

HP Network Node Manager i Software Smart Plug-in for IP Telephony

for the HP-UX, Linux, Solaris, and Windows® operating systems

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Deployment Guide

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1 Introducing the iSPI for IP Telephony

HP Network Node Manager i Software Smart Plug-in for IP Telephony (iSPI for IP Telephony) helps you extend the capability of HP Network Node Manager i Software (NNMi) to monitor the overall health of the network.

The factors that impact the deployment of the iSPI for IP Telephony include the type of database configured with NNMi and the size of the network that you want to monitor. In addition, make sure to install the latest NNMi patches before installing the iSPI for IP Telephony.

Plan the deployment of the iSPI for IP Telephony based on how NNMi is deployed in the environment. While planning the deployment, consider the following to achieve an optimum size and performance of the system:

- Number of managed IP telephony nodes
- Number of managed non-IP telephony nodes
- Deployment of the iSPI for IP Telephony in a High Availability (HA) environment
- Deployment of the iSPI for IP Telephony in an Application Failover environment
- Deployment of the iSPI for IP Telephony along with other iSPIs (iSPI for IP Multicast and iSPI for IP Telephony)

Preparing for Deployment

Before you start deploying the iSPI for IP Telephony, you must plan the installation based on your deployment requirements. You must identify the supported configurations, make sure that your installation process complies with all the prerequisites.

To install and configure the iSPI for IP Telephony in a HA and Application failover environment, see the *HA and Application Failover* section of the *NNMi Deployment Reference Guide*.

Read the following NNMi documents before you start installing and configuring the iSPI for IP Telephony:

- *HP Network Node Manager i Software Deployment Guide, 9.00*
- *HP Network Node Manager i Software Release Notes, 9.00*
- *HP Network Node Manager i Software Support Matrix, 9.00*

In addition, read the following iSPI for IP Telephony documents before you start deploying the iSPI for IP Telephony:

- *HP Network Node Manager i Software Smart Plug-in for IP Telephony Installation Guide, 9.00*
- *HP Network Node Manager i Software Smart Plug-in for IP Telephony Release Notes, 9.00*
- *HP Network Node Manager i Software Smart Plug-in for IP Telephony Support Matrix, 9.00.*

2 Deploy the iSPI for IP Telephony

You must start deploying the iSPI for IP Telephony after installing NNMi on a system. To install and configure NNMi on a system, see the *NNMi Installation Guide*.

▶ You must install NNMi and the iSPI for IP Telephony on the same server.

You can deploy the iSPI for IP Telephony for the following scenarios:

- Install NNMi and the iSPI for IP Telephony together.
- Install the iSPI for IP Telephony on a system where NNMi is already installed.
- Install the iSPI for IP Telephony, NNMi, and the iSPI Performance for Metrics/NPS on the same system.
- Install the iSPI for IP Telephony and NNMi on one system and the iSPI Performance for Metrics/NPS on a different system. You can choose this scenario for the best performance results.

See the *HP NNM i Software Smart Plug-in for IP Telephony Installation Guide* for more information about installing the iSPI for IP Telephony.

Deploying NNMi and the iSPI for IP Telephony Together

To deploy the iSPI for IP Telephony on a management server after installing NNMi, follow these steps:

- 1 Start the NNMi installation process.

▶ You must use the database type (Postgres Embedded or Oracle) you used for the NNMi installation when you install the iSPI for IP Telephony.

- 2 Install the iSPI for IP Telephony. Follow the steps listed in the *HP NNM i Software Smart Plug-in for IP Telephony Installation Guide* to perform the steps during the pre-installation, installation, and the post installation phases.



Make sure that you have tuned the **Xmx** values in the `jboss.properties` file of NNMi and iSPI for IP Telephony. To update the **Xmx** values, see the steps listed in *Tuning the jboss Memory* section of the *iSPI for IP Telephony, Support Matrix*.

Also, see the *iSPI for IP Telephony, Support Matrix* for recommended values as applicable for the size of your network.



During the iSPI for IP Telephony installation, make sure that you select the same database type specified while installing NNMi. Follow the instructions in Step 3 only if you are using an embedded database. For the Oracle database, go to Step 5.

- 3 Modify the values in `nms-ds.xml` and `postgresql.conf` as mentioned in [Tuning Embedded Postgres Database for Scalability and Performance of NNMi and iSPI for IP Telephony](#) on page 21.
- 4 Restart the NNMi and iSPI for IP Telephony processes.
- 5 Configure the auto-discovery rules for IP phones. For more information, see the [Setting NNMi Auto Discovery Rules to Discover IP Phones](#) on page 22.
- 6 Seed the IP telephony devices from the NNMi console. Seeding enables NNMi to start the discovery process and the iSPI for IP Telephony nodes are discovered along with NNMi nodes. See the *HP NNM i Software Smart Plug-in for IP Telephony Installation Guide* for more information about seeding nodes for the iSPI for IP Telephony.
- 7 Wait for sometime till the iSPI for IP Telephony nodes are discovered. Log on to the NNMi console, and then verify the availability of the IP Telephony workspace and IP Telephony views.

Deploying the iSPI for IP Telephony where NNMi is Already Installed

To deploy the iSPI for IP Telephony on a management server where NNMi is installed, follow these steps:

- 1 Install the iSPI for IP Telephony on a management server where NNMi is already installed, running and the nodes are discovered. Follow the steps listed in the *HP NNM i Software Smart Plug-in for IP Telephony Installation Guide* to perform the steps during the pre-installation, installation, and the post installation phases.



You must use the database type (Postgres Embedded or Oracle) you used for the NNMi installation when you install iSPI for IP Telephony.



Follow the instructions in Step 3 only if you are using an embedded database. For the Oracle database, go to Step 4.

