



Cisco Expo
2009

Welcome to Cisco Expo Cairo



15 January 2009
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Business Challenges

Managing the flexibility and richness of your UC environment

Endpoints



Cisco Unified IP Phones



Wireless IP Phones



Unified IP Phone 7985



Unified Personal Communicator



IP Communicator



Mobile Phones

Applications



Cisco Unity Messaging Conferencing



Unified MeetingPlace



Unified Customer Contact



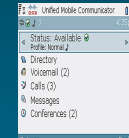
Unified Video Advantage



Unified Personal Communicator

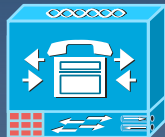


IP Communicator



Mobile Communicator

Services



Smart Business Communications Sys



UC Manager Express



Cisco Unified Presence



UC Manager Bus Edition



UC Manager

Infrastructure



Routing



Switching



Availability



Security



Management

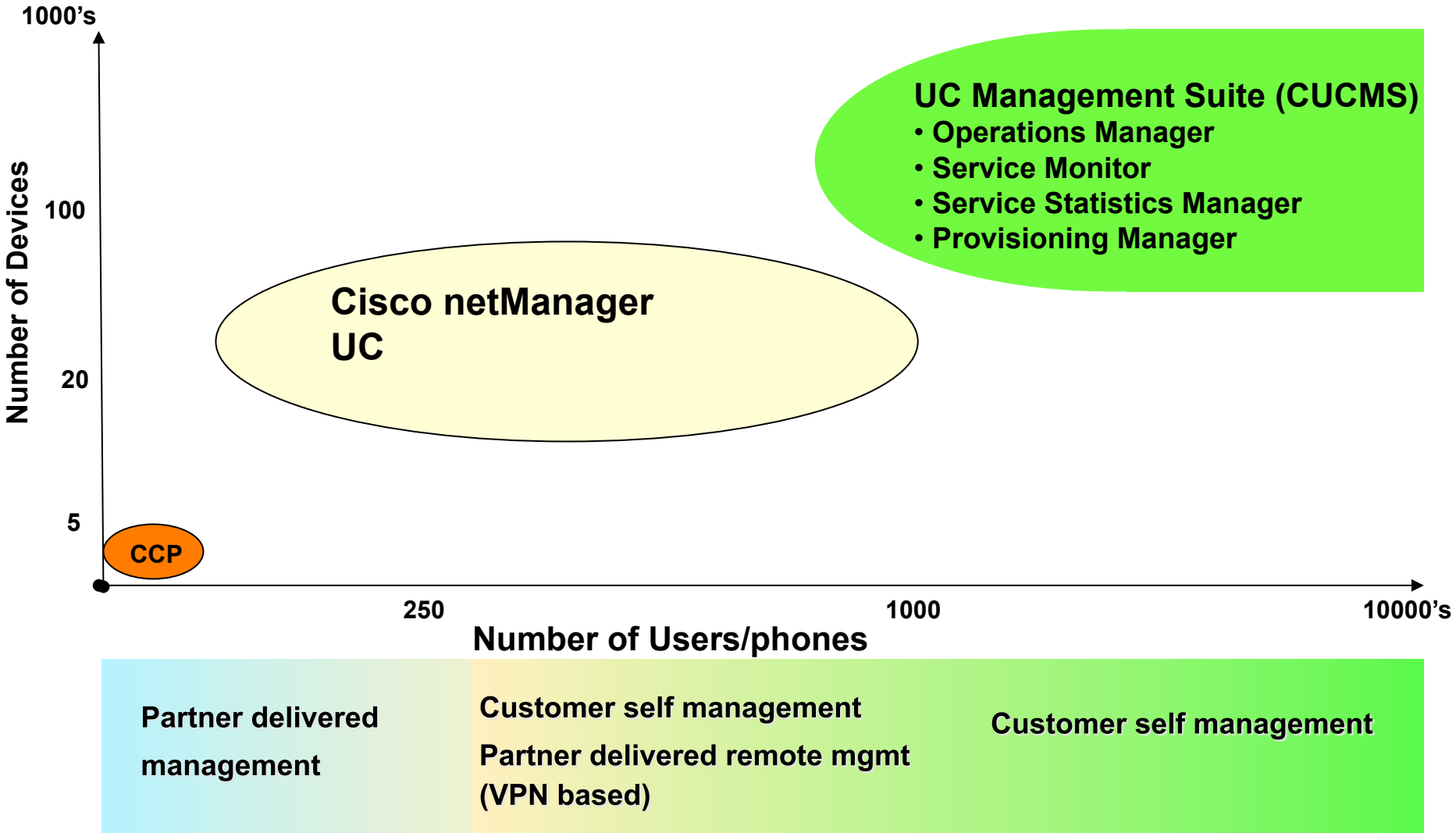


QoS



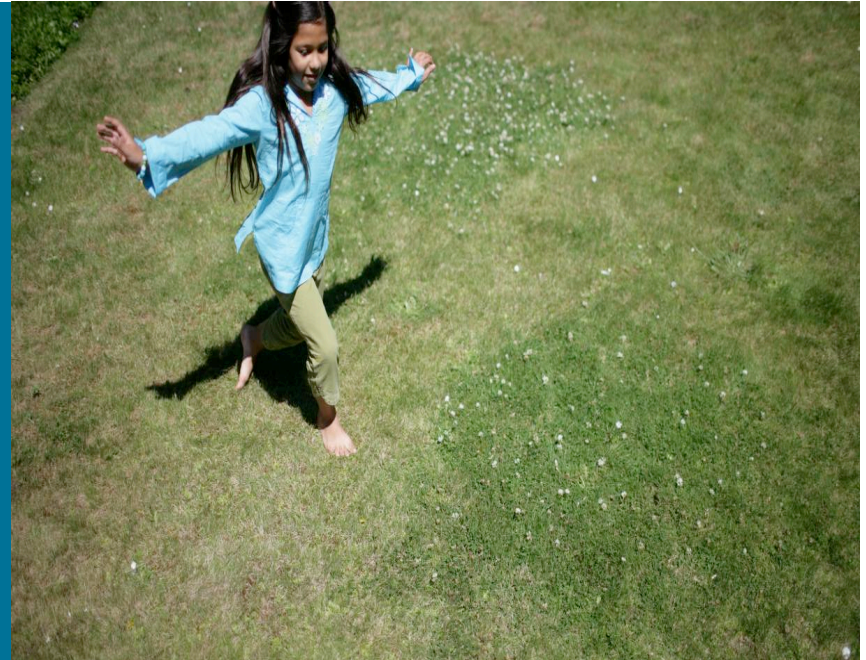
Administration

UC NMS positioning



