

Add a New Customer to the RMS Alarm Tracking System

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Introduction

This document provides step-by-step instructions to add a new customer to the Cisco Intelligent Contact Management (ICM) Listener system so you can monitor the new customer on the Remote Monitoring Suite (RMS) Alarm Tracker.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM
- Microsoft Windows NT

Components Used

The information in this document is based on these software and hardware versions:

- Cisco ICM Listener versions 2.5, 4.0, 4.1.x, and 4.5
- Remote Monitoring Suite 2.0.x

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

RMS Tracking System

The RMS Alarm Tracking system consists of:

- **RMS Listener** The RMS Listener is management application that tracks multiple ICM systems. RMS Listener serves as a receiver and message distributor for customer event data.
- **RMS LGMapper** The RMS LGMapper responds to poll requests from remote clients for updated attribute data. RMS LGMapper also sends event notifications to clients that represent traps and state changes to managed objects.
- **RMS Alarm Tracker** The RMS Alarm Tracker is the client application that displays customer and node status.

Add a Customer to RMS Listener

These are some important points to remember:

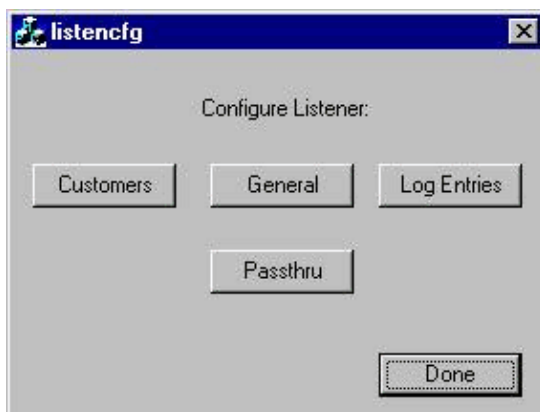
- Cisco Alarm Tacking System can consist of one or two RMS Listeners based on your implementation.
- Name the computers **GEOabcLNRA** (where *abc* represents the customer acronym).
- You can use the terminal or PCAnywhere32 to access the computer.

Complete these steps in order to add a customer to Cisco RMS Listener:

1. Log on to the RMS Listener as an administrator of the computer.
2. Start the ListenCFG.exe application.

The listencfg screen is displayed:

Figure 1 listencfg



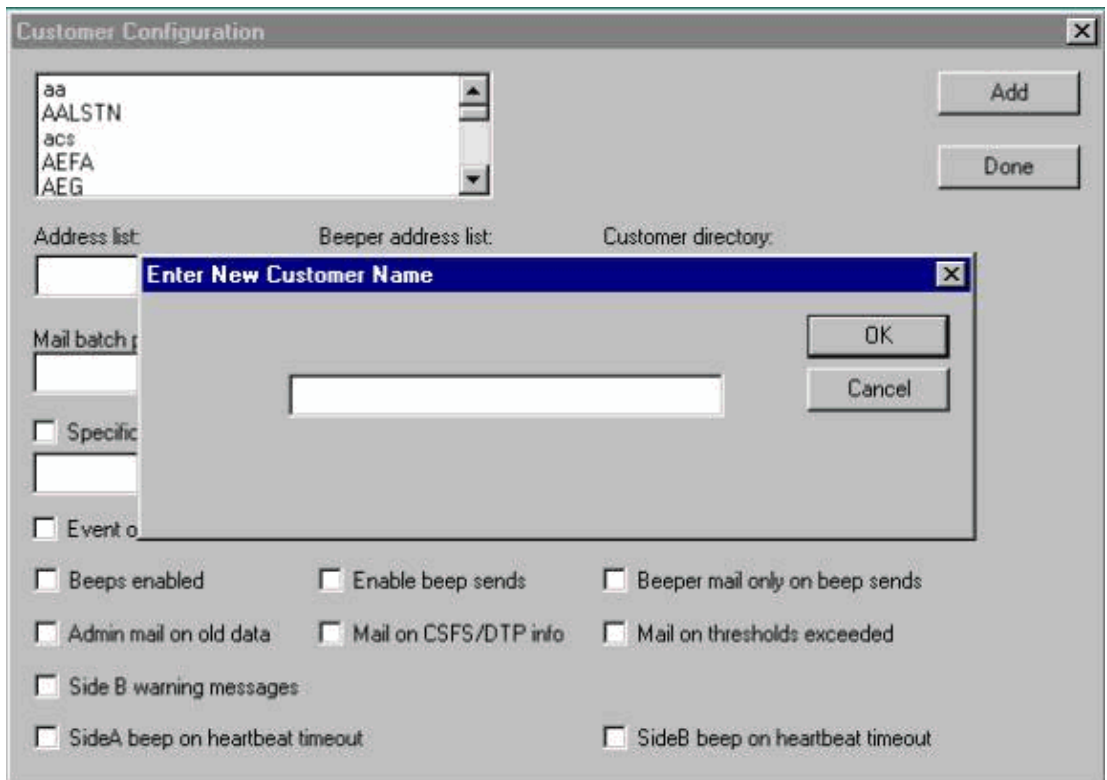
3. Click **Customers**.

