

Next Generation Collection Technology that Solves Log Management Problems Today

Guaranteed Collection with Automatic TLS Relay

The TeleMate[®] Collector Pro is the industry's most flexible application for collecting and managing critical network data. The application can be site licensed for use with TeleMate[®] UC Analytics solutions, the TeleMate Managed Access Service, the NetAuditor[®] Event Manager Reporting Suite, or with any other application requiring the management of log files. The architectural design provides the framework to centrally collect and relay log information from unlimited voice and data network sources including VoIP gateways, call managers, contact center / ACD systems, TDM/IP PBXs, video servers, collaboration servers and other UC devices.



The Collector Pro has three modes of operation for real-time, on demand scalability: Server, Relay Server, and Relay Client. Each mode installs in seconds and operates as a Windows Service on any Windows client, server, or virtual operating system. High availability options for guaranteed uptime, automated backups, system tuning, and email notification are also included.

As a **Server**, the Collector Pro supports all industry standard log output methods including:

- SYSLOG with extensions to support Syslog over TCP
- Telnet Server and Client
- RSP (Avaya's Reliable Session Protocol) with RSP FIPS 140-2 Compliant mode
- FTP Push and Pull for remote location including mobile service providers
- Direct Serial connections
- Real-time Scripting with pre-packaged scripts for binding Cisco Call Manager CDR and CMR diagnostic data or for Shell commands
- Aside from collection, it allows for historical tracking of static data, by linking to LDAP servers for automated synchronization with other mission critical systems

Each collection method listens on configurable ports to merge or segment log detail by source IP address into daily files.

As a **Relay Server**, the Collector Pro behaves like a traditional server. The server does not maintain state information on clients and does not provide clients access to information on the server. Clients connect to the server only to append record X to file Y in folder Z. To enhance security, relay connections are made using OpenSSL 1.0.1j on port 443 which is recognized as an encrypted TLS tunnel to a traditional proxy server.

As a **Relay Client**, the Collector Pro will only talk to a designated server. A server will accept relayed data from as many clients as you configure. By default, each client keeps a relay connection open 24/7 to transmit all newly collected log records on a per minute basis. Each client also converts its configuration files into log files every day and relays them to the server in the event of system failure. In addition, administrators have access to multiple controls to enable or disable collection and to relay information at any time from a client or a server. When a relay connection is re-established, the Collector Pro will automatically pick up where it left off. In addition, the relay server can detect out of sync files due to a lost connection, which prompts the client to resend and complete the file.

Why customers choose TeleMate[®] Collector Pro:

- Eliminates the need of call storage devices and buffers.
- Supports unlimited "instances" of supported collection methods
- Will never drop packets under heavy load and often is used to replace Unix Syslog servers
- Stores log data in easily accessible compressed folders
- Automatic log file management by time, size of available disk space, or both, for storage optimization
- Encrypted TLS tunnels to relay log data from one location to another
- Automatically detects network failure with fault recovery
- Automatic email notifications when logs are purged due to low disk space thresholds

**Contact us to learn more
about this solution and other
network monitoring solutions!**