



Your Complete Wireless Link for *OpenView™*

OpenLinkXS is a product in the HipLinkXS family of dynamic messaging and event notification software applications. OpenLinkXS is specifically designed to seamlessly integrate with Hewlett Packard's OpenView Network Node Manager, Service Desk, and Operations and alert users of events. These events can then be remotely accessed and managed directly within OpenView from RIM™ or Pocket PC™ devices.

OpenLinkXS Features

- **Integration** ~ Using OpenLinkXS, integration is automatic. It ships with a "send-page" command line interface and a pre-configured HP OpenView interface for remote control of event management.
- **One-way and Two-way Messaging** ~ OpenLinkXS supports one-way and two-way data and voice communications with wireless receivers. When an event is initiated by OpenView, OpenLinkXS quickly notifies the appropriate people.
- **RIM™ and Pocket PC™ Devices Supported** ~ OpenLinkXS supports the RIM Blackberry devices as well as the Pocket PC, iPAQ client devices. OpenLinkXS can connect to virtually any wireless carrier and utilizes a wide variety of wireless protocols such as TAP, DTMF, SNPP, SMTP, WCTP, HTTP, WNM, and more.

- **Advanced Message Filtering** ~ OpenLinkXS lets a user initiate both positive and negative message filtering, redirect messages, and eliminate duplicates and false alarms. A user can send one message to a group in OpenLinkXS, and the message filtering is applied so that only the appropriate person receives the message. Filtering can be set-up by time, sender and/or keyword in any combination.

OpenView NNM™ Integration

- **SMTP Gateway** ~ The SMTP Gateway provides an interface for sending message requests to the OpenLinkXS server over e-mail. Messages can be sent from any remote location. The administrator can use email to control HP functions using OpenLinkXS as middleware.

Architectural Highlights

- **Scalability** ~ OpenLinkXS is designed to be highly scalable. Accommodating any message volume and speed requirement, OpenLinkXS can meet virtually any performance expectations. OpenLinkXS aids the enterprise in meeting service goals by providing rapidly delivered alerts and escalating messages as required.
- **Security** ~ User and system access permissions can be precisely defined. OpenLinkXS offers layered access permissions and can be deployed on a corporate intranet, behind a

firewall, or on the open World Wide Web. HipLinkXS 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 the 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** ~ Event management is effortless with OpenLinkXS. As a two-way messaging and network management software system, OpenLinkXS turns a wireless device into a "remote control" for OpenView applications. It enables users to proactively check network events and the status of the events. Event details can be reviewed and users can acknowledge and close events, as well.
- **Intuitive GUI Administration** ~ OpenLinkXS provides a browser-based user interface for administrators. Every administrative function can be performed on the GUI. OpenLinkXS 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. OpenLinkXS also provides statistics that measure the performance of specific wireless providers or protocols.
- **Message Monitoring** ~ The OpenLinkXS monitor notifies the administrator if a message remains unprocessed or too many messages fail in a specific time period. OpenView can also monitor OpenLinkXS; however, OpenLinkXS has self-monitoring and alerting mechanisms.
- **Log Files** ~ Comprehensive log files are available for all OpenLinkXS components, allowing administrators to troubleshoot message delivery and system operations.

Advanced Features

- **Queue Management, Resend, and Cancel** ~ The administrator can easily control the message queues from the GUI. He/she can cancel messages; resend previously sent messages or resend failed messages.
- **LDAP Authentication** ~ OpenLinkXS users can be set up and authenticated through a Windows 2000 Active Directory Service.

Voice Technology

- **Voice Messaging** ~ OpenLinkXS allows sending messages to phones (mobile or landline). Voice messages can be either pre-recorded or can be typed and translated text-to-voice on the fly. These messages can be delivered live to a user or to a voice mail system.
- **Text to Speech** ~ Text messages are translated to voice using TTS technologies. Using this technology, the same text message can be sent to text and/or voice enabled devices.
- **Interactive Voice Response Support (IVR)** ~ Upon receipt of a voice message generated by OpenLinkXS, a user can initiate IVR mode automatically to respond to the message or execute specific commands. Remote users can also dial into the IVR system via any phone to confirm messages, send messages, update events or execute commands.
- **XML Call Definition** ~ Customers can easily implement custom IVR functionality. IVR menus are defined as XML files and can be quickly developed and deployed on the voice module of OpenLinkXS. Semotus can also provide custom menus as a professional service.

Platforms Supported

Server and Client Platforms:

- Windows NT, 2000, and XP
- Sun Solaris
- HPUX

Client Only Platforms:

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

Remote Client Applications

OpenLinkXS has a set of pre-defined wireless thin-clients ready for deployment. These provide remote access to a subset of the HP Openview console functionality by communicating over wireless networks and OpenLinkXS with the OpenView Server. OpenLinkXS is able to pass the remote user's requests to the HP OpenView console and act as an extension of the HP OpenView GUI. Remote users are able to query HP OpenView for the new events, acknowledge, and close them. In addition, custom defined OpenLinkXS "actions" can be remotely executed on any remote computer.

Currently, Remote Client Applications are supported on:

- RIM Blackberry
- Pocket PC
- Any PDA with an HTML mini-browser



Semotus Solutions Headquarters
718 University Ave, Suite 202
Los Gatos California 95032, USA
Tel: +1 (408) 399-6120 Fax: +1 (408) 395-5404
Email: sales@hplinkwireless.com
www.openlinkxs.com

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the wireless architects