



Extend the capabilities of your VitalQIP® system to control critical IP network services throughout your network with an easy-to-use service and process management tool

### Benefits

- Ensure service delivery by verifying the operation of DNS and DHCP servers network-wide
- Address potential issues by immediately identifying servers or processes that are not performing properly
- Gain essential management information by initiating probes for DNS resolutions and DHCP lease grants
- Simplify capacity planning with automatically compiled server activity histories

Market-leading VitalQIP® DNS/DHCP and IP Management software helps you efficiently configure, automate, integrate and administer IP services across your entire network — locally or globally. This powerful management software centralizes IP services planning and administration, enabling you to rapidly provision address space and reliably deliver critical IP name and services throughout your network.

VitalQIP® software gives you the foundation to build additional functionality into an existing management system, extending your capabilities and increasing the return on your network investment. Choose from a full range of available management modules, such as VitalQIP® Services Manager 3.0 add-on software, to augment the value and versatility of your VitalQIP® software solution.

### Address potential problems before outages disrupt your core business processes

Even a minor disruption of Domain Name System (DNS) and Dynamic Host Configuration Protocol (DHCP) services can compromise your company's ability to communicate, access and work with business-critical data. Any network management tool can verify that these services are up and running.

The test is whether a tool can tell you if a DHCP or DNS server is operating as it should—for example, if DNS is

resolving names correctly or DHCP is supplying addresses efficiently.

VitalQIP® Services Manager software helps you maintain tight control over these essential IP network services. This add-on module to the award-winning Lucent VitalQIP® management system monitors probes and reports on all DNS and DHCP activity across your network. Services Manager software provides you with instant alerts of any change in server status. It automatically maintains a history log of DNS and DHCP activity. It is easy to use and easy to configure. And it is readily customizable to monitor non-VitalQIP® system related services.

### DNS status monitoring and analysis

With VitalQIP® Services Manager software, network management information available from your DNS servers includes:

- **Status:** DNS server status monitoring takes place at two levels:
  - DNS Agent:* A Java application residing on the DNS server constantly monitors and reports all DNS-related activity.
  - Probes:* The DNS probes (located at multiple points on your network) test the various DNS servers by requesting known resolutions to ensure they are responding correctly. Probes can be configured to query for any resource record type, and a probe agent can query as many DNS servers as necessary. Polling intervals or on-demand specialty tests are readily configurable.
- **Statistics:** Requests made of DNS servers are automatically recorded and can be viewed at any time. Information is presented both at summary and detailed levels, with graphical views for quick visualization. Statistics include the number of requests made of the server by resource record type.



- **History:** Information collected via polling of the DNS servers is captured for ready reference. This data helps your administrators plan DNS placement by giving them a full understanding of the DNS load at any given time.

## DCHP status monitoring and analysis

With Services Manager software, you get a wealth of management information from your *VitalQIP*<sup>®</sup> DHCP servers including:

- **Status:** DHCP server status monitoring takes place at two levels:

*DHCP Agent:* A Java application residing on the DHCP server constantly monitors and reports all DHCP-related activity.

*Probes:* In addition to monitoring the status of a DHCP server to establish whether all software components are running, Services Manger determines whether the server is actually issuing leases. Probe agents perform DHCP broadcasts from various points on your network and receive addresses from the various DHCP servers (and subsequent renews if required). They monitor and report on whether:

- Addresses are being issued
- Renewals are being performed
- Correct servers are responding
- Rogue servers are responding

- **Statistics:** As with DNS, administrators can drill into the DHCP statistics from a summary level per server down to a particular subnet. Reported items include the number of DHCP and Bootstrap Protocol (BOOTP) addresses configured, used and unused.

- **History:** As with DNS, information is captured and stored for easy-to-view reference.

## Message Service status monitoring and analysis

With Services Manager software, you can monitor the status of *VitalQIP* messages routes and queues:

- **Statistics:** Administrators can drill into the Message Service statistics from a summary level per server down to a particular message route or queue. Reported items include the total number of messages received, messages routed per message type, messages received and queued (on disk and in memory) per message type.
- **History:** As with DNS and DHCP, information is captured and stored for easy-to-view reference.

## Flexible customization and interface options

Services Manager software allows you to define, monitor and remotely start and stop diverse UNIX- or Microsoft<sup>®</sup> NT-based services running outside of the *VitalQIP*<sup>®</sup> software environment. You can define custom probes to test any environment; alerts are posted when responses are either not received or not as expected.

You also have the flexibility to replace the Services Manager GUI with a network management system (e.g., Hewlett-Packard OpenView) interface you currently use.

## Features

### • Tools and interfaces

- Server/status monitoring: polls remote agents for active status of server and services
- Configuration: configures all services to be managed, plus polling times
- Administration: templates enable creation of user views for multiple distributed administrators
- Graphical user interface (GUI): based on Windows<sup>®</sup> for ease of operation
- Command line interface (CLI): for integration with other network management systems (e.g., HP OpenView)
- Remote Environment: for reviewing the environment, logs and policy files from the GUI
- Secure Communication: optionally configure SSL connections for communication with the remote agents
- RDBMS: uses a Sybase database as a repository for all statistical data for faster and more efficient reporting

### • Platform support

- HP-UX 11.11
- IBM AIX 5.2
- Solaris (Sparc<sup>®</sup>) 8, 9
- Windows<sup>®</sup> 2000 Advanced Server SP4
- Windows<sup>®</sup> 2003 Server
- RedHat Enterprise Linux 3.0
- Sybase 12.5

To learn more, contact your Lucent Technologies sales representative, authorized reseller or sales agent. You can also visit our web site at <http://www.lucent.com/vital> or call: 1-888-426-2252

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