

Cisco netManager—Unified Communications 1.0

Cisco® Unified Communications is a comprehensive IP communications system of voice, video, data, and mobility products and applications. It enables more effective, more secure, more personal communications that directly affect both sales and profitability. It brings people together by enabling a new way of communicating—where your business moves with you, security is everywhere, and information is always available...whenever and wherever it is needed. Cisco Unified Communications is part of an integrated solution that includes network infrastructure, security, mobility, network management products, lifecycle services, flexible deployment and outsourced management options, end-user and partner financing packages, and third-party communications applications.

Product Overview

Cisco netManager Unified Communications 1.0 is part of the Cisco netManager family of products, built to manage small and medium-sized voice and data networks up to 1000 phones or users. It provides easy-to-use monitoring and diagnostics for small and medium-sized deployments of Cisco Unified Communications systems with Cisco Unified Communications Manager, Cisco Unified Communications Manager Business Edition, or Cisco Unified Communications Manager Express.

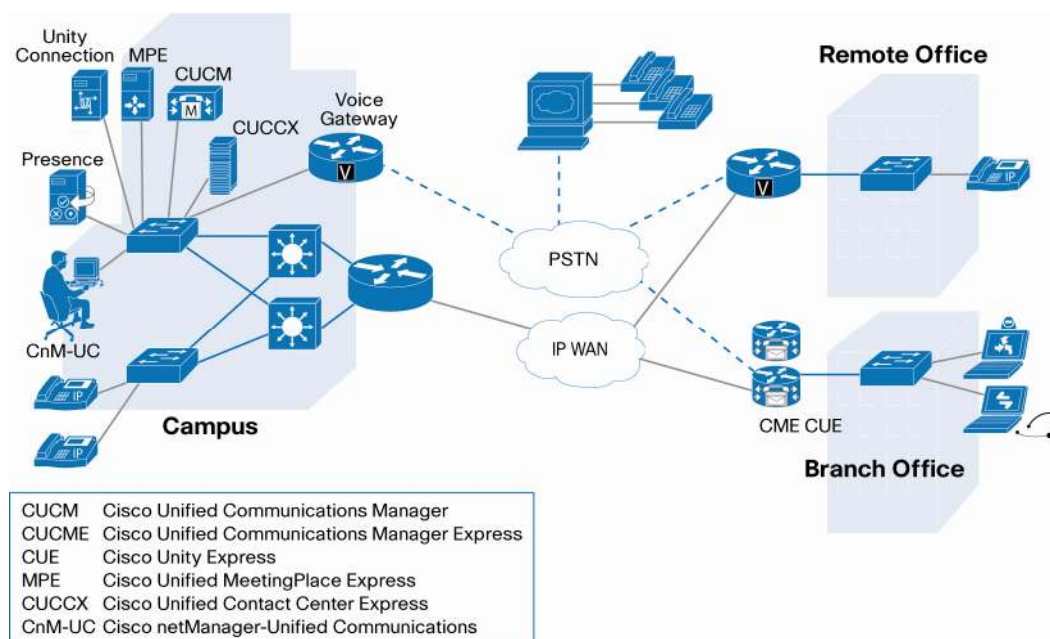
Cisco netManager—Unified Communications 1.0 monitors all components of small and medium-sized Cisco Unified Communications systems including the underlying IP transport infrastructure and Cisco as well as third-party devices that may exist in the network and provides the current operational status of all the elements in the network. It features built-in rules and thresholds as well as automatic device identification and data collection to help enable easy setup and immediate monitoring of the managed network. It continuously monitors the different elements of the system including Cisco Unified Communications Manager, Cisco Unified Communications Manager Business Edition, Cisco Unified Communications Manager Express, Cisco Unity® systems, Cisco Unity Express, Cisco Unity Connection, Cisco Unified Contact Center Express, Cisco Unified Presence Server, Cisco Unified MeetingPlace® Express, as well as Cisco gateways, routers, and switches. Cisco netManager—Unified Communications also monitors any third-party devices that may exist in the network such as servers, workstations, printers, and other networking devices and provides basic availability monitoring for each of these devices. It also features an extensible monitoring framework through which coverage may be extended by adding different active monitors based on supported protocols like HTTP, Simple Network Management Protocol (SNMP), Windows Management Instrumentation (WMI), and so on that help enable custom monitoring for both Cisco and third-party devices.

Cisco netManager—Unified Communications does not require deployment of any agent software on the devices being monitored and thus is completely nondisruptive to system operations. It relies on open supported interfaces such as HTTP, SNMP, and WMI to collect status information from monitored devices.

