



A

A Cisco DB service [2-7](#)

Alarms

configuration checklist [3-3](#)

configuration overview [3-2](#)

definitions, described [3-2](#)

described [3-1](#)

overview [3-1](#)

viewing information

overview [3-2](#)

alerts

action configuration (table) [7-5](#)

customization (table) [7-3](#)

emailing notification [6-61](#)

logs, described [7-6](#)

notification for a counter [6-61](#)

preconfigured [7-2](#)

scheduling notification [6-61](#)

thresholds [6-61](#)

B

backup

service

Cisco DRF Local [2-11](#)

Cisco DRF Master [2-7](#)

C

category tabs [6-60](#)

sample rates [6-61](#)

CDR

service

Cisco CAR Scheduler [2-5](#)

Cisco CAR Web Service [2-5](#)

Cisco CDR Agent [2-11](#)

Cisco AMC Service [2-10](#)

Cisco Analog Access

perfmon object and counters [6-3](#)

Cisco Analyzer service [2-4](#)

Cisco Annunciator Device

perfmon object and counters [6-4](#)

Cisco AXL Web Service [2-5](#)

Cisco Bulk Provisioning Service [2-5](#)

Cisco CallManager

perfmon object and counters [6-4](#)

Cisco CallManager Admin service [2-9](#)

Cisco CallManager Attendant Console

perfmon object and counters [6-11](#)

Cisco CallManager Attendant Console Server service [2-3](#)

Cisco CallManager Cisco IP Phone Services [2-3](#)

Cisco CallManager Personal Directory service [2-9](#)

Cisco CallManager Serviceability service [2-9](#)

Cisco CallManager System Performance

perfmon object and counters [6-12](#)

Cisco CAR Scheduler service [2-5](#)

Cisco CAR Web Service [2-5](#)

Cisco CDP Agent service [2-8](#)

Cisco CDP service [2-9](#)

Cisco CDR Agent service [2-11](#)

Cisco Certificate Authority Proxy Function (CAPF)
service [2-6](#)

Cisco Certificate Expiry Monitor service [2-8](#)

Cisco CTIManager

perfmon object and counters [6-15](#)

- Cisco CTL Provider service [2-6](#)
- Cisco Database Layer Monitor service [2-8](#)
- Cisco DB service [2-7](#)
- Cisco DHCP Monitor service [2-4](#)
- Cisco Dual-Mode Mobility perfmon object and counters [6-16](#)
- Cisco Electronic Notification service [2-8](#)
- Cisco Extended Functions service [2-3](#)
- Cisco Extension Mobility
 - perfmon object and counters [6-17](#)
- Cisco Extension Mobility Application [2-10](#)
- Cisco Gatekeeper
 - perfmon object and counters [6-17](#)
- Cisco H.323
 - perfmon object and counters [6-18](#)
- Cisco Hunt Lists
 - perfmon object and counters [6-19](#)
- Cisco HW Conference Bridge Device
 - perfmon object and counters [6-20](#)
- Cisco IP Manager Assistant
 - perfmon object and counters [6-20](#)
- Cisco IP Voice Media Streaming App service [2-3](#)
- Cisco License Manager service [2-8](#)
- Cisco Lines
 - perfmon object and counters [6-21](#)
- Cisco Locations
 - perfmon object and counters [6-21](#)
- Cisco Log Partition Monitoring Tool service [2-9](#)
- Cisco Media Streaming Application
 - perfmon object and counters [6-22](#)
- Cisco Messaging Interface
 - perfmon object and counters [6-25](#)
- Cisco Messaging Interface service [2-3](#)
- Cisco MGCP FXO Device
 - perfmon object and counters [6-26](#)
- Cisco MGCP FXS Device
 - perfmon object and counters [6-26](#)
- Cisco MGCP Gateways
 - perfmon object and counters [6-26](#)
- Cisco MGCP Gateways [6-27](#)
- Cisco MGCP PRI Device
 - perfmon object and counters [6-27](#)
- Cisco MGCP T1CAS Device
 - perfmon object and counters [6-28](#)
- Cisco MOH Device
 - perfmon object and counters [6-29](#)
- Cisco MTP Device
 - perfmon object and counters [6-30](#)
- Cisco Phones
 - perfmon object and counters [6-30](#)
- Cisco Presence Feature
 - perfmon object and counters [6-30](#)
- Cisco QSIG Features
 - perfmon object and counters [6-31](#)
- Cisco RIS Data Collector service [2-9](#)
- Cisco RTMT Reporter Servlet [2-10](#)
- Cisco Serviceability Reporter service [2-5](#)
- Cisco SIP
 - perfmon object and counters [6-31](#)
- Cisco SIP Stack
 - perfmon object and counters [6-32](#)
- Cisco SOAP-Log-Collection APIs [2-10](#)
- Cisco SOAP Performance Monitoring APIs service [2-10](#)
- Cisco SW Conf Bridge Device
 - perfmon object and counters [6-39](#)
- Cisco Syslog Agent service [2-8](#)
- Cisco TFTP Server
 - perfmon object and counters [6-40](#)
- Cisco TFTP service [2-3](#)
- Cisco Tomcat Connector
 - perfmon object and counters [6-43](#)
- Cisco Tomcat service [2-7](#)
- Cisco Tomcat Stats Servlet [2-10](#)
- Cisco Trace Collection Service [2-9](#)
- Cisco Trace Collection Servlet [2-9](#)
- Cisco Transcode Device
 - perfmon object and counters [6-47](#)
- Cisco Unified CallManager