- 2 Modify the values in `nms-ds.xml` and `postgresql.conf` as mentioned in [Sizing and Configurations for Scalability and Performance of the iSPI for IP Telephony](#) on page 21.
- 3 Restart the NNMi and iSPI for IP Telephony processes.
- 4 Configure the auto-discovery rules for IP phones. For more information, see the [Setting NNMi Auto Discovery Rules to Discover IP Phones](#) on page 22.
- 5 You can start the iSPI for IP Telephony discovery process to discover the IP Telephony nodes from the discovered NNMi nodes in any *one* of the following ways:
 - Run the configuration poll on each node (except on nodes that host IP phones) from NNMi Inventory workspace. For more information, see *Help for NNMi, Launch the Actions: Configuration Poll Command*.
 - Wait for the next NNMi discovery cycle to rediscover the nodes and also start the discovery of the iSPI for IP Telephony nodes.

Deploying the iSPI for IP Telephony in a High Availability Environment

This section provides instructions to deploy the iSPI for IP Telephony in different scenarios in a high availability environment.

Installing the iSPI for IP Telephony with NNMi

Follow the steps listed to deploy the iSPI for IP Telephony with NNMi in a high availability environment:

- 1 Install NNMi with the iSPI for IP Telephony on both the servers (primary server and secondary server). Make sure that the servers have separate Fully Qualified Domain Names (FQDN) during the installation. See the *NNMi Installation Guide* and the *HP NNM i Software Smart Plug-in for IP Telephony Installation Guide* for more information.
- 2 Install the iSPI for IP Telephony non production license on both the primary and the secondary servers.
- 3 Run `nmhaconfigure.ovpl` to configure high availability on the primary server. See the *NNMi Deployment Reference Guide* for more information.
- 4 Run `nmofficialfqdn.ovpl` to verify that the virtual host name is displayed correctly.
- 5 Modify the following files in the `/var/opt/OV/shared/ipt/conf/` folder to replace the host name with the virtual FQDN:
 - `<ipt>.jvm.properties, <hostname>.selfsigned`
 - `nms-<ipt>.address.properties:jboss.nnm.host`
 - `nms-<ipt>.jvm.properties:-Djava.rmi.server.hostname`
 - `nm.extended.properties:com.hp.ov.nms.spi.<ipt>.Nnm.hostname`
 - `nm.extended.properties:com.hp.ov.nms.spi.<ipt>.spi.hostname`
- 6 Run the command `nmhastartrg.ovpl NNM <ha-groupName>`. `ha-groupName` represents the group name specified for the high availability cluster. This starts NNMi and the iSPI for IP Telephony.

- 7 Run `nmhaconfigure.ovpl NNM -addon <SPI module name>`. SPI module name represents the name configured for the iSPI for IP Telephony module.
- 8 Run `nmhaconfigure.ovpl` to configure high availability on the secondary server. See the *NNMi Deployment Reference Guide* for more information.
- 9 Modify the files on the secondary server as listed in *step 4* of this procedure.
- 10 Run the command `nmhaconfigure.ovpl NNM -addon <SPI module name>` on the secondary server.

Installing the iSPI for IP Telephony after Configuring NNMi in a High Availability Environment

Follow the steps listed to deploy the iSPI for IP Telephony after installing NNMi in a high availability environment:

- 1 Make sure that NNMi is running on the primary server.
- 2 Change NNMi to high availability maintenance mode by placing `maint_NNM` under `/var/opt/OV/hacluster`. Alternatively, you can use the NNMi maintenance mode procedure to put NNMi in high availability maintenance mode.
- 3 Run `ovstatus -c` to confirm that `ovjboss` is running.
- 4 Install the iSPI for IP Telephony on the primary server.
- 5 Install the iSPI for IP Telephony non production license on the primary server.
- 6 Remove `maint_NNM` to change NNMi to non maintenance mode.
- 7 Run `/opt/OV/misc/nm/ha/nmhaconfigure.ovpl NNM -addon <SPI module name>`
- 8 Run `ovstop -c` to initiate a failover.
- 9 Make sure that NNMi is running on the secondary server.
- 10 Change NNMi to high availability maintenance mode by placing `maint_NNM` under `/var/opt/OV/hacluster`. Alternatively, you can use the NNMi maintenance mode procedure to put NNMi in high availability maintenance mode.

- 11 Run `ovstatus -c` to confirm that `ovjboss` is running.
- 12 Install the iSPI for IP Telephony on the secondary server.
- 13 Install the iSPI for IP Telephony non production license on the secondary server.
- 14 The iSPI for IP Telephony displays two errors as follows: `create db user` and `create DB`. You can ignore these errors and continue with the installation. These errors are a result of the database and the database user name already existing on the primary server and on the shared disk.
- 15 Remove `maint_NNM` to change NNMi to non maintenance mode.
- 16 Run `/opt/OV/misc/nm/ha/nmhaconfigure.ovpl NNMI -addon <SPI modulename>`.
- 17 Run `ovstop -c` to initiate a failover to the primary server.

▶ If you want to verify that the iSPI for IP Telephony is starting correctly on the secondary server, initiate the failover again by running `ovstop -c` on the primary server.

Deploying the iSPI for IP Telephony in an Application Failover Environment

This section provides instructions to deploy the iSPI for IP Telephony in different scenarios in an application failover environment.

Application Failover with Oracle Configured as the Database

Scenario 1: In this scenario, consider that you want to install the iSPI for IP Telephony with NNMi and then configure application failover over a LAN or a WAN:

- 1 Install NNMi in the primary server mode server 1 and install NNMi in the secondary server mode on server 2.

▶ If you are installing Oracle as the database, NNMi provides you options to install NNMi in the primary and secondary server modes for deployment in an application failover or a high availability environment.