Applications

Cisco netManager—Unified Communications 1.0 is recommended for monitoring Cisco Unified Communications systems based on Cisco Unified Communications Manager, Cisco Unified Communications Manager Business Edition, or Cisco Unified Communications Manager Express for up to 1000 users. A single Windows-based server/workstation running Cisco netManager—Unified Communications 1.0 software can monitor the entire Cisco Unified Communications system including up to 10 remote sites and up to 2 Cisco Unified Communications Manager clusters (Figure 1).

Figure 1. Using Cisco netManager—Unified Communications 1.0 in Your Network

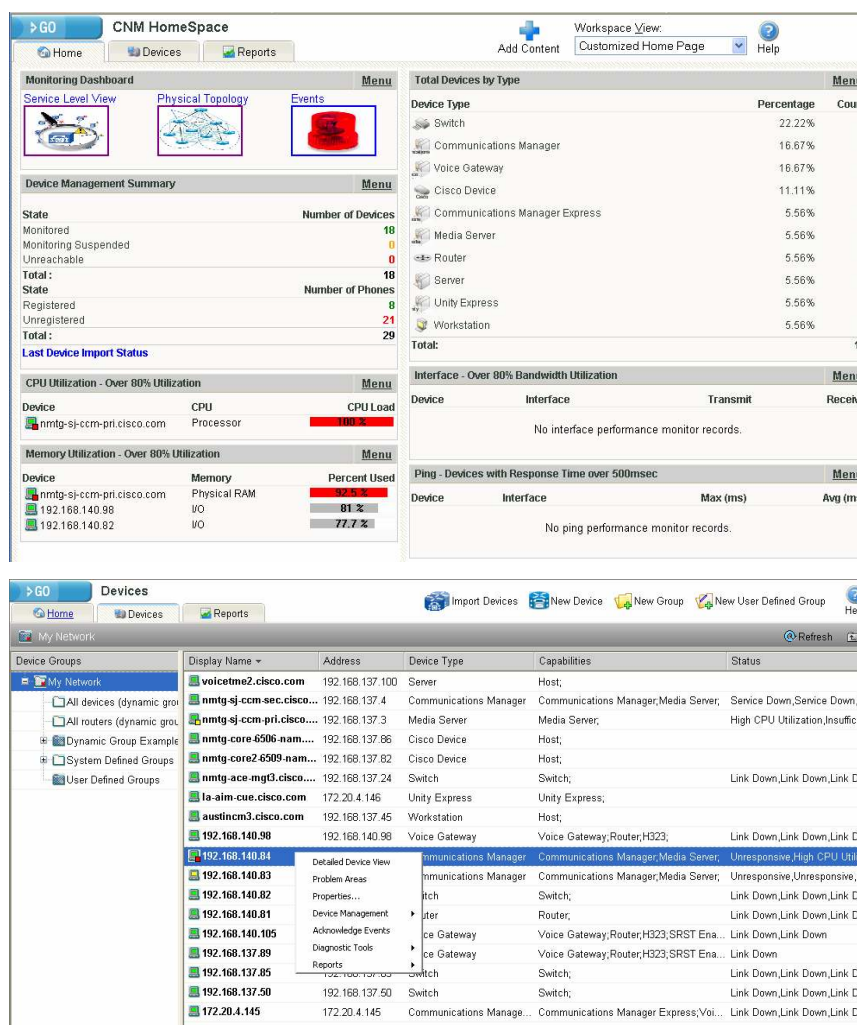


Features and Benefits

Cisco netManager—Unified Communications 1.0:

- Monitors and evaluates the current operational status of all the key components of the Cisco Unified Communications system, including the underlying transport infrastructure. Monitored components include Cisco Unified Communications Manager, Cisco Unified Communications Manager Business Edition, Cisco Unified Communications Manager Express, Cisco Unity software, Cisco Unity Connection, Cisco Unity Express, Cisco Unified Contact Center Express, Cisco Unified MeetingPlace Express, Cisco Unified Presence Server, as well as Cisco gateways, routers, and switches.
- Presents the current operational status of the Cisco Unified Communications system through service-level views of the network and provides contextual tools to view current alert status and historical information and to determine the service impacts of any outages.
- Provides visibility into network connectivity and related information by means of an autogenerated real-time physical connectivity view that not only shows interconnections between different devices but also presents the current operational status of each of the devices and applications in the network.

