

# Add a New Customer to RMS 2.0 With Windows 2000

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## Introduction

This document provides step-by-step instructions on how to add a new customer to the Cisco Remote Monitoring Suite (RMS) Listener system so the new customer can be monitored on the RMS Alarm Tracker.

## Prerequisites

### Requirements

Readers of this document should have knowledge of these topics:

- Cisco Remote Monitoring Suite (RMS)
- Cisco Intelligent Contact Management (ICM)
- Microsoft Windows 2000 Server

### Components Used

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

- Operation Support Tools 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

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

# Cisco ICM Tracking System

The ICM Alarm Tracking system consists of:

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

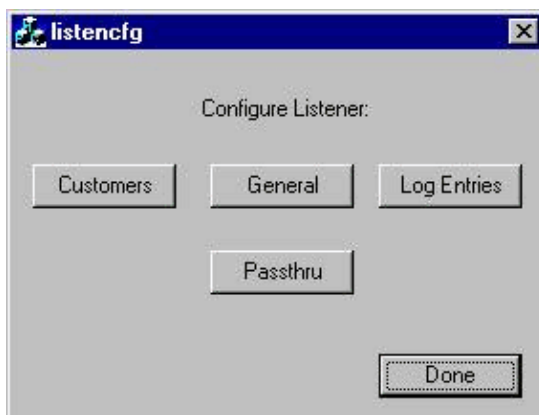
## Add a Customer to Cisco ICM Listener

There can be one or two RMS Listeners depending on your implementation of Cisco RMS. The machines are typically named, **GEOabcLNRA** (where *abc* is the customer acronym). To add a customer to the ICM Listener, complete these steps:

**Note:** The machine can be accessed using the terminal or PCAnywhere32.

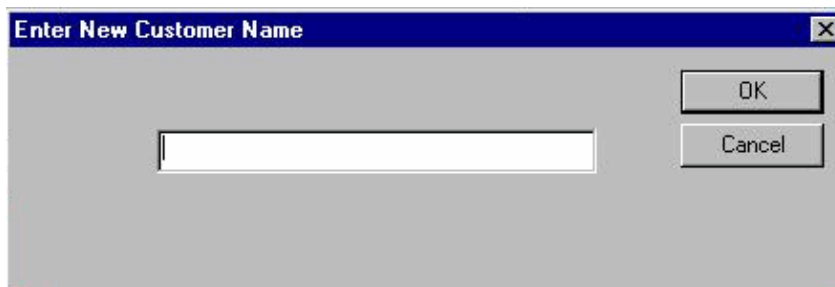
1. Log on to the RMS Listener as an Administrator.
2. Click **Start > Run**.
3. Type **ListenCFG.exe** to start the application. The **listencfg** screen opens, Figure 1.

**Figure 1: ListenCFG.exe**



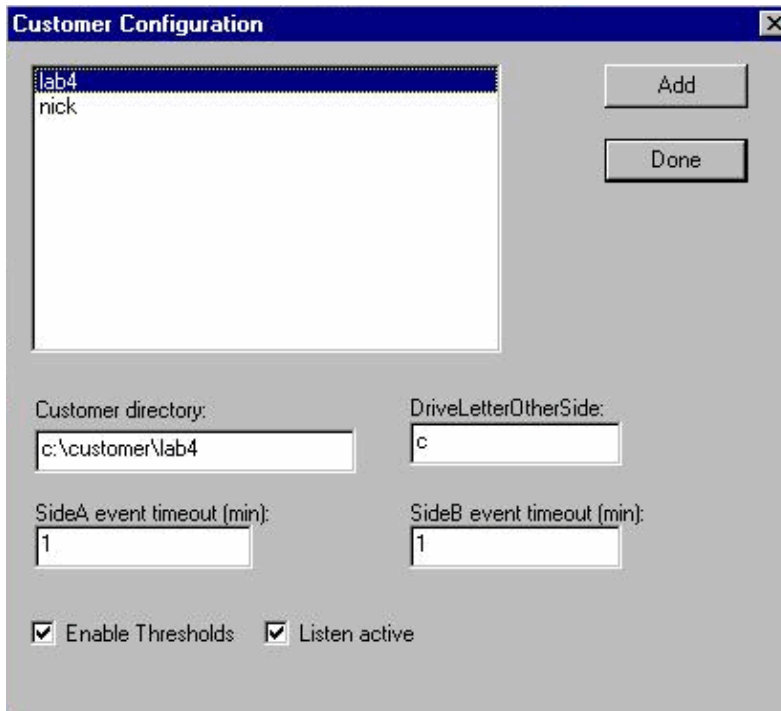
4. Click **Customers**.
5. Click **Add**.
6. Enter the **New Customer Name**.

**Figure 2: Customer Configuration: Enter New Customer Name**



- Note:** The Cisco ICM Customer Instance should be exactly what is on the ICM System.
7. Click **OK**.

