



# Release Notes for Cisco Unified Service Monitor 2.0.1

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**Revised: June 25, 2008**

Cisco Unified Service Monitor is a product from the Cisco Unified Communications Management Suite. These release notes provide:

- [New Features, page 1](#)
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## New Features

The following changes and enhancements are included in Service Monitor 2.0.1:

- Support for:
  - Cisco Unified Communications Manager (Unified Communications Manager) 6.0 and 6.1.



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**Note**

Starting with versions 4.3, 5.1, and 6.0, the product we formerly referred to as Cisco Unified CallManager will be called Unified Communications Manager. Versions earlier than 4.3 and 5.0 retain the Cisco Unified CallManager name. Throughout this document, any reference to Unified Communications Manager can also be understood to refer to Cisco Unified CallManager, unless explicitly noted.

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- Internet Explorer 7.0.
- Secure Socket Layer (SSL).



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- Thresholds—Configurable by device type.
- Sensors—Editable in bulk.
- Scheduling for:
  - Low-volume processing (during system maintenance).
  - Data purging.
- New configuration options:
  - Number of records (30,000-64,000) to export to CSV files.
  - Number of minutes (1-4) to search for data for diagnostic reports.
- Updated binary image for Cisco 1040 Sensors—SvcMonAA2\_40.img. To load the image onto sensors, see *Quick Start Guide for Cisco Unified Service Monitor 2.0.1*.



**Note** A new image, SvcMonAA2\_42.img, is available at <http://www.cisco.com/cgi-bin/tablebuild.pl/servmon>. For more information, see Bug IDs CSCsk61142, CSCsk98595, and CSCsl21586 in [Known and Resolved Problems, page 9](#).

- See [Known and Resolved Problems, page 9](#) for problems that were resolved in this release.

## Product Documentation



**Note** The originally published printed and electronic documentation is included with your product. Any changes after original publication are reflected on Cisco.com, where you will find the most up-to-date documentation.

[Table 1](#) describes the product documentation that is available.

**Table 1** *Product Documentation*

Document Title	Available Formats
<i>Release Notes for Cisco Unified Service Monitor 2.0.1</i>	<ul style="list-style-type: none"> <li>• PDF on the product CD-ROM.</li> <li>• On Cisco.com at the following URL: <a href="http://cisco.com/en/US/products/ps6536/prod_release_notes_list.html">http://cisco.com/en/US/products/ps6536/prod_release_notes_list.html</a></li> </ul>
<i>Quick Start Guide for Cisco Unified Service Monitor 2.0.1</i> <b>Note</b> This quick start guide explains how to install and upgrade Service Monitor.	<ul style="list-style-type: none"> <li>• PDF on the product CD-ROM.</li> <li>• On Cisco.com at the following URL: <a href="http://cisco.com/en/US/products/ps6536/prod_installation_guides_list.html">http://cisco.com/en/US/products/ps6536/prod_installation_guides_list.html</a></li> </ul>

**Table 1** Product Documentation (continued)

Document Title	Available Formats
<i>User Guide for Cisco Unified Service Monitor</i>	<ul style="list-style-type: none"> <li>PDF on the product CD-ROM.</li> <li>PDF accessible from online help.</li> <li>On Cisco.com at the following URL: <a href="http://cisco.com/en/US/products/ps6536/products_user_guide_list.html">http://cisco.com/en/US/products/ps6536/products_user_guide_list.html</a></li> </ul>
Context-sensitive online help	Available by clicking one of the following: <ul style="list-style-type: none"> <li><b>Help</b> link in the upper right-hand corner of the window.</li> <li>Help button in the dialog box.</li> </ul>

## Related Documentation



### Note

The originally published printed and electronic documentation is included with your product. Any changes after original publication are reflected on Cisco.com, where you will find the most up-to-date documentation.

[Table 2](#) describes the additional documentation that is available.

**Table 2** Related Documentation

Document Title	Description and Available Formats
<i>Release Notes for Cisco Unified Operations Manager 2.0.1</i>	On Cisco.com at the following URL: <a href="http://cisco.com/en/US/products/ps6535/prod_release_notes_list.html">http://cisco.com/en/US/products/ps6535/prod_release_notes_list.html</a>
<i>Quick Start Guide for Cisco 1040 Sensor</i>	Describes how to install a Cisco 1040 and provides regulatory compliance and safety information. This document is available on Cisco.com at the following URL: <a href="http://cisco.com/en/US/products/ps6536/prod_installation_guides_list.html">http://cisco.com/en/US/products/ps6536/prod_installation_guides_list.html</a>
<i>Installation Guide for Cisco Unified Operations Manager (Includes Service Monitor)</i>	On Cisco.com at the following URL: <a href="http://cisco.com/en/US/products/ps6535/prod_installation_guides_list.html">http://cisco.com/en/US/products/ps6535/prod_installation_guides_list.html</a>
<i>User Guide for Cisco Unified Operations Manager</i>	On Cisco.com at the following URL: <a href="http://cisco.com/en/US/products/ps6535/products_user_guide_list.html">http://cisco.com/en/US/products/ps6535/products_user_guide_list.html</a>
<i>Release Notes for CiscoWorks Common Services 3.0.5 (Includes CiscoView 6.1.5) on Windows</i>	On Cisco.com at the following URL: <a href="http://cisco.com/en/US/products/sw/cscowork/ps3996/prod_release_note09186a00806f45bf.html">http://cisco.com/en/US/products/sw/cscowork/ps3996/prod_release_note09186a00806f45bf.html</a>