- Increases productivity of network managers and facilitates faster trouble isolation by providing contextual diagnostic tools and easy one-click access to embedded device management systems.
- Provides current information about connectivity-related and registration-related outages affecting all the IP phones (both Session Initiation Protocol [SIP]–based and Skinny Client Control Protocol [SCCP]–based phones) in the system and provides additional contextual information to help enable the location and identification of the IP phones.
- Facilitates tracking of Cisco Unified Communications devices and IP phone inventory, tracks IP phone status changes, and creates a variety of reports that conveniently summarize move, add, and change operations on IP phones in the network.
- Helps enable easy integration into customer monitoring and troubleshooting workflows by means of notification mechanisms such as SNMP traps, Short Message Service (SMS), and e-mails.
- Provides a single interface through which all the devices in the network (both Cisco devices and third-party devices) may be monitored. Basic availability/reachability status is monitored on devices such as servers, workstations, printers, and other networking devices. It also features an extensible monitoring framework through which monitoring coverage may be extended by adding different active monitors based on supported protocols like HTTP, SNMP, WMI, and so on that enable custom monitoring for both Cisco and third-party devices.
- It features a rich array of real-time reports and historical reports. Reports are divided into a variety of areas and provide specific information on each of these areas. The following lists the different categories of reports:
 - Device reports: Focus on performance and availability data for the selected device
 - Device group reports: Focus on performance and availability data for the selected device group
 - Phone reports: Provide IP phone inventory and status information for all the IP phones in the deployment
 - Performance reports: Focus on performance data for the selected device or device group
 - Problem areas: Display alerts reported across the network across different data sources (traps, syslogs, event logs, performance errors, top N outages, and so on)
 - Event history: Provides historical reports of all events generated by Cisco netManager for the given device or device group
 - General: Provides reports on application logs, user activity, and so on
- Provides real-time and historical performance reporting options for easy access and customization. All the collected performance data is summarized and maintained for up to 30 days. Data beyond 30 days is automatically purged. The collected performance data may be displayed in real-time graphical trend charts. The following is a sample of predefined reports that are available without requiring any agents:
 - CPU Utilization
 - Memory Utilization
 - Interface Utilization (Bandwidth)
 - Ping Availability
 - Hard Disk Drive Utilization

Figure 2. Cisco netManager—Unified Communications 1.0 Homepage and Real-Time Event Viewer

Cisco netManager—Unified Communications 1.0 has a Web-based user interface (UI). There is no need to download and install any client applications. Users could be anywhere in the world, and as long as the users have network connectivity to Cisco netManager—Unified Communications 1.0 workstation/server, they can open up Internet Explorer and connect to the Cisco netManager Web interface, authenticate themselves, and verify the system network status.

Furthermore, the Cisco netManager—Unified Communications 1.0 user interface is based on portal technology. This means that users can customize their views and client interfaces to their specific needs by adding/configuring needed content and removing unwanted content. All user customization settings are stored as user preferences and will be remembered the next time the user logs in. The entire Web-based user interface is real time/autorefresh in nature, and users can rest assured that the information they see on the user interface reflects the latest status from the devices.

Cisco netManager—Unified Communications 1.0 is available in two distinct license modes: Perpetual right-to-use (RTU) license (no expiration date) and Annual RTU license (valid for one year from the date of registration). Furthermore, within each of these editions, Cisco netManager—Unified Communications 1.0 can be licensed at different deployment scales and is appropriate for commercial class deployments of various sizes. Licensing is controlled by means of a license file, and network administrators can upgrade the license as their Cisco Unified Communications deployment grows without disrupting the monitoring or having to decommission their server. Upgrading the license is as simple as logging on to the Cisco Website, procuring a new license, and deploying it on the server. Licenses are available for monitoring 250 phones, 500 phones, and increments of 250 phones up to a maximum of 1000 phones per Cisco netManager—Unified Communications 1.0 server.