The Customer Configuration screen is displayed.

4. Click **Add**.

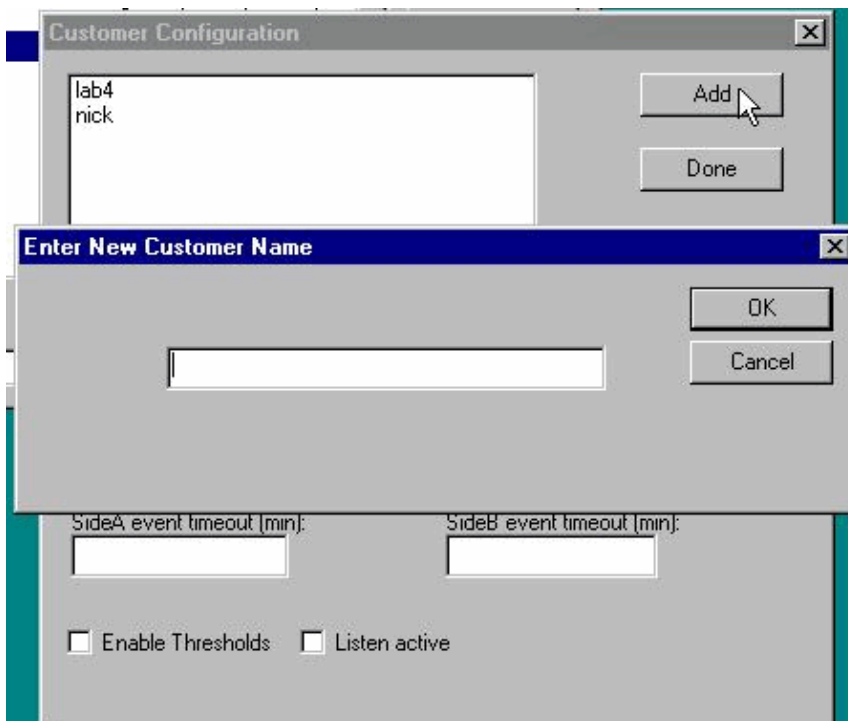
The Enter New Customer name dialog box is displayed:

Figure 2 For Cisco ICM versions 2.5, 4.0, 4.1x, and 4.5.x



5. Enter the appropriate customer instance.

Figure 3 Remote Monitoring Suite 2.0.x



Note: The Cisco ICM Customer Instance name you enter must exactly match the name on the ICM System of the customer.