service

- Cisco Analyzer [2-4](#)
- Cisco CallManager [2-2](#)
- Cisco CallManager Admin [2-9](#)
- Cisco CallManager Attendant Console Server [2-3](#)
- Cisco CallManager Personal Directory [2-9](#)
- Cisco CallManager Serviceability [2-9](#)
- Cisco CDP [2-9](#)
- Cisco CTIManager [2-3](#)
- Cisco DHCP Monitor Service [2-4](#)
- Cisco Extended Functions [2-3](#)
- Cisco Extension Mobility Application [2-10](#)
- Cisco IP Voice Media Streaming App [2-3](#)
- Cisco Log Partition Monitoring Tool [2-9](#)
- Cisco Messaging Interface [2-3](#)
- Cisco TFTP [2-3](#)
- Cisco Tomcat Stats Servlet [2-10](#)
- Cisco Trace Collection Service [2-9](#)
- Cisco Trace Collection Servlet [2-9](#)

Cisco Video Conference Bridge

- perfmon object and counters [6-47](#)

Cisco WebDialer

- perfmon object and counters [6-48](#)

Cisco WSM Connector

- perfmon object and counters [6-48](#)

Control Center

- described [2-11](#)
- feature services [2-11](#)
- network services [2-11](#)
- starting services, described [2-11](#)
- stopping services, described [2-11](#)
- viewing service status, described [2-11](#)

conventions [xi](#)

counters

- adding [6-61](#)
- alert notification [6-61](#)
- chart [6-61](#)
- perfmon, described [6-1](#)
- properties [6-61](#)

zooming [6-61](#)

CTI

Cisco CTIManager

- perfmon object and counters [6-15](#)

Cisco CTIManager service [2-3](#)

service

- Cisco IP Manager Assistant Service [2-4](#)
- Cisco WebDialer Web Service [2-4](#)

D

database

service

- A Cisco DB [2-7](#)
- Cisco AXL Web Service [2-5](#)
- Cisco Bulk Provisioning Service [2-5](#)
- Cisco Database Layer Monitor [2-8](#)

Database Change Notification Client

- perfmon object and counters [6-49](#)

Database Change Notification Server

- perfmon object and counters [6-50](#)

Database Change Notification Subscription

- perfmon object and counters [6-50](#)

Database Local DSN

- perfmon object and counters [6-50](#)

DB User Host Information Counters

- perfmon object and counters [6-50](#)

definitions

- alarms [3-2](#)

directory

- Cisco DirSync service [2-6](#)

document

- audience [x](#)
- conventions [xi](#)
- organization [x](#)
- purpose [ix](#)

documentation

- related [xi](#)

