



## 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 [1-3](#)

## 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 [6-4](#)

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 [6-4](#)

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 [6-4](#)

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 [6-3](#)

## 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](#)

