting MIBs.

  rocommunity public 127.0.0.1

  rocommunity public 192.168.157.0/24

  rwcommunity mysecret 127.0.0.1

  MX-ONE alarm traps use the agentx protocol:

  master agentx

  AgentXSocket tcp:localhost:705

  MX-ONE alarm traps can trigger snmptrapd to sent mail and textmessages rapcommunity:

  Default trap sink community to use trapcommunity private

trap2sink: A SNMPv2c trap receiver

trap2sink 192.168.157.128

4   CO-EXISTENCE WITH SIMILAR TOOLS

There are other tools for fault and performance management, for example the Manager System Performance application, that can also be connected to the MiVoice MX-ONE system, as long as different IP addresses are used compared to MPA's.

However, there should be no need to have several such tools, so that is not recommended.

5   REFERENCES

For further reading regarding MPA and its features and configuration options, please see MPA System Guide, Release 2.1 or later.