



# Introduction

---

This chapter provides an overview of Cisco CallManager Serviceability, remote serviceability, and CDR Analysis and Reporting. Administrators can use the Cisco CallManager Administration service tools to troubleshoot system problems. These tools include Serviceability, remote serviceability, and CDR Analysis and Reporting.

This chapter comprises the following topics:

- [Cisco CallManager Serviceability, page 1-1](#)
- [CDR Analysis and Reporting, page 1-3](#)
- [Where to Find More Information, page 1-4](#)

## Cisco CallManager Serviceability

This web-based tool, Serviceability, provides the following services:

- Alarms—Saves Cisco CallManager services alarms and events for troubleshooting and provides alarm message definitions.
- Trace—Saves Cisco CallManager services trace information to various log files for troubleshooting. Administrators can configure, collect, and analyze trace information.
- Real-Time Monitoring—Monitors real-time behavior of the components in a Cisco CallManager cluster.

- **Service Activation**—Views activation status of Cisco CallManager services. Administrators use Service Activation to activate and deactivate services.
- **Control Center**—Views status of Cisco CallManager services. Administrators use Control Center to start and stop services.
- **IP Phone Problem Reports Viewer**—Views IP phone problem reports that are generated by the Quality Report Tool (QRT).

Access Serviceability from the Cisco CallManager Administration window by choosing Applications from the menu bar. Installing the Cisco CallManager software automatically installs Serviceability and makes it available.

## Remote Serviceability

Cisco Service Engineers (CSE) use the remote serviceability tools to supplement the management and administration of your Cisco CallManager system. Using these tools, CSEs gather system and debug information when remote troubleshooting or diagnostic help is needed.

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

Remote serviceability supports numerous applications in the multihost and multiplatform 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.

Cisco CallManager supports the following capabilities for remote serviceability:

- **Cisco Secure Telnet**—Allows CSEs to log on to customer remote site to troubleshoot Cisco CallManager system.
- **Show Command Line Interface**—Allows CSEs to display Cisco CallManager system statistics on customer network.
- **Microsoft Windows 2000 Performance Monitoring**—Allows administrators to monitor performance of Cisco CallManager on local or remote installations.
- **Message Translator for ISDN Trace**—Allows CSEs to use Q931 Message Translator to debug ISDN Layer 3 protocol messages.

- CiscoWorks2000 Network Management System—Provides remote network management for a Cisco CallManager cluster.
- Path Analysis Interface—Traces connectivity between two specified points on a network and analyzes both physical and logical paths (Layer 2 and Layer 3) taken by packets flowing between those points.
- System Log Management—Provides a centralized system logging service for Cisco IP Telephony Solutions.
- SNMP Instrumentation—Enables administrators to remotely manage network performance, find and solve network problems, and plan for network growth.
- Cisco Discovery Protocol Support—Enables discovery of Cisco CallManager servers and management of those servers by CiscoWorks2000.

#### Related Topics

- [CDR Analysis and Reporting, page 1-3](#)
- [Where to Find More Information, page 1-4](#)

## CDR Analysis and Reporting

The Cisco CallManager Serviceability reporting tool, CDR Analysis and Reporting (CAR) provides the following functions:

- Multiple levels of users—Administrators who can generate system reports, and configure system parameters; managers who can generate reports for users an departments; users who can generate individual billing reports.
- Generate user reports—User reports include individual bills, department bills, top N by charge, top N by duration, top N by number of calls, CTI port enabled, and Cisco IP phone services.
- Generate system reports—System reports include QoS detail, QoS summary, QoS by gateway, QoS by call types, traffic summary, traffic summary with extensions, system overview, and CDR error.
- Generate device reports—Device reports include gateway detail, gateway summary, gateway utilization, route group utilization, route list utilization, route pattern utilization, conference bridge utilization, and voice mail utilization.

- CDR search—Searches the CDR database to verify the details of a call helping to track the progress and quality of leg of a call.
- System configuration—Administrators configure system parameters, report scheduler, database options, and error and event logs.
- Report configuration—Administrators configure base rate and duration for calls, factoring options, QoS values, and automatic report generation/alert.

#### Related Topics

- [Cisco CallManager Serviceability, page 1-1](#)
- [Where to Find More Information, page 1-4](#)

## Where to Find More Information

- *Cisco CallManager Administration Guide*
- *Cisco CallManager System Guide*
- *Cisco CallManager Serviceability System Guide*
- *CiscoWorks2000 user documentation*

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