**Table 2** *Related Documentation (continued)*

Document Title	Description and Available Formats
<i>Installation and Setup Guide for Common Services 3.0.5 (Includes CiscoView) on Windows</i>	On Cisco.com at the following URL: <a href="http://cisco.com/en/US/products/sw/cscowork/ps3996/products_installation_guide_book09186a00806ab62a.html">http://cisco.com/en/US/products/sw/cscowork/ps3996/products_installation_guide_book09186a00806ab62a.html</a>
<i>User Guide for CiscoWorks Common Services 3.0.5</i>	On Cisco.com at the following URL: <a href="http://cisco.com/en/US/products/sw/cscowork/ps3996/products_user_guide_book09186a00806feda7.html">http://cisco.com/en/US/products/sw/cscowork/ps3996/products_user_guide_book09186a00806feda7.html</a>

## Supported Versions of Cisco Unified Communications Manager

When properly configured, Service Monitor can report on voice activity from the versions of Unified Communications Manager listed in [Table 3](#).

**Table 3** *Unified Communications Manager Support*

Unified Communications Manager Version	Information Available from this Version
3.3 4.0 4.1	The following information is available for Service Monitor to include in reports: <ul style="list-style-type: none"> <li>• Cluster ID</li> <li>• Call endpoints</li> <li>• Time stamp (Reflects call disconnect time)</li> <li>• Call duration</li> <li>• Call termination cause</li> <li>• Codec</li> <li>• Milliseconds of jitter</li> <li>• Number of lost packets</li> </ul>

**Table 3** Unified Communications Manager Support

Unified Communications Manager Version	Information Available from this Version
4.2	In addition to the information provided by earlier versions, MOS is available for Service Monitor to use in determining whether a threshold has been violated and, if so, send a trap. Other data, such as concealment ratio and severely concealed seconds, is also available for inclusion on reports and in traps.
4.3	
5.0	
5.1	MOS is calculated using the Cisco Voice Transmission Quality (CVTQ) algorithm on specific phones. To make CVTQ data available, you need to:
6.0	<ul style="list-style-type: none"> <li>• Ensure that you have applied any required patches to Unified Communications Manager.</li> </ul>
6.1	<ul style="list-style-type: none"> <li>• Use the specified models of Cisco Unified IP phones with the specified protocol and firmware; these phones must be registered with Unified Communications Manager 4.2, 4.3, 5.0, 5.1, 6.0, or 6.1.</li> </ul>
	For more information, see the following topics:
	<ul style="list-style-type: none"> <li>• <a href="#">Required Unified Communications Manager Patches and Workarounds, page 5</a></li> </ul>
	<ul style="list-style-type: none"> <li>• <a href="#">Supported Cisco Unified IP Phone Models and Phone Protocols, page 7</a></li> </ul>
	<ul style="list-style-type: none"> <li>• <a href="#">Enabling CVTQ Data on Supported Cisco MGCP Voice Gateways, page 7</a></li> </ul>

## Required Unified Communications Manager Patches and Workarounds

Problems with CVTQ data can occur due to known problems with certain versions of Unified Communications Manager. [Table 4](#) documents these problems.

