



Remote Serviceability Overview

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.

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Remote Serviceability Tools and Programs

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 a Cisco CallManager system.
- Show Command Line Interface—Allows CSEs to display Cisco CallManager system statistics on a customer network.
- SNMP—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.

Remote Serviceability Options Checklist

Table 15-1 provides an overview of the options for remote serviceability.

Table 15-1 Remote Serviceability Configuration Checklist

Option		Related Topics
1.	Remotely monitor and maintain Cisco CallManager network servers using a transparent firewall program. Used by CSEs, Cisco Secure Telnet enables a Telnet client inside the Cisco firewall to connect to a Telnet daemon behind the customer firewall.	Chapter 16, “Cisco Secure Telnet” Cisco Secure Telnet Configuration , <i>Cisco CallManager Serviceability Administration Guide</i>
2.	Display the contents of the Cisco CallManager configuration database, configuration file, memory statistics, and/or Windows 2000 diagnostic information. Run Show from a Telnet session or a console on the Cisco CallManager network.	Chapter 17, “Show Command Line Interface” Show Command Line Interface , <i>Cisco CallManager Serviceability Administration Guide</i>

Table 15-1 Remote Serviceability Configuration Checklist (continued)

Option	Related Topics
3.	<p>Access remote Cisco CallManager networks using the Simple Network Management Protocol (SNMP).</p>
4.	<p>Manage Cisco CallManager networks remotely using CiscoWorks2000. Tools that work with CiscoWorks2000 include</p> <ul style="list-style-type: none"> • System log • Path analysis • Cisco Discovery Protocol • SNMP

Where to Find More Information

Related Topics

- [Chapter 16, “Cisco Secure Telnet”](#)
- [Chapter 17, “Show Command Line Interface”](#)
- [Chapter 18, “Simple Network Management Protocol”](#)
- [Chapter 19, “CiscoWorks2000”](#)
- [Chapter 25, “Overview of CiscoWorks2000,”](#) *Cisco CallManager Serviceability Administration Guide*
- [Chapter 29, “Cisco Secure Telnet Configuration,”](#) *Cisco CallManager Serviceability Administration Guide*
- [Chapter 30, “Show Command Line Interface,”](#) *Cisco CallManager Serviceability Administration Guide*
- [Chapter 31, “Simple Network Management Protocol Configuration,”](#) *Cisco CallManager Serviceability Administration Guide*

Additional Cisco Documentation

- *Troubleshooting Guide for Cisco CallManager*
- CiscoWorks2000 user documentation:
<http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/index.htm>