

# BoxView for DDP/SQL

A powerful system for monitoring box drivers in a DDP/SQL environment

For any cable system, box drivers are a key component of their business. Any time a box driver is down, it directly affects revenues. The BoxView product from Genesys Solutions, provides a reliable way to monitor all box drivers across the entire NonStop Server network. This product works in conjunction with Reliant and Gateway products from Genesys Solutions. It provides a real-time, browser-based interface to monitor the box-drivers for each corp.

BoxView analyzes each box driver port, maps it to the appropriate TCP/IP process and port, as well as the remote router port. It lets the user monitor these ports by indicating the status of the port. If a port is working normally, it is indicated in green, if not, it is indicated in red. Operations staff can stop, start and trace each port. This product enables the operations staff to be proactive and discover problems before they are reported. This helps eliminate down time for box drivers, which directly affects revenue.

Accounting Corp	System	Port	Format	Status	Last Message	Error Count	Function
99920	WEST	922	9	GOOD	2002-03-18 16:32:43	0	Stop Start Trace Detail
99967	WEST	1030	9	DOWN		0	Stop Start Trace Detail
99930	WORTH	467	A	GOOD	2002-03-18 16:29:34	0	Stop Start Trace Detail
99930	WORTH	832	1	GOOD	2002-03-18 16:33:01	0	Stop Start Trace Detail

## The Features

BoxView is designed with a rich set of standard features that are easy to configure and use.

- Designed to be very robust, secure and scaleable
- Configured and administered using a web browser interface
- Allows central monitoring of all box drivers across every HP NonStop Server
- Provides clear indication of status for each driver
- Built-in auto-refresh capability
- Allows operations staff to stop, start and trace each port
- A "DETAIL" button provides TCP/IP, B-Clip and process information that makes it easy to identify the link
- Notifies personnel via e-mail or pager if a box driver goes down
- Displays the timestamp of the last message received by the box driver
- Provides an error count for each box driver which can be used to identify recurring problems

# BoxView for DDP/SQL

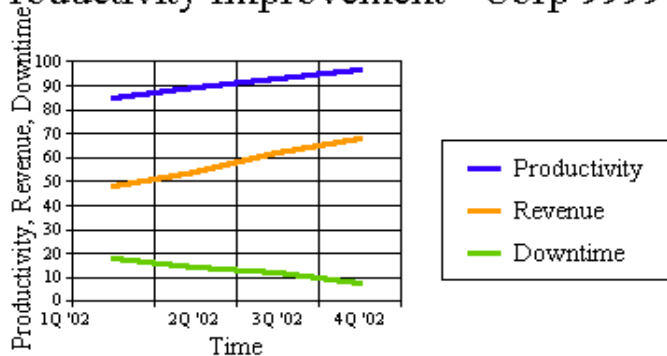
A powerful system for monitoring box drivers in a DDP/SQL environment

## The Benefits

- Reduce down time and increase revenues
- Provides a single point of monitoring for all the DDP/SQL box drivers over the entire enterprise
- Supports multiple concurrent users
- Web browser interface is easy to use
- Very low impact on system resources
- Increases organizational efficiency
- Can be configured to monitor other processes (like IVR) too!
- Will support SNMP in the future for interfacing with HP Openview and CA Unicenter
- Reduces the work-load for operations staff



## Productivity Improvement - Corp 9999



## The Company

Genesys Solutions has been providing world-class products and services since 1995. Our expertise is in the cable and financial industries. We count as our clients, some of the largest and prominent names in today's business world. We provide unmatched 7x24 technical support from our Denver facilities. Our reputation in the marketplace is outstanding because we deliver on our promises.

## The Technology

BoxView consists of two components. One component executes on a HP NonStop Server (S Series, running NSK ver. G06 or later) and the second component executes on a windows based web server connected to an Oracle 8i database. The two components communicate via TCP/IP. Users access BoxView using their web browser (Only IE5.0 or later is supported).



# Genesys Solutions, Inc.

*Software to simplify your life!*

Email: [info@genesys-solutions.com](mailto:info@genesys-solutions.com) | Web: [www.genesys-solutions.com](http://www.genesys-solutions.com)  
Tel: 1.888.343.6379 | International: 1.303.300.1442 | Fax: 1.720.529.1161