**Figure 3: Customer Configuration**



8. Using Microsoft Windows Explorer, determine which drive the customer directories are installed, in most cases it is in the `c:\customer` directory.
9. Determine if a dial-up modem connection or a WAN/LAN solution is being used.
10. If using a dial-up connection, the SideA event time-out (min) SideB event time-out (min) should be set to 780 minutes, see Figure 3.
11. If connecting using a WAN/LAN, SideA event timeout (min) and SideB event timeout (min) should be set to 70 minutes, see Figure 3.
12. If the customer is running in simplex mode, SideB event timeout (min) should be set to 0 minutes, see Figure 3.
13. Repeat these steps to add more customers.

## **Allow the Customer Access to RMS Listener Machine**

Start Active Directory Users and Computers , as shown in Figure 4.

1. Click **Start > Programs > Administrative Tools**.
2. Click to select **Active Directory Users and Computers**.
3. Click **Select Domain from the User Menu**.
4. Select the domain where the RMS Listener is a member.

**Figure 4: Connect to Domain**

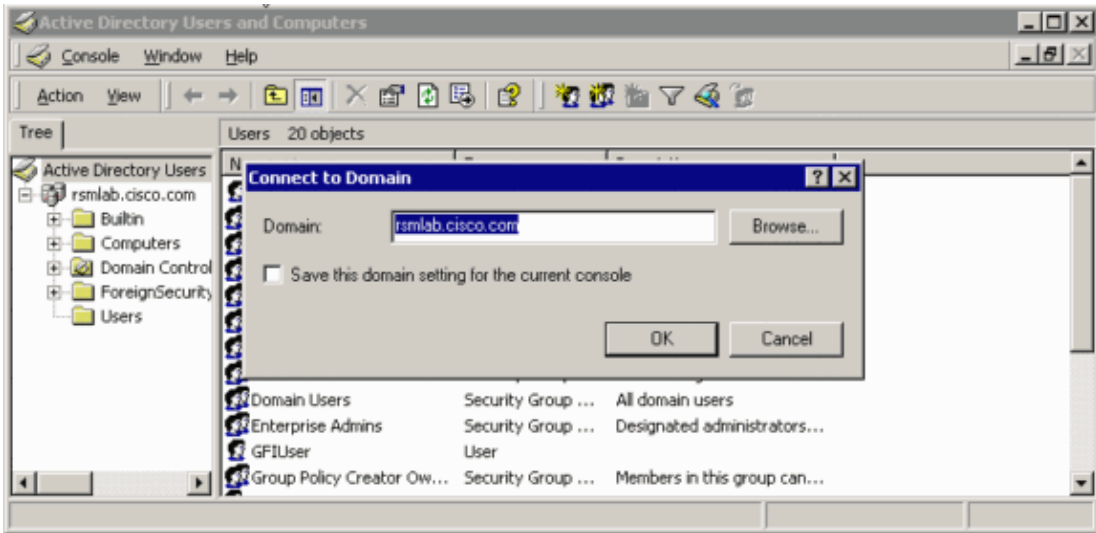
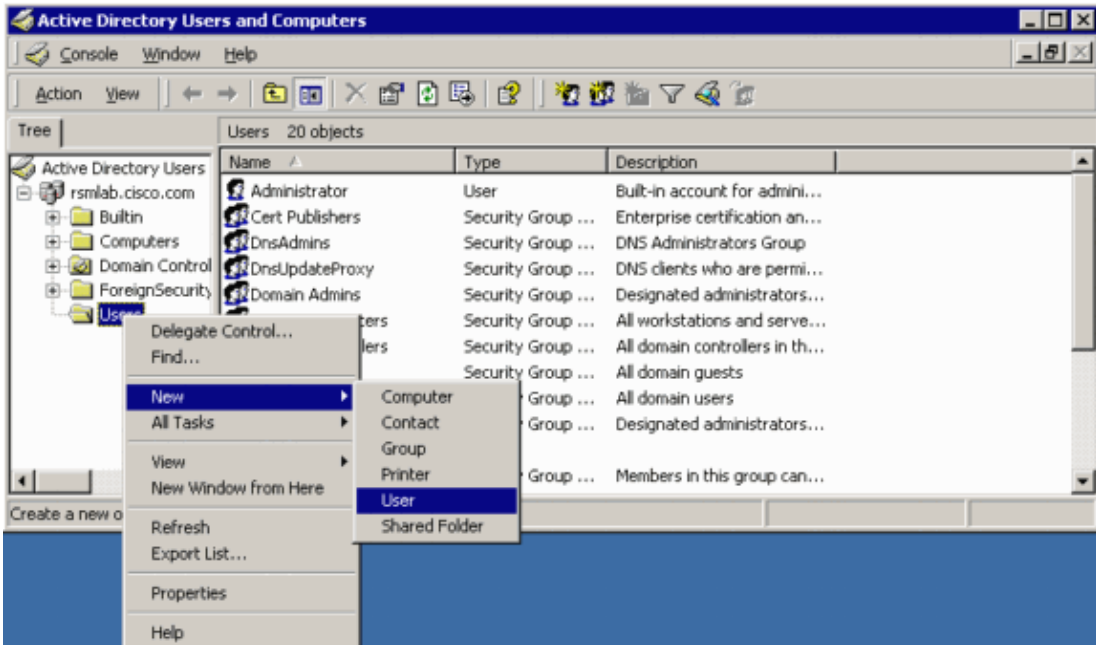


