INDEX

A

about
- Cisco Unity Connection Serviceability 1-1
- Voice Network Map tool 7-1

accessing
- Cisco Unity Connection Serviceability 1-3
- Help 1-4

activating services 5-4

administrator workstations, configuring browsers on 1-2

alarms
- configurations 2-2
- definitions 2-1
- enabling 2-2
- overview 2-1
- searching for definitions in database 2-1
- severity 2-2
- viewing definitions 2-2

B

browsers, configuring on administrator workstations 1-2

C

Call Handler Traffic report, description 6-4

Cisco Unified Real-Time Monitoring Tool. *See* RTMT

configuring
- browsers on administrator workstations 1-2
- remote access to other Connection locations in a Connection site, for Voice Network Map tool 7-2

Control Center
- list of services 5-1
- using to manage services 5-4

D

database, searching for alarm definitions 2-1

deactivating services 5-4

diagnostic traces, overview 3-1

Dial Plan report, description 6-2

Dial Search Scope report, description 6-2

Distribution Lists report, description 6-3

F

feature services
- list of 5-1
- starting, stopping, restarting and refreshing 5-4

finding version 1-4

Firefox, configuring on administrator workstations 1-2

functionality in Cisco Unity Connection Serviceability 1-1

G

generating reports 6-5

H

Help, accessing 1-4

I

interface, using 1-4

Internet Explorer, configuring on administrator workstations 1-2

L

log files, configuring for traces 3-2

M

macro traces
- enabling 3-9
- list of 3-10

Mailbox Store report, description 6-2
managing
- ports in a Cisco Unity Connection cluster 4-1
- server status in a Cisco Unity Connection cluster 4-1

Message Traffic report, description 6-2
micro traces
- enabling 3-2
- list of 3-3

O

Outcall Billing Detail report, description 6-4
Outcall Billing Summary report, description 6-4

P

parameters, setting for reports 6-5
Phone Interface Failed Logon report, description 6-1
Port Activity report, description 6-2
ports, managing in a Cisco Unity Connection cluster 4-1

R

refreshing services 5-4
reports
- descriptions of 6-1
- generating 6-5
- setting configuration parameters 6-5
- viewing 6-5

RTMT, using to collect and view alarms 2-1

S

server status, managing in a Cisco Unity Connection cluster 4-1
services
- activating 5-4
- deactivating 5-4
- list of 5-1
- refreshing 5-4
- starting 5-4
- stopping 5-4

setting report configuration parameters 6-5
SpeechView Activity Report By User, description 6-4
SpeechView Activity Summary Report, description 6-4
SQL database, searching for alarm definitions 2-1
starting services 5-4
stopping services 5-4
System Configuration report, description 6-4

T

traces
- configuring log files 3-2
- macro, enabling 3-9
- macro, list of 3-10
- micro, enabling 3-2
- micro, list of 3-3
- overview 3-1

Transfer Call Billing report, description 6-4

U

Unused Voicemail Accounts report, description 6-3
User Lockout report, description 6-3
User Message Activity report, description 6-3

User Phone Login and MWI report, description 6-3
Users report, description 6-1
using interface 1-4

V

version, finding 1-4
viewing
  replication status information in Voice Network Map tool 7-3
  reports 6-5
Voice Network Map tool
  about 7-1
  configuring remote access to other Connection locations in a Connection site 7-2
  viewing replication status information 7-3