



Preface

This preface describes the purpose, audience, organization, and conventions of this guide, and provides information on how to obtain related documentation.

The preface covers these topics:

- [Purpose, page xvii](#)
- [Audience, page xviii](#)
- [Organization, page xviii](#)
- [Related Documentation, page xxi](#)
- [Conventions, page xxi](#)
- [Obtaining Documentation, page xxiii](#)

Purpose

The *Book Title* provides information about the Cisco CallManager Serviceability program, remote serviceability tools, and the CDR Analysis and Reporting tool.

Use this book with the *Cisco CallManager System Guide*, the *Cisco CallManager Administration Guide*, and the *Cisco CallManager Serviceability System Guide*. All documents provide instructions for administering the Cisco CallManager program and include descriptions of procedural tasks that you complete using Cisco CallManager Administration.

Audience

The *Book Title* provides information for network administrators responsible for managing and supporting the Cisco CallManager system. Network engineers, system administrators, or telecom engineers use this guide to learn about, and administer, remote serviceability features. This guide requires knowledge of telephony and IP networking technology.

Organization

The following table shows how this guide is organized:

Chapter	Description
Chapter 1, “Introduction”	Provides an overview of the Cisco CallManager Serviceability program, remote serviceability programs, and reporting tools.
Chapter 2, “Alarm Configuration”	Provides procedures for configuring the Cisco CallManager alarm tool.
Chapter 3, “Alarm Definitions”	Provides procedures for searching and editing the Cisco CallManager alarm definitions tool.
Chapter 4, “Alarm Information”	Provides procedures for viewing the Cisco CallManager alarms in text and XML format.
Chapter 5, “Trace Configuration”	Provides procedures for configuring the Cisco CallManager trace tool.
Chapter 6, “Trace Collection Configuration”	Provides procedures for configuring the Cisco CallManager trace collection tool.
Chapter 7, “Trace Analysis Configuration”	Provides procedures for configuring the Cisco CallManager trace analysis tool.
Chapter 8, “Q.931 Translator”	Provides procedures for using the Q.931 translation tool.

Chapter	Description
Chapter 9, “Service Activation”	Provides procedures for using the serviceability service activation tool to activate and deactivate Cisco CallManager services.
Chapter 10, “Control Center”	Provides procedures for using the serviceability control center tool to start and stop Cisco CallManager services.
Chapter 11, “Real-Time Monitoring Configuration”	Provides procedures for using the serviceability Real-Time Monitoring tool.
Chapter 12, “Phone Problem Reports Viewer”	Provides procedures for using the IP Phone Problem Reports viewer.
Chapter 13, “CDR Analysis and Reporting”	Provides the procedures for configuring the CDR Analysis and Reporting (CAR) CDR service parameters and logging in and out of CAR.
Chapter 14, “CAR System Configuration”	Provides procedures for configuring the CAR system parameters, system scheduler, and system database.
Chapter 15, “CAR Report Configuration”	Provides procedures for configuring the rating engine, quality of service, and automatic generation for CAR reports.
Chapter 16, “CAR User Reports Configuration”	Provides procedures for configuring individual and department bills, CTI ports, and Cisco IP phone services for use with CAR user reports.
Chapter 17, “CAR System Reports Configuration”	Provides procedures for configuring quality of service reports and parameters, traffic summary, system overview, and CDR errors for use with CAR system reports.
Chapter 18, “CAR Device Reports Configuration”	Provides procedures for configuring CAR device reports for gateways, conference bridges, and voice-mail utilization.
Chapter 19, “CDR Search Configuration”	Provides procedures for configuring CAR CDR Search for user extension and gateway.

Chapter	Description
Chapter 20, “Microsoft Performance”	Provides procedures for using the Microsoft Performance program to monitor the performance of the Cisco CallManager system.
Chapter 21, “Bulk Trace Analysis”	Provides procedures for using Bulk Trace Analysis to analyze large trace log files.
Chapter 22, “Overview of CiscoWorks2000”	Provides information on how to remotely monitor the Cisco CallManager system using CiscoWorks2000.
Chapter 23, “Path Analysis Configuration”	Provides information on setting up path analysis and call detail records logging.
Chapter 24, “System Log Management Configuration”	Provides information for setting up the Syslog file for use with CiscoWorks2000.
Chapter 25, “Cisco Discovery Protocol Support Configuration”	Provides general and procedural information for Cisco Discovery Protocol (CDP).
Chapter 26, “Cisco Secure Telnet Configuration”	Provides general and procedural information for using Cisco Secure Telnet with the Cisco CallManager system.
Chapter 27, “Show Command Line Interface”	Provides an overview of the Cisco Show command.
Chapter 28, “Simple Network Management Protocol Configuration”	Provides procedures for setting the SNMP agent, setting the SNMP trap receiver, starting the SNMP agent, and updating the management information base (MIB) information.
Appendix A, “Understanding CAR Reports”	Provides information describing the results of all CAR reports.

Related Documentation

Refer to the following documents for further information about related Cisco IP telephony applications and products:

- *Installing Cisco CallManager Release 3.3*
- *Release Notes for Cisco CallManager Release 3.3*
- *Cisco CallManager Administration Guide*
- *Cisco CallManager System Guide*
- *Cisco CallManager Serviceability System Guide*
- *Hardware Configuration Guide for the Cisco Voice Gateway 200*
- *Software Configuration Guide for the Cisco Voice Gateway 200*
- *Cisco IP Phone 7900 Family Administration Guide*
- *Cisco IP Telephony Troubleshooting Guide for Cisco CallManager*
- *Cisco IP Telephony Network Design Guide*

Conventions

This document uses the following conventions:

Convention	Description
boldface font	Commands and keywords are in boldface .
<i>italic</i> font	Arguments for which you supply values are in <i>italics</i> .
[]	Elements in square brackets are optional.
{ x y z }	Alternative keywords are grouped in braces and separated by vertical bars.
[x y z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.

Convention	Description
screen font	Terminal sessions and information the system displays are in <i>screen font</i> .
boldface screen font	Information you must enter is in boldface screen font .
<i>italic screen font</i>	Arguments for which you supply values are in <i>italic screen font</i> .
→	This pointer highlights an important line of text in an example.
^	The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.
< >	Nonprinting characters, such as passwords, are in angle brackets.

Notes use the following conventions:



Note

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

Timesavers use the following conventions:



Timesaver

Means *the described action saves time*. You can save time by performing the action described in the paragraph.

Tips use the following conventions:



Tip

Means *the information contains useful tips*.

Cautions use the following conventions:

**Caution**

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

Warnings use the following conventions:

**Warning**

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, you must be aware of the hazards involved with electrical circuitry and familiar with standard practices for preventing accidents.

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

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped 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 through an annual subscription.

Ordering Documentation

You can order Cisco documentation 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 Systems Corporate Headquarters (California, U.S.A.) 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 with these tasks:

- 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

If you want to obtain customized information and service, you can self-register on Cisco.com. 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.

The Cisco TAC resource that 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, we recommend 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.