6. Click **OK**.

Figure 4 For ICM versions 2.5, 4.0, 4.1.x, and 4.5.x

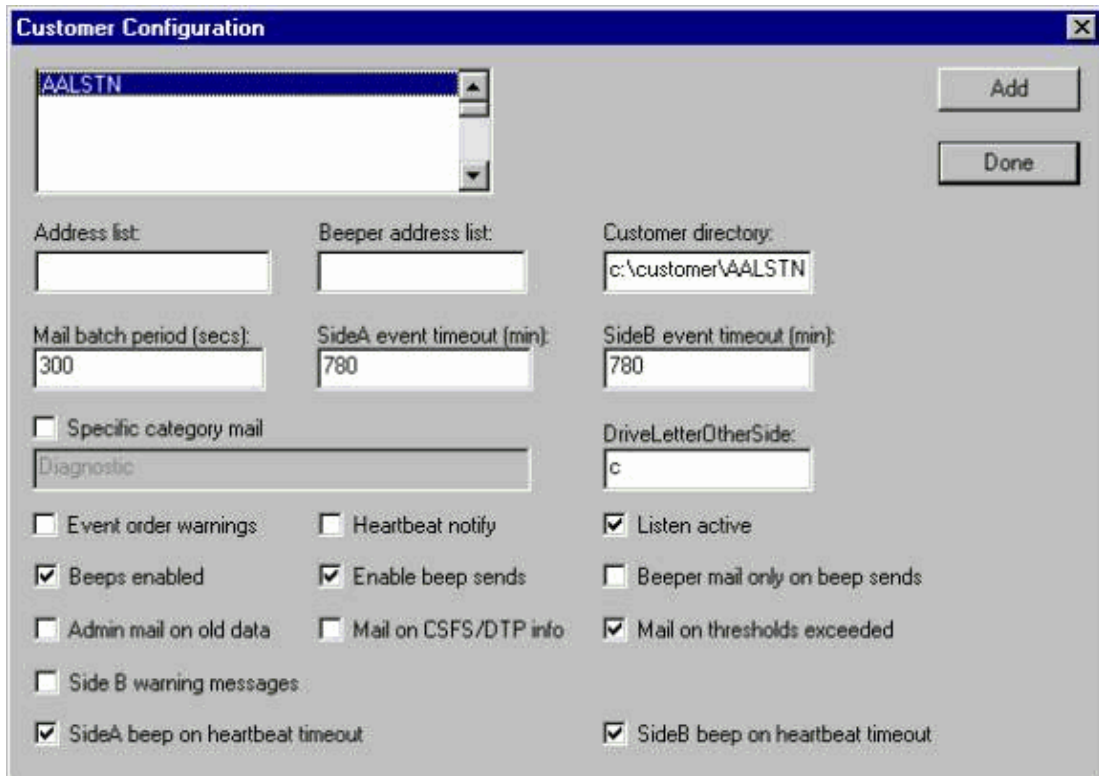
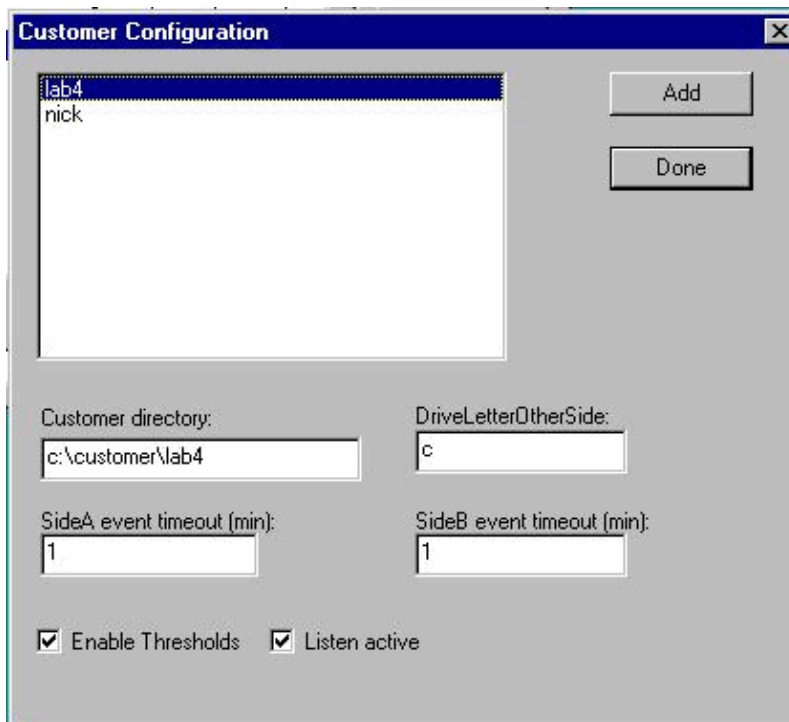


Figure 5 Remote Monitoring Suite 2.0.x



7. Use Microsoft Windows NT Explorer to determine the drive in which the customer directories are installed. In most cases, the directories are installed in the c:\customer directory.
8. Determine whether the customer uses a dial-up modem connection or a WAN/LAN solution. Contact the customer to find out how Phone Home is implemented.

