



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 perform administration and configuration tasks.
- 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



Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.



Caution

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Related Documentation

**Note**

Although every effort has been made to validate the accuracy of the information in the printed and electronic documentation, you should also review the VHM documentation on Cisco.com for any updates.

The following additional documentation is available:

Paper Documentation

- *Installation and Setup Guide for Voice Health Monitor on Windows 2000*
- *Release Notes for Voice Health Monitor Release 1.1 on Windows 2000*
- *User Guide for Device Fault Manager*
- *Installation Guide for Device Fault Manager on Windows 2000*
- *Installation Guide for Device Fault Manager on Solaris*

Online Documentation

- Context-sensitive online help for Voice Health Monitor
You can access the help in two ways:
 - Select an option from the navigation tree, then click **Help**
 - Click the Help button in the dialog box
- PDF for:
 - *Installation and Setup Guide for Voice Health Monitor on Windows 2000*
 - *User Guide for Voice Health Monitor*

**Note**

Adobe Acrobat Reader 4.0 or later 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_1/index.htm

Obtaining Documentation

These sections explain how to obtain documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com>

Translated documentation is available at this URL:

http://www.cisco.com/public/countries_languages.shtml

Ordering Documentation

Cisco documentation is available in these ways:

- Registered Cisco.com users (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, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. In the Cisco Documentation home page, click the **Fax** or **Email** option in the “Leave Feedback” section at the bottom of the page.

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

You can submit your comments by mail by using the response card behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: 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 online documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you to

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages

- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

You can self-register on Cisco.com to obtain customized information and service. To access Cisco.com, go to this URL:

<http://www.cisco.com>

Technical Assistance Center

The Cisco Technical Assistance Center (TAC) is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Cisco TAC inquiries are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Which Cisco TAC resource you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

You can use the Cisco TAC Web Site to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to this URL:

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

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

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

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC Web Site, you can open a case online by using the TAC Case Open tool at this URL:

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

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

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

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.