Figure 3. Cisco netManager Real-Time Service-Level View and Physical Connectivity Views

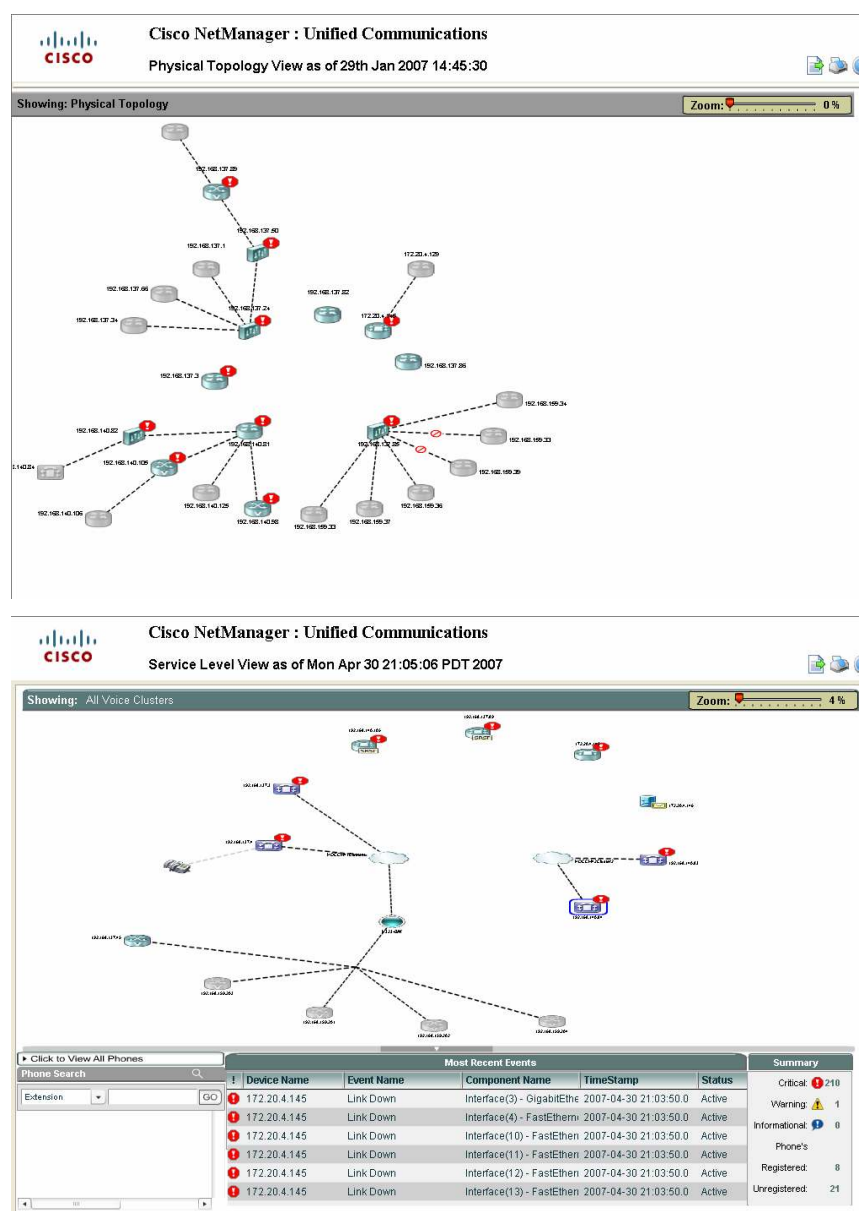
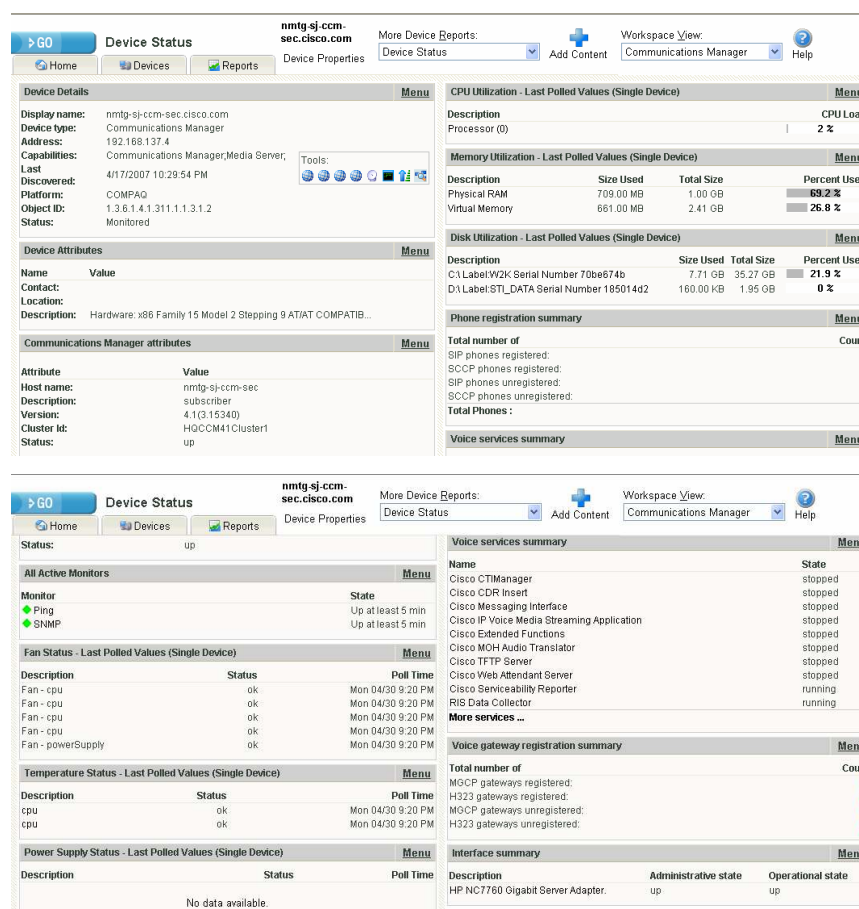


