CHAPTER 36

Configuring Service Parameters

Caution Information in this chapter is applicable in a standalone configuration only. If you have installed Cisco Unified Communications Manager Business Edition (CMBE), for information on configuring service parameters see the *Cisco Unified Communications Manager Administration Guide* at http://www.cisco.com/en/US/products/ps7273/prod_maintenance_guides_list.html.

Service parameters for Cisco Unity Connection allow you to configure different services in Cisco Unified Serviceability. You can view a list of parameters and their descriptions by clicking the question mark button in the Service Parameter Configuration window. You can view the list with a particular parameter at the top by clicking that parameter.

If you deactivate a service in Cisco Unified Serviceability, Connection retains any updated service parameter values. If you start the service again, Connection sets the service parameters to the changed values.

For more information about Cisco Unified Serviceability services, see the *Cisco Unified Serviceability Administration Guide* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

Caution Some changes to service parameters can cause system failure. We recommend that you do not make any changes to service parameters unless you fully understand the feature that you are changing or unless the Cisco Technical Assistance Center (Cisco TAC) specifies the changes.

See the following sections:

Configuring Service Parameters for a Cisco Unified Serviceability Service

Use the following procedure to configure the service parameters for a particular Cisco Unified Serviceability service.

To Configure Service Parameters for a Cisco Unified Serviceability Service

Step 1 In Cisco Unity Connection Administration, expand **System Settings**, then click **Service Parameters**.

Step 2 On the Service Parameters page, in the Server list, click the name of the Cisco Unity Connection server.

Step 3 In the Service list, click the service that contains the parameter that you want to update.

Note The Service Parameters page displays all services (active and not active).

Step 4 Update the applicable parameter value. To set all service parameters for the service to the default values, click **Set to Default**.

To view a list of parameters and their descriptions, click the **?** button on the right side of the page.

Step 5 Click **Save**.

Description of Service Parameters

Revised May 2009

Table 36-1 describes the service parameters for Cisco Unity Connection.

Table 36-1 Service Parameter Descriptions

Service Parameter	Description
Cisco AMC Service	
Primary Collector	Specifies the Primary AMC (AlertMgr and Collector) server that collects clusterwide real-time information. Value must match one of the configured servers and, preferably, a server with no or minimal call processing. This is a required field.
Failover Collector	Specifies the Failover AMC (AlertMgr and Collector) server. The server specified in this parameter is used to collect real-time data when the Primary AMC is down or unreachable. No data is collected if Failover Collector is not specified when Primary Collector is not active.
Data Collection Enabled	Determines whether collecting and alerting of real-time cluster information is enabled (True) or disabled (False). This is a required field. Default setting: True
Data Collection Polling Rate	Specifies the AMC collecting rate, in seconds. This is a required field. Default setting: 30 Minimum: 15 Maximum: 300 Unit: seconds

Table 36-1 Service Parameter Descriptions (continued)

Service Parameter	Description
Server Synchronization Period	Specifies the amount of time, in seconds, that backup AMC (AlertMgr and Collector) waits at startup in order to determine if primary AMC is up and actively collecting. This parameter prevents backup AMC from assuming a collecting task prematurely. This is a required field. **Note** Restart the AMC service on the backup server for the parameter change to take effect. Default setting: 60 Minimum: 15 Maximum: 300 Unit: seconds
RMI Registry Port Number	Specifies the port number to activate RMI registry. This port is used for primary or backup AMC to locate other AMC, and for the RTMT servlet to find primary/backup AMC. This is a required field. **Note** Restart the AMC service for the parameter change to take effect. Default setting: 1099 Minimum: 1024 Maximum: 65535
RMI Object Port Number	Specifies the port number used for RMI remote object. This port is used for AMC to exchange data with other AMC as well as with RTMT servlet. This is a required field. **Note** Restart the AMC service for the parameter change to take effect. Default setting: 1090 Minimum: 1024 Maximum: 65535
AlertMgr Enabled	*(For AMC troubleshooting purpose only.)* Enables and disables the alerting (email/epage) feature. This is a required field. **Note** Restart the AMC service for the parameter change to take effect. Default setting: True

Table 36-1 Service Parameter Descriptions (continued)

