



# Serviceability Administrative Overview

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## Overview

Cisco Unified Serviceability is a web-based troubleshooting tool that provides the following functionality:

- Saves alarms and events for troubleshooting and provides alarm message definitions.
- Saves trace information to log files for troubleshooting.
- Monitors real-time behavior of components through the Cisco Unified Real-Time Monitoring Tool (Unified RTMT).
- Provides audit capability by logging configuration changes to the system by a user or due to result of the user action. This functionality supports the Information Assurance feature of Unified Communications Manager and Cisco Unity Connection.
- Provides feature services that you can activate, deactivate, and view through the **Service Activation** window.
- Generates and archives daily reports; for example, alert summary or server statistic reports.
- Allows Unified Communications Manager, Instant Messaging and Presence and Cisco Unity Connection to work as a managed device for Simple Network Management Protocol (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.
- **Unified Communications Manager only:** Generates Unified Communications Manager reports for Quality of Service, traffic, and billing information through Cisco Unified Communications Manager CDR Analysis and Reporting.




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**Note** Instant Messaging and Presence Service uses a different Serviceability interface than the others and therefore is referred to separately when required.

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**Tip** Cisco RIS Data Collector provides Process and Thread statistic counters in the Cisco Unified Real-Time Monitoring Tool. 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 the administration interface for your configuration.

Unified Communications Manager: For information on configuring service parameters, refer to the [Administration Guide for Cisco Unified Communications Manager](#).

Cisco Unity Connection: For information on configuring service parameters, refer to the *System Administration Guide for Cisco Unity Connection*.

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**Tip** Cisco Unity Connection only: For Cisco Unity Connection, you must perform serviceability-related tasks in both Cisco Unified Serviceability and Cisco Unity Connection Serviceability; for example, you may need to start and stop services, view alarms, and configure traces in both applications to troubleshoot a problem.

Cisco Unified Serviceability supports the functionality that is described in the Cisco Unified Serviceability Administration Guide; for tasks that are specific to Cisco Unity Connection Serviceability, refer to the *Cisco Unity Connection Serviceability Administration Guide*.

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## Reporting Tools

Cisco Unified Serviceability provides the following reporting tools:

- Unified Communications Manager only:
  - Unified Communications Manager only: Cisco Unified Communications Manager CDR Analysis and Reporting - Generates Unified Communications Manager reports for Quality of Service, traffic, and billing information through Cisco Unified Communications Manager CDR Analysis and Reporting. For more information, see *CDR Analysis and Reporting Administration Guide*.
  - Unified Communications Manager only: Unified Communications Manager Dialed Number Analyzer - Allows you to test and diagnose a deployed Unified Communications Manager dial plan configuration, analyze the test results, and use the results to improve the dial plan. For more information on how to access and use Dialed Number Analyzer, see *Cisco Unified Communications Manager Dialed Number Analyzer Guide*.
  - Unified Communications Manager only: Cisco Unified Reporting Web Application - Allows you to inspect or troubleshoot data for a standalone server or a cluster. This application, which is separate from Cisco Unified Serviceability, combines data by category from all accessible Unified Communications Manager servers in a cluster into one output view. Some reports run health checks to identify conditions that could affect server or cluster operations. If you are an authorized user, you access Cisco Unified Reporting in the main navigation menu in Cisco Unified Communications

Manager Administration or with the **File > Cisco Unified Reporting** link on the Unified RTMT menu. For more information, see *Cisco Unified Reporting Administration Guide*.

Serviceability Reports Archive - Archives reports that the Cisco Serviceability Reporter service generates.

- Cisco Unified Real-Time Monitoring Tool (Unified RTMT) - Monitors real-time behavior of components through Unified RTMT; creates daily reports that you can access through the Serviceability Reports Archive. For more information, see *Cisco Unified Real-Time Monitoring Tool Administration Guide*.
- You can access Cisco Unified IM and Presence Reporting in the main navigation menu in Cisco Unified Communications IM and Presence Service.

## Remote Serviceability Tools



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**Note** The content in this section does not apply to Cisco Unity Connection.

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To supplement the management and administration of the Unified Communications Manager 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 Unified Communications Manager configuration information. With customer permission, technical support engineers log in to a Unified Communications Manager server and get a desktop or shell that allows them to perform any function that could be done from a local login session.

Unified Communications Manager supports the following capabilities for remote serviceability:

- Simple Network Management Protocol (SNMP) - Provides remote management for managed devices such as Unified Communications Manager.
- Show Command Line Interface - Displays Unified Communications Manager system data.

## Customized Login Message

You can upload a text file that contains a customized login message that appears on the initial Serviceability window.

For more information and the procedure for uploading your customized login message, refer to the *Administration Guide for Cisco Unified Communications Manager*.