- 2 Start NNMi on server 1
- 3 Install the iSPI for IP Telephony on server 1.
- 4 Install Oracle as the database by following the steps listed in the *HP Network Node Manager i Software Smart Plug-in for IP Telephony Installation Guide*.
- 5 After the installation of the iSPI for IP Telephony, install the iSPI for IP Telephony non production license on server 1.
- 6 Merge the keystores on one server and copy the keystores to both the primary and the secondary servers. See the *NNMi Deployment Reference Guide* for instructions.
- 7 Stop NNMi on server 1.
- 8 Start NNMi on server 2.
- 9 Install the iSPI for IP Telephony on server 2.
- 10 Configure iSPI for IP Telephony on server 2 with the database instance, user name, and password configured on server 1
- 11 After the installation of the iSPI for IP Telephony, install the iSPI for IP Telephony non production license on server 2.
- 12 Configure application failover server 1 and server 2 according to the instructions provided in the *NNMi Deployment Reference Guide*.

Scenario 2: In this scenario, consider that you want to install the iSPI for IP Telephony after configuring NNMi in an application failover environment:

- 1 Remove the NNMi application failover configuration and restore the old keystore and truststore specific to each server (server 1 and server 2 as mentioned in the previous scenario). See the *NNMi Deployment Reference Guide* for instructions.
- 2 Follow the steps listed in the previous scenario to install the iSPI for IP Telephony and configure application failover between server 1 and server 2.



You must not perform the steps to install NNMi.

Installing the iSPI for IP Telephony in an Application Failover Environment with Postgres Embedded Database

Scenario 1: In this scenario, consider that you want to install the iSPI for IP Telephony and NNMi in an application failover mode:

- 1 Install the iSPI for IP Telephony and NNMi on the primary server and the secondary server.
- 2 After the installation of the iSPI for IP Telephony, install the iSPI for IP Telephony non production licenses on both the servers.
- 3 Follow instructions given in the *NNMi Deployment Reference Guide* to configure NNMi in application failover mode. After this, the iSPI for IP Telephony automatically gets configured in the application failover mode.

Scenario 2: In this scenario, consider that you want to install the iSPI for IP Telephony after configuring NNMi in the application failover mode:

- 1 Remove the NNMi application failover configuration and restore the old keystore and truststore specific to the primary server and the secondary server configured. See the *NNMi Deployment Reference Guide* for instructions.
- 2 Install the iSPI for IP Telephony on both the primary and the secondary servers.
- 3 After the installation of the iSPI for IP Telephony, install the iSPI for IP Telephony non production license on both the servers.
- 4 Follow instructions given in the *NNMi Deployment Reference Guide* to configure NNMi in application failover mode.

Deploying the iSPI for IP Telephony in a Global Network Management Environment

You can deploy the iSPI for IP Telephony in a Global Network Management (GNM) environment.



This release of the iSPI for IP Telephony supports only event consolidation from the regional managers to the global manager in a GNM environment.

The iSPI for IP Telephony supports the following scenarios in a GNM environment.

Scenario 1: NNMi in GNM Mode and the IP Telephony Infrastructure Outside the GNM Environment

In this scenario, NNMi is deployed in the GNM mode with a global manager and two regional managers and the IP Telephony infrastructure is outside the GNM environment. In such a scenario, you must deploy the iSPI for IP Telephony on the global manager.

Scenario 2: NNMi and the IP Telephony Infrastructure in a GNM Environment

In this scenario, NNMi is deployed in the GNM mode with a global manager and two regional managers and the IP Telephony infrastructure is inside the GNM environment. In such a scenario, you must deploy the iSPI for IP Telephony on the global manager and both the regional managers. In such a scenario, the iSPI for IP Telephony supports only event consolidation from the regional managers to the global manager. You must do as follows to enable event consolidation from the regional managers to the global manager:

- 1 Open the file `nms-ipt.jvm.properties` present in the `NnmDataDir/shared/ipt/conf/directory`. `NnmDataDir` represents the data directory created after the installation of NNMi.
- 2 Change the value to `false` as follows for the line
`Dcom.hp.ov.nms.apa.nmsspi.status.APA_GENERATED_CIA_ENABLED=false`
- 3 Stop and restart the `iptjboss` process.
- 4 Run `nmconfigimport.ovpl -u <user> -p <password> -f incidentConfig_xx.xml` (`xx` refers to the abbreviation used to identify the language. For example, `en` refers to English) in the global manager to import the incidents from the regional managers to the global manager.



Contact HP Support or your solution architect to assist you in copying a correct version of the `incidentConfig_xx.xml` file to the global manager.

With this release, after opening the incident form for an incident generated in GNM context, you cannot launch the details of the source object from the *Incident* form. The incidents also do not map to **IPT** under the **Family** column on the Incidents page.

Consider the following points when you deploy the iSPI for IP Telephony in this scenario:

- In this scenario, the nodes that host the non IP phone IP Telephony entities (functions, services, or resources) are only seeded and managed by the global manager and are not seeded with the regional managers.
- You can also enable automatic discovery for a large group of nodes that host IP phones, up to 50,000, on the regional manager along with the seeding of the related neighboring switches and routers.
- You can also create automatic discovery rules to discover the nodes (that host IP phones) across the regional managers and classify the nodes based on the clusters (for Cisco) and Communication Manager (for Avaya). You can then seed all the Cisco Call Managers and all the Avaya Communication Managers with the global manager. You can also seed all the nodes that host the Cisco Gatekeepers, Cisco Gateways, Cisco Unity devices, Cisco Call Manager Express, Cisco SRST, Avaya Communications Manager, Avaya LSP, and Avaya Media Gateways on the global manager.
- The iSPI for IP Telephony can be run on the global manager only if the scalability limit for a single instance of the iSPI for IP Telephony along with NNMi is within the supported limits. You must also make sure that the latency is minimal in the network path between NNMi and the managed nodes that host IP telephony entities across the WAN (possibly for geographic dispersed regions). See [Performance and Scalability Metrics for the iSPI for IP Telephony](#) for more information about the scalability limit.
- If the scalability limit is not high enough to exceed the limits supported with this version of the iSPI for IP Telephony and if the latency is not a constraint, it is recommended to run the iSPI for IP Telephony only on the global manager. You can make this decision when testing the latency aspect for SNMP across the WAN for nodes that host IP telephony entities.

