

Preface

Intended Audience

This manual is written for system administrators who are installing the Visual IP InSight back end and who administer Visual IP InSight after it has been installed. You are assumed to have a good knowledge of:

- Windows NT 4.0
- Microsoft SQL Server 7.0
- Microsoft® Internet Information Server (IIS) Web Server

Prerequisites for This User Guide

As a prerequisite, you should have:

- Learned the names and functions of the components that make up the Visual IP InSight product
- Determined hardware requirements and acquired appropriate equipment
- Determined the location of the various hardware components
- Acquired all of the necessary accessory software licenses (such as for Windows NT)

Information to help you in meet these prerequisites is provided in the *Visual IP InSight Planning Guide*.

Using the Documentation

In addition to installation instructions, this manual describes how to administer Visual IP InSight, including such day-to-day tasks as starting and stopping, queue management, reviewing logs, and archiving data.

Documentation Set

This manual is one of a set of manuals consisting of those listed here. This set is included in PDF versions on the Visual IP InSight CD:

Visual IP InSight Planning Guide. This document contains a complete overview of the components and operation of Visual IP InSight. Includes information about how to select hardware and plan for your data collection needs.

Visual IP InSight Service Level Manager User Guide. This document describes how to monitor network performance using the applications provided by the Web Server in Visual IP InSight. This document is geared toward network technicians, account managers, and executives who manage network capacity and troubleshoot problems. It can also be used by these personnel for monitoring and reporting on service level management and for a high level end-user view of network performance.

Visual IP InSight Customer Care User Guide. This document provides information for customer care technicians who are providing technical support to customers with connection problems. This manual concentrates on the Dial Care application, which is one of the application suites available in Visual IP InSight.

Visual IP InSight Client Administration Guide. This document is a guide to deploying the Visual IP InSight Client software in an enterprise or ISP environment. It provides an overview of the overall architecture, Client architecture, and Client modes. This document also covers customizing the Client or integrating the Client into your own dialer.

Document Conventions

The following syntax conventions are used in this document to indicate commands, instructions, and program code that you enter at a computer:

`sp_GetNumClients 200006`

indicate literals that are to be capitalized, spaced, and otherwise entered exactly as shown.

`SUBCLIENTTYPE=<type>[,<type>]...`

indicates that SUBCLIENTTYPE and the equal sign are to be entered exactly as shown; the <> symbols indicate an element to be supplied by you; the [] symbols indicate the element is optional; and the ellipsis (...) indicates that more than one of an element is allowed.

Getting Additional Help

For information about Visual Networks, Inc., Visual IP InSight, and other products and services, visit our Web site at www.visualnetworks.com.

Technical Support

Please direct inquiries to your Visual product vendor, or to the VTAC (Visual Networks Technical Assistance Center) by any of the following means:

By Phone: 1-800-708-4784, option 2, for US and Canada, from 8 a.m. to 5 p.m., Monday through Friday (Pacific Standard Time); 301-296-2310 for international callers.

By Fax: 1-408-616-6278, 24 hours a day

By E-mail: IPISupport@visualnetworks.com

Product Training

Visual Networks provides training for all of its products, including Visual IP InSight. Please direct inquiries to your Visual Networks product vendor, or to the Visual Networks Training Coordinator by any of the following means:

By Mail: Training Coordinator

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