



Introduction

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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 trace in Cisco CallManager Serviceability and collect and view trace information in the Cisco CallManager real-time monitoring tool.
- Provides feature services that you can activate and deactivate in the Service Activation window.
- Provides an interface for starting and stopping feature and network services.
- Provides an interface for viewing status for feature and network services.
- Generates reports for CDR Analysis and Reporting (CAR) and Real-Time Monitoring Tool (RTMT).
- Provides CDROnDemand, which allows you to retrieve the CDR/CMR files from Cisco CallManager.

- 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)

Reporting Tools

Cisco CallManager Serviceability provides the following reporting tools:

- Cisco CDR Analysis and Reporting—Generates reports for Quality of Service, traffic, and billing information through Cisco CDR Analysis and Reporting. For more information, see the *CDR Analysis and Reporting Administration Guide*.
- Cisco CallManager Real-Time Monitoring Tool (RTMT)—Monitors real-time behavior of the components in a Cisco CallManager cluster through the real-time monitoring tool (RTMT); creates daily reports that you can access through the Serviceability Reports Archive.
- Serviceability Reports Archive—Archives reports that Cisco CallManager Serviceability generates.
- Cisco Dialed Number Analyzer—Allows you to test and diagnose a deployed Cisco CallManager dial plan configuration, analyze the test results and use the results to tune the dial plan. For more information on how to access and use the Dialed Number Analyzer, see the *Cisco Dialed Number Analyzer Guide*.

Remote Serviceability Tools

To supplement the management and administration of the Cisco CallManager system, you can use remote serviceability tools. Using these tools, you can gather system and debug information for diagnostic help or remote troubleshooting. The tools can process and report on a collection of local or remote Cisco CallManager configuration information.

With customer permission, technical support engineers log on to a Cisco CallManager server and get a desktop or shell that allows them to perform any function that could be done from a local logon session.

Cisco CallManager supports the following capabilities for remote serviceability:

- Simple Network Management Protocol (SNMP)—Provides remote management for managed devices such as Cisco CallManager
- Show Command Line Interface—Displays Cisco CallManager system data.
- CiscoWorks2000—Purchased separately from Cisco CallManager, supports maintenance of Cisco networks and devices. The following features, which serve as examples only, show how you can use CiscoWorks2000 to manage Cisco CallManager operations:

Path Analysis defines Cisco CallManager system paths in the form of maps, trace logs, or discovery tables. Path Analysis, which traces connectivity between two specified points in your network, requires that you enable CDR logging in Cisco CallManager Administration.

Syslog Analysis tools monitor and manage a wide range of events and error messages concurrently on each Cisco CallManager server and other Cisco devices at your site.

Cisco Discovery Protocol (CDP) enables discovery of Cisco CallManager servers and management of those servers by CiscoWorks2000. After you use the CDP cache MIB of the direct neighboring device to discover the Cisco CallManager, you can use CiscoWorks2000 to query other

Cisco CallManager-supported MIBs for provisions or statistics information about topology services, user tracking, path analysis, and other network management services. When you use CiscoWorks2000, you must keep the CDP driver enabled at all times to discover Cisco CallManager.

Browser Support

Cisco supports the following browsers with Cisco CallManager Serviceability:

- Internet Explorer 6.0 (or later)
- Netscape 7.1 (or later)

To access Cisco CallManager Serviceability, you must browse to the application from a machine that runs the supported browser.

**Note**

Cisco CDR Analysis and Reporting (CAR) does not support Netscape 7.0 (or later). To access the application, use Internet Explorer 5.5 (or later).

Cisco CallManager Serviceability uses HTTPS to establish secure connections.

Where to Find More Information

Additional Cisco Documentation

- *CDR Analysis and Reporting Administration Guide*
- *Cisco CallManager Serviceability Administration Guide*
- *Dialed Number Analyzer Guide*
- CiscoWorks2000 user documentation

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