See the *NNMi Deployment Reference Guide* for more information about GNM.

Sizing and Configurations for Scalability and Performance of the iSPI for IP Telephony

For sizing information of the iSPI for IP Telephony, see the *iSPI for IP Telephony Support Matrix*.

To achieve optimal performance and scalability of NNMi and the iSPI for IP Telephony, see the following sections:

- [Tuning Embedded Postgres Database for Scalability and Performance of NNMi and iSPI for IP Telephony on page 21](#)
- [Tuning NNMi Polling Configurations for Performance and Scalability of NNMi and iSPI for IP Telephony on page 22.](#)

Tuning Embedded Postgres Database for Scalability and Performance of NNMi and iSPI for IP Telephony

If you are using an embedded database while installing the iSPI for IP Telephony, update the following files:



Stop all the processes and make sure to take a backup of the files listed below.

- Modify the value default value=60 to 120 specified as `<max-pool-size>60</max-pool-size>` in the `nms-ds.xml` from `<INST_DIR>/nonOV/jboss/nms/server/nms/deploy/nms-ds.xml`.
For example: If you have to change the default value=60 to 120, then change the `<max-pool-size>120</max-pool-size>`.
- Modify the value of `max_connections=100` to `max_connections=200` from `<DATA_DIR>/shared/nm/databases/Postgres/postgresql.conf`

After updating the above files, restart both the NNMi and iSPI for IP Telephony processes.

Tuning NNMi Polling Configurations for Performance and Scalability of NNMi and iSPI for IP Telephony


To increase the performance of NNMi with iSPI for IP Telephony, disable the polling for IP Phones, follow the steps:

- 1 From the **Monitoring Configuration** workspace, click **Node Settings** tab.
- 2 To view the details, click the **Open** icon with Ordering column specified as 400 which corresponds to Non-SNMP devices.
- 3 From the Fault Monitoring, clear the check boxes preceding **Enable ICMP Fault Polling**, **Enable SNMP Fault Polling**, and **Enable Component Health Fault Polling**.
- 4 To save the configuration, click **Save and Close**.


Setting NNMi Auto Discovery Rules to Discover IP Phones

To set the Auto-discovery rules in NNMi to discover IP phones as non-SNMP devices, follow the steps:

- 1 From the **Discovery Configuration**, click **Auto-Discovery Rules** tab.

 Make sure to check the left pane for the **Node Name Resolution** section. For first choice, select **IP Address**. Similarly, for second choice, select **Short sysName** and for third choice, select **Short DNS Name**.

- 2 From the **Auto-Discovery Rules** tab, add a new rule. From the left pane, **Basics** section, type the details such as Name and Ordering. For more information, see the *Help for NNMi*.

 Make sure to select the check box for **Discover Non-SNMP Devices** and clear the check box for **Enable Ping Sweep**.

- 3 From the **IP Address Ranges for this Rule**, click **New** and add the range of IP addresses of the IP Phones.
- 4 To save the configuration, click **Save and Close**.

3 Supported Upgrade Scenarios and Licensing

Upgrading from Version 7.53 to Version 9.00

Upgrading the iSPI for IP Telephony from version 7.53 to version 9.00 involves the following steps:

- 1 Noting down all the nodes that you seeded when using the iSPI for IP Telephony version 7.53. These nodes include all the nodes that host the IP telephony entities such as:
 - Cisco Call Manager
 - Cisco Call Manager Express
 - Cisco SRST
 - Cisco Gatekeeper
 - Cisco Gateways
 - Cisco Unity Devices
 - Avaya Communication Manager
 - Avaya LSP
 - Avaya Media Gateways
 - All the layer 2 and layer 3 infrastructure nodes in your IP telephony environment
- 2 Making sure that the prerequisites listed in the *iSPI for IP Telephony Installation Guide* are satisfied before installing the iSPI for IP Telephony 9.00.
- 3 Installing the 9.00 version of the iSPI for IP Telephony. Follow the steps listed in the *HP NNM i Software Smart Plug-in for IP Telephony Installation Guide* to perform the steps during the pre-installation, installation, and the post installation phases.

- 4 Seeding the nodes that host the IP Telephony entities that you had noted down.
- 5 Performing the additional administrative tasks listed in the *iSPI for IP Telephony Installation Guide* and the *iSPI for IP Telephony Online Help: Help for Administrators* to use the new features (for example Cisco and Avaya IP telephony reporting) supported with this version of the iSPI for IP Telephony.
- 6 Installing the iSPI for IP Telephony upgrade (migration) licenses based on your migration license entitlement.



Make sure to restart the iSPI for IP Telephony after the configuration changes.

After migration start the Configuration poll of the IP telephony devices except IP phones **or** wait till the next NNMi discovery cycle to discover the IP telephony devices in the network.



The default polling interval for nodes or interfaces in the iSPI for IP Telephony is 5 minutes. After migrating from the IP Telephony SPI, 7.53 to iSPI for IP Telephony, 9.00, the polling interval changes to 5 minutes.

