



Introduction to Remote Serviceability

Remote serviceability features allow remote management of Cisco CallManager systems from Cisco Systems while maintaining the security of your network.

These services are extended through Cisco's Technical Assistance Center (TAC).

Remote Management

The Remote Serviceability tools are used by Cisco Service Engineers (CSEs) to supplement the management and administration of your Cisco CallManager system. Using these tools, CSEs can relieve your users of the burden of gathering system and debugging information when troubleshooting or diagnostic help is needed.

Remote Logon

With your permission, technical support engineers can log on to your Cisco CallManager server and get a desktop or shell that allows performance of any function that could be done from a local logon session.

Remote Serviceability Features

Remote Serviceability supports numerous applications in the multi-host and multi-platform Cisco IP Telephony Solutions environment. The tools can process and report on a vast collection of local or remote Cisco CallManager configuration data and system information.

This release of Cisco CallManager implements the following features for Remote Serviceability.

Bridged Telnet

Cisco Bridged Telnet provides the foundation of the Remote Serviceability system. This architecture offers transparent firewall access to Cisco CallManager servers for remote diagnostic and troubleshooting assistance.

Cisco Bridged Telnet works by enabling a Telnet client to connect to a Telnet daemon behind a firewall at your company site. A relay server behind a Cisco firewall is used to enable secure communication while maintaining the integrity of your shielded remote systems.

Using Cisco Bridged Telnet, your Cisco CallManager servers can be securely monitored and maintained remotely—without requiring any firewall modifications.

Show Command Interface

A command line tool named **show** is used by CSEs to display your Cisco CallManager system statistics. It reports information about your configuration database, configuration file, memory statistics, and/or Windows 2000 diagnostic information.

Performance Monitoring

Cisco CallManager Release 3.0 was designed to run in a Windows 2000 environment. Using the Windows 2000 Performance application, administrators can monitor the performance of Cisco CallManager Release 3.0 on local or remote installations.

The Performance tool displays both general and specific information in real time. Statistical information is gathered by the Cisco CallManager system and fed into the Performance tool by means of objects and counters.

Message Translator for ISDN Trace

Q931 Message Translator is an application that CSEs use to debug ISDN Layer 3 protocol messages produced by your Cisco CallManager system.

Translation of the ISDN trace from your system enables CSEs to quickly and efficiently handle any information reported by your system. Administrators on- or off-site can control and access multiple levels of trace, enabling smooth operation of the Cisco CallManager systems at your site.

