



Preface

This preface describes the purpose, audience, organization, and conventions of this guide, and provides information on how to obtain related documentation.



Note

This document may not represent the latest Cisco product information that is available. You can obtain the most current documentation by accessing Cisco product documentation page at this URL:

For Cisco Unified Communications Manager:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

For Cisco Unified Communications Manager Business Edition 5000:

http://www.cisco.com/en/US/products/ps7273/tsd_products_support_series_home.html

For Cisco Unity Connection:

http://www.cisco.com/en/US/products/ps6509/tsd_products_support_series_home.html

The preface covers these topics:

- [Purpose, page ix](#)
- [Audience, page x](#)
- [Organization, page xi](#)
- [Related Documentation, page xii](#)
- [Conventions, page xii](#)
- [Obtaining Documentation, Obtaining Support, and Security Guidelines, page xiv](#)
- [Cisco Product Security Overview, page xiv](#)

Purpose

The *Cisco Unified Serviceability Administration Guide* provides descriptions and procedures for configuring alarms, traces, SNMP, and so on, through Cisco Unified Serviceability for Cisco Unified Communications Manager, Cisco Unified Communications Manager Business Edition 5000, and Cisco Unity Connection. Use this guide with the documentation for your configuration:

Cisco Unified Communications Manager	<i>Cisco Unified Real-Time Monitoring Tool Administration Guide</i> , <i>Cisco Unified Communications Manager CDR Analysis and Reporting Administration Guide</i> , and <i>Cisco Unified Communications Manager Call Detail Records Administration Guide</i> .
Cisco Unified Communications Manager Business Edition 5000	<i>Cisco Unified Real-Time Monitoring Tool Administration Guide</i> , <i>Cisco Unified Communications Manager CDR Analysis and Reporting Administration Guide</i> , <i>Cisco Unified Communications Manager Call Detail Records Administration Guide</i> , and <i>Cisco Unity Connection Serviceability Administration Guide</i>
Cisco Unity Connection	<i>Cisco Unity Connection Serviceability Administration Guide</i> , and <i>Cisco Unified Real-Time Monitoring Tool Administration Guide</i> .

These documents provide the following information:

- *Cisco Unified Communications Manager CDR Analysis and Reporting Administration Guide*—This document describes how to configure and use Cisco Unified Communications Manager CDR Analysis and Reporting (CAR), a tool that is used to create user, system, device, and billing reports.
- *Cisco Unified Communications Manager Call Detail Records Administration Guide*—This document includes Call Detail Record (CDR) definitions.
- *Cisco Unified Real-Time Monitoring Tool Administration Guide*—This document describes how to use RTMT, a tool that allows you to monitor many aspects of the system (critical services, alerts, performance counters, and so on).
- *Cisco Unity Connection Serviceability Administration Guide*—This document provides descriptions and procedures for using alarms, traces, clusters, reports, and so on, through Cisco Unity Connection Serviceability.



Tip

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 Release 8.x*.

Audience

The *Cisco Unified Serviceability Administration Guide* assists administrators that configure, troubleshoot, and support Cisco Unified Communications Manager, Cisco Unified Communications Manager Business Edition 5000, or Cisco Unity Connection. This guide requires knowledge of telephony and IP networking technology.

Organization

The following table shows the organization for this guide:

Table 1 ***Organization of Cisco Unified Serviceability Administration Guide***

Part	Description
Part 1	“Understanding Cisco Unified Serviceability” Provides an overview of Cisco Unified Serviceability, including browser support and information on how to access and use the GUI.
Part 2	“Alarms” • Provides an overview of Cisco Unified Serviceability alarms and alarm definitions. • Provides procedures for configuring alarms in Cisco Unified Serviceability; provides procedures for searching and editing Cisco Unified Serviceability alarm definitions.
Part 3	“Trace” • Provides an overview for configuring trace parameters in Cisco Unified Serviceability; also provides an overview of trace collection in the Cisco Unified Real-Time Monitoring Tool. • Provides procedures for configuring trace parameters for Cisco Unified Serviceability network and feature services; provides procedures for configuring the troubleshooting trace settings for services in Cisco Unified Serviceability.
Part 4	“Tools” • Provides a description of each network and feature service that displays in Cisco Unified Serviceability; provides procedures and recommendations for activating, deactivating, starting, and stopping Cisco Unified Serviceability feature and network services. • <i>Unified CM and Unified CM BE only:</i> Provides information on using the CDR Management Configuration window to set the amount of disk space to allocate call detail record (CDR) and call management record (CMR) files, configure the number of days to preserve files before deletion, and configure billing application server destinations for CDRs. • Provides an overview on the reports that are generated by the Cisco Serviceability Reporter service; provides procedures for viewing reports that are generated by the Cisco Serviceability Reporter service.

Table 1 **Organization of Cisco Unified Serviceability Administration Guide (continued)**

Part	Description
Part 5	“Simple Network Management Protocol” - Provides an overview of Cisco Unified Communications Manager support of SNMP versions 1, 2c, and 3. Administrators use SNMP to troubleshoot and to perform diagnostics and network management tasks. - Provides procedures for configuring SNMP versions 1, 2c, and 3. - Provides procedures for configuring the system contact and system location objects for the MIB-II system group. - Provides procedures for configuring SNMP trap and inform parameters. - Provides troubleshooting tips for SNMP services and MIBs.
Part 6	“Configuring Cisco Unified Communications Manager Call Home” Provides an overview of the Cisco Unified Communications Manager Call Home service and describes how to configure the Cisco Unified CM Call Home feature. The Call Home feature allows to communicate and send the diagnostic alerts, inventory, and other messages to the Smart Call Home back-end server.

Related Documentation

For additional documentation, refer to the documentation guide at the URL for your configuration:

Cisco Unified Communications Manager	<i>Cisco Unified Communications Manager Documentation Guide:</i> http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_documentation_roadmaps_list.html
Cisco Unified Communications Manager Business Edition 5000	<i>Cisco Unified Communications Manager Business Edition 5000 Documentation Guide:</i> http://www.cisco.com/en/US/products/ps7273/products_documentation_roadmaps_list.html
Cisco Unity Connection	<i>Documentation Guide for Cisco Unity Connection:</i> http://www.cisco.com/en/US/products/ps6509/products_documentation_roadmaps_list.html

Conventions

This document uses the following conventions:

Convention	Description
boldface font	Commands and keywords are in boldface .
<i>italic</i> font	Arguments for which you supply values are in <i>italics</i> .

Convention	Description
[]	Elements in square brackets are optional.
{ x y z }	Alternative keywords are grouped in braces and separated by vertical bars.
[x y z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in <code>screen font</code> .
boldface screen font	Information you must enter is in boldface screen font .
<i>italic screen font</i>	Arguments for which you supply values are in <i>italic screen font</i> .
→	This pointer highlights an important line of text in an example.
^	The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.
< >	Nonprinting characters, such as passwords, are in angle brackets.

Notes use the following conventions:



Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Timesavers use the following conventions:



Timesaver

Means *the described action saves time*. You can save time by performing the action described in the paragraph.

Tips use the following conventions:



Tip

Means *the information contains useful tips*.

Cautions use the following conventions:



Caution

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Warnings use the following conventions:



Warning

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, you must be aware of the hazards involved with electrical circuitry and familiar with standard practices for preventing accidents.

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations may be found at http://www.access.gpo.gov/bis/ear/ear_data.html.