Upgrading from Version 8.1x to Version 9.00

To migrate the iSPI for IP Telephony from version 8.1x to version 9.00, follow the steps listed below:

- 1 Note down all the threshold values (for the Nortel QOS Zone Metrics and Cisco QOS/MOS monitoring) that you configured while using the 8.1x version of the iSPI for IP Telephony if you want to use these values with the new version.
- 2 Uninstall all iSPI for IP Telephony 8.1x patches that you installed. See the corresponding patch documentation for more information. If you have not installed any patches, proceed to step 2.
- 3 Uninstall the 8.1x version of the iSPI for IP Telephony.
- 4 Install the 9.00 version of the iSPI for IP Telephony. Follow the steps listed in the *iSPI for IP Telephony Installation Guide* to perform the steps during the pre-installation, installation, and the post installation phases.

- 5 Seed the nodes that host the Avaya IP Telephony entities. You must also seed the nodes that host additional Cisco IP telephony entities (such as Cisco Call Manager Express, Cisco SRST, and Cisco Unity Devices) or Nortel IP telephony entities if you had not seeded these nodes while using the 8.1x version of the iSPI for IP Telephony.
- 6 Perform the additional administrative tasks listed in the *iSPI for IP Telephony Installation Guide* and the *iSPI for IP Telephony Online Help: Help for Administrators* to use the new features (for example Cisco and Avaya IP telephony reporting) supported with this version of the iSPI for IP Telephony.
- 7 Apply the threshold values that you noted down in step 1 of this procedure for the Nortel QOS zones and Cisco QOS/MOS monitoring using the iSPI for IP Telephony Configuration form. See the *iSPI for IP Telephony Online Help: Help for Administrators* for more information.

Licensing

The iSPI for IP Telephony includes a temporary Instant-On license key that is valid for 60 days after you install the iSPI for IP Telephony. You must obtain and install a permanent license key as soon as possible. The three types of the iSPI for IP Telephony licenses are as follows:

- Instant-on: The Instant-on license is an evaluation license. The valid period of this license is sixty days with an unlimited capacity. The iSPI for IP Telephony installs this license by default and you need not acquire this license from the HP License Key Delivery Service.
- iSPI Points Based: The iSPI Points-based licenses are common licenses for all the iSPIs that are used by all the Smart Plug-ins including the iSPI for IP Telephony.
- iSPI for IP Telephony Migration Licenses: The migration licenses are valid only for the user updating from previous versions (7x.x) of the iSPI for IP Telephony. Following are the valid migration licenses that you can obtain from HP License Key Delivery Service.

License Points Consumption Calculation

The raw consumption of license points by the iSPI for IP Telephony is calculated as a sum of the IP telephony entities managed by the iSPI for IP Telephony. The points used in the 9.00 release of the product are as follows:

- 1 point for each IP Phone
- 3 points for each IP Telephony Gateway, for example, the Cisco Voice Gateway, the Avaya Media Gateway, or the Nortel Media Gateway
- 7 points for each Call Controller, for example, the Cisco Unified Communications Manager (Call Manager) or the Avaya Communication Manager or the Nortel Call Server.

For example if at any point of time there are 500 Cisco IP Phones, 1 Cisco Call Manager, and 1 Cisco Voice Gateway in your deployment environment, then the total raw consumption is calculated as follows: $1 \times 7 + 1 \times 3 + 500 \times 1 = 510$ points.

The various survivability options for the Call Controllers such as Cisco Survivable Remote Site Telephony (SRST) router or Avaya Local Survivable Processor (LSP) are not included while calculating the consumption of license points. The license points consumption calculation includes various light-weight options for call control such as Cisco Unified Communications Manager Express (CUCME) or Call Manager Express. The license points consumption calculation also includes the s8300-based standalone deployment of Avaya Communications Manager.

Points Licenses for New Installation

The points-based license system allows you to install a common pool of license points from where all the Smart Plug-ins can consume license points. The consumption from the common pool by the iSPI for IP Telephony depends on the total raw consumption by the iSPI for IP Telephony. The iSPI for IP Telephony consumes points from the common iSPI points license pool only when the consumption of the iSPI for IP Telephony is more than the total capacity of the migration licenses installed.

This license system adds a base weight of 1000 points to any raw consumption of points from the common pool by the iSPI for IP Telephony. For example, if at any point of time there are 500 Cisco IP Phones, 1 Cisco Call Manager and 1 Cisco Voice Gateway in your deployment environment, then the common

points consumption reported by iSPI for IP Telephony is as follows: 1000 + 1x7 (one Call Manager) + 1x3 (one Gateway) + 500x1 (500 IP Phones)= 1510 points.

If the consumption of the license points is higher than the total license points in the common points pool or if other Smart Plug-ins consume from the common points pool that cause the total consumption of the points to exceed the available points in the common pool, the console displays a message to alert you. You can install additional Smart Plug-in license points to stop the display of the message.

You can acquire the license points from the HP License Key Delivery Service by entering your order number and selecting the appropriate Smart Plug-in points. The available license points are as follows:

- TA237AA HP NNM iSPI 100 Points Pack for 1-2500 Points SW LTU
- TA237AAE HP NNM iSPI 100 Points Pack for 1-2500 Points SW E-LTU
- TA238AA HP NNM iSPI 100 Points Pack for 2501-5000 Points SW LTU
- TA238AAE HP NNM iSPI 100 Points Pack for 2501-5000 Points SW E-LTU
- TA239AA HP NNM iSPI 100 Points Pack for 5001-10,000 Points SW LTU
- TA239AAE HP NNM iSPI 100 Points Pack for 5001-10,000 Points SW E-LTU
- TA240AA HP NNM iSPI 100 Points Pack for 10,001-25,000 Points SW LTU
- TA240AAE HP NNM iSPI 100 Points Pack for 10,001-25,000 Points SW E-LTU
- TA241AA HP NNM iSPI 100 Points Pack for 25,001-50,000 Points SW LTU
- TA241AAE HP NNM iSPI 100 Points Pack for 25,001-50,000 Points SW E-LTU
- TA242AA HP NNM iSPI 100 Points Pack for 50,000+ Points SW LTU
- TA242AAE HP NNM iSPI 100 Points Pack for 50,000+ Points SW E-LTU
- TA248AA HP NNM iSPI 100 Points Pack for 1-2500 Points Non-production SW LTU
- TA248AAE HP NNM iSPI 100 Points Pack for 1-2500 Points Non-production SW E-LTU

