



CHAPTER 1

Introduction to Cisco Unity Connection Serviceability in Version 9.x

This chapter provides basic information on Cisco Unity Connection Serviceability and contains the following sections:

- [Understanding Cisco Unity Connection Serviceability in Version 9.x, page 1-1](#)
- [Configuring Browsers on Administrator Workstations for Version 9.x, page 1-2](#)
- [Accessing Cisco Unity Connection Serviceability in Version 9.x, page 1-3](#)
- [Using the Cisco Unity Connection Serviceability Interface in Version 9.x, page 1-4](#)

Understanding Cisco Unity Connection Serviceability in Version 9.x

Cisco Unity Connection Serviceability, a web-based troubleshooting tool for Cisco Unity Connection, provides the following functionality:

- Displaying Connection alarm definitions, which you can use for troubleshooting.
- Enabling Connection traces. You can collect and view trace information in the Real-Time Monitoring Tool (RTMT).
- Configuring the logs to which Connection trace information will be saved.
- Managing a cluster and the servers, if a Connection cluster is configured.



Note The Connection cluster feature is not supported for use with Cisco Unified Communications Manager Business Edition.

- Viewing the status of the Connection feature services.
- Activating, deactivating, starting, and stopping the Connection services.
- Generating reports that can be viewed in different file formats.

Depending on the service and component involved, you may perform serviceability-related tasks in both Cisco Unity Connection Serviceability and Cisco Unified Serviceability. For example, you may need to start and stop services, view alarms, and configure traces in both applications to troubleshoot a problem.

Cisco Unity Connection Serviceability supports the functionality that is described in the *Administration Guide for Cisco Unity Connection Serviceability*. For information on using Cisco Unified Serviceability, see the *Cisco Unified Serviceability Administration Guide*.

**Note**

With Cisco Unity Connection 8.6(1) and later, the single sign-on feature is enabled for Cisco Unified Serviceability. For more information, see the “Single Sign-On in Cisco Unity Connection” chapter in Security Guide for Cisco Unity Connection 9.x
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/security/guide/9xcucsec061.html.

Configuring Browsers on Administrator Workstations for Version 9.x

To access Cisco Unity Connection Serviceability, Cisco Unity Connection Administration, Cisco Unified Serviceability, Disaster Recovery System, and other web applications on the Connection or Cisco Unified CMBE server, the browser(s) must be set up correctly on an administrator workstation.

See the applicable section, depending on the browser(s) installed on the computer:

- [Firefox, page 1-2](#)
- [Microsoft Internet Explorer, page 1-3](#)

Firefox

Do the following tasks to set up Firefox for accessing the Connection web applications.

1. Confirm that the software required for correct browser configuration is installed. See the “Software Requirements—Administrator Workstations” section of the applicable requirements document:
 - *System Requirements for Cisco Unity Connection Release 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/requirements/9xcucsysreqs.html.
 - *System Requirements for Cisco Unity Connection in Cisco Unified CMBE Release 9.x* at www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/requirements/9xcucmbesysreqs.html.
2. Configure Firefox:
 - a. Enable Java.
 - b. Enable Java Script > Enable Change Images in Java Script Advanced.
 - c. Allow sites to set cookies. (For security purposes, we recommend that you set this to Allow Sites to Set Cookies for the Originating Website Only.)

Microsoft Internet Explorer

Do the following tasks to set up Internet Explorer for accessing the Connection web applications.

1. Confirm that the software required for correct browser configuration is installed. See the “Software Requirements—Administrator Workstations” section of the applicable requirements document:
 - *System Requirements for Cisco Unity Connection Release 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/requirements/9xcucsysreqs.html.
 - *System Requirements for Cisco Unity Connection in Cisco Unified CMBE Release 9.x* at www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/requirements/9xcucmbesysreqs.html.
2. Configure Internet Explorer:
 - a. Enable Active scripting.
 - b. Download and run ActiveX controls.
 - c. Enable Java scripting.
 - d. Accept all cookies.
 - e. Automatically check for newer versions of temporary Internet files.
 - f. Enable Medium-High privacy.
 - g. If you are running Microsoft Windows Server 2003 and using Internet Explorer version 6.0 to access the Cisco Personal Communications Assistant, add the Connection server to the Trusted Sites list by doing the following procedure, “[To Add the Connection or Cisco Unified CMBE Server to the List of Trusted Sites \(Windows Server 2003 with Internet Explorer 6.0 Only\)](#).”

To Add the Connection or Cisco Unified CMBE Server to the List of Trusted Sites (Windows Server 2003 with Internet Explorer 6.0 Only)

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|---------------|-----------------------------------------------------------------------------------------------------------------|
| Step 1 | Open the Cisco Personal Communications Assistant Sign-In page. It is not necessary to sign in to the Cisco PCA. |
| Step 2 | On the Internet Explorer File menu, select Add This Site To > Trusted Sites Zone . |
| Step 3 | In the Trusted Sites dialog box, select Add . |
| Step 4 | Select Close to close the Trusted Sites dialog box. |
| Step 5 | Restart Internet Explorer. |
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Accessing Cisco Unity Connection Serviceability in Version 9.x

The first time that you sign in to Cisco Unity Connection Serviceability, you use the username and password for the default administrator account that the installer specified for the account during installation. Later, you can use the username and password for any additional administrator accounts that you create.

To Access Cisco Unity Connection Serviceability in Version 9.x

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- Step 1** By using a supported web browser, open a browser session.
- Step 2** Go to **<https://<Cisco Unity Connection server IP address>/cusevice>**.
- Step 3** Enter an applicable username and password, and select **Login**.
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After you have logged on to Cisco Unity Connection Serviceability, you can access all applications that appear in the Navigation drop-down box except for Cisco Unified Operating System Administration and Disaster Recovery System without having to sign in to each application.

You cannot access Cisco Unified Operating System Administration or Disaster Recovery System by using the Cisco Unity Connection Serviceability username and password. To access these applications from Cisco Unity Connection Serviceability, you must select the Logout link in the upper-right corner of Cisco Unity Connection Serviceability, then select the application from the Navigation drop-down box and select Go.

If you have already logged on to one of the applications that display in the Navigation drop-down box (not Cisco Unified Operating System Administration or Disaster Recovery System), you can access Cisco Unity Connection Serviceability without logging in. From the Navigation drop-down box, select Cisco Unity Connection Serviceability and select Go.

Using the Cisco Unity Connection Serviceability Interface in Version 9.x

In addition to troubleshooting, generating reports, and doing service-related tasks in Cisco Unity Connection Serviceability, you can do the following tasks:

- To display documentation for a single window, select Help > This Page.
- To display a list of documents that are available with this release of Connection or Cisco Unified CMBE (or to access the Help index), select Help > Contents.
- To verify the version of Cisco Unity Connection Serviceability running on the server, select Help > About or select the About link in the upper-right corner of the window.
- To go directly to the home page in Cisco Unity Connection Serviceability from a configuration window, select Cisco Unity Connection Serviceability from the Navigation drop-down box.
- To access Cisco Unity Connection Administration or other applications, select the applicable application from the Navigation drop-down box and select Go.
- To sign out of Cisco Unity Connection Serviceability, select the Logout link in the upper-right corner of the window.
- On each Cisco Unity Connection Serviceability configuration page, configuration icons appear that correspond to the configuration buttons at the bottom of the page. (For example, you can select either the Save icon or the Save button to complete the task.)