



Working with Voice Application Systems and Software

The following topics describe hardware-specific and version-specific tasks and behavior:

- [Configuring Voice Application Systems and Software for Use with Operations Manager](#), page E-1
- [Determining when to Issue a CCMHttpServiceInaccessible Event](#), page E-2



Note

See Cisco CallManager Compatibility Matrix on Cisco.com for complete up-to-date information about Cisco CallManager versions and support.

Configuring Voice Application Systems and Software for Use with Operations Manager

[Table E-1](#) lists tasks that you must perform before IP Communications Operations Manager (Operations Manager) can successfully monitor Cisco voice application software.

Table E-1 Configuration Tasks by Application Software Version and System

If you have the following voice application software...	On the following voice application systems...	You must perform the following tasks
Any voice application software that Operations Manager supports	Media Server	Setting a Media Server's SNMP Services Community String Rights , page E-2
<ul style="list-style-type: none"> • Cisco CallManager 3.3 • Cisco CallManager 4.0 	Media Server	Changing the Cisco CallManager Cluster Name , page E-1

Changing the Cisco CallManager Cluster Name



Note

You must use this procedure only if you are running a media server with Cisco CallManager 3.3 or 4.0.

Operations Manager cannot manage two clusters with the same name. If you are managing multiple Cisco CallManager 3.3 clusters, you must change the default cluster name. Cisco CallManager 3.3 uses the default cluster name *StandAloneCluster*.



Note For detailed instructions on configuring Cisco CallManager, see the Cisco CallManager documentation.

-
- Step 1** Open the Cisco CallManager Administration page.
 - Step 2** From the menu bar, select **System**, and choose Enterprise Parameters. The Enterprise Configuration page opens.
 - Step 3** In the Cluster ID field, enter a new cluster name.
 - Step 4** Click **Update**.
-

Setting a Media Server's SNMP Services Community String Rights



Note Use this procedure on media servers running voice application software.

Operations Manager cannot monitor supported voice applications running on a media server if community string rights for SNMP services are set to *none*. The SNMP queries will not succeed unless the rights for the community string are changed to *read-only*, *read-write*, or *read-create*.

-
- Step 1** On the media server system, select **Start > Settings > Control Panel > Administrative Tools > Services**. The Services window opens.
 - Step 2** Double-click **SNMP Service**. The SNMP Services Properties window opens.
 - Step 3** Select the **Security** tab.
 - Step 4** Select **Community String** and click **Edit**.
 - Step 5** Change the rights from NONE to READ ONLY.



Note Operations Manager requires read-only rights. You are not required to set the rights to read-write or read-create.

Determining when to Issue a CCMHttpServiceInaccessible Event



Note The information in this topic applies to a Cisco CallManager cluster, the nodes of which run Cisco CallManager Release 4.0 or later only.

Operations Manager follows standard serviceability guidelines by querying the publisher in a Cisco CallManager cluster. If the publisher rejects the query, Operations Manager generates the CCMHttpServiceInaccessible event for the cluster without querying other nodes (Cisco CallManagers) as per Cisco CallManager serviceability guidelines.

[Table E-2](#) explains how Operations Manager determines when to generate the CCMHttpServiceInaccessible event and what you can do to decrease the number of events.

Table E-2 Understanding and Responding to CCMHttpServiceInaccessible Events

Why Cisco CallManager Might Reject a Query	How Operations Manager Handles a Rejected Query	How You Can Handle Specific Instances of These Events
Client request rate is higher than allowed by server.	<ul style="list-style-type: none"> • Retries for 4 minutes at 30-second intervals. • After 4 minutes, if the Cisco CallManager continues to reject the query, Operations Manager writes an error message to the log file. • After an additional 4 minutes, if the query continues to fail, Operations Manager generates the CCMHttpServiceInaccessible event. 	<p>Check the Cisco CallManager for high CPU usage.</p> <p>If event occurs during polling, consider increasing Cisco CallManager or cluster polling settings (see Table 17-6). See the Editing Polling Parameters, page 17-13.</p> <p>If event occurs during inventory collection. See the Viewing Device Details, page 15-18.</p>
Cannot handle the request within 30 seconds.	<ul style="list-style-type: none"> • Retries for 4 minutes at 1-minute intervals. • After 4 minutes, if the Cisco CallManager continues to reject the query, Operations Manager writes an error message to the log file. • After an additional 4 minutes, if the query continues to fail, Operations Manager generates the CCMHttpServiceInaccessible event. 	<p>Check the Cisco CallManager for high CPU usage.</p> <p>If event occurs during polling, consider increasing Cisco CallManager or cluster polling settings (see Table 17-6). See the Editing Polling Parameters, page 17-13.</p> <p>If event occurs during discovery, perform inventory collection. See the Viewing Device Details, page 15-18.</p>

■ Determining when to Issue a CCMHttpServiceInaccessible Event