- TA249AA HP NNM iSPI 100 Points Pack for 2501-5000 Points
Non-production SW LTU
- TA249AAE HP NNM iSPI 100 Points Pack for 2501-5000 Points
Non-production SW E-LTU
- TA250AA HP NNM iSPI 100 Points Pack for 5001-10,000 Points
Non-production SW LTU
- TA250AAE HP NNM iSPI 100 Points Pack for 5001-10,000 Points
Non-production SW E-LTU
- TA251AA HP NNM iSPI 100 Points Pack for 10,001-25,000 Points
Non-production SW LTU
- TA251AAE HP NNM iSPI 100 Points Pack for 10,001-25,000 Points
Non-production SW E-LTU
- TA252AA HP NNM iSPI 100 Points Pack for 25,001-50,000 Points
Non-production SW LTU
- TA252AAE HP NNM iSPI 100 Points Pack for 25,001-50,000 Points
Non-production SW E-LTU
- TA253AA HP NNM iSPI 100 Points Pack for 50,000+ Points
Non-production SW LTU
- TA253AAE HP NNM iSPI 100 Points Pack for 50,000+ Points
Non-production SW E-LTU



You must select the non production LTUs for deploying the iSPI for IP Telephony in an HA environment. See the [Deploying the iSPI for IP Telephony in a High Availability Environment](#) on page 14. for more information.

Licensing for Upgrading (Migrating) from Earlier Versions

If you are upgrading from the 7.5x version of the iSPI for IP Telephony, then you can obtain the iSPI for IP Telephony upgrade (migration) licenses. You can contact HP sales to know your upgrade license entitlement based on your order number for the 7.5x version of the iSPI for IP Telephony. For the iSPI for IP Telephony, the upgrade licenses are not unlimited and are based on the specific upgrades you select for license generation. You can select from the following iSPI for IP Telephony upgrade licenses:

- TA245AA HP NNM iSPI for IP Telephony 250 Phones Pack Migration SW LTU
- TA245AAE HP NNM iSPI for IP Telephony 250 Phones Pack Migration SW E-LTU
- TA246AA HP NNM iSPI for IP Telephony 1000 Phones Pack Migration SW LTU
- TA246AAE HP NNM iSPI for IP Telephony 1000 Phones Pack Migration SW E-LTU
- TA247AA HP NNM iSPI for IP Telephony 5000 Phones Pack Migration SW LTU
- TA247AAE HP NNM iSPI for IP Telephony 5000 Phones Pack Migration SW E-LTU
- TA256AA HP NNM iSPI for IP Telephony 250 Phones Pack Migration Non-production SW LTU
- TA256AAE HP NNM iSPI for IP Telephony 250 Phones Pack Migration Non-production SW E-LTU
- TA257AA HP NNM iSPI for IP Telephony 1000 Phones Pack Migration Non-production SW LTU
- TA257AAE HP NNM iSPI for IP Telephony 1000 Phones Pack Migration Non-production SW E-LTU
- TA258AA HP NNM iSPI for IP Telephony 5000 Phones Pack Migration Non-production SW LTU
- TA258AAE HP NNM iSPI for IP Telephony 5000 Phones Pack Migration Non-production SW E-LTU

The points for the different licenses are as follows:

- 250 Phones Pack Migration licenses: 1500 points
- 1000 Phones Pack Migration licenses: 3000 points
- 5000 Phones Pack Migration licenses: 11000 points



You must select the non production LTUs for deploying the iSPI for IP Telephony in an HA environment. See the [Deploying the iSPI for IP Telephony in a High Availability Environment](#) on page 14. for more information.

If you install one or more valid upgrade licenses on the system, then the total capacity of the upgrade license points is a sum of the points for all the individual license keys installed. The iSPI for IP Telephony does not consume license points from the common license points pool if the raw consumption of license points by the iSPI for IP Telephony is less than or equal to the total upgrade license points installed. If the raw consumption exceeds the total capacity of upgrade licenses, the iSPI for IP Telephony starts consuming license points from the common license points pool. The consumption from common points pool is calculated as $1000 + (\text{total raw consumption} - \text{total migration capacity})$. For example, let us consider a case where you plan to upgrade and then install two TA247AA HP NNM iSPI for IP Telephony 5000 Phones Pack Migration SW LTU licenses. The total upgrade capacity based on points is $11000 \times 2 = 22000$ points. Now consider the scenario, where on day 1 you have 21934 Cisco IP Phones, 5 Cisco Call Managers and 10 Cisco Voice Gateways. This makes the total raw consumption on day 1 as $5 \times 7 + 3 \times 10 + 21934 \times 1 = 21999$. This value being less than 22000, prevents the message on the console to alert you regarding the excessive point consumption.

Now consider the scenario when on day 2, the number of Cisco IP Phones increases to 22000 thus taking the total consumption to 22065. In this scenario, if there are no Smart Plug-in points licenses installed on the system, the consumption reported by the iSPI for IP Telephony will be 22065 and this prompts a message on the console alerting you about the excess points consumed by the iSPI for IP Telephony. You must install some iSPI points licenses at this stage to get rid of the message. If you install 20 TA237AA HP NNM iSPI 100 Points Pack for 1-2500 Points SW LTU licenses, the total upgrade capacity increases by 2000 points. At this stage, the alert message from the console disappears and the consumption of Smart Plug-in license points by the iSPI for IP Telephony is as follows: $1000 + (22065 - 22000) = 1065$ points.

