



Serviceability Configuration

A variety of measurements are available to help you monitor system and call operation. Refer to these topics in this chapter to display alarm, measurement, and debugging information:

- [Displaying Alarm Information, page 4-1](#)
- [Displaying Measurements, page 4-3](#)
- [Configuring Logging Levels, page 4-6](#)
- [Viewing the Status of Cisco MobilityManager Services, page 4-7](#)

Displaying Alarm Information

The Cisco MobilityManager Alarm window lists information about noteworthy events detected by the system. Alarms are set when the error conditions occur and are cleared when the errors are corrected.

To find and display alarm information, follow these steps:

Procedure

- Step 1** Choose **Serviceability > Alarm**.
- The Find and List Cisco MobilityManager Alarms window opens.
- Step 2** From the drop-down list box, choose the category on which you want to search:
- alarmcategory

- alarmcomponent
- severity
- date

Step 3 From the drop-down list box, choose *one* of the following criteria:

- begins with
- contains
- ends with
- is exactly
- is empty
- is not empty

Step 4 Enter search text, if applicable, and click **Find**. You can also specify how many items per page to display.

To find all alarms, click **Find** without entering any search text.

The requested alarms are displayed in the window.

Step 5 To change the number of alarm records displayed per page, choose a number from the Row per Page drop-down list box.

[Table 4-1](#) lists the alarm information contained in each row of the alarm display. The alarms are sorted by date, with the most recent alarm listed first.

Table 4-1 Alarm Information

Category	Description
Alarm category	Type of alarm
Alarm component	Cisco MobilityManager area that generated the alarm
Alarm Severity	Seriousness of the alarm
Date	Date and time the alarm was generated

Related Topics

- [Displaying Measurements, page 4-3](#)
- [Interpreting Measurements, page 4-4](#)
- [Configuring Logging Levels, page 4-6](#)

Displaying Measurements

The Cisco MobilityManager Measurement window displays measurements that are collected by the Cisco MobilityManager server.



Note

To reset the measurement counters to zero, click **Reset Measurement Counters**.

To display measurement statistics, follow these steps:

Procedure

Step 1 Choose **Serviceability > Measurement**.

The Find and List Cisco MobilityManager Measurements window opens.

Step 2 From the drop-down list box, choose *one* of the following criteria for searching the name of the measurement:

- begins with
- contains
- ends with
- is exactly
- is empty
- is not empty

Step 3 Specify the appropriate search text, if applicable, and click **Find**. You can also specify how many items per page to display.

To find all measurements, click **Find** without entering any search text.

The requested measurements are displayed in the window and are sorted alphabetically by Measurement Name.

- Step 4** To change the number of records displayed per page, choose a number from the Row per Page drop-down list box.
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Related Topics

- [Interpreting Measurements, page 4-4](#)
- [Displaying Alarm Information, page 4-1](#)
- [Configuring Logging Levels, page 4-6](#)

Interpreting Measurements

[Table 4-2](#) describes the available measurements. For information on displaying the measurements, see the [“Displaying Measurements” section on page 4-3](#).

Table 4-2 **Measurement Categories**

Measurement Name	Description
Attempted Calls	Number of attempted outgoing calls
Attempted Mobile Connect Calls	Number of attempted outgoing calls for which dial tone is detected
Attempted System Remote Access Calls	Number of attempted outgoing calls from remote devices
Completed Calls	Number of calls that are completed
Completed System Remote Access Calls	Number of completed calls that use Mobile Voice Access for system remote access
Desk Answered Calls	Number of calls answered by the desktop phone
Desk to Remote Handoff Calls	Number of calls that are picked up on a remote device
Failed Calls	Number of initiated calls that fail to complete

Table 4-2 Measurement Categories

Measurement Name	Description
Failed Mobile Connect Calls	Number of initiated calls that do not successfully obtain system remote access using Mobile Voice Access
Failed System Remote Access Calls	Number of initiated calls that obtain system remote access using Mobile Voice Access but for which the call is not completed
Handoff Calls	Number of pickups on the desktop phone or cellular phone
Incoming Calls	Number of completed incoming calls
Max Current Calls	Maximum number of calls taking place at the same time
Max Simultaneous Attempted Calls	Maximum number of attempted calls that are handled at the same time
Remote Answered Calls	Number of successful pickups on a remote device
Remote Answered Calls Pickup Key	Number of calls picked up on the cellular phone using the pickup key
Remote to Desk Handoff Calls	Number of calls successfully picked up on the desktop phone

Related Topics

- [Displaying Measurements, page 4-3](#)
- [Displaying Alarm Information, page 4-1](#)
- [Configuring Logging Levels, page 4-6](#)

Configuring Logging Levels

You can use the Cisco MobilityManager and Admin Log Level window to determine the types of alarms that are captured in system log files. The default logging level is for information only; changing the levels may be desirable for troubleshooting.

To configure logging levels, follow these steps:

Procedure

- Step 1

Choose **Serviceability > Debug**.

The Cisco MobilityManager and Admin Log Level Configuration window opens.
- Step 2

From the drop-down list boxes, choose the minimum alarm levels to be logged. See [Table 4-3](#) for a description of the logging levels. The default level is info.
- Step 3

Click **Save** to change the logging criteria to include the new levels.

Table 4-3 Logging Levels

Level	Description
debug	Includes messages intended for use in troubleshooting, plus higher level messages
info	Includes informational messages, plus higher level messages
warn	Includes messages that warn of possible operational issues, plus higher level messages
error	Includes error messages, plus higher level messages
fatal	Includes error messages that have caused the system to fail

Related Topics

- [Displaying Measurements, page 4-3](#)
- [Displaying Alarm Information, page 4-1](#)

Viewing the Status of Cisco MobilityManager Services

The Cisco MobilityManager Service Status window displays the current status of services that must be running for Cisco MobilityManager to operate.

To view the status of services, choose **Serviceability > Service Status**. [Table 4-4](#) describes the services that are listed. The status for each is Running or Stopped.

If the Cisco MobilityManager service is listed as stopped, it can be restarted from the System Parameters screen.

To restart the Cisco MobilityManager service, follow these steps:

Procedure

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- Step 1** From the Cisco MobilityManager administration window, choose **System > System Parameters**. The System Parameters Configuration page opens.
- Step 2** Click **Restart Cisco MobilityManager**.
- Step 3** Click **OK** to confirm.
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Table 4-4 *Cisco MobilityManager Services*

Service	Description
Cisco MobilityManager	Call processing software that supports Cisco MobilityManager
Cisco MobilityManager SNMP	SNMP network management agent process
Cisco Discovery Protocol	Process used to discovery Cisco devices and Cisco CallManager servers in the network
Cisco MobilityManager DATABASE	Process that controls the Cisco MobilityManager database (IBM IDS)