**Table 4**      **Circumstances that Can Affect CVTQ Data**

<b>Description</b>	<b>Circumstances</b>
Service Monitor CVTQ reports do not show any calls in a Unified Communications Manager 5.0 cluster	<p>If a space is included in the cluster ID, an error occurs in a component of Unified Communications Manager, and CDRs and CMRs are not pushed.</p> <p>Bug ID: CSCsd81400</p> <p>This problem has been fixed and verified in Unified Communications Manager 5.0(3.9911.35).</p> <p>Workaround: If you do not have the Unified Communications Manager 5.0(3.9911.35) image or later, do the following.</p> <ol style="list-style-type: none"> <li>1. Change the cluster ID to a name that doesn't include a space; from Unified CallManager Administration: <ol style="list-style-type: none"> <li>a. Select <b>System &gt; Enterprise Parameters</b>. The Enterprise Parameters Configuration page appears.</li> <li>b. Change the cluster ID.</li> <li>c. Click <b>Update</b>.</li> </ol> </li> <li>2. Repeat this step for each Unified Communications Manager: <ol style="list-style-type: none"> <li>a. From Cisco Unified CallManager Serviceability select <b>Tools &gt; Control Center - Feature Services</b>.</li> <li>b. Select the Unified Communications Manager server.</li> <li>c. Click the <b>Restart</b> button.</li> </ol> </li> <li>3. Remove old files from the Unified Communications Manager 5.0 server: <ol style="list-style-type: none"> <li>a. Log in to the server.</li> <li>b. Go to the <code>/var/log/active/cm/cdr</code> directory.</li> <li>c. Remove all files that start with <code>cdr_old cluster name_</code> and <code>cmr_old cluster name_</code>.</li> </ol> </li> </ol>

## Supported Cisco Unified IP Phone Models and Phone Protocols

The following Cisco Unified IP phone models support the CVTQ algorithm in SCCP mode—and in most cases SIP mode—if they have the 8.0(3) firmware which can be downloaded from Unified Communications Manager versions 4.2, 4.3, 5.x, 6.0, and 6.1.


**Note**

For Cisco Unified IP phone models to support the CVTQ algorithm in SIP mode, you must enable Call Stats in the SIP profile. For more information, select the appropriate version of *Cisco Unified Communications Manager Administration Guide* at this URL:

[http://cisco.com/en/US/products/sw/voicesw/ps556/prod\\_maintenance\\_guides\\_list.html](http://cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html).

**Table 5** Cisco Unified IP Phone Models that Support the CVTQ Algorithm

Model	Mode in Which CVTQ is Supported	
	SCCP	SIP
7906	X	X
7911	X	X
7921	X	X
7931	X	X
7940	X	—
7941	X	X
7942	X	X
7945	X	X
7960	X	—
7961	X	X
7962	X	X
7965	X	X
7970	X	X
7971	X	X
7975	X	X

No other Cisco Unified IP Phone models support CVTQ.


**Note**

The 8.0(3) phone firmware is also accessible from this URL:

<http://www.cisco.com/cgi-bin/tablebuild.pl/ip-7900ser>.

## Enabling CVTQ Data on Supported Cisco MGCP Voice Gateways

To enable CVTQ data on Cisco MGCP voice gateways, you need the correct Cisco IOS software and DSP hardware and you must enable voice quality statistics on the voice gateway. Ensure that you have:

- Cisco IOS 12.4(4)T or later.

- TIC5510 DSP hardware—TIC5510 DSP supports the DSP/KF voice quality metric that Service Monitor needs. To confirm that a voice gateway has TIC5510 DSP, look for 5510 in the output of this command:

```
show voice dsp detailed
```

For more information, see *Cisco IOS Voice Command Reference* at this URL:

[http://www.cisco.com/en/US/docs/ios/voice/command/reference/vr\\_book.html](http://www.cisco.com/en/US/docs/ios/voice/command/reference/vr_book.html)

The platforms on which TICDSP5510 is supported are:

- Cisco 2800 series and Cisco 3800 series integrated services routers with PVDM2 modules
- Cisco VG224 voice gateway
- Cisco IAD2430 series integrated access devices
- Cisco 2600XM, Cisco 2691, Cisco 3700 series access routers, Cisco 2811, Cisco 2821, Cisco 2851, and Cisco 3800 series integrated services routers with the following network modules:

NM-HDV2

NM-HDV2-1T1/E1

NM-HD-1V

NM-HD-2V

NM-HD-2VE

- Cisco 2821, Cisco 2851, Cisco 3825, and Cisco 3845 with the EVM-HD-8FXS/DID module

For updates on voice gateways that support TICDSP5510 and updates on DSP technology, see Cisco.com. For more information, see *DSP Voice Quality Metrics Guide* at this URL:

[http://www.cisco.com/en/US/docs/ios/12\\_4t/12\\_4t15/vqmetric.html](http://www.cisco.com/en/US/docs/ios/12_4t/12_4t15/vqmetric.html)

To enable voice quality statistics on the voice gateway, use this command:

```
mgcp voice-quality-stat all
```



**Note**

A warning message might be displayed advising that “enable voice stats might impact performance”.