However, if the consumption increases further or if other Smart Plug-ins consume from the common points pool and the total consumption from the common points pool exceeds 2000, the console displays the alert message again and you must install additional Smart Plug-in points licenses to stop getting the alert messages on the console.

Note that on day 2, as an alternative, you can install additional iSPI for IP Telephony upgrade licenses if you are entitled to obtain the required number of upgrade licenses from HP License Key Delivery Service. This stops the alert message from appearing on the console without you having to install additional common pool points licenses.

Viewing the Types of Licenses Installed and the Capacity

You can view the license information by selecting the following option from the NNMi console: **Help > System Information > View Licensing Information**

Installing Licenses

See the section *License Information* in the *HP NNM i Software Smart Plug-in for IP Telephony Installation Guide* for instructions to install the different types of licenses.

4 Administration Tasks

This chapter provides you information on the administration tasks that you can perform after you have installed the iSPI for IP Telephony.

Adding IP Telephony Nodes after Installing the iSPI for IP Telephony

If you want to add more IP Telephony nodes (for example, CallManagers, Voice Gateways, Gatekeepers, and so on) to your deployment environment after installing the iSPI for IP Telephony, you must do as follows:

- 1 Use the iSPI for IP Telephony configuration workspace to specify the required settings for the newly added entities. See the *iSPI for IP Telephony Online Help* > **Help for Administrators** for more information.
- 2 Seed the nodes that host the IP Telephony entities using the *Discovery Configuration* form in the NNMi configuration workspace. See the *NNMi Online Help* for more information about seeding nodes.
- 3 Wait for the next discovery cycle by NNMi to trigger the discovery of the newly added IP Telephony entities. Alternatively, you can select the nodes from the NNMi node inventory and perform a configuration poll for the nodes. See the *NNMi Online Help* for more information about discovery cycles and performing configuration polls.

Recommendations for Configuring Data Access

You can use the following recommendations when configuring data access for both Cisco and Avaya using the *iSPI for IP Telephony Configuration* form.

Cisco Data Access Recommendations

You must provide the following details to configure data access for Cisco IP Telephony:

AXL Access Configuration Parameters:

Specify the following parameters to configure AVVID XML Layer (AXL) API exposed data:

- **Cluster ID:** specifies the cluster identifier. You can retrieve this information from the administration web page of the Cisco Unified Communications Manager.
- **CM IP Address:** specifies the IP address of the Cisco Unified Communications Manager (CM) server node in this cluster. The iSPI for IP Telephony uses this IP address to obtain the AXL data for this cluster. It is recommended that you provide the IP address of the publisher CM node in your cluster.
- **AXL User Name:** specifies the AXL user name to be used for invoking the AXL Web Services.
- **AXL Password:** specifies the password associated with the user name specified.

CDR Access Configuration Parameters:

You must make sure that the system time for the iSPI for IP Telephony server must be equal to or slower than the system time of the CDR repository server if both the servers belong to the same time zone. If the servers are in different time zones, the iSPI for IP Telephony uses the system time of the iSPI for IP Telephony server for CDR retrieval. This might cause the time stamp of the call data to be different when compared to the actual time of the call.

Before configuring CDR access, you must also make sure that the `CDRondemand` Web Service is running on the Call Manager repository server.

You must provide the following details to configure CDR access:

- **Cluster ID:** specifies the cluster identifier. You can retrieve this information from the administration web page of the Cisco Unified Communications Manager.
- **Server IP:** specifies the IP address of the Cisco Call Manager CDR repository server in the cluster where the `CDRondemand` Web Service is running.

- SOAP User Name: specifies the SOAP user name to access the CDRonDemand Web Service in the cluster.
- SOAP Password: specifies the password for the user name specified.
- Port: specifies the port number used by the CDRonDemand Web Service on the server that hosts the Web Service.

▶ Make sure that you do not include blank space characters before or after the values you type.

You must also make sure that you have configured an FTP user name and password on the iSPI for IP Telephony server which the CDRonDemand Web Service uses to send CDR files to the iSPI for IP Telephony server. If you are running the iSPI for IP telephony on Microsoft Windows operating system, you must configure an FTP client and make sure that the `NnmDataDir\log\ipt\tmp` folder is shared for FTP user access.

▶ If the iSPI for IP Telephony is installed on a Microsoft Windows operating system, you must make sure that the home directory for the user specified in FTP user name is configured as `%NnmDataDir%\log\ipt\tmp` and the user has write access to the home directory. This step is required only if you are running the iSPI for IP Telephony on Microsoft Windows operating systems.

Avaya Data Access Recommendations

The iSPI for IP Telephony supports standard or customized CDR formats for Avaya IP Telephony. The iSPI for IP Telephony supports the following standard formats:

- 59 character
- Printer
- TELESEER
- ISDN-Printer
- ISDN-TELESEER

For customized CDR format, you can see the `NnmDataDir/shared/ipt/conf/CustomizedCDRFormat.properties` file and configure this file as required. You can refer to the instructions in this file to modify this file. You must make sure that you do not include blank space characters before or after the changes you make.

