



Introduction

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- [Cisco CallManager Serviceability Overview, page 1-1](#)
- [Accessing Cisco CallManager Serviceability, page 1-2](#)
- [Using Hypertext Transfer Protocol over Secure Sockets Layer \(HTTPS\), page 1-3](#)
- [Using the Cisco CallManager Serviceability Interface, page 1-5](#)
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Cisco CallManager Serviceability Overview

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

- Saves Cisco CallManager services alarms and events for troubleshooting and provides alarm message definitions.
- Saves Cisco CallManager services trace information to various log files for troubleshooting. Administrators can configure, collect, and view trace information.
- Monitors real-time behavior of the components in a Cisco CallManager cluster through the real-time monitoring tool (RTMT).
- Generates reports for Quality of Service, traffic, and billing information through Cisco CDR Analysis and Reporting (CAR).
- Provides feature services that you can activate, deactivate, and view through the Service Activation window.
- Provides an interface for starting and stopping feature and network services.
- Archives reports that are associated with Cisco CallManager Serviceability tools.
- Allows Cisco CallManager to work as a managed device for SNMP remote management and troubleshooting.
- Monitors the disk usage of the log partition on a server (or all servers in the cluster).

Accessing Cisco CallManager Serviceability

To access Cisco CallManager Serviceability, perform the following procedure:

Procedure

- Step 1** By using Netscape 7.1 (or later) or Internet Explorer 6.0 (or later), browse into the Cisco CallManager 5.0 server where Cisco CallManager Serviceability service runs.



Tip In the supported browser, enter **https://<server name or IP address>:8443**, where server name or IP address equals the server where the Cisco CallManager Serviceability service runs and 8443 equals the port number for HTTPS.

If you enter **http://<server name or IP address>:8080** in the browser, the system redirects you to use HTTPS. HTTP uses the port number, 8080.

- Step 2** Click the **Cisco CallManager Administration** link.
- Step 3** If the system prompts you about certificates, see the [“Using Hypertext Transfer Protocol over Secure Sockets Layer \(HTTPS\)”](#) section on page 1-3.
- Step 4** The first time that the system prompts you for a user name and password, enter **CCMAdministrator** for the username and **ciscocisco** for the password.



Tip Any user with the Standard CCM Users role assigned can access Cisco CallManager Serviceability. For information on how to assign this role to a user, refer to the *Cisco CallManager Administration Guide*.

- Step 5** After Cisco CallManager Administration displays, choose **Serviceability** from the Navigation drop-down list box in the upper, right corner of the window.
- Cisco CallManager Serviceability displays.



Tip To return to the Cisco CallManager Serviceability main window at any time during the configuration, click Home in the upper, right corner of the application window.

Additional Information

See the [Related Topics](#), page 1-8.

Using Hypertext Transfer Protocol over Secure Sockets Layer (HTTPS)

This section contains information on the following topics:

- [HTTPS Overview for Internet Explorer, page 1-3](#)
- [Saving the Certificate to the Trusted Folder in Internet Explorer, page 1-3](#)

**Note**

For additional information about HTTPS, refer to *Cisco CallManager Security Guide*.

Hypertext Transfer Protocol over Secure Sockets Layer (SSL), which secures communication between the browser client and the Tomcat web server, uses a certificate and a public key to encrypt the data that is transferred over the internet. HTTPS, which ensures the identity of the server, supports applications, such as Cisco CallManager Serviceability. HTTPS also ensures that the user login password transports securely via the web.

HTTPS Overview for Internet Explorer

The first time that you (or a user) accesses Cisco CallManager Administration or other Cisco CallManager SSL-enabled virtual directories after the Cisco CallManager 5.0 installation/upgrade, a Security Alert dialog box asks whether you trust the server. When the dialog box displays, you must perform one of the following tasks:

- By clicking Yes, you choose to trust the certificate for the current web session only. If you trust the certificate for the current session only, the Security Alert dialog box displays each time that you access the application: that is, until you install the certificate in the trusted folder.
- By clicking View Certificate > Install Certificate, you intend to perform certificate installation tasks, so you always trust the certificate. If you install the certificate in the trusted folder, the Security Alert dialog box does not display each time that you access the web application.
- By clicking No, you cancel the action. No authentication occurs, and you cannot access the web application. To access the web application, you must click Yes or install the certificate via the View Certificate > Install Certificate options.

**Note**

The system issues the certificate by using the hostname. If you attempt to access a web application by using the IP address, the Security Alert dialog box displays, even though you installed the certificate on the client.

Additional Information

See the [Related Topics, page 1-8](#).

Saving the Certificate to the Trusted Folder in Internet Explorer

To save the CA Root certificate in the trusted folder, so the Security Alert dialog box does not display each time that you access the web application, perform the following procedure:

Procedure

-
- Step 1** Browse to the application on the Tomcat web server.
- Step 2** When the Security Alert dialog box displays, click **View Certificate**.
- Step 3** In the Certificate pane, click **Install Certificate**.
- Step 4** Click **Next**.
- Step 5** Click the **Place all certificates in the following store** radio button; click **Browse**.
- Step 6** Browse to **Trusted Root Certification Authorities**.
- Step 7** Click **Next**.
- Step 8** Click **Finish**.
- Step 9** To install the certificate, click **Yes**.
A message states that the import was successful. Click **OK**.
- Step 10** In the lower, right corner of the dialog box, click **OK**.
- Step 11** To trust the certificate, so you do not receive the dialog box again, click **Yes**.
-

Additional Information

See the [Related Topics, page 1-8](#).