E

Enterprise Replication DBSpace Monitors
 perfmon object and counters [6-51](#)
 Enterprise Replication Perfmon Counters
 perfmon object and counters [6-51](#)

F

feature services
 activating [2-1](#)
 configuration checklist (table) [2-12](#)
 described [2-1](#)
 starting [2-1](#)
 stopping [2-1](#)
 viewing status [2-1](#)

H

Host Resources Agent service [2-8](#)

I

informs
 Cisco Unified CallManager parameters (table) [11-5](#)
 SNMP [11-4](#)
 IP
 perfmon object and counters [6-51](#)

L

Log Partition Monitoring
 described [8-1](#)
 service [2-9](#)
 logs
 alerts [7-6](#)
 perfmon [6-62](#)

M

Management Information Base
 CISCO-CCM-MIB [11-8](#)
 Cisco-CDP-MIB [11-7](#)
 CISCO-SYSLOG-MIB [11-8](#)
 HOST-RESOURCES MIB [11-7](#)
 HP MIB [11-8](#)
 IBM MIB [11-8](#)
 MIB-II [11-7](#)
 SYSAPPL-MIB [11-7](#)
 Management Information Base (MIB) [11-6](#)
 Memory
 perfmon object and counters [6-52](#)
 MIB
 CISCO-CCM-MIB [11-8](#)
 Cisco-CDP-MIB [11-7](#)
 CISCO-SYSLOG-MIB [11-8](#)
 described [11-6](#)
 HOST-RESOURCES MIB [11-7](#)
 HP MIB [11-8](#)
 IBM MIB [11-8](#)
 MIB-II [11-7](#)
 SYSAPPL-MIB [11-7](#)
 MIB2 Agent service [2-8](#)
 monitoring
 performance [6-61](#)

N

Network Agent Adaptor service [2-8](#)
 Network Interface
 perfmon object and counters [6-54](#)
 network services
 Control Center [2-7](#)
 described [2-7](#)
 starting [2-7](#)
 stopping [2-7](#)
 viewing status [2-7](#)

Number of Replicates

perfmon object and counters [6-55](#)

O

object

perfmon, described [6-1](#)

object and counters

Database Change Notification Client [6-49](#)

organization [x](#)

overview

browser support [1-3](#)

remote serviceability [1-2](#)

serviceability [1-1](#)

P

Partition

perfmon object and counters [6-55](#)

perfmon

counters

adding [6-61](#)

category tabs, described [6-60](#)

chart [6-61](#)

properties [6-61](#)

sample rates [6-61](#)

zooming [6-61](#)

logs [6-62](#)

object and counters

Cisco Analog Access [6-3](#)

Cisco Annunciator Device [6-4](#)

Cisco CallManager [6-4](#)

Cisco CallManager Attendant Console [6-11](#)

Cisco CallManager System Performance [6-12](#)

Cisco CTIManager [6-15](#)

Cisco Dual-Mode Mobility [6-16](#)

Cisco Extension Mobility [6-17](#)

Cisco Gatekeeper [6-17](#)

Cisco H.323 [6-18](#)

Cisco Hunt Lists [6-19](#)

Cisco HW Conference Bridge Device [6-20](#)

Cisco IP Manager Assistant [6-20](#)

Cisco Lines [6-21](#)

Cisco Locations [6-21](#)

Cisco Media Streaming Application [6-22](#)

Cisco Messaging Interface [6-25](#)

Cisco MGCP FXO Device [6-26](#)

Cisco MGCP FXS Device [6-26](#)

Cisco MGCP Gateways [6-26](#)

Cisco MGCP PRI Device [6-27](#)

Cisco MGCP T1CAS Device [6-28](#)

Cisco MOH Device [6-29](#)

Cisco MTP Device [6-30](#)

Cisco Phones [6-30](#)

Cisco Presence Feature [6-30](#)

Cisco QSIG Feature [6-31](#)

Cisco SIP [6-31](#)

Cisco SIP Stack [6-32](#)

Cisco SW Conf Bridge Device [6-39](#)