Figure 5: Active Directory Users and Computers



5. Create a New User, right-click Users.
6. Click New.
7. Click User, a window similar to Figure 6 appears.

Figure 6: New Object – User

**New Object - User**

Create in: TACLAB3.CISCO.com/Users

First name:  Initials:

Last name:

Full name:

User logon name:  @TACLAB3.CISCO.COM

User logon name (pre-Windows 2000):

< Back   Next >   Cancel

8. Enter the **User logon name**. For example: ABCUser where ABC is the customer instance
9. Type the customer name in the **Full Name** field.
10. Click **Next**.
11. Enter the **Password**.
12. Enter the password again, for confirmation.

**Figure 7: New Object – User**

**New Object - User**

Create in: rsmlab.cisco.com/Users

Password:

Confirm password:

User must change password at next logon

User cannot change password

Password never expires

Account is disabled

< Back   Next >   Cancel

13. The following boxes should be checked:

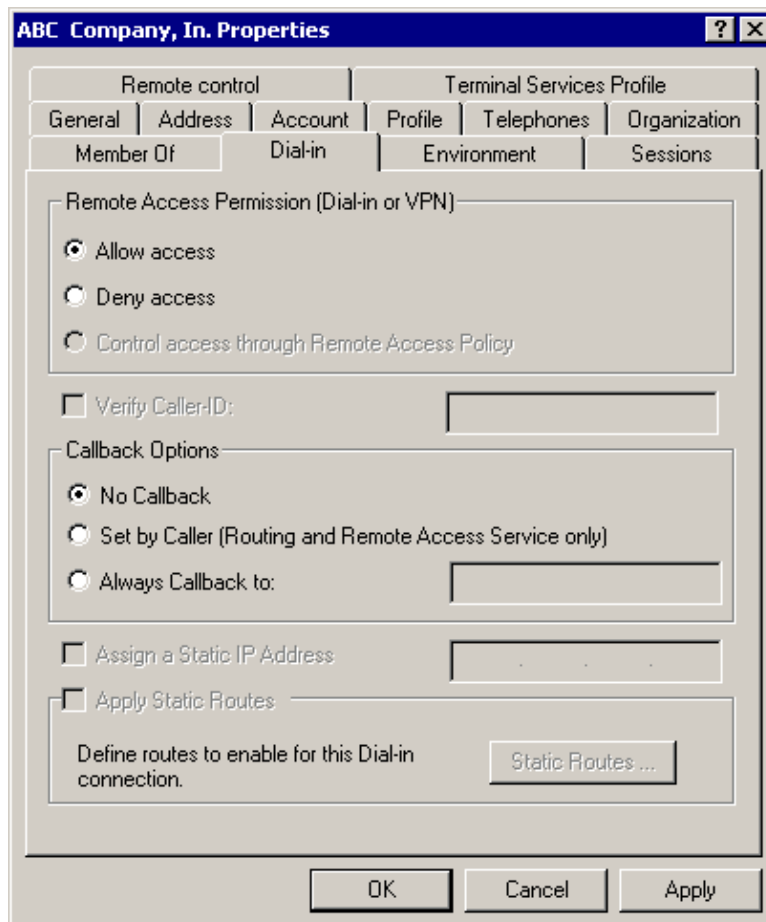
- ◆ User cannot change password
- ◆ Password never expires

**Note:** . All other boxes should remain unchecked.

14. Click **Next**.

15. Click **Finish**.
16. Right-click on the user you just created.
17. Click **Properties**.
18. Click the **Dial-in** tab.
19. If the customer is using a dial-up connection, follow these steps to enable RAS access.
  - ◆ Select the **Dial-in** tab.
  - ◆ Under **Remote Access Permission**, select **Allow Access**, Figure 8.
  - ◆ Under **Callback Options**, **No Callback** should be selected.
  - ◆ Click **OK**.
  - ◆ Click **Add**.

**Figure 8: Company Properties**



20. Click **OK**.
21. Repeat to add more customers.

## Verify the Configuration

Verify the new user is configured on the RMS Listener. Navigate the customer directory. If the directory ABC (where ABC is the customer acronym) exists in the customer directory (usually c:\customer), the new user has been added successfully.

Verify the new user is sending events. Run Alarm Tracker. If new events are showing in Alarm Tracker then the user is sending home events.

**Note:** Heartbeat timeout events means the customer is not sending home events.

## Troubleshoot the Configuration

If the customer is not sending home events, verify the **User Name** and **Password** is configured properly in the **Active Directory Users and Computers** and on the **Logger**.

## NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Customer Contact Software
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IP Communications and Video: Contact Center
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## Related Information

- [Common Listener Problem Notification Errors](#)
- [How To Configure Heartbeat Send Interval on the ICM Logger](#)
- [Technical Support – Cisco Systems](#)

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