For more information, see *Cisco IOS Voice Command Reference* at this URL:

[http://www.cisco.com/en/US/docs/ios/voice/command/reference/vr\\_book.html](http://www.cisco.com/en/US/docs/ios/voice/command/reference/vr_book.html)

## Supported Cisco 1040 Binary Image Files

Only the following binary image files are supported for use on Cisco 1040 Sensors while using Service Monitor 2.0.1:

- SvcMonAA2\_40.img—Installed in the *NMSROOT*\ImageDir folder when you install Service Monitor 2.0.1.
- SvcMonAA2\_42.img—Available on Cisco.com from the Software Download site at <http://www.cisco.com/cgi-bin/tablebuild.pl/servmon>. For more information, see Bug IDs CSCsk61142, CSCsk98595, and CSCsl21586 in [Known and Resolved Problems](#), page 9.

**Caution**

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Installing binary image files other than SvcMonAA2\_40.img and SvcMonAA2\_42.img can cause severe problems.

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## Known and Resolved Problems

**Note**

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To obtain more information about known problems, access the Cisco Software Bug Toolkit at <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. (You will be prompted to log into Cisco.com.)

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[Table 6](#) describes problems known to exist in this release; [Table 7](#) describes problems resolved since the last release of Service Monitor.

Table 6 Known Problems in Service Monitor 2.0.1

Bug ID	Summary	Explanation
CSCso65632	Installation sometimes corrupts because DEP is not suppressed	<p>Installation sometimes fails. This happens when Windows Data Execution Prevention (DEP) is enabled.</p> <p>To work around this problem:</p> <ol style="list-style-type: none"> <li>1. Disable DEP: <ol style="list-style-type: none"> <li>a. Log in to the machine on which you will install Service Monitor as an administrator or a member of the Administrators group.</li> </ol> </li> </ol> <p><b>Note</b> If your computer is connected to a network, network policy settings might prevent you from completing this procedure.</p> <ol style="list-style-type: none"> <li>b. Open System Properties by right-clicking the My Computer icon on your desktop and selecting Properties.</li> <li>c. Click the Advanced tab; then, under Performance, click Settings.</li> <li>d. Click the Data Execution Prevention tab. If Turn on DEP for all programs and services except those I select is selected, DEP is enabled.</li> <li>e. Select Turn on DEP for essential Windows programs and services only.</li> <li>f. Click OK.</li> </ol> <ol style="list-style-type: none"> <li>2. Install Service Monitor.</li> <li>3. Apply the US Daylight Saving Time (DST) Patch for Cisco Unified Service Monitor 1.1 and 2.0: <ol style="list-style-type: none"> <li>a. Enter this URL into your browser:  <a href="http://www.cisco.com/cgi-bin/tablebuild.pl/servmon">http://www.cisco.com/cgi-bin/tablebuild.pl/servmon</a>  and follow instructions to log in.</li> <li>b. Download and read "Readme for US Daylight Saving Time (DST) Patch for Cisco Unified Service Monitor 1.1 and 2.0" (cusmdst_win.readme.pdf). This document includes the amount of time required to install, installation instructions, and steps to complete after installing the patch.</li> <li>c. Download and install "Daylight Saving Patch for Cisco Unified Service Monitor 1.1 and 2.0 " (cusmdst_win_k9.zip).</li> </ol> </li> </ol>

**Table 6** Known Problems in Service Monitor 2.0.1 (continued)

Bug ID	Summary	Explanation
CSCso65632 (continued)	Installation sometimes corrupts because DEP is not suppressed	<p><b>4.</b> Sun Alert 102836 describes a bug in the latest JDK releases when using EST, MST, and HST abbreviations. To work around this problem for Service Monitor, complete either one of these workarounds:</p> <p><b>Workaround Alternative 1</b></p> <p><b>a.</b> From the command line on the Service Monitor system, stop the daemon manager using this command:</p> <pre>net stop crmdmgt</pre> <p><b>b.</b> Delete three time zone data files: EST, MST, and HST from the NMSROOT\lib\jre\lib\zi directory (or &lt;JRE_HOME&gt;/lib/zi).</p> <p><b>Note</b> NMSROOT is the directory where you installed Service Monitor; it is C:\Program Files\CSCOPx if you used the default location.</p> <p><b>c.</b> From the command line on the Service Monitor system, stop the daemon manager using this command:</p> <pre>net stop crmdmgt</pre> <p><b>d.</b> Start the daemon manager using this command:</p> <pre>net start crmdmgt</pre> <p><b>Workaround Alternative 2</b></p> <p><b>a.</b> From the command line on the Service Monitor system, stop the daemon manager using this command:</p> <pre>net stop crmdmgt</pre> <p><b>b.</b> Download and extract the tzupdater tool from this URL:</p> <pre>http://java.sun.com/javase/downloads/index.jsp</pre> <p><b>Note</b> This website is Copyright © 1994-2007, Sun Microsystems, Inc.</p> <p><b>5.</b> If desired, re-enable DEP:</p> <p><b>a.</b> Perform steps 1a-1d.</p> <p>Select Turn on DEP for all programs and services except those I select.</p>
CSCsc19066	Cisco 1040 does not generate syslog messages for Audio Codec G722	There is no workaround for this problem.
CSCsi66458	Cluster deleted in verifying state doesn't get deleted	<p>If you delete credentials for a Unified Communications Manager while the Last Contact Status is Verifying and the verification fails, the credential reappears as Failed.</p> <p>To work around this problem, do not delete a credential that is in Verifying state; wait until the Last Contact Status displays one of the final states: Failure, Success, or Waiting For Data.</p>