Service Parameter	Description
Logger Enabled	*(For AMC troubleshooting purpose only.)* Enables and disables the logging feature (CSV files for generating reports). This is a required field. **Note** Restart the AMC service for the parameter change to take effect. Default setting: True
Cisco Database Layer Monitor Service	
Maintenance Time	Specifies the hour to begin CDR database maintenance. Use this parameter in combination with the Maintenance Window parameter. For example, specifying 22 in this parameter means that the CDR maintenance would begin at 10 p.m. If the Maintenance Window parameter is set to 2, it means that CDR maintenance will run every hour from 10 p.m. to midnight. If both parameters are set to 24, CDR maintenance will run every hour all day long. During CDR maintenance, the system deletes the oldest CDRs and associated CMRs, so the maximum number of records, as specified in the Max CDR Records parameter, is maintained. Also during maintenance, the system issues an alarm if the CDR file count exceeds 200, and checks for replication links between servers that have been broken and tries to reinitialize them. This is a required field. Default setting: 24 Minimum: 1 Maximum: 24 Unit: hours
Maintenance Window	Specifies the window of time during which CDR maintenance is performed on an hourly basis. For example, if this parameter is set to 12, CDR maintenance will run every hour for 12 hours, starting at the time that is specified in the Maintenance Time parameter. For example, if the Maintenance Time parameter is set to 7, and this parameter is set to 12, CDR maintenance will begin at 7 a.m. and run every hour until 7 p.m. If both parameters are set to 24, CDR maintenance will run every hour all day long. During CDR maintenance, the system deletes the oldest CDRs and associated CMRs, so the maximum number of records, as specified in the Max CDR Records parameter, is maintained. Also, during maintenance, the system issues an alarm if the CDR file count exceeds 200, and checks for replication links between servers that have been broken and tries to reinitialize them. This is a required field. Default setting: 2 Minimum: 1 Maximum: 24 Unit: hours

Table 36-1 Service Parameter Descriptions (continued)

Service Parameter	Description
MaintenanceTaskTrace	Sets the Maintenance Task trace. You must turn on this parameter to get a performance counter trace from the Maintenance Task. This is a required field. Default setting: Off
Cisco DirSync	
Maximum Number of Agreements	Specifies maximum numbers of agreements that can be configured from the Plugin GUI. This is a required field. **Note** Restart Plugin GUI. Default setting: 3 Minimum: 1 Maximum: 5
Maximum Number of Hosts	Specifies the maximum number of hosts that can be configured for failover purpose. This is a required field. **Note** Restart Plugin GUI. Default setting: 3 Minimum: 1 Maximum: 3
Retry Delay on Host Failure (secs)	Specifies the delay used in retry logic in case of LDAP connection failure. This is a required field. **Note** Parameter change takes effect automatically. Default setting: 5 Minimum: 5 Maximum: 60
Retry Delay on HostList Failure (mins)	Specifies the delay used in retry logic in case of LDAP connection failure. Unlike Retry Delay on Host Failure, the delay is applied when retry starts over again on the whole host list. This is a required field. **Note** Parameter change takes effect automatically. Default setting: 10 Minimum: 10 Maximum: 120

Table 36-1 Service Parameter Descriptions (continued)

Service Parameter	Description
LDAP Connection Timeout (secs)	Specifies the timeout period (in seconds) used for establishing the LDAP connection. The LDAP service provider aborts the connection attempt if a connection cannot be established in the specified timeout period. This is a required field. **Note** Parameter change takes effect automatically. Default setting: 5 Minimum: 1 Maximum: 60
Delayed Sync Start Time (mins)	Specifies the delay applied before starting a synchronization process when the Cisco DirSync application starts. This is a required field. **Note** Restart the Cisco Tomcat service for the parameter change to take effect. Default setting: 5 Minimum: 5 Maximum: 60
Cisco RIS Data Collector Parameters	
RIS Cluster TCP Port	Specifies the static TCP port that the Cisco RIS Data Collector services use to communicate with each other. This is a required field. **Note** Restart the Cisco RIS Data Collector service for the parameter change to take effect. Default setting: 2555 Minimum: 1024 Maximum: 65535
RIS Client TCP Port	Specifies the static TCP port that the RIS clients use to communicate with the Cisco RIS Data Collector services. This is a required field. **Note** Restart Cisco Database Layer Monitor service and the Cisco RIS Data Collector services for the parameter change to take effect. Default setting: 2556 Minimum: 1024 Maximum: 65535

Table 36-1 Service Parameter Descriptions (continued)