Cisco TFTP Server [6-40](#)

Cisco Tomcat Connector [6-43](#)

Cisco Transcode Device [6-47](#)

Cisco Video Conference Bridge [6-47](#)

Cisco WebDialer [6-48](#)

Cisco WSM Connector [6-48](#)

Database Change Notification Server [6-50](#)

Database Change Notification Subscription [6-50](#)

Database Local DSN [6-50](#)

DB User Host Information [6-50](#)

described [6-1](#)

Enterprise Replication [6-51](#)

Enterprise Replication DBSpace Monitors [6-51](#)

IP [6-51](#)

Memory [6-52](#)

Network Interface [6-54](#)

Partition [6-55](#)

Process [6-56](#)

- Processor [6-57](#)
- System [6-58](#)
- TCP [6-58](#)
- Thread [6-59](#)
- Tomcat JVM [6-45](#)
- Tomcat Web Application [6-46](#)
- performance monitoring
 - category tabs, described [6-60](#)
 - counters
 - adding [6-61](#)
 - chart [6-61](#)
 - properties [6-61](#)
 - zooming [6-61](#)
- Number of Replicates [6-55](#)
- object and counters
 - Cisco Analog Access [6-3](#)
 - Cisco Annunciator Device [6-4](#)
 - Cisco CallManager [6-4](#)
 - Cisco CallManager Attendant Console [6-11](#)
 - Cisco CallManager System Performance [6-12](#)
 - Cisco CTIManager [6-15](#)
 - Cisco Dual-Mode Mobility [6-16](#)
 - Cisco Extension Mobility [6-17](#)
 - Cisco Gatekeeper [6-17](#)
 - Cisco H.323 [6-18](#)
 - Cisco Hunt Lists [6-19](#)
 - Cisco HW Conference Bridge Device [6-20](#)
 - Cisco IP Manager Assistant [6-20](#)
 - Cisco Lines [6-21](#)
 - Cisco Locations [6-21](#)
 - Cisco Media Streaming Application [6-22](#)
 - Cisco Messaging Interface [6-25](#)
 - Cisco MGCP FXO Device [6-26](#)
 - Cisco MGCP FXS Device [6-26](#)
 - Cisco MGCP Gateways [6-26](#)
 - Cisco MGCP PRI Device [6-27](#)
 - Cisco MGCP T1CAS Device [6-28](#)
 - Cisco MOH Device [6-29](#)
 - Cisco MTP Device [6-30](#)
 - Cisco Phones [6-30](#)
 - Cisco Presence Feature [6-30](#)
 - Cisco QSIG Feature [6-31](#)
 - Cisco SIP [6-31](#)
 - Cisco SIP Stack [6-32](#)
 - Cisco SW Conf Bridge Device [6-39](#)
 - Cisco TFTP Server [6-40](#)
 - Cisco Tomcat Connector [6-43](#)
 - Cisco Transcode Device [6-47](#)
 - Cisco Video Conference Bridge [6-47](#)
 - Cisco WebDialer [6-48](#)
 - Cisco WSM Connector [6-48](#)
 - Database Change Notification Server [6-50](#)
 - Database Change Notification Subscription [6-50](#)
 - Database Local DSN [6-50](#)
 - DB User Host Information [6-50](#)
 - described [6-1](#)
 - Enterprise Replication [6-51](#)
 - Enterprise Replication DBSpace Monitors [6-51](#)
 - IP [6-51](#)
 - Memory [6-52](#)
 - Network Interface [6-54](#)
 - Number of Replicates [6-55](#)
 - Partition [6-55](#)
 - Process [6-56](#)
 - Processor [6-57](#)
 - System [6-58](#)
 - Thread [6-59](#)
 - Tomcat JVM [6-45](#)
 - Tomcat Web Application [6-46](#)
- sample rates [6-61](#)
- service
 - Cisco AMC Service [2-10](#)
 - Cisco CallManager Cisco IP Phone Services [2-3](#)
 - Cisco CallManager Serviceability RTMT [2-10](#)
 - Cisco CCM SNMP Service [2-6](#)
 - Cisco Extended Functions [2-3](#)
 - Cisco RIS Data Collector [2-9](#)
 - Cisco RTMT Reporter Servlet [2-10](#)