If the customer uses a dial-up connection, the SideA event time-out (min) and SideB event time-out (min) must be set to 780 minutes (see Figure 4).

If the customer connects over a WAN/LAN, SideA event timeout (min) and SideB event timeout (min) must be set to 70 minutes.

If the customer runs in simplex mode, SideB event timeout (min) must be set to 0 minutes.

9. Verify that these check boxes are checked (see Figure 4):

- ◆ Beeps enabled
- ◆ SideA beep on heartbeat timeout
- ◆ Enable beep sends
- ◆ Listen active
- ◆ Mail on thresholds exceeded
- ◆ SideB beep on heartbeat timeout

Note: Verify that all other check boxes are unchecked.

10. Repeat steps 1 to 9 to add more customers.

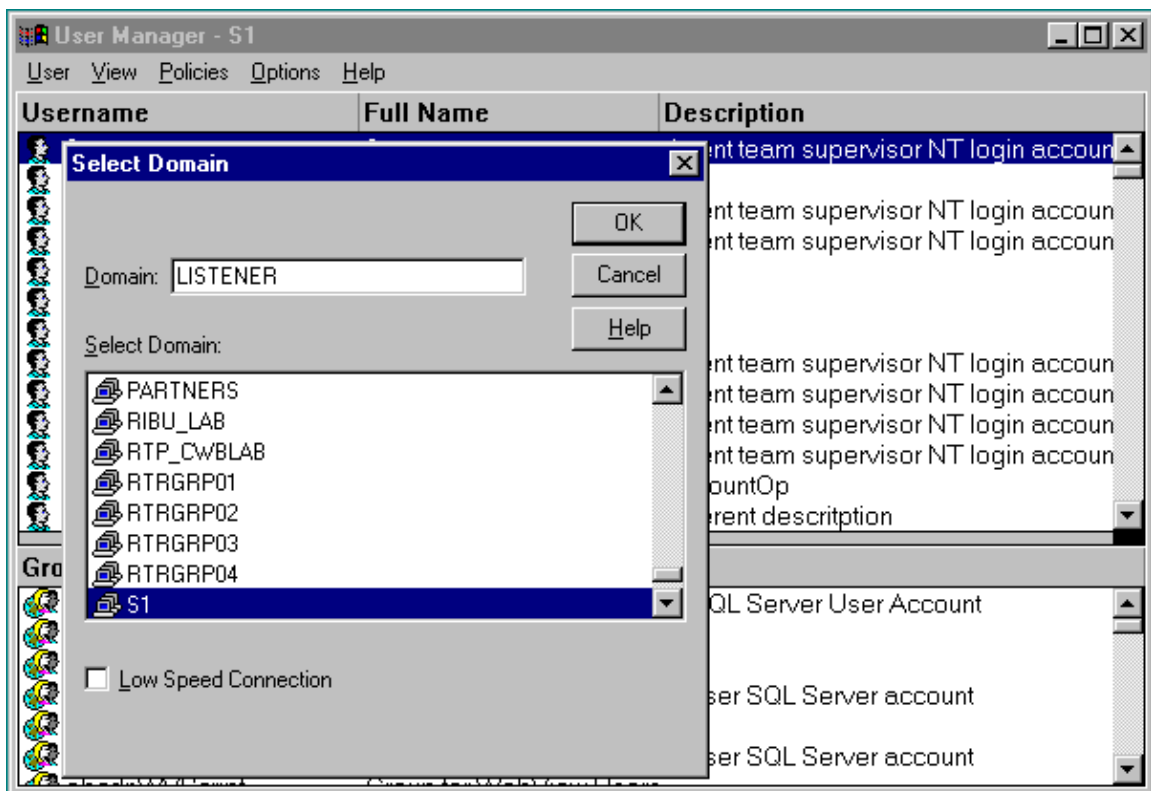
Allow Customer Access to the RMS Listener Machine that Runs Windows NT 4.0

Run **usrmgr.exe** to start the User Manager for Domains (see Figure 6). Complete these steps:

1. Choose **Start > Programs > Administrative Tools**.
2. Choose **User Manager for Domain**.
3. Click **User > Select Domain**.