Service Parameter	Description
RIS Client Timeout	Specifies the time, in seconds, that a RIS client waits for a reply from the Cisco RIS Data Collector service. This is a required field. Default setting: 15 Minimum: 10 Maximum: 1000 Unit: seconds
RIS Cleanup Time of the Day	Specifies the time of the day that the RIS database is cleaned up to remove any unused or old device information. During this time, the NumofRegistrationAttempts performance counters for all devices reset to 0. This is a required field. Default setting: 22:00 Maximum length: 5 Allowed values: Specify time in HH:mm format (for example 06:11). Unit: hours:minutes
RIS Unused Cisco CallManager Device Store Period	Specifies the RIS database information storage period for any unregistered or rejected device information from the Cisco CallManager service. After the time specified in this parameter expires, the expired entries are removed during the next RIS database cleanup time (specified in the RIS Cleanup Time of the Day parameter). This is a required field. Default setting: 3 Minimum: 1 Maximum: 30 Unit: days
RIS Unused CTI Records Storage Period	Specifies the RIS database information storage period for any closed provider, device, or line information from the CTI Manager. After the time specified in this parameter expires, Cisco CTI Manager removes the expired entries during the next RIS database cleanup time (specified in the RIS Cleanup Time of the Day parameter). This is a required field. Default setting: 1 Minimum: 0 Maximum: 5 Unit: days

Table 36-1 Service Parameter Descriptions (continued)

Service Parameter	Description
RIS Maximum Number of Unused CTI Records	Specifies the maximum number of records for closed CTI providers, devices, and lines that are kept in the RIS database. After the limit specified in this parameter is reached, Cisco CTI Manager does not save any new records for unused CTI providers, devices, or lines to the RIS database. This is a required field. Default setting: 3000 Minimum: 0 Maximum: 5000 Unit: records
TLC Throttling Enabled	Enables or disables Trace and Log Central throttling behavior. This is a required field. Default setting: True
TLC Throttling IOWait Goal	Specifies the system IOWait percentage that TLC throttles itself toward. This is a required field. Default setting: 10 Minimum: 10 Maximum: 40
TLC Throttling CPU Goal	Specifies the system CPU utilization percentage that TLC throttles itself toward. This is a required field. Default setting: 80 Minimum: 65 Maximum: 90
TLC Throttling Polling Delay	Specifies the minimum delay in milliseconds between IO wait and CPU usage polls for the purpose of trace collection throttling. This is a required field. Default setting: 250 Minimum: 200 Maximum: 2000
TLC Throttling SFTP Maximum Delay	Specifies the maximum time an SFTP transfer is paused in order to prevent timeouts. This is a required field. Default setting: 5000 Minimum: 1000 Maximum: 10000

Table 36-1 Service Parameter Descriptions (continued)

Service Parameter	Description
Maximum Number of Processes and Threads	Specifies the maximum number of Processes and Threads allowed for SystemAccess to provide the complete Process and Thread statistics counters. If the total number of Processes/Threads has exceeded this maximum number, SystemAccess only provides up to the maximum number of Processes statistics counters, and none of the other Thread statistics counters are provided. This is a required field. Default setting: 2000 Minimum: 1000 Maximum: 3000
Enable Logging	Determines whether collecting and logging of troubleshooting perfmon data is enabled (True) or disabled (False). This is a required field. Default setting: True
Polling Rate	Specifies the troubleshooting perfmon data polling rate, in seconds. This is a required field. Default setting: 15 Minimum: 5 Maximum: 300 Unit: seconds
Maximum No. of Files	Specifies the maximum number of troubleshooting perfmon log files that are saved on disk. If the Maximum No. of Files is set to a large number, we recommend that the Maximum File Size be reduced. This is a required field. **Note** If this value is reduced, excessive log files with the oldest timestamp are deleted if Troubleshooting Perfmon Data Logging is enabled and RISDC is activated. You can save these files first before changing Maximum No. of Files. Default setting: 50 Minimum: 1 Maximum: 100
Maximum File Size (MB)	Specifies the maximum file size, in megabytes, in each troubleshooting perfmon log file before the next file is started. If the Maximum File Size is set to a large number, we recommend that the Maximum No. of Files be reduced. This is a required field. Default setting: 5 Minimum: 1 Maximum: 500
Cisco Serviceability Reporter	

Table 36-1 Service Parameter Descriptions (continued)

Service Parameter	Description
RTMT Reporter Designated Node	Specifies the designated node on which RTMTReporter runs. Note that the RTMTReporter service is CPU-intensive. This field is automatically filled in with the local node IP at which Reporter is first activated. This is a required field.
RTMT Report Generation Time	Specifies the number of minutes after midnight (00:00hrs) when the Real-Time Monitoring Tool (RTMT) reports are generated. To reduce any impact to call processing, run non-real-time reports during non-production hours. This is a required field. Default setting: 30 Minimum: 0 Maximum: 1200
RTMT Report Deletion Age	Specifies the number of days that must elapse before reports are deleted. For example, if this parameter is set to 7, reports that were generated seven days ago are deleted on the eighth day. A value of 0 disables report generation, and any existing reports are deleted. This is a required field. Default setting: 7 Minimum: 0 Maximum: 30