



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 *Cisco CallManager Serviceability Administration Guide* 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 *Cisco CallManager Serviceability Administration Guide* 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

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

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

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

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

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit e-mail comments about technical documentation to bug-doc@cisco.com.

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

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour-a-day, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance. If you do not hold a valid Cisco service contract, please contact your reseller.

Cisco TAC Website

The Cisco TAC website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year. The Cisco TAC website is located at this URL:

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

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

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

For P1 or P2 cases (P1 and P2 cases are those in which your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

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

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Go to this URL to visit the company store:

<http://www.cisco.com/go/marketplace/>

- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:

<http://cisco.com/univercd/cc/td/doc/pcat/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:
<http://www.cisco.com/packet>
- *iQ Magazine* is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:
<http://www.cisco.com/go/iqmagazine>
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:
<http://www.cisco.com/ipj>
- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:
<http://www.cisco.com/en/US/learning/index.html>