The Select Domain dialog box is displayed:

Figure 6 Select the Domain



4. Choose the domain where the ICM Listener is a member.

5. Click **User > New User**.

The New User window is displayed:

Figure 7 New User

The screenshot shows a 'New User' dialog box with the following fields and options:

- Username: ABCUser
- Full Name: The ABC Company
- Description: Customer
- Password: xxxxxx
- Confirm Password: xxxxxx
- User Must Change Password at Next Logon
- User Cannot Change Password
- Password Never Expires
- Account Disabled
- Buttons: Add, Cancel, Help
- Bottom buttons: Groups, Profile, Dialin

6. Enter a name for the new user in the Username field.

For example: **ABCUser** where **ABC** is the customer instance.

7. Enter the full name of the customer in the Full Name field.
8. Enter a relevant description in the Description field.
9. Enter a password.

For example, **cisco**.

10. Enter the password again in the Confirm Password field.
11. Verify that these two check boxes are checked:

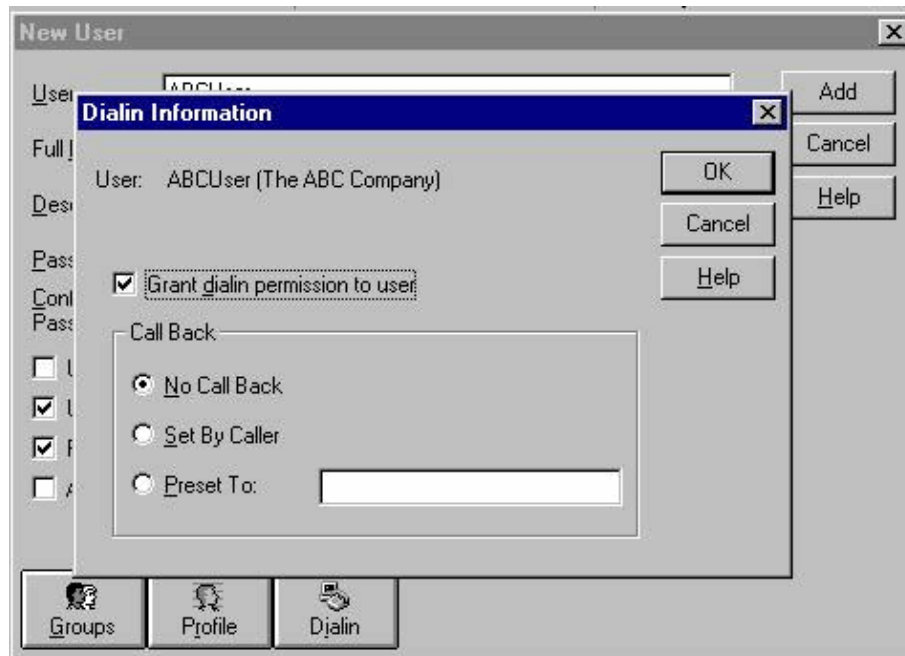
- ◆ User Cannot Change Password
- ◆ Password Never Expires

12. If the customer uses a dial-up connection, complete these steps to enable Registration, Admission, and Status Protocol (RAS) access:

- a. Click **Dialin**.

The Dialin Information screen is displayed:

Figure 8 Dialin Information



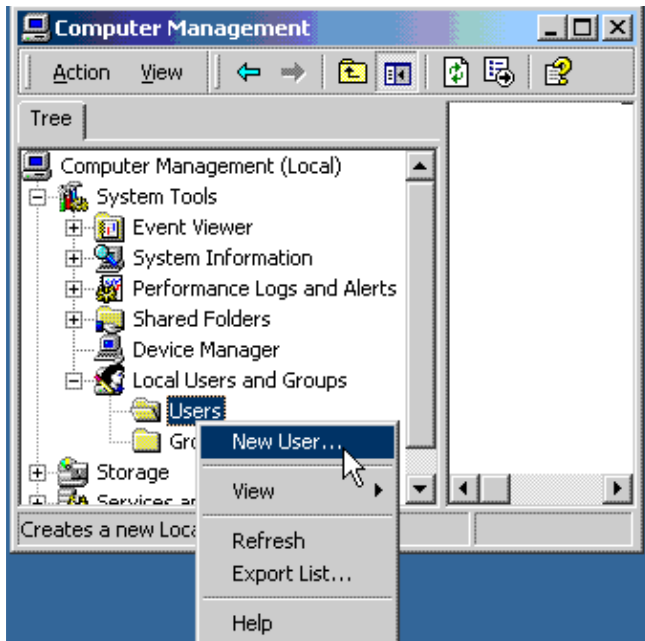
- b. Check the **Grant dialin permission to user** check box.
 - c. Click **OK**.
 - d. Click **Add**.
13. Repeat steps 1 to 12 to add more customers.
 14. Click **Close** when finished.