- Cisco Serviceability Reporter [2-5](#)
- platform services
 - Cisco CDP Agent [2-8](#)
 - Cisco Certificate Expiry Monitor Service [2-8](#)
 - Cisco DB [2-7](#)
 - Cisco Electronic Notification [2-8](#)
 - Cisco License Manager [2-8](#)
 - Cisco Syslog Agent [2-8](#)
 - Cisco Tomcat [2-7](#)
 - Host Resources Agent [2-8](#)
 - MIB2 Agent [2-8](#)
 - Network Agent Adaptor [2-8](#)
 - SNMP Master Agent [2-7](#)
- polling intervals
 - sample rate [6-61](#)
- Process
 - perfmon object and counters [6-56](#)
- Processor
 - perfmon object and counters [6-57](#)

R

- Real-Time Monitoring Tool
 - alerts
 - action configuration (table) [7-5](#)
 - customization (table) [7-3](#)
 - logs, described [7-6](#)
 - notification for a counter [6-61](#)
 - preconfigured [7-2](#)
 - alert summary report [10-13](#)
 - call activities report [10-9](#)
 - category tabs, described [6-60](#)
 - counters
 - adding [6-61](#)
 - alert notification [6-61](#)
 - chart [6-61](#)
 - monitor [6-61](#)
 - device statistics report [10-2](#)
 - list of topics [5-1](#)

- logging and report generation
 - call log [5-8](#)
 - device log [5-12](#)
 - server log [5-7](#)
 - service log [5-10](#)
- overview [5-1](#)
- performance protection report [10-15](#)
- polling interval [6-61](#)
- sample rate [6-61](#)
- server statistics report [10-5](#)
- service
 - Cisco AMC Service [2-10](#)
 - Cisco CallManager Serviceability RTMT [2-10](#)
 - Cisco RTMT Reporter Servlet [2-10](#)
 - Cisco Syslog Agent [2-8](#)
- serviceability reports archive [10-2](#)
- service statistics report [10-7](#)
- view tab
 - summary [5-5](#)
- window components [5-3](#)
- zooming a counter [6-61](#)
- related documentation [xi](#)
- remote serviceability [1-2](#)
- reporting tools [1-2](#)
- reports
 - perfmon logs [6-62](#)
- restore
 - service
 - Cisco DRF Local [2-11](#)
 - Cisco DRF Master [2-7](#)

S

- sample rate [6-61](#)
- security
 - service
 - Cisco Certificate Authority Proxy Function (CAPF) [2-6](#)
 - Cisco CTL Provider [2-6](#)

