



Getting Started with Cisco Unified Serviceability

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Cisco Unified Serviceability Overview

Cisco Unified Serviceability, a web-based troubleshooting tool for Cisco Unified Presence, 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 Presence Real-Time Monitoring Tool (RTMT).
- Provides feature services that you can turn on, turn off, 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 Presence to work as a managed device for SNMP remote management and troubleshooting.
- Monitors the disk usage of the log partition on a node (or all nodes in the cluster).
- 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 Presence RTMT. 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 Cisco Unified Presence Administration.

Related Topics

Real-Time Monitoring Tool Administration Guide for Cisco Unified Presence

How To Access Cisco Unified Serviceability

To access Cisco Unified Serviceability, you must browse to the application from a computer that runs the supported browser. Cisco Unified Serviceability uses Hypertext Transfer Protocol (HTTPS) to establish secure connections.

**Tip**

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

Related Topics

- [Remote Serviceability Tools, page 1-2](#)
- [Accessing Cisco Unified Serviceability, page 1-2](#)

Remote Serviceability Tools

To supplement the management and administration of the Cisco Unified Presence 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 Presence configuration information. With customer permission, technical support engineers sign into a Cisco Unified Presence node and get a desktop or shell that allows them to perform any function that could be done from a local sign-in session.

Cisco Unified Presence supports the following capabilities for remote serviceability:

- Simple Network Management Protocol (SNMP)—Provides remote management for managed devices such as Cisco Unified Presence.
- Show Command Line Interface—Displays Cisco Unified Presence system data.
- Syslog Analysis tools monitor and manage a wide range of events and error messages

Accessing Cisco Unified Serviceability

Before You Begin

If you have already signed into one of the applications that display in the Navigation list box (not Cisco Unified OS Administration or Disaster Recovery System), you can access Cisco Unified Serviceability without signing in. From the Navigation list box, select Cisco Unified Serviceability; then, select **Go**.

Procedure

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- | | |
|---------------|---|
| Step 1 | Enter https://<server name or IP address> , where the server name or IP address equals the server where the Cisco Unified Serviceability service runs. |
| Step 2 | Select Cisco Unified Presence Administration . |
| Step 3 | If the system prompts you about certificates, you must enable HTTPS to secure communications between the browser client and the web server. |
| Step 4 | Enter the application username and application user password that you specified during installation when the system prompts you for a user name and password. |

- Step 5** After Cisco Unified Presence Administration displays, select **Navigation > Cisco Unified Serviceability** from the menu in the upper, right corner of Cisco Unified Presence main window.

Troubleshooting Tips

- Any user who has the Standard CCMUsers role assigned can access Cisco Unified Serviceability.
- After you sign into Cisco Unified Serviceability, you can access all applications that display in the Navigation list box without having to sign into each application. Select the application you require from the list box, and select **Go**.

About the Cisco Unified Serviceability Interface

- [Cisco Unified Serviceability Interface, page 1-3](#)
- [Accessibility Features, page 1-4](#)

Cisco Unified Serviceability Interface

In addition to performing troubleshooting and service-related tasks in Cisco Unified Serviceability, you can perform the following tasks:

- To display documentation for a single window, select **Help > This page** in Cisco Unified Serviceability.
- To display a list of documents that are available with this release of Cisco Unified Presence (or to access the online help index), select **Help > Contents** in Cisco Unified Serviceability.
- To go directly to the home page in Cisco Unified Serviceability from a configuration window, select **Cisco Unified Serviceability** from the Navigation drop-down list box in the upper, right corner of the window.
- To access Cisco Unified Presence Administration or other applications, select the appropriate application from the **Navigation** list box in the upper, right corner of the window and select **Go**.
- To use the icons in Cisco Unified Serviceability, see [Table 1-1](#).

Table 1-1 *Icons in Cisco Unified Serviceability*








Icon	Purpose
	Adds a new configuration
	
	Cancels the operation

Table 1-1 *Icons in Cisco Unified Serviceability (continued)*

Icon	Purpose
	Clears the configuration that you specify
	Deletes the configuration that you select
	Shows the online help for the configuration
	Refreshes the window to display the latest configuration
	Restarts the service that you select
	Saves the information that you entered
	Sets the default for the configuration
	Starts the service that you select
	Stops the service that you select

Accessibility Features

Cisco Unified Serviceability provides functionality for users that allows them to access buttons on the window without using a mouse. These navigation shortcuts assist visually impaired or blind attendants to use the application.

Use [Table 1-2](#) as a guide for navigating the interface by using keyboard shortcuts.

Table 1-2 **Navigation Shortcuts for Cisco Unified Serviceability**

Keystroke	Action
Alt	Moves focus to the browser menu bar.
Enter	Selects the item with focus (menu option, button, and so on.)
Alt, arrow keys	Moves between browser menus.
Spacebar	Toggles control
Tab	Moves focus to the next item in the tab order or to next control group
Shift+Tab	Moves focus to the previous item or group in the tab order
Arrow keys	Moves among controls within a group
Home	Moves to the top of the window if more than one screenful of information exists. Also, moves to the beginning of a line of user-entered text.
End	Moves to the end of a line of user-entered text. Moves to the bottom of the window if more than one screenful of information exists.
Page Up	Scrolls up one screen.
Page Down	Scrolls down one screen.

Where to Find More Information

Cisco strongly recommends that you review the following documents for more details about installing and maintaining Cisco Unified Presence, and for related compatibility information.

- *Installation and Upgrade Guide for Cisco Unified Presence*

This document describes procedures to follow when installing or upgrading Cisco Unified Presence.

- *Cisco Unified Communications Operating System Maintenance Guide for Cisco Unified Presence*

This document provides information about software upgrades, and informs you how to access and use the utilities that are available through the operating system GUI and the command line interface.

- *Deployment Guide for Cisco Unified Presence*

This document provides an overview of the configuration process for Cisco Unified Presence and Cisco Unified Communications Manager, and Cisco Jabber.

- *Disaster Recovery System Administration Guide*

This document describes how to configure the backup settings, back up Cisco Unified Presence data, and restore the data.

- *Hardware and Software Compatibility Information for Cisco Unified Presence*

This document provides product compatibility information relating to a Cisco Unified Presence.

