



CHAPTER 1

Understanding Cisco Unified Serviceability



Note

This document uses the following abbreviations to identify administration differences for these Cisco products:

Unified CM refers to Cisco Unified Communications Manager

Unified CM BE refers to Cisco Unified Communications Manager Business Edition

Connection refers to Cisco Unity Connection

This chapter contains information on the following topics:

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Cisco Unified Serviceability Overview

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

- Saves alarms and events for troubleshooting and provides alarm message definitions.
- Saves trace information to various log files for troubleshooting.
- Monitors real-time behavior of components through the Cisco Unified Real-Time Monitoring Tool (RTMT).
- *Unified CM and Unified CM BE only:* Generates Cisco Unified Communications Manager reports for Quality of Service, traffic, and billing information through Cisco Unified Communications Manager CDR Analysis and Reporting (CAR).
- *Unified CM only:* Provides audit capability by logging any configuration changes to the Cisco Unified Communications Manager system by a user or as a result of the user action. This functionality supports the Information Assurance feature of Cisco Unified Communications Manager.
- 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.

- Generates and archives daily reports; for example, alert summary or server statistic reports.
- Allows Cisco Unified Communications Manager and Cisco Unity Connection to work as a managed device for SNMP remote management and troubleshooting.
- Monitors the disk usage of the log partition on a server.
- Monitors the number of threads and processes in the system; uses cache to enhance the performance.

**Tip**

Cisco RIS Data Collector provides Process and Thread statistic counters in the Cisco Unified Real-Time Monitoring Tool. To configure the maximum number of processes and threads that are allowed, so Cisco RIS Data Collector can provide these associated counters, access the Maximum Number of Threads and Process service parameter for the Cisco RIS Data Collector service in the administration interface for your configuration.

Unified CM and Unified CM BE: For information on configuring service parameters, refer to the *Cisco Unified Communications Manager Administration Guide*.

Connection: For information on configuring service parameters, refer to the *System Administration Guide for Cisco Unity Connection*.

**Tip**

Unified CM BE and Connection only: For Cisco Unity Connection, you must perform serviceability-related tasks in both Cisco Unified Serviceability and Cisco Unity Connection Serviceability; for example, you may need to start and stop services, view alarms, and configure traces in both applications to troubleshoot a problem.

Cisco Unified Serviceability supports the functionality that is described in the *Cisco Unified Serviceability Administration Guide*; for tasks that are specific to Cisco Unity Connection Serviceability, refer to the *Cisco Unity Connection Serviceability Administration Guide*.

Reporting and Monitoring Tools

Cisco Unified Serviceability provides the following reporting tools:

- Cisco Unified Real-Time Monitoring Tool (RTMT)—Monitors real-time behavior of components through RTMT; creates daily reports that you can access through the Serviceability Reports Archive. For more information, refer to the *Cisco Unified Real-Time Monitoring Tool Administration Guide*.
- Serviceability Reports Archive—Archives reports that the Cisco Serviceability Reporter service generates.
- *Unified CM and Unified CM BE only:* Cisco Unified Communications Manager CDR Analysis and Reporting (CAR)—Generates Cisco Unified Communications Manager reports for Quality of Service, traffic, and billing information through Cisco Unified Communications Manager CDR Analysis and Reporting (CAR). For more information, refer to the *CDR Analysis and Reporting Administration Guide*.
- *Unified CM and Unified CM BE only:* Cisco Unified Communications Manager Dialed Number Analyzer—Allows you to test and diagnose a deployed Cisco Unified Communications Manager 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 Dialed Number Analyzer, refer to the *Cisco Unified Communications Manager Dialed Number Analyzer Guide*.

- *Unified CM and Unified CM BE only:* Cisco Unified Reporting Web Application—Allows you to inspect or troubleshoot data for a standalone server or a cluster. This application, which is separate from Cisco Unified Serviceability, combines data by category from all accessible Cisco Unified Communications Manager servers in a cluster into one output view. Some reports run health checks to identify conditions that could impact server or cluster operations. If you are an authorized user, you access Cisco Unified Reporting in the main navigation menu in Cisco Unified Communications Manager Administration or with the **File > Cisco Unified Reporting** link on the RTMT menu. Refer to the *Cisco Unified Reporting Administration Guide* for more information

**Note**

On Cisco Unified Communications Manager Business Edition servers, the Cisco Unified Reporting application captures data for Cisco Unified Communications Manager only. Due to size constraints, the application does not capture data for Cisco Unity Connection. On these servers, you can use this tool to gather important information about your Cisco Unified Communications Manager installation.

Remote Serviceability Tools

**Note**

The content in this section does not apply to Cisco Unity Connection.

To supplement the management and administration of the Cisco Unified Communications Manager 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 Unified Communications Manager configuration information. With customer permission, technical support engineers log on to a Cisco Unified Communications Manager server and get a desktop or shell that allows them to perform any function that could be done from a local logon session.

Cisco Unified Communications Manager supports the following capabilities for remote serviceability:

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

Path Analysis defines Cisco Unified Communications Manager 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 Unified Communications Manager Administration.

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

Cisco Discovery Protocol (CDP) enables discovery of Cisco Unified Communications Manager servers and management of those servers by CiscoWorks Lan Management Solution. After you use the CDP cache MIB of the direct neighboring device to discover Cisco Unified Communications Manager, you can use CiscoWorks Lan Management Solution to query other Cisco Unified Communications Manager-supported MIBs for provisions or statistics information about topology

services, user tracking, path analysis, and other network management services. When you use CiscoWorks Lan Management Solution, you must keep the CDP driver enabled at all times to discover Cisco Unified Communications Manager.

Customized Log-on Message

You can upload a text file that contains a customized log-on message that appears on the initial Cisco Unified Serviceability window.

For more information and the procedure for uploading your customized log-on message, refer to the *Cisco Unified Communications Operating System Administration Guide*.

Browser Support

Cisco supports these browsers with Cisco Unified Serviceability:

- Internet Explorer 6 and 7
- Netscape 7.1

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



Note

Cisco Unified Communications Manager CDR Analysis and Reporting, which is a Cisco Unified Serviceability tool, supports these same browsers. Cisco Unified Real-Time Monitoring Tool, a separate plug-in, supports a different set of browsers. Refer to the *Cisco Unified Real-Time Monitoring Tool Administration Guide* for more information.

Cisco Unified Serviceability uses HTTPS to establish secure connections.



Tip

Cisco Unified Serviceability does not support the buttons in your browser. Do not use the browser controls, for example, the Back button, when you perform configuration tasks.

Where to Find More Information

Additional Cisco Documentation

- *Unified CM and Unified CM BE only: Cisco Unified Communications Manager CDR Analysis and Reporting Administration Guide*
- *Unified CM and Unified CM BE only: Cisco Unified Communications Manager Dialed Number Analyzer Guide*
- *Unified CM and Unified CM BE only: CiscoWorks Lan Management Solution user documentation*
- *Cisco Unified Real-Time Monitoring Tool Administration Guide*
- *Unified CM BE and Connection only: Cisco Unity Connection Serviceability Administration Guide*
- *Unified CM BE and Connection only: System Administration Guide for Cisco Unity Connection*
- *Cisco Unified Reporting Administration Guide*