You must provide the following details to configure CDR access for Avaya:

- **CM IP Address:** specifies the IP address of the communication manager server from which the iSPI for IP Telephony can download the CDR files using SFTP.
- **SFTP User Name:** specifies the Secure File Transfer Protocol (SFTP) user name to be used by the iSPI for IP Telephony to access or download the CDR files from the communication manager server.
- **SFTP Password:** specifies the SFTP password for the user name specified.
- **CDR Format:** specifies the CDR format configured on the communication manager server.
- **Circuit ID Modified?:** Select **True** here if the CDR format chosen on the communication manager server is in one of the standard CDR formats supported.
- **Data Format:** If you had specified customized CDR format, then specify the format of the date strings in the CDR records according to the configuration you specified for the date format in the communication manager server configuration. You can select DDMM or MMDD. DD specifies the date and MM specifies the numeric month.
- **Format Specification File Path:** If you had specified customized CDR format, then specify the absolute path of the customized CDR format specification file on the iSPI for IP Telephony server. You must prepare this file for each communication manager server before configuring the iSPI for IP Telephony for accessing CDR data from each communication manager server.



You must not edit the standard CDR format file.

- **Time Zone:** specifies the time zone of the communication manager server in GMT+/- HH:MM format. Note that you must specify the time zone only in this format. For example, if you want to specify the Pacific Time (US & Canada), specify the time as GMT -08:00. You can specify the time zone if the communication manager and the iSPI for IP Telephony server are in different time zones. If you do not provide a time zone value, the iSPI for IP Telephony uses the time zone configured for the iSPI for IP Telephony server.

Configuring Reporting Data Retention Period

After integrating the iSPI for IP Telephony with the iSPI Performance for Metrics/Network Performance Server for reporting, you can configure the reporting data retention period. You can configure this value while installing the Network Performance Server. You can also modify the data retention period using the configuration utility provided by the Network Performance Server. See the *HP Network Mode Manager i Software Smart Plug-in for Metrics/Network Performance Server Installation Guide* for more information.

Setting Up the Shared Directory for Network Performance Server

When installed on a dedicated server, the Network Performance Server (NPS) creates a shared directory on the NNMi management server to gather the data collected by NNMi. You must make sure that the shared directory is present before using the iSPI for IP Telephony and the iSPI Performance for Metrics/Network Performance Server to view reports. See the *HP Network Mode Manager i Software Smart Plug-in for Metrics/Network Performance Server Installation Guide* for more information about creating the shared directory.

5 Troubleshooting

Discovery of Avaya Communications Manager Server Fails

Specify the communication configuration for Avaya Communication Manager servers: It is recommended that NNMi and the iSPI for IP Telephony is configured to use either SNMP v1 or SNMP v3 for communication with Avaya Communications Manager server nodes in your deployment environment. It is also recommended that SNMP queries do not use `SNMP GetBulk` while communicating with these nodes. To enforce this restriction and consistent behavior of SNMP agents on the Avaya Communications Manager server nodes, use the Communication Configuration form in the NNMi Configuration workspace and specify Regions that include this exclusive specification of communication configurations only for the required set of Avaya Communications Manager Server nodes. Note that you will have to complete this configuration task for all the Avaya Communications Manager server nodes, including each physical server in duplex redundant pairs of Primary Servers, each stand-alone Primary Server that is not deployed in duplex redundant pairs, and each Local Survivable Processor (LSP) server node in your environment. For better consistency in request response sessions, it is also recommended that you set up the regions in such a way that NNMi and iSPI for IP Telephony use a time-out value of 59 seconds and retry count value of 1 for all SNMP communications with these nodes. For more information on specifying Regions, see the *NNMi Online Help for Administrators*.

A Performance and Scalability Metrics for the iSPI for IP Telephony

You can use the following performance and scalability metrics to plan the deployment of the iSPI for IP Telephony in your enterprise.

The performance and scalability metrics values for a single instance deployment of the iSPI for IP Telephony are as follows.

| Entity | Count | Additional Information |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| IP phone extensions and associated IP telephony functions/devices | Up to 50,000 | You can include devices from different vendors. Note that the device count stays below 50,000. It is assumed that the count of the remaining NNMi objects (routers, switches, nodes, and so on) is less than 3500. |
| Host Channel Adapter (HCA)/Horizontal Cross Connect (HCC) sustained with 100,000 Busy Hour Call Attempts (BHCA)/Busy Hour Call Completion (BHCC) for CDR collection, analysis and reporting on Call Duration, Call Counts, Call Quality Metrics Jitter, Packet Loss, Delay and MOS). | Up to 53,000 | Call Quality Metrics reporting is available only on Cisco in the 9.00 version of the iSPI for IP Telephony. The reporting data is retained for a period of 70 days. |
| User sessions | Up to 40 | Support for up to 40 simultaneous user sessions |

| Entity Discovered | Discovery Time | Additional Information |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Discovery of IP telephony entities and the corresponding configuration properties required for subsequent monitoring and diagnostics | 24 hours | After the discovery is complete, the iSPI for IP Telephony completes the initialization of the states and the current values of hourly performance and usage metrics from the network within 30 minutes. |
| Detect state changes for IP telephony entities after discovery and initialization | Within 10 minutes | For the IP phone entities, you can configure the iSPI for IP Telephony to detect changes in registration states within 5 minutes. |
| Alerts for breach of set thresholds for Cisco IP Telephony Call Quality metrics (Jitter, Packet Loss, Delay and MOS) | Within five minutes | The alert is generated within 5 minutes of call completion. |
| Alerts for breach of set thresholds for Avaya IP Telephony hourly performance and usage measures such as Call Processor Occupancy Summaries, Port Network Load Summaries, DSP/CODEC Usage Summaries, Route Pattern/Trunk Group Usage Summaries, and so on | Within 30 minutes | The alert is generated within 30 minutes of threshold violation. |



See the *iSPI for IP Telephony Support Matrix* for more information. You can contact HP Support or see the *NNMi Support Matrix* and the *iSPI Performance for Metrics/Network Performance Server Support Matrix* for more information to assist you in sizing your NNMi and iSPI Performance for Metrics/Network Performance servers adequately to support the highest sustained demands on scalability and performance.

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