

# ManageEngine Training



VQManager

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# ManageEngine VQManager Training

## Course Objectives

At the end of this course you will be able to:

- Install VQManager
- Set up for monitoring of VoIP traffic
- Report on VoIP performance
- Identify VoIP faults and quality degradation
- Configure customized reports and alarms
- Use administrative operations

## Who Should Attend

- VoIP Engineers commissioning VQManager for VoIP network monitoring & troubleshooting
- Network Administrators looking to maintain optimal VoIP service levels by efficiently configuring & managing fault notifications
- IT Managers looking to manage & optimize VoIP network infrastructure

## Course Agenda

### Introduction

- VQManager Overview
- Benefits of a VoIP Quality Monitoring solution
- Important VoIP terminologies

### Installing VQManager

- Supported OS
- Minimum hardware requirements
- Supported browsers
- Installation procedure
- Free ports for VQManager to use
- Starting as service

### Setting up for monitoring of VoIP Traffic

- Deciding on an optimal deployment
- Port-mirroring
- Configuring sniffer
- Testing with a VoIP call
- Other data input options

### VQManager Web Interface Overview

- Important terminologies
- The seven tabs
- Setting the Client's data view
- Searching, sorting & the column chooser.

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## Reporting on VoIP performance

- Performance details of live & history VoIP activity
- Configuring QoS tolerable ranges
- Endpoint specific performance details
- Resource grouping of endpoints
- SIP registration tracking

## Identifying faults and quality degradation

- VQManager call categorization
- Call specific QoS details
- Originator-participant QoS trends
- The Call flow ladder & packet displays
- Understanding SIP error codes
- Understanding alarm triggers
- Pre-defined alarm profiles

## Configuring customized reports and alarms

- Defining custom alarm profiles
- Understanding alarm's sampling of data
- Severity-based alarm categorization
- Pre-built reporting profiles
- Defining custom reporting profiles
- Scheduling & exporting of reports

## Using administrative operations

- User management
- Setting business hours
- Runtime administration
- Database Administration
- Mail server setting
- Proxy settings
- SNMP Trap settings
- Reaching VQManager support

## Appendix

- Limitations & Known Issues
- Troubleshooting tips
- Useful links



## About ZOHO Corporation

ZOHO Corporation provides affordable software for management and provisioning of complex networks, systems and IT applications. With a broad product portfolio and an active customer base ranging from enterprises, equipment vendors and service providers, ZOHO Corp. has emerged as a very affordable and high-quality alternative to expensive software that is common in this industry. ZOHO Corp. is headquartered in Pleasanton, CA with offices in NJ, NH, India, UK, China and Japan. It has a well-trained partner base around the globe and thousands of customers world-wide.

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