Allow Customer Access to the RMS Listener Machine Running Windows 2000 Server (Non-Domain Controller)

Complete these steps:

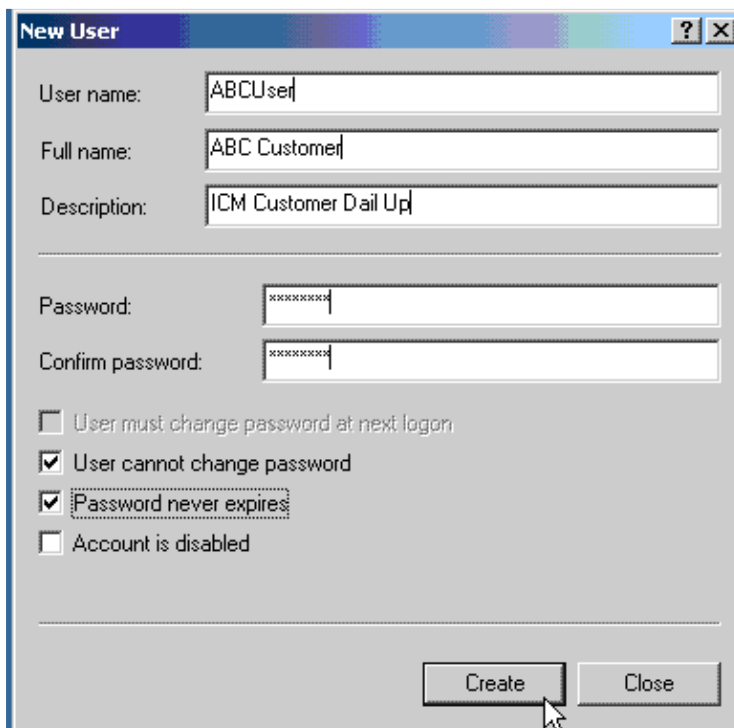
1. Choose **Start > Settings > Control Panel**.
2. Double-click **Administrative Tools**.
3. Double-click **Computer Management**.
4. Expand **Local Users and Groups**.
5. Right-click **Users**, and choose **New User** from the shortcut menu.

Figure 9 The Computer Management Window



The New User screen is displayed:

Figure 10 Add a New User



6. Enter a name in the User name field.

For example, **ABCUser**, where **ABC** is the customer instance.

7. Enter the full name of the customer in the Full name field.

8. Enter the relevant description in the Description field.

9. Enter a password.

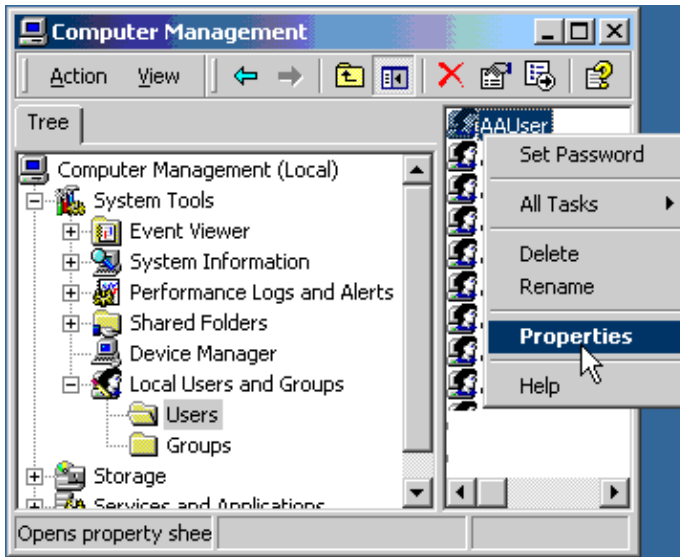
For example, **cisco**.

