

Automatic SNMP Service for Endpoint Testing (ASSET)

The EmVista Automatic SNMP Service for Endpoint Testing (ASSET) provides all EmVista editions (Essential, Extended, and Enterprise) with fault detection for all SNMP-compliant endpoint devices managed by an EmVista installation.

ASSET runs as a service under a Microsoft Windows operating system (Windows 7, Windows 10, Windows Server). ASSET periodically polls all SNMP-compliant endpoints defined in the EmVista Database. The poll retrieves from each endpoint SNMP-reportable status information and results of diagnostic tests, including:

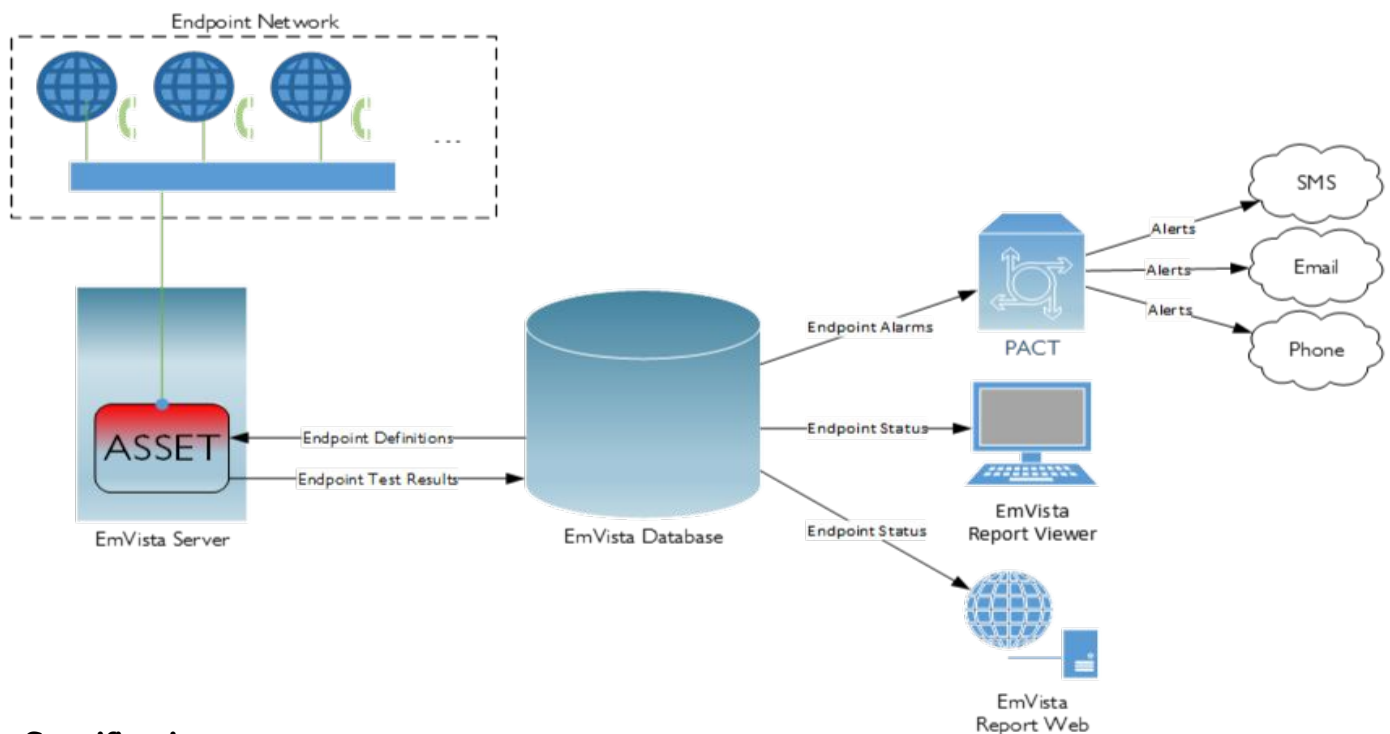
- Connectivity test
- Speaker/microphone test
- On/off hook test (if applicable)
- Lamp test (if applicable)

Because SNMP is independent of the IP protocols used for calling operations and audio transmission, ASSET's polling is transparent to EmVista call management and does not affect the performance of polled endpoint devices.

ASSET conforms to EmVista's data-driven architectural foundation. EmVista administrators use EmVista Maintenance Station to define endpoint devices and ASSET's polling interval in the EmVista Database. ASSET writes test results to the EmVista Database. These results are reported by any or all of:

- EmVista Problem Alert Communications Transport (PACT), which sends alert messages through any combination of SMS text messages, email, and phone calls
- EmVista Report Viewer and EmVista Report Web, which provide detailed investigation views.

Illustration



Specifications

Requires any EmVista Edition

Requires SNMP-compliant endpoint devices