Figure 4. Cisco Unified Communications Manager Detailed Device View

Product Specifications

Table 1 shows Cisco netManager—Unified Communications 1.0 specifications. Table 2 gives the system capacity.

Table 1. Product Specifications

Description	Specifications
Product compatibility (monitored products)	Cisco Unified Communications systems consisting of Cisco Unified Communications Manager (3.x, 4.x, 5.x, 6.0), Cisco Unity (4.0.4 and higher), Cisco Unity Connection, Cisco Unified MeetingPlace Express, Cisco Unified Communications Manager Express, Cisco Unity Express, Cisco Unified Contact Center Express, Cisco Unified Presence Server, routers, gateways, switches, and IP phones (including IP Communicator and Cisco Unified Personal Communicator). Third-party devices (servers, workstations, printers, and other networking devices) that support SNMP, ICMP, or WMI.
Software compatibility	Windows 2003 Server with SP1 Windows XP with SP2 The user interface can be accessed using Microsoft Internet Explorer 6.0 on Windows 2003 and Windows XP platforms.
Data collection mechanisms	SNMP, ICMP, WMI, HTTP

Table 2. System Capacity

System Parameter	Maximum Capacity
Monitored phones	1,000
Monitored devices	100
Monitored Communications Manager clusters	2
Monitored Communications Manager Express (CME/SRST) routers	10
Monitored network locations	10
Concurrent client (browser) users	5

System Requirements

Table 3 shows Cisco netManager—Unified Communications 1.0 system requirements.

Table 3. System Requirements

Description	Specifications
Processor	Single/Dual core P4, Xeon, or equivalent AMD processors greater than 1.66 GHz
Memory	1 GB
Hard disk	30 GB
Operating system	Windows 2003 Server with Service Pack 1 or Windows XP with Service Pack 2
HW platform	Server class machines, workstations, or laptops

Ordering Information

Table 4 lists ordering information. To place an order, visit the Cisco Ordering Homepage.

Table 4. Ordering Information

Product Name	Part Number
Cisco netManager—Unified Communications 1.0 for up to 250 phones with a perpetual RTU license	CNMUC1.0-250-K9
Cisco netManager—Unified Communications 1.0 for up to 500 phones with a perpetual RTU license	CNMUC1.0-500-K9
Cisco netManager—Unified Communications 1.0 for up to 250 phones with a 1-year RTU license	CNMUC1.0-250-1Y-K9
Cisco netManager—Unified Communications 1.0 for up to 500 phones with a 1-year RTU license	CNMUC1.0-500-1Y-K9
Cisco netManager—Unified Communications 1.0 incremental license upgrade—250 phones with a perpetual RTU license	CNMUC1.0-250-LIC

Cisco Unified Communications Services and Support

Using the Cisco Lifecycle Services approach, Cisco and its partners offer a broad portfolio of end-to-end services to support the Cisco Unified Communications system. These services are based on proven methodologies for deploying, operating, and optimizing IP communications solutions. Initial planning and design services, for example, can help you meet aggressive deployment schedules and minimize network disruption during implementation. Operate services reduce the risk of communications downtime with expert technical support, and optimize services enhance solution performance for operational excellence. Cisco and its partners offer a system-level service and support approach that can help you create and maintain a resilient, converged network that meets your business needs.

For More Information

For more information about Cisco netManager—Unified Communications 1.0, please go to <http://www.cisco.com/go/netmanager>, send an e-mail to ask-ipc-management@cisco.com, or contact your local account representative.



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