10. Enter the password again.

11. Verify that these two check boxes are checked:

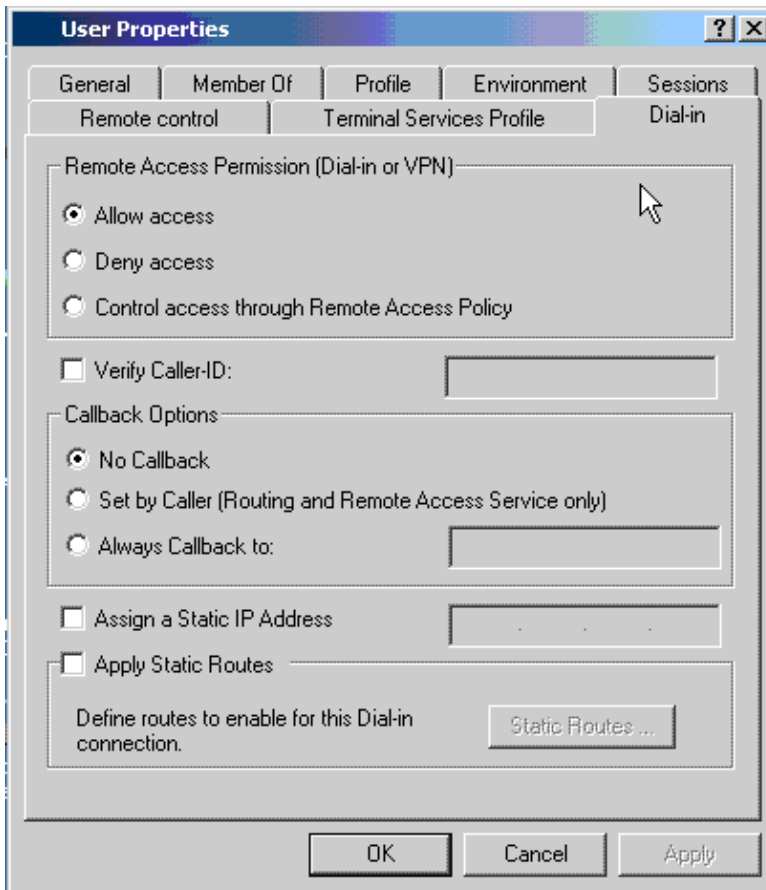
- ◆ User Cannot Change Password
 - ◆ Password Never Expires
12. Click **Create**.
 13. Right-click on the newly created user, and choose **Properties** from the shortcut menu:

Figure 11 Select the Properties Option From the Shortcut Menu



The User Properties dialog box is displayed:

Figure 12 Set User Properties



14. Choose the **Dial-in** tab.

15. Choose **Allow access** in the Remote Access Permission (Dial-in or VPN) section.
16. Choose **No Callback** in the Callback Options section.
17. Click **OK**.
18. Close the Computer Management window.

Restart the Listener Process

Note: This section is applicable to Cisco ICM versions 2.5, 4.0, 4.1.x, 4.5.x only.

You must cycle the Cisco RMS Listener process in order for the changes to take effect. Complete these steps:

1. Choose **Start > Settings > Control Panel > Services**.
2. Choose **GeoTel ICR Listener**.
3. Click **Stop**.
4. Wait for the process to stop.
5. Click **Start**.
6. Click **Close**.
7. Repeat steps 2 to 5 on Listener B.

Name the computers **GEOabcLNRB** (where *abc* represents the customer acronym). Use the terminal or PCAnywhere32 to access the computer.

Verify the Configuration

- Navigate to the customer directory to verify whether the customer is configured on the RMS Listener. If the directory **ABC** (where *ABC* is the customer acronym) exists in the customer directory (usually *c:\customer*), the customer is added successfully.
- Run the Alarm Tracker client, and look for new events to verify whether the customer sends home events.

Note: Heartbeat timeout events mean the customer does not send home events.

Troubleshoot the Configuration

If the customer does not send home events, verify whether the User Name and Password are configured properly in User Manager and on the Logger of the customer.

Related Information

- **How To Configure Heartbeat Send Interval on the ICM Logger**
 - **Technical Support & Documentation – Cisco Systems**
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