



Preface

The Voice Health Monitor (VHM) application monitors the health and availability of Voice over Internet Protocol (VoIP) devices within your VoIP networking environment. This guide describes the tasks and commands for using VHM.

Audience

This guide is intended for system administrators, network managers, and other VHM users. To ensure that users can perform only the necessary and appropriate tasks, VHM employs standard CiscoWorks2000 security roles:

- Users assigned to Network Admin roles can perform administration and configuration tasks.
- Users assigned to Network Operator roles can view administration and configuration information but cannot change it.
- Users assigned to any CiscoWorks2000 role can browse voice network data and respond to the problems reported in VHM fault browsers.

Check with your administrator to confirm your security role before trying to configure VHM.

Organization

The following table describes the organization and chapters of this guide.

Chapter	Title	Description
1	Voice Health Monitor Overview	Provides an overview of VHM. Describes integration and dependencies with DFM and CiscoWorks2000.
2	Monitoring Voice Network Health	Describes the Real-Time Dashboard and Monitoring Console.
3	Voice Faults and Exceptions	Provides an overview of faults and exceptions that VHM generates.
4	Voice Network Troubleshooting	Provides typical scenario-based voice troubleshooting procedures.
5	Basic VHM Configuration	Describes configuration tasks.
6	Synthetic Transaction Configuration	Provides an overview of synthetic transactions, including configuration.
7	VHM System Administration	Provides reference material for VHM system administrators, and procedures for VHM system administration tasks.
Appendix A	MIBs Polled and SNMP Traps Processed	Lists the MIBs polled and the SNMP traps processed by VHM.

Conventions

This document uses the following conventions.

Item	Convention
Commands and keywords	boldface font
Variables for which you supply values	<i>italic font</i>
Displayed session and system information	screen font
Information you enter	boldface screen font
Variables you enter	<i>italic screen font</i>
Menu items and button names	boldface font
Selecting a menu item	Option > Network Preferences

Related Documentation

The following additional documentation is available:

Paper Documentation

- *Installing and Setting Up Voice Health Monitor on Windows 2000*
- Release Notes for Voice Health Monitor on Windows 2000
- *Device Fault Manager User Guide*
- *Installing and Setting Up Device Fault Manager*

Online Documentation

- Context-sensitive online help for Voice Health Monitor

You can access the help in two ways:

- Select Voice Manager from the navigation tree, then click **Help**
- Click the Help button in the dialog box

- PDF for:
 - *Installing and Setting Up Voice Health Monitor on Windows 2000*
 - *Voice Health Monitor User Guide*



Note Adobe Acrobat Reader 4.0 is required.

- Supported device list for VHM

This can be viewed at the following URL:

http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/vhm/vhm1_0/index.htm

Obtaining Documentation

The following sections provide sources for obtaining documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following sites:

- <http://www.cisco.com>
- <http://www-china.cisco.com>
- <http://www-europe.cisco.com>

Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or as an annual subscription.

Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco Product documentation from the Networking Products MarketPlace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, in North America, by calling 800 553-NETS(6387).

Documentation Feedback

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You can e-mail your comments to bug-doc@cisco.com.

To submit your comments by mail, for your convenience many documents contain a response card behind the front cover. Otherwise, you can mail your comments to the following address:

Cisco Systems, Inc.
Document Resource Connection
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools. For Cisco.com registered users, additional troubleshooting tools are available from the TAC website.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information and resources at anytime, from anywhere in the world. This highly integrated Internet application is a powerful, easy-to-use tool for doing business with Cisco.

Cisco.com provides a broad range of features and services to help customers and partners streamline business processes and improve productivity. Through Cisco.com, you can find information about Cisco and our networking solutions, services, and programs. In addition, you can resolve technical issues with online technical support, download and test software packages, and order Cisco learning materials and merchandise. Valuable online skill assessment, training, and certification programs are also available.

Customers and partners can self-register on Cisco.com to obtain additional personalized information and services. Registered users can order products, check on the status of an order, access technical support, and view benefits specific to their relationships with Cisco.

To access Cisco.com, go to the following website:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC website is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

Contacting TAC by Using the Cisco TAC Website

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC website:

<http://www.cisco.com/tac>

P3 and P4 level problems are defined as follows:

- P3—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- P4—You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC website to quickly find answers to your questions.

To register for Cisco.com, go to the following website:

<http://www.cisco.com/register/>

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following website:

<http://www.cisco.com/tac/caseopen>

Contacting TAC by Telephone

If you have a priority level 1 (P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following website:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

P1 and P2 level problems are defined as follows:

- P1—Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.
- P2—Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.