Table 6 Known Problems in Service Monitor 2.0.1 (continued)

Bug ID	Summary	Explanation
CSCsi71681	CVTQ, Sensor Reports don't show latest data when > 2000 records match	<p>Diagnostic reports display up to 2,000 rows. When you select report filters that match more than 2,000 records, the resulting report might not include all calls sequentially.</p> <p>To work around this problem, export the report to a CSV file; up to 30,000 rows can be exported to a CSV file by default. (An administrator can configure Service Monitor to export up to 64,000 rows; see online help for more information.)</p> <p>If a CSV file contains exactly 30,000 or exactly 64,000 rows, it is very likely that there are additional records that match the report filters. If this is the case:</p> <ul style="list-style-type: none"> <li>• The CSV file still might not include all calls sequentially.</li> <li>• It is strongly recommended that you make the report filter more specific to match fewer records. Diagnostic reports are not designed to display all calls made in the system.</li> </ul>
CSCsi85940	Handle leak with deleted sensors	<p>After you delete a sensor from Service Monitor, system resource usage on the Service Monitor server increases continuously while the sensor is on the network and attempting to communicate with a Service Monitor.</p> <p>Workaround:</p> <p>To prevent this problem, do one of the following before you delete a sensor:</p> <ul style="list-style-type: none"> <li>• If you plan to add the sensor to another licensed instance of Service Monitor, do so and ensure that the sensor is communicating with that Service Monitor.</li> <li>• Shut these ports on the switch: <ul style="list-style-type: none"> <li>– The port that physically connects to the 10/100-1 Fast Ethernet port on the sensor.</li> <li>– The SPAN or RSPAN destination port. (Alternatively, you can reconfigure this port so that it is no longer a SPAN or RSPAN destination port.)</li> </ul> </li> </ul>

**Table 6** Known Problems in Service Monitor 2.0.1 (continued)

Bug ID	Summary	Explanation
CSCsi86375	Diagnostic report data incorrect for some nondirect calls	<p>For some nondirect calls, diagnostic (sensor and CVTQ) reports might include information that is incomplete. The circumstances and the problems that have been observed include:</p> <ul style="list-style-type: none"> <li>• Using Music On Hold:               <ol style="list-style-type: none"> <li>1. Two Cisco Unified IP Phones are registered with a Unified Communications Manager.</li> <li>2. A call is placed between the phones.</li> <li>3. One of the phones is placed on hold.</li> </ol> <p>In this case, the sensor and CVTQ reports include records for:</p> <ul style="list-style-type: none"> <li>– Phone 1 to Phone 2—Includes correct data.</li> <li>– Phone 2 to Phone 1—Includes correct data.</li> <li>– Unified Communications Manager (Music on Hold) to Phone 1—Speaker device type is Unavailable and speaker directory number is blank; speaker device type should be the IP address of the Unified Communications Manager. (In CVTQ reports only, there is no matching record for Unified Communications Manager to Phone 1 while on hold.)</li> </ul> </li> <li>• Converting from a conference call to a direct call (after all but two phones drop out of a conference call). In CVTQ reports:               <ul style="list-style-type: none"> <li>– Records for the calls that dropped out of the conference call are correct.</li> <li>– Records for the last two phones can be written in combinations such as these:                   <p style="margin-left: 20px;">Phone 1 to conference bridge; Phone 2 to Phone 1</p> <p style="margin-left: 20px;">Phone 1 to Phone 2; Phone 2 to conference bridge</p> <p style="margin-left: 20px;">Phone 1 to Phone 2; Phone 2 to Phone 1</p> <p>In the first two cases, the records for both sides of the call do not match. In the third case, there is no way to tell that these phones were ever in a conference call.</p> </li> </ul> </li> </ul> <p>There is no workaround for this problem.</p>
CSCsj45638	Editing Cisco 1040 Sensor configuration files causes problems	<p>If you edit a sensor configuration file, some editing applications might append a carriage-return character to each line. The sensor interprets the Windows carriage return character as part of the binary image filename. As a result, after every reset, the sensor tries to download and install the image from the TFTP server and fails. Hence, the sensor is not able to install a new image.</p> <p>Workaround:</p> <p>To open a sensor configuration file with an editing application, use Notepad. Notepad does not add carriage-return characters to each line.</p>

