



Monitoring Location Servers

This chapter describes how to monitor location servers by configuring and viewing alarms, events, and logs. It also describes how to view location server status and enable the automatic updating of status information. This chapter contains the following sections:

- [“Working with Alarms” on page 7-1](#)
- [“Working with Events” on page 7-3](#)
- [“Working with Logs” on page 7-4](#)
- [“Monitoring Location Server Status” on page 7-5](#)

Working with Alarms

This section describes how to view, assign, and clear alarms and events on location servers using Cisco WCS.

Viewing Alarms

To view location server alarms, follow these steps:

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- Step 1** In Cisco WCS, choose **Location > Location Servers**.
- Step 2** In the bottom left of the Cisco WCS window, click one of the three squares next to **Location** in the Alarms Dashboard (bottom left) to display the Alarms page and search the Cisco WCS database for location server alarms based on severity.

You can also display the alarms by choosing **Monitor > Alarms** and searching for location server alarms.



Note The dashboard uses colors to represent alarm categories. The first square in the dashboard displays the number of critical alarms, the second square displays the number of major alarms, and the third square displays the number of minor alarms.

Cisco WCS displays the Alarms page, which lists the alarms found. Moving the cursor over the links in the Failure Object column displays a tool tip containing the alarm’s message.

- Step 3** Use the navigation buttons (top) to browse the alarm pages if necessary.

- Step 4** Use the column headers to sort alarms.
- Step 5** To perform another alarm search, use the Severity drop-down menu (left) to choose a different severity and click **Search**.
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Assigning and Unassigning Alarms

Follow these steps to assign and unassign an alarm to yourself:

- Step 1** Display the Alarms page as described in [“Viewing Alarms” on page 7-1](#).
- Step 2** Select the alarms that you want to assign to yourself (or unassign from yourself) by checking their corresponding check boxes.
- Step 3** From the drop-down menu (right-hand side), choose **Assign to Me** (or **Unassign**) and click **Go**.
- If you choose **Assign to Me**, your username appears in the Owner column. If you choose **Unassign**, the username column becomes empty.



Note You cannot unassign other users.

Deleting and Clearing Alarms

Follow these steps to delete or clear an alarm from a location appliance:

- Step 1** Display the Alarms page as described in [“Viewing Alarms” on page 7-1](#).
- Step 2** Select the alarms that you want to delete or clear by checking their corresponding check boxes.
- Step 3** From the drop-down menu (right-hand side), choose **Delete** or **Clear**, and click **Go**.
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Note If you delete an alarm, Cisco WCS removes it from its database. If you clear an alarm, it remains in the Cisco WCS database, but under the Clear state. You clear an alarm when the condition that caused it no longer exists.

Emailing Alarm Notifications

Cisco WCS lets you send alarm notifications to a specific email address. Sending notifications through email enables you to take prompt action when needed.

To send alarm notifications, follow these steps:

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- Step 1** Display the Alarms page as described in “[Viewing Alarms](#)” on page 7-1.
- Step 2** From the drop-down menu (right-hand side), choose **Email Notification**, and click **Go**.
In the Email Notification page, you can follow these steps:
- Click the links of the supported alarm categories and configure the email options (SMTP server to use, email address of sender, and email address of recipient).
 - Enable email notifications for the selected alarm categories.
- Step 3** To configure the email options for an alarm category, follow these steps:
1. Click the alarm’s corresponding link.
 2. In the Email Notification section, enter the following information:
 - SMTP Server field—Enter the server to use for sending email notifications.
 - From field—Enter the email address of the sender.
 - To field—Enter the email address of the recipient.
 3. Click **OK** to confirm changes and go back to the Email Notification page.
- Step 4** To enable email notification for an alarm category, check its corresponding check box, and click **OK**.
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Working with Events

You can use Cisco WCS to view location server and location notification events. You can display events based on their severity.

To display events, follow these steps:

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- Step 1** In Cisco WCS, choose **Monitor > Events**.
- Step 2** In the Events page, choose **Location Servers** or **Location Notifications** from the Event Category drop-down menu (left).
- Step 3** Choose an event severity from the Severity drop-down menu.
You can choose one of the following categories:
- **Location Server** —Reports events such as location server unreachable or elements are not synchronized
 - **Location Notifications**—Reports events representing asynchronous notifications sent by the location server
- Step 4** Click **Search**. If Cisco WCS finds events that match the search criteria, it displays a list of these events.
- Step 5** For more information about an event, click the event’s failure object’s name.
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Working with Logs

This section describes how to configure logging options and how to download log files.

Configuring Logging Options

You can use Cisco WCS to specify the logging level and types of messages to log.

To configure logging options, follow these steps:

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- Step 1** In Cisco WCS, choose **Location > Location Servers**.
 - Step 2** Click the name of the server that you want to configure.
 - Step 3** Click **Administration** (left) to display the administrative configuration options.
 - Step 4** Click **Advanced Parameters**.
 - Step 5** In the Logging Options section, choose a logging level from the Logging Level drop-down menu or **Off** to disable logging.

There are four logging options: **Off**, **Error**, **Information**, and **Trace**. Use **Error** and **Trace** only when directed to do so by Cisco Technical Assistance Center (TAC) personnel.
 - Step 6** Enable logging categories as required by checking the appropriate **Enabled** check boxes.
 - Step 7** Click **Save** to apply your changes.
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Downloading Location Server Log Files

If you need to analyze location server log files, you can use Cisco WCS to download them into your system. Cisco WCS downloads a zip file containing the log files.

To download a zip file containing the log files, follow these steps:

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- Step 1** In Cisco WCS, choose **Location > Location Servers**.
 - Step 2** Click the name of the location server to view its status.
 - Step 3** Click **Logs** (left).
 - Step 4** Click **Download Logs**.
 - Step 5** Follow the instructions in the File Download dialog box to save the zip file on your system.
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Monitoring Location Server Status

This section describes how to view location server status and how to enable status information polling.

Viewing Location Server Current Information

Follow these steps to view the current status of a location server:

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- Step 1** In Cisco WCS, choose **Location > Location Servers**.
 - Step 2** Click the name of the location server to view its status.
 - Step 3** Click **Administration** (left) to display the administrative configuration options.
 - Step 4** Click **Advanced Parameters**.

In the Advanced Parameters page of the selected location server, Cisco WCS displays the status of the location server in the General Information and Memory Information sections.

Enabling Automatic Location Server Status Polling

You can configure Cisco WCS to automatically poll location servers on a regular basis for status information to keep the location server records in the Cisco WCS database current.

To enable automatic location server status polling, follow these steps:

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- Step 1** In Cisco WCS, choose **Administration > Scheduled Tasks**.
 - Step 2** Click **Location Server Status**.
 - Step 3** Enable automatic location server status polling by checking the **Enabled** check box.
 - Step 4** In the Interval field, enter the interval (in minutes) for performing automatic server status polling.
By default, the location server performs automatic server polling every 5 minutes.
 - Step 5** Click **Submit**.
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