service

- A Cisco DB 2-7
- Cisco AMC Service 2-10
- Cisco Analyzer 2-4
- Cisco AXL Web Service 2-5
- Cisco Bulk Provisioning Service 2-5
- Cisco CallManager 2-2
- Cisco CallManager Admin 2-9
- Cisco CallManager Attendant Console Server 2-3
- Cisco CallManager Cisco IP Phone Services 2-3
- Cisco CallManager Personal Directory 2-9
- Cisco CallManager Serviceability 2-9
- Cisco CallManager Serviceability RTMT 2-10
- Cisco CAR Scheduler 2-5
- Cisco CAR Web Service 2-5
- Cisco CCM SNMP Service 2-6
- Cisco CDP 2-9
- Cisco CDP Agent 2-8
- Cisco CDR Agent 2-11
- Cisco Certificate Authority Proxy Function (CAPF) 2-6
- Cisco Certificate Expiry Monitor 2-8
- Cisco CTIManager 2-3
- Cisco CTL Provider 2-6
- Cisco Database Layer Monitor 2-8
- Cisco DHCP Monitor Service 2-4
- Cisco DirSync 2-6
- Cisco DRF Local 2-11
- Cisco DRF Master 2-7
- Cisco Electronic Notification 2-8
- Cisco Extended Functions 2-3
- Cisco Extension Mobility Application 2-10
- Cisco IP Manager Assistant 2-4
- Cisco IP Voice Media Streaming App 2-3
- Cisco License Manager 2-8
- Cisco Log Partition Monitoring Tool 2-9
- Cisco Messaging Interface 2-3
- Cisco RIS Data Collector 2-9
- Cisco RTMT Reporter Servlet 2-10
- Cisco Serviceability Reporter 2-5
- Cisco SOAP-Log Collection APIs 2-10
- Cisco SOAP Performance Monitoring APIs 2-10
- Cisco Syslog Agent 2-8
- Cisco TFTP 2-3
- Cisco Tomcat 2-7
- Cisco Tomcat Stats Servlet 2-10
- Cisco Trace Collection Service 2-9
- Cisco Trace Collection Servlet 2-9
- Cisco WebDialer Web Service 2-4
- configuration checklist (table) 2-12
- Control Center, described 2-11
- feature services 2-1
- Host Resources Agent 2-8
- MIB2 Agent 2-8
- Native Agent Adaptor 2-8
- network services 2-7
- SNMP Master Agent 2-7
- starting services, described 2-11
- stopping services, described 2-11
- viewing service status, described 2-11
- serviceability
 - browser support 1-3
 - introduction 1-1
 - overview 1-1
 - remote 1-2
 - reporting tools 1-2
- Serviceability Reports Archive
 - described 10-1
- service parameters 10-2
- Simple Network Management Protocol
 - basics 11-2
 - community strings, described 11-4
 - configuration checklist (table) 11-10
 - described 11-1
 - inform parameters (table) 11-5
 - informs 11-4
 - MIB 11-6
 - service
 - Cisco CCM SNMP Service 2-6

- Cisco CDP Agent [2-8](#)
- Host Resources Agent [2-8](#)
- MIB2 Agent [2-8](#)
- Network Agent Adaptor [2-8](#)
- SNMP Master Agent [2-7](#)
- SNMPv1 [11-3](#)
- SNMPv2c [11-3](#)
- SNMPv3 [11-3](#)
- trace configuration [11-9](#)
- traps [11-4](#)
- troubleshooting [11-11](#)
- users, described [11-4](#)
- SNMP
 - basics [11-2](#)
 - community strings, described [11-4](#)
 - configuration checklist (table) [11-10](#)
 - described [11-1](#)
 - inform parameters (table) [11-5](#)
 - informs [11-4](#)
 - MIB [11-6](#)
 - remote monitoring with [11-1](#)
 - service
 - Cisco CCM SNMP Service [2-6](#)
 - Cisco CDP [2-9](#)
 - Cisco CDP Agent [2-8](#)
 - Host Resources Agent [2-8](#)
 - MIB2 Agent [2-8](#)
 - Network Agent Adaptor [2-8](#)
 - SNMP Master Agent [2-7](#)
 - SNMPv1 [11-3](#)
 - SNMPv2c [11-3](#)
 - SNMPv3 [11-3](#)
 - trace configuration [11-9](#)
 - trap parameters (table) [11-5](#)
 - traps [11-4](#)
 - troubleshooting [11-11](#)
 - users, described [11-4](#)
- SNMP Master Agent service [2-7](#)
- SOAP

- service
 - Cisco SOAP-Log Collection APIs [2-10](#)
 - Cisco SOAP Performance Monitoring APIs [2-10](#)
- System
 - perfmon object and counters [6-58](#)

T

- TCP
 - perfmon object and counters [6-58](#)
- Thread
 - perfmon object and counters [6-59](#)
- Tomcat JVM
 - perfmon object and counters [6-45](#)
- Tomcat Web Application
 - perfmon object and counters [6-46](#)
- Trace
 - configuration
 - described [4-2](#)
 - configuration and collection checklist [4-4](#)
 - list of topics [4-1](#)
 - overview [4-1](#)
 - trace and log central
 - described [4-3](#)
 - troubleshooting trace setting
 - described [4-2](#)
- traps
 - trap configuration parameters (table) [11-5](#)
- traps, SNMP [11-4](#)

Z

- zooming a counter [6-61](#)