Table 6 Known Problems in Service Monitor 2.0.1 (continued)

Bug ID	Summary	Explanation
CSCsk61142	Ensure PLC (packet loss concealment) is emulated when grading G.711 MOS	<p>PLC is not emulated while grading G.711 MOS.</p> <p>Workaround:</p> <p>Install the SvcMonAA2_42.img file on Cisco 1040 Sensors.</p> <ol style="list-style-type: none"> <li>Go to this URL: <a href="http://www.cisco.com/cgi-bin/tablebuild.pl/servmon">http://www.cisco.com/cgi-bin/tablebuild.pl/servmon</a></li> <li>Download these files: <ul style="list-style-type: none"> <li>ReadmeForSvcMonAA242.pdf</li> <li>SvcMonAA2_42.img</li> </ul> </li> <li>Follow the instructions in the ReadmeForSvcMonAA242.pdf file to install SvcMonAA2_42.img on Cisco 1040 Sensors.</li> </ol>
CSCsk98595	Ability to handle recurring streams	<p>Some RTP transmitters might reuse ip:port:RTP ssrc for streams within a short period of time, which might look like incurred packet loss. The 1040 might not be able to distinguish whether this is a case of a packet loss burst or of a stream ending and restarting.</p> <p>Workaround:</p> <p>Install the SvcMonAA2_42.img file on Cisco 1040 Sensors. For instructions, see the explanation for <a href="#">CSCsk61442</a> in this table.</p>
CSCsk77070	No CVTQ data from MGCP gateway	<p>If CVTQ/K-factor is enabled on an MGCP gateway, Service Monitor does not report CVTQ data for the MGCP gateway.</p> <p>Workaround:</p> <p>Install an updated qovr1_0.jar file on the Service Monitor server.</p> <ol style="list-style-type: none"> <li>Go to this URL: <a href="http://www.cisco.com/cgi-bin/tablebuild.pl/servmon">http://www.cisco.com/cgi-bin/tablebuild.pl/servmon</a></li> <li>Download these files: <ul style="list-style-type: none"> <li>ReadmeForMGCPGatewayCVTQReportPatch.pdf</li> <li>qovr1_0.jar</li> </ul> </li> <li>Follow the instructions in the ReadmeForMGCPGatewayCVTQReportPatch.pdf file for installing qovr1_0.jar.</li> </ol>

**Table 6** Known Problems in Service Monitor 2.0.1 (continued)

Bug ID	Summary	Explanation
CSCsl21586	MOS does NOT drop below 2.7 with 41.img even with high packet loss	<p>Software images prior to SvcMonAA_41 have assumed a <i>maximum</i> packet loss value of 20% in the calculation of MOS. In software image SvcMonAA_41, the 1040 would score RTP streams with packet loss greater than 20% with a MOS using the 20% value; (the G711 codec would yield a MOS of 2.7.)</p> <p>This problem occurs as follows:</p> <ol style="list-style-type: none"> <li>1. Allow a sensor with the SvcMonAA2_41.img file installed on it to register with Service Monitor.</li> <li>2. Create a situation in which packet loss exceeds 20%.</li> <li>3. The minimum MOS for G711 streams is 2.7. MOS does not drop below 2.7 as the packet loss increases beyond 20%.</li> </ol> <p>Workaround:</p> <p>Install the SvcMonAA2_42.img file on Cisco 1040 Sensors. For instructions, see the explanation for <a href="#">CSCsk61442</a> in this table.</p>
—	Monitored phone count can lag device discovery	<p>There might be a lag of up to one minute between the time that Service Monitor discovers devices and the time when the monitored phone count is updated.</p> <p>Workaround:</p> <p>There is no workaround for this problem.</p>

**Table 7** Resolved Problems in Service Monitor 2.0.1

Bug ID	Summary	Additional Information
CSCsb46108	Cisco 1040 sets syslog D field incorrectly for G711 Ulaw	G711 Ulaw is now reported correctly in the syslog D field.
CSCsg67050	G711 Ulaw not in sensor report; G711 Ulaw threshold not applied to sensor data	<p>You are no longer required to:</p> <ul style="list-style-type: none"> <li>• Select G711 Alaw on the Sensor Filter Reports page to generate a report that includes G711 Ulaw in addition to G711 Alaw.</li> <li>• Recall that G711 Alaw thresholds—global or from a sensor threshold group—are applied to data from Cisco 1040 sensors.</li> </ul>
CSCsg86540	During reinstall, database backup continues indefinitely	<p>Service Monitor no longer attempts to perform a backup before reinstallation.</p> <p><b>Note</b> It is still recommended that you back up the database before reinstalling Service Monitor. For instructions, see online help.</p>

Table 7 Resolved Problems in Service Monitor 2.0.1 (continued)