Using Netscape to Save the Certificate to the Trusted Folder

When you use HTTPS with Netscape, you can view the certificate credentials, trust the certificate for one session, trust the certificate until it expires, or not trust the certificate at all.

**Tip**

If you trust the certificate for one session only, you must repeat this procedure each time that you access the HTTPS-supported application. If you do not trust the certificate, you cannot access the application.

Perform the following procedure to save the certificate to the trusted folder:

Procedure

-
- Step 1** Browse to the application, for example, Cisco CallManager Serviceability, by using Netscape.
The certificate authority dialog box displays.
- Step 2** Click one of the following radio buttons:
- Accept this certificate for this session
 - Do not accept this certificate and do not connect
 - Accept this certificate forever (until it expires)

**Note**

If you choose Do not accept, the application does not display.

**Note**

To view the certificate credentials before you continue, click **Examine Certificate**. Review the credentials, and click **Close**.

- Step 3** Click **OK**.
The Security Warning dialog box displays.
- Step 4** Click **OK**.
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Additional Information

See the [Related Topics, page 1-8](#).

Using the Cisco CallManager Serviceability Interface

In addition to performing troubleshooting and service-related tasks in Cisco CallManager Serviceability, you can perform the following tasks:

- To access the Dialed Number Analyzer to test and diagnose a deployed Cisco CallManager dial plan configuration, analyze the test results and use the results to tune the dial plan, activate the Cisco Dialed Number Analyzer service by choosing **Tools > Service Activation** and choosing **Tools > Dialed Number Analyzer**. For more information on how to use the Dialed Number Analyzer, see the *Cisco Dialed Number Analyzer Guide*.
- To display documentation for a single window, choose **Help > This page** in Cisco CallManager Serviceability.
- To display a list of documents that are available with this release of Cisco CallManager (or to access the online help index), choose **Help > Contents > Contents and Index** in Cisco CallManager Serviceability.
- To display the error codes that are used in Cisco CallManager Serviceability, choose **Help > Contents > Error Codes**. The error codes and descriptions display.
- To verify the version of Cisco CallManager Serviceability that runs on the server, choose **Help > About**.
- To go directly to the home page in Cisco CallManager Serviceability from a configuration window, click the **Home** link in the upper, right corner of the window.
- To access Cisco CallManager Administration or other applications, choose the appropriate application from the **Navigation** drop-down list box in the upper, right corner of the window.
- To use the icons in Cisco CallManager Serviceability, see [Table 1-1](#).

Table 1-1 *Icons in Cisco CallManager Serviceability*

Icon	Purpose
	Adds a new configuration
	
	Cancels the operation
	Clears the configuration that you specify
	Deletes the configuration that you choose
	Shows the online help for the configuration
	Refreshes the window to display the latest configuration
	Restarts the service that you choose
	Saves the information that you entered
	Sets the default for the configuration

Table 1-1 *Icons in Cisco CallManager Serviceability (continued)*

Icon	Purpose
	Starts the service that you choose
	Stops the service that you choose

Accessibility Features

Cisco CallManager Serviceability Administration provides functionality for users that allows them to access buttons on the window without using a mouse. These navigation shortcuts assist visually impaired or blind attendants to use the application.

Use [Table 1-2](#) as a guide for navigating the interface by using keyboard shortcuts.

Table 1-2 *Navigation Shortcuts for Cisco CallManager Serviceability*

Keystroke	Action
Alt	Moves focus to the browser menu bar.
Enter	Chooses the item with focus (menu option, button, and so on.)
Alt, arrow keys	Moves between browser menus.
Spacebar	Toggles control; for example, checks and unchecks a check box.
Tab	Moves focus to the next item in the tab order or to next control group
Shift+Tab	Moves focus to the previous item or group in the tab order
Arrow keys	Moves among controls within a group
Home	Moves to the top of the window if more than one screenful of information exists. Also, moves to the beginning of a line of user-entered text.
End	Moves to the end of a line of user-entered text. Moves to the bottom of the window if more than one screenful of information exists.
Page Up	Scrolls up one screen.
Page Down	Scrolls down one screen.

Where to Find More Information

- *Cisco CallManager Administration Guide*
- *Cisco CallManager System Guide*
- *Cisco CallManager Serviceability System Guide*
- *CDR Analysis and Reporting Administration Guide*
- *Cisco CallManager Security Guide*
- *CiscoWorks2000 user documentation*

<http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/index.htm>

Additional Information

See the [Related Topics](#), page 1-8.

Related Topics

- [Using Hypertext Transfer Protocol over Secure Sockets Layer \(HTTPS\)](#), page 1-3
- [HTTPS Overview for Internet Explorer](#), page 1-3
- [Saving the Certificate to the Trusted Folder in Internet Explorer](#), page 1-3