ecMON - Effective Monitoring Solution for QX Devices

An effective automated monitoring tool is crucial for managing complex infrastructures and cloud-based services, ensuring the uninterrupted functioning of a company's critical voice network.

ecMON (Epygi Cloud Monitoring Service) is an integral part of the Epygi Cloud QX Service (ecQX), offering cloud-based monitoring for Epygi QX IP PBXs and Gateways through a web application platform. Originally tailored for Epygi SIP-based cloud PBXs (ecQX), ecMON also extends its monitoring functionality to all on-premise QX/UC PBXs and Gateways. This tool facilitates centralized supervision and management of all active QX devices irrespective of location (on-premise or in the cloud). It effectively monitors over one hundred diverse events on ecQX and reports them to the system administrator, helping to identify and resolve problems quickly.

Once configured, all online QX PBXs and Gateways will be shown in a centralized directory with key configuration settings and performance parameters. Conveniently accessible via a WEB browser, ecMON will provide real-time event notifications on the operational status of services running on QXs.

For cloud-based ecQXs the account for ecMON activation will automatically be generated when a reseller purchases ecQX from the https://www.epygicloud.com portal. For on-premise QX IP PBXs, the Epygi technical team would easily create an ecMON account.

Deploying a specific backup configuration file across multiple active QXs simultaneously, rather than

managing them individually, can be easily accomplished. Likewise, quickly uploading and installing a particular firmware version across several QXs simultaneously is straightforward too.

ecMON would also allow you to:

- Review all active QXs through a centralized directory.
- Display critical QX configuration settings, including device names, ownership details, active feature licenses, used price plans with activation/deactivation times, host addresses, firmware versions, and uptime/downtime durations.
- Evaluate the CPU utilization and get the number of simultaneous calls on QXs.
- Get real-time notifications for system events that could impact the service quality on the QX, aiding in identifying and resolving issues. Additionally, it displays over 100 system events related to the services running on the QXs.
- Remotely access the QX devices and their connected phones, even when located behind a NAT/firewall.
- Upload and distribute music on hold and universal extension recordings to the selected QXs or groups of QXs.
- Inform the QX device owner via email and phone calls when the device is unreachable.
- Create or modify the setup of any QX using the Configuration Editor, mirroring the graphical user interface of the QX.
- Display the location of the QX on a map.
- Remotely download system logs for QX devices.
- Automate backup of configurations.
- Get detailed information on SIP registrations and SIP registration servers, including details on the specific QX models registered for each server.

ecMON, when integrated with both ecQX and on-premise QXs, emerges as the ultimate monitoring solution bridging the best of both environments.