Bug ID	Summary	Additional Information
CSCsh01863	New Unified Communications Manager with same cluster ID corrupts info for previously added cluster	Data corruption no longer occurs. Service Monitor displays Failure as the last contact status if a Unified Communications Manager has the same cluster ID as a previously discovered cluster. To monitor data from this Unified Communications Manager, you must work with the Unified Communications Manager administrator to change the cluster ID to a unique ID.
—	DHCP Option 150 Workarounds for Cisco 1040 Sensor	It is not longer necessary to do either of the following: <ul style="list-style-type: none"> <li>• Use the ASCII type when providing the Option 150 IP address.</li> <li>• Ensure that the IP address for the primary TFTP server does not include an octet with the value 32 or 92.</li> </ul>

## Documentation Errata

The following information is missing from the online help and from the PDF user guide included in the online help and on the product CD:

- [Scheduling Low-Volume Time and Database Purging, page 16](#)
- [Applying Changes to the qovrconfig.properties File, page 16](#)
- [Configuring AXL Web Services on Unified Communications Manager 5.x and Up, page 17](#)

## Scheduling Low-Volume Time and Database Purging

Midnight through 1am must be scheduled as low-volume time. Database purging must not run from midnight through 1am. This information has been incorporated into [Configuring Low-Volume Schedule and Database Purging \(Chapter 6\), page 18](#) in the user guide on Cisco.com.

## Applying Changes to the qovrconfig.properties File

To put changes into effect after you edit qovrconfig.properties, you must stop and start the QOVR process.

1. Log on to the server where Service Monitor is installed.
2. From the command line, enter these commands:

```
pdterm QOVR
pdexec QOVR
```

This information has been incorporated into [Configuring and Viewing Other Settings \(Chapter 3\), page 17](#) in the user guide on Cisco.com.

## Configuring AXL Web Services on Unified Communications Manager 5.x and Up

For Service Monitor to work properly with Unified Communications Manager 5.x and up, you must activate the AXL Web Service. This information has been incorporated into [Activating the AXL Web Service on Unified Communications Manager \(Appendix B\), page 20](#) in the user guide on Cisco.com.

## Copies of the Material that Has Been Added to Documentation

This section includes the following:

- [Configuring and Viewing Other Settings \(Chapter 3\), page 17](#)
- [Configuring Low-Volume Schedule and Database Purging \(Chapter 6\), page 18](#)
- [Activating the AXL Web Service on Unified Communications Manager \(Appendix B\), page 20](#)

## Configuring and Viewing Other Settings (Chapter 3)

Use this procedure to:


- View some settings that are configured outside of the user interface. (See [Configuring Diagnostic Report Search and CSV Export Limit Settings, page 3-15](#) and [Configuring Low-Volume Schedule and Database Purging, page 6-1](#).)
- Configure SFTP settings if you are monitoring calls from Unified Communications Manager version 5.x or 6.x.

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**Step 1** Select **Configuration > Other Settings**. The Other Settings page appears.

**Step 2** View settings and update SFTP settings as described in the following table:

Fields	Description/Action
<b>Low-Volume Schedule Hours</b>	
<code>&lt;day&gt; &lt;timerange&gt;; &lt;timerange&gt;</code> For example: Mon 0-6; 22-24	For each day of the week, timerange indicates the hours during which Service Monitor processes fewer records, handling a number that is roughly 20% of records processed during a peak period. During the low-volume schedule, Service Monitor performs database maintenance.  <b>Note</b> A windows user with access to the Service Monitor server can configure this schedule. See <a href="#">Configuring Low-Volume Schedule and Database Purging, page 6-1</a> .

Fields	Description/Action
<b>Miscellaneous</b>	
Data Retention Period	<p>Number of days that data is retained in the Service Monitor database before being purged. The default value depends on the configuration:</p> <ul style="list-style-type: none"> <li>• Service Monitor alone on a server—7 days.</li> <li>• Service Monitor and Operations Manager on a server—3 days.</li> </ul> <p>On the Service Monitor server, a user can change the value of the data-retention-days property in the <i>NMSROOT\qovr\qovrconfig.properties</i> file. (NMSROOT is the location where Service Monitor is installed. If you used the default location, it is C:\Program Files\CSCOpX.) To put changes into effect after you edit <i>qovrconfig.properties</i>, you must stop and start the QOVR process. While logged on to the server where Service Monitor is installed, from the command line, enter these commands:</p> <pre>pdterm QOVR pdexec QOVR</pre>
Wait for Diagnostic Report	<p>Number of minutes that Service Monitor continues to search—when there is a large volume of data—before displaying the matching records found so far for a diagnostic report (a Cisco 1040 Sensor report or a CVTQ report). To configure this setting, see <a href="#">Configuring Diagnostic Report Search and CSV Export Limit Settings, page 3-15</a>.</p>
<b>SFTP</b>	
Username	<p>You cannot change the username from smuser.</p> <p>This same username, smuser, must be configured in Unified Communications Manager. See <a href="#">Adding Service Monitor to Unified Communications Manager 5.x (or 6.x) as a Billing Server, page B-4</a>.</p>
Change password check box	<p>Select to change password.</p> <div style="text-align: center;">   <b>Caution</b> </div> <p>The default password is smuser. If you change the password here, you must also change the password for smuser in Unified Communications Manager. See <a href="#">Adding Service Monitor to Unified Communications Manager 5.x (or 6.x) as a Billing Server, page B-4</a>.</p>
Password	Enter password.
Re-enter password	Re-enter password.

