



For customers looking for a wireless two-way extension for AppManager, IQLinkXS is a great solution. IQLinkXS notifies administrators of critical management events and allows them to initiate corrective actions within their networks anytime, anywhere providing increased availability and performance. – Michael Fodor, Director of Product Management, NetIQ



**IQLinkXS is a customized application in the HipLinkXS family, one of the world's leading network event notification systems. IQLinkXS is designed specifically to seamlessly integrate with NetIQ's AppManager™ and Vivinet™ Manager and alert users of network events. These events can then be accessed and managed directly within AppManager from a wireless device.**

**IQLinkXS extends the reach of AppManager and Vivinet Manager anywhere using a wireless pager, cell phone, or hand held PDA, including the RIM and IPAQ devices.**

### IQLinkXS Features

- **Integration** ~ Integration is automatic. IQLinkXS ships with a "send-action" knowledge script and several pre-configured NetIQ standard commands.
- **One-Way and Two-Way Messaging** ~ IQLinkXS supports one-way and two-way data and voice communications with wireless receivers. When an event is detected by AppManager or Vivinet Manager, IQLinkXS ensures that the necessary people will be quickly notified.
- **All Major Devices and Protocols Supported** ~ IQLinkXS supports alphanumeric and numeric pagers, one-way and two-way wireless devices, mobile phones, PDA's such as RIM, Palm and Pocket PC, as

well as land phones and facsimiles. IQLinkXS utilizes wireless protocols such as TAP, DTMF, SNPP, SMTP, WCTP, and HTTP, providing connections to virtually any wireless carrier.

- **Advanced Message Filtering** ~ IQLinkXS lets a user initiate both positive and negative message filtering, redirect messages, and eliminate duplicates and false alarms. The user can send one message to one group in IQLink, and the message filtering will be applied so the appropriate person receives the message. Filtering can be done by time, sender and/or keyword in any combination.

### NetIQ™ Integration

- **Knowledge Scripts** ~ IQLinkXS comes with multiple, pre-configured knowledge scripts that were jointly designed with the product team at NetIQ.
- **SMTP Gateway** ~ The SMTP Gateway provides an interface for sending message requests or commands to the IQLinkXS server over e-mail. Messages can be sent from any remote location. The administrator can use email to control NetIQ functions using IQLinkXS as middle-ware.

### Architectural Highlights

- **Scalability, Redundancy & Clustering** ~ IQLinkXS is designed to be highly scalable and can operate either on one server or on a cluster of servers within an organization.

Accommodating any message volume and speed requirement, IQLinkXS can meet virtually any performance expectations. Redundancy makes sure that enterprise critical problems are not only detected, but also escalated and therefore quickly eliminated so that a potential problem does not occur.

Speed in delivery aids the enterprise in meeting its SLAs, by rapidly delivering alerts and escalating if required.

- **Security** ~ Access permissions can be precisely defined. IQLinkXS offers layered access Permissions and can be deployed on a corporate intranet, behind a firewall, or on the open World Wide Web. IQLinkXS also supports 128 bit encryption for secure data transfer.
- **Load Balancing and Fail Over** ~ Multiple messengers allow support for multiple modems and Internet connections. Messengers balance message loads between modems and provide fail over capabilities if a modem or a network connection goes down.
- **Time Zone Support** ~ Time zones can be set for receivers and users. This allows the creation of message time stamps in the recipient's time zone. Users can create and view schedules in their own time zones.

### Advanced Administration

- **A Remote Control to Your Server** ~ As a Two-way messaging and network management software system, IQLinkXS turns a wireless device into a "remote control" for

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AppManager or Vivinet Manager, enabling users to proactively check network events and status of jobs. The most powerful extension of wireless two-way messaging is the execution of server actions. Any server action can be set up on the IQLinkXS server. A wireless device can then execute these actions by responding to a two-way message or by sending a command to the IQLinkXS server. Action commands are also available through the IVR interface, e-mail and Blackberry or Pocket PC client application. Many standard action commands specific for NetIQ AppManager come pre-configured with IQLink.

#### ■ **Intuitive GUI**

**Administration ~** IQLinkXS provides a browser-based user interface for administrators. Every administrative function can be performed on the GUI. IQLinkXS eliminates the need for complex file manipulation and configuration file editing.

#### ■ **Reports and Statistics ~**

Comprehensive reports help keep track of every message sent and provide information on status, send time, receiver, and more. Reports can also be exported and re-used in any spreadsheet or database program for a more detailed analysis. IQLinkXS also provides statistics that measure the performance of specific wireless providers or protocols.

- **Message Monitoring ~** The IQLinkXS monitor notifies the administrator if a message remains unprocessed or too many messages fail in

a specific time period. AppManager or Vivinet Manager can monitor IQLink; however, IQLinkXS has self-monitoring and alerting mechanisms.

- **Log Files ~** Comprehensive log files are available for all IQLinkXS components, allowing administrators to troubleshoot message delivery and system operations.

### **Advanced Features**

- **Queue Management, Resend, and Cancel ~** The administrator can control the queues from the GUI, can cancel messages, and resend previous messages or failed messages.
- **LDAP Authentication ~** HipLinkXS users can be set up and authenticated through a Windows 2000 Active Directory Service.

### **Voice Technology**

- **Voice Messaging ~** IQLinkXS allows sending messages to phones (mobile or landline). Voice messages can be either pre-recorded or can be typed and translated to voice on the fly. Messages can be delivered live to a person or to a voice mail system.
- **Text to Speech ~** Text messages are translated to voice using TTS technologies. The same text message can be sent to text enabled devices and voice devices.
- **Interactive Voice Response Support (IVR) ~** Upon receipt of a voice message, a person can

enter into IVR mode automatically to respond to a message or execute certain commands. Remote users can also dial into the IVR system to confirm or send messages, update events or execute commands.

- **XML Call Definition ~** Custom IVR functionality can be easily implemented by customers or by Semotus as a professional service. IVR menus are defined as XML files and can be quickly developed and deployed on the voice module.

### **Platforms Supported**

#### ■ **Server and Client Platforms**

- Windows NT, 2000, and XP

#### ■ **Client Only Platforms**

- GUI: any other browser enabled platform
- Software: any Java capable platform

#### ■ **Remote Client**

**Applications ~** These provide remote access to a subset of the NetIQ AppManager console functionality by communicating over wireless networks and IQLinkXS with the AppManager Server. Remote users are able to manage NetIQ AppManager™ and Vivinet™ Manager events and jobs, and even execute custom defined actions. The currently supported platforms are RIM Blackberry, PocketPC, and any PDA with an HTML mini-browser.



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