

Cisco Healthcare Remote Management Services Monitoring Details

Cisco Healthcare Remote Management Services (RMS) provide comprehensive availability and performance monitoring and remote, proactive management of the Cisco Healthcare solution.

Cisco Healthcare RMS features a single point of contact to facilitate all Cisco Healthcare questions, collaborate with clients to address their productivity goals, and coordinate responses to complex technical issues by our expert in-house engineers. Our remote, high-visibility, co-managed approach gives you simple ownership and control of your Cisco Healthcare solution and peace of mind knowing that Cisco expertise, proven management processes, and advanced management tools are working with you to maximize the value of your Cisco Healthcare experience.

Monitoring requirements for RMS

Your Cisco Healthcare environment can be managed by RMS using either of the following options:

- A dedicated circuit (TDM or MPLS) between Cisco point of presence and the customer-designated handoff. The amount of bandwidth required depends on the type of deployment and the number of monitored devices. The baseline requirement is 512 Kbps for approximately 80 endpoints of various types.
- An Internet-based IPSec VPN between Cisco point of presence and the customer-designated handoff.

Within the customer's environment, operations/administration/management (OAM) traffic such as SNMP, SSH, syslog, ICMP, and HTTP probe must be marked and its bandwidth allocated accordingly. The Cisco recommendation for layer three classification is CS2 or DSCP 16 for OAM traffic.

Proper firewall ports must be opened to allow for bi-directional communication between RMS management applications and all monitored devices from the Cisco Advanced Technology Network Operation Center to all relevant locations of the customer. Protocol and port requirements are discussed with the customer during the service activation process.

Monitoring details for Cisco Healthcare Remote Management Services

RMS provides monitoring for your entire Cisco HealthPresence® solution based on existing RMS offerings, such as RMS for Cisco Unified Computing System™ and RMS for Cisco TelePresence®. The components covered by RMS include:

- EMC and NetApp storage systems – these third party devices must have product support purchased directly from the vendor. Refer to the [Cisco Remote Management Services Foundation Monitoring Details](#) for information about covered attributes.
- Server and virtualization layer – Cisco UCS® C-series servers (200 and 250) and ESXi operating system. Refer to the [Data Center and Foundation Remote Management Service Monitoring Details for Application](#)

[Networking, Cisco Unified Computing System, and Related Infrastructure Devices](#) for details about covered attributes.

- Call control – Cisco Unified Communication Manager (CUCM) and Cisco TelePresence Video Communication Server (VCS). Refer to tables 8 and 10 in [Cisco TelePresence Remote Management Services Monitoring Details](#) for details about covered attributes.
- Cisco TelePresence management – Cisco TelePresence Manager (CTS-Man) and TelePresence Management Suite (TMS). Refer to tables 4 and 5 in [Cisco TelePresence Remote Management Services Monitoring Details](#) for details about covered attributes.
- Multipoint bridges – Cisco TelePresence Multipoint Switch (CTMS), Cisco Media Service Engine (MSE), chassis and line cards (MSE 8000, 8510, and 8710), Cisco Unified Video Conferencing (CUVC), and MCU 4501. Refer to tables 6, 12, and 14 in [Cisco TelePresence Remote Management Services Monitoring Details](#) for details about covered attributes.
- Mid/high-end video endpoints – CTS-500, C series, EX series, MXP series. Refer to tables 1 and 2 in [Cisco TelePresence Remote Management Services Monitoring Details](#) for details about covered attributes.
- Low-end video endpoints – VX Clinical Assistant, Cisco 7985 IP phone, Cisco Jabber (CIPC) (Table 1)

Table 1. Monitored attributes for VX Clinical Assistant, Cisco 7985 IP phone, and Jabber

Attribute	Description	Event	
		Fault	Performance
Endpoint Availability	Network connectivity status	✓	
Call Control	Endpoint registration status (H.323, SIP, SCCP)	✓	
Call Quality	Jitter, latency, packet loss	✓	

Note: *Event* indicates an issue with system performance or health. *Fault* indicates an issue with the system; an incident ticket is automatically generated. *Performance* refers to system functioning and responsiveness.

- Cisco HealthPresence applications (Table 2)
 - Cisco HealthPresence Connect Server – Cisco HealthPresence Application Server, Cisco HealthPresence Portal Server, Cisco HealthPresence Administration
 - Cisco HealthPresence B2B Server
 - Cisco HealthPresence Attendant Appliance – Cisco HealthPresence Connect Client and AMD, and Neurosynaptics device aggregation platform
 - Cisco HealthPresence Provider Appliance – Cisco HealthPresence Connect Client and AMD, and Neurosynaptics device aggregation platform
- Third party devices (must have third party product support purchased directly with vendors)
 - Telemetry aggregation platform
 - S-video/RCA/USB cameras

Table 2. Monitored attributes for all Cisco HealthPresence application components and third party devices

Attribute	Description	Event	
		Fault	Performance
Application availability	Network connectivity status	✓	
Application status	HTTP probe and response	✓	

Note: Services, resources, and applications that are monitored are subject to change without notice.

Components not monitored by Cisco Healthcare Remote Management Services

The components listed below are not monitored by Cisco Healthcare Remote Management Services:

- MOVI – remote monitoring of the MOVI client is not supported. Cisco HealthCare RMS provides tier-1 service desk support for the MOVI client as follows:
 - Service desk (phone support) agents are always available (English only)
 - Provision user accounts based on the customer's policies and guidelines
 - Provide support assisting users in joining scheduled meetings
 - Reactive support for the deployment of new MOVI users – assist users with setting up new MOVI client
 - Perform password resets
- Internet-based Cisco Healthcare endpoints – remote monitoring for endpoints reachable only by the Internet is not supported.
- Customer's networking infrastructure – Cisco Healthcare solution relies on the customer's underlying network infrastructure; the customer is solely responsible for all network and device related issues within the customer's owned and managed infrastructure.
- Customer's data center infrastructure – Cisco Healthcare solution can be hosted on NetApp FAS2040 storage and managed by VMware vCenter. The customer is solely responsible for all network, hardware, and software related issues with these components.
- Third party applications – Cisco Healthcare solution supports on-premise or cloud-based integration with the third party applications listed below. The customer is solely responsible for all network, hardware, and software related issues regarding these applications:
 - OnePlace, TeleRad RADSpa, EmergeMD
 - OpenEMR
 - ePen



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