**Step 3** Click **Apply**.

## Configuring Low-Volume Schedule and Database Purging (Chapter 6)

During a low-volume schedule, Service Monitor handles roughly 20% of the number records that are processed during a peak period and performs database maintenance. [Table 6-1](#) lists default schedules for low-volume processing and database purging and provides the information you need to update them.

**Table 6-1** Service Monitor System Scheduling

Activity	Daily Schedule	Notes and Configurable Properties
Database maintenance (low-volume schedule)	10PM through 6AM (Default)	<p>Service Monitor needs 8 hours of low-volume time during a day and midnight to 1AM must always be scheduled as low-volume time. To change the schedule, on the Service Monitor server, change the values of these properties in the <i>NMSROOT\qovr\qovrconfig.properties</i> file:</p> <pre>lowcallvolume-Mon=0-6,22-24 lowcallvolume-Tue=0-6,22-24 lowcallvolume-Wed=0-6,22-24 lowcallvolume-Thu=0-6,22-24 lowcallvolume-Fri=0-6,22-24 lowcallvolume-Sat=0-20,22-24 lowcallvolume-Sun=0-20,22-24</pre> <p><b>Note</b> NMSROOT is the location where Service Monitor is installed. If you used the default location, it is C:\Program Files\CSCOpX.</p> <p>You can configure more than one low-volume period as long as:</p> <ul style="list-style-type: none"> <li>• Midnight to 1AM is low-volume time.</li> <li>• The total amount of low-volume time during a day adds up to at least 8 hours.</li> </ul> <p>Here are some examples:</p> <pre>lowcallvolume-Mon=0-1,4-6,7-8,17-18,19-23 lowcallvolume-Tue=0-6,21-22,23-24</pre> <p>To put changes into effect after you edit <i>qovrconfig.properties</i>, you must stop and start the QOVR process. While logged on to the server where Service Monitor is installed, from the command line, enter these commands:</p> <pre>pdterm QOVR pdexec QOVR</pre>

Table 6-1 Service Monitor System Scheduling (continued)

Activity	Daily Schedule	Notes and Configurable Properties
Data purging	2AM through 6AM (Default)	<p>Service Monitor needs 4 hours data purge time. Data purging must occur during the low-volume schedule and must not run from midnight to 1AM. To change the schedule on the Service Monitor server, change the values of these properties in the <i>NMSROOT\qovr\qovrconfig.properties</i> file:</p> <pre>datapurge-Mon=2-6; datapurge-Tue=2-6; datapurge-Wed=2-6; datapurge-Thu=2-6; datapurge-Fri=2-6; datapurge-Sat=2-6; datapurge-Sun=2-6;</pre> <p>Data purge need not run continuously for 4 hours. You can configure more than one data purge period as long as:</p> <ul style="list-style-type: none"> <li>• The total time adds up to 4 hours.</li> <li>• Data purging occurs during low-volume schedule.</li> <li>• No data purging occurs from midnight through 1AM.</li> </ul> <p>Here are some examples:</p> <pre>datapurge-Mon=2-5;22-23; datapurge-Tue=2-3;4-6;23-24</pre> <p>To put changes into effect after you edit <i>qovrconfig.properties</i>, you must stop and start the QOVR process. While logged on to the server where Service Monitor is installed, from the command line, enter these commands:</p> <pre>pdterm QOVR pdexec QOVR</pre>
Important system operations	Midnight through 1 AM (Cannot be changed)	During this time, do not perform data purging.

## Activating the AXL Web Service on Unified Communications Manager (Appendix B)

Perform this procedure for Unified Communications Manager versions 5.x and later.

**Step 1** Launch Unified Communications Manager Serviceability.

**Step 2** Select **Tools > Service Activation**.

**Step 3** Select a server.



**Note** Activate the AXL Web Service on the Publisher node only.

**Step 4** Scroll down to Database and Admin Services and select [Cisco AXL Web Service](#).

**Step 5** Click **Save**.

# Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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