

# NetIQ AppManager for Microsoft Lync

*Monitor and manage your Microsoft Lync Unified Communications environment to meet customer expectations*

Enterprise organizations are seeking to improve business processes and employee productivity through Unified Communications (UC). As adoption of converged voice and data networks increases, organizations are realizing the benefits of UC through the deployment of Microsoft Lync.

## Product Overview

NetIQ® AppManager® for Microsoft Lync enables organizations to proactively monitor and manage business-critical communications on their converged voice and data networks.

Built on a robust architecture, NetIQ AppManager for Microsoft Lync delivers comprehensive systems management, including monitoring, alerting, and reporting. Through real-time monitoring of call activity, call failure, system usage, and server health, NetIQ AppManager delivers the end-to-end visibility IT organizations need to ensure that end users are experiencing consistent, high-quality communications. Leveraging system status and call activity reporting, NetIQ AppManager for Microsoft Lync empowers organizations to track performance and proactively plan for future business goals and needs.

## Capabilities

NetIQ AppManager for Microsoft Lync allows you to:

- Ensure communications performance and availability – deliver proactive health monitoring in real time to help ensure issues are captured and addressed prior to performance-impacting events, thereby maintaining a high quality of service.
- Recognize and monitor Lync server resources automatically – Lync Standard Edition and Lync Enterprise Edition are supported and roles monitored include:
  - Instant Messaging (IM) Conferencing server
  - Audio/Video (A/V) Conferencing server
  - Web Conferencing server
  - Teleconferencing server
  - Enterprise pool
  - Front-end server
  - Multipoint Control Units
  - Mediation server
  - Edge server
  - Access Edge server
  - Web Conferencing Edge server
  - A/V Conferencing Edge server
  - Director
  - Archiving server
  - Monitoring server
  - Back-end server



## SOLUTION

Systems and Application Management

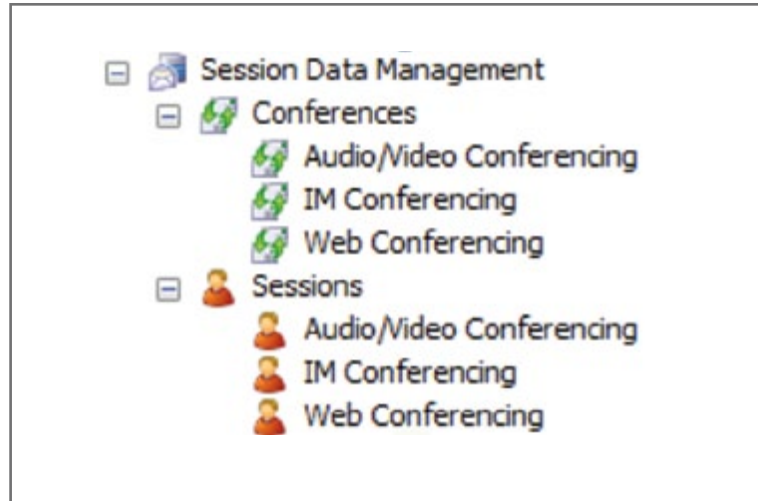
## PRODUCT

NetIQ® AppManager® for Microsoft Lync

- Monitor performance with powerful reporting – generate detailed reports in order to better understand and apply trends to application usage, activity, and performance.

## Features and Benefits

- Leverage NetIQ AppManager Knowledge Scripts®, which create jobs to monitor the health, performance, and availability of key server roles. Each Knowledge Script can be easily customized and is designed to send proactive alerts based on configured thresholds, as well as collect data for comprehensive reporting.
- Monitor the disk, network I/O, memory, and CPU usage of your Lync servers; track server uptime; and monitor the number, duration and users for each session occurring on your Lync server.
- Monitor critical indicators for messaging sessions, call activity, call failures, redirected calls, and the load placed on servers by ongoing conferences and sessions, including instant messaging, voice and video and Web.



Lync Server tree view from the AppManager Control Center console, illustrating some of the Lync objects that can be managed.

- Extend monitoring and management beyond communications to additional systems across your data center, including Cisco and Avaya Gateways, Windows, Linux and Unix systems, applications, and hardware. Consolidate metrics into a single repository that generates alerts and predefined or custom reports built off correlated metrics.

To learn more about NetIQ AppManager for Microsoft Lync, or to start a trial, go to [www.netiq.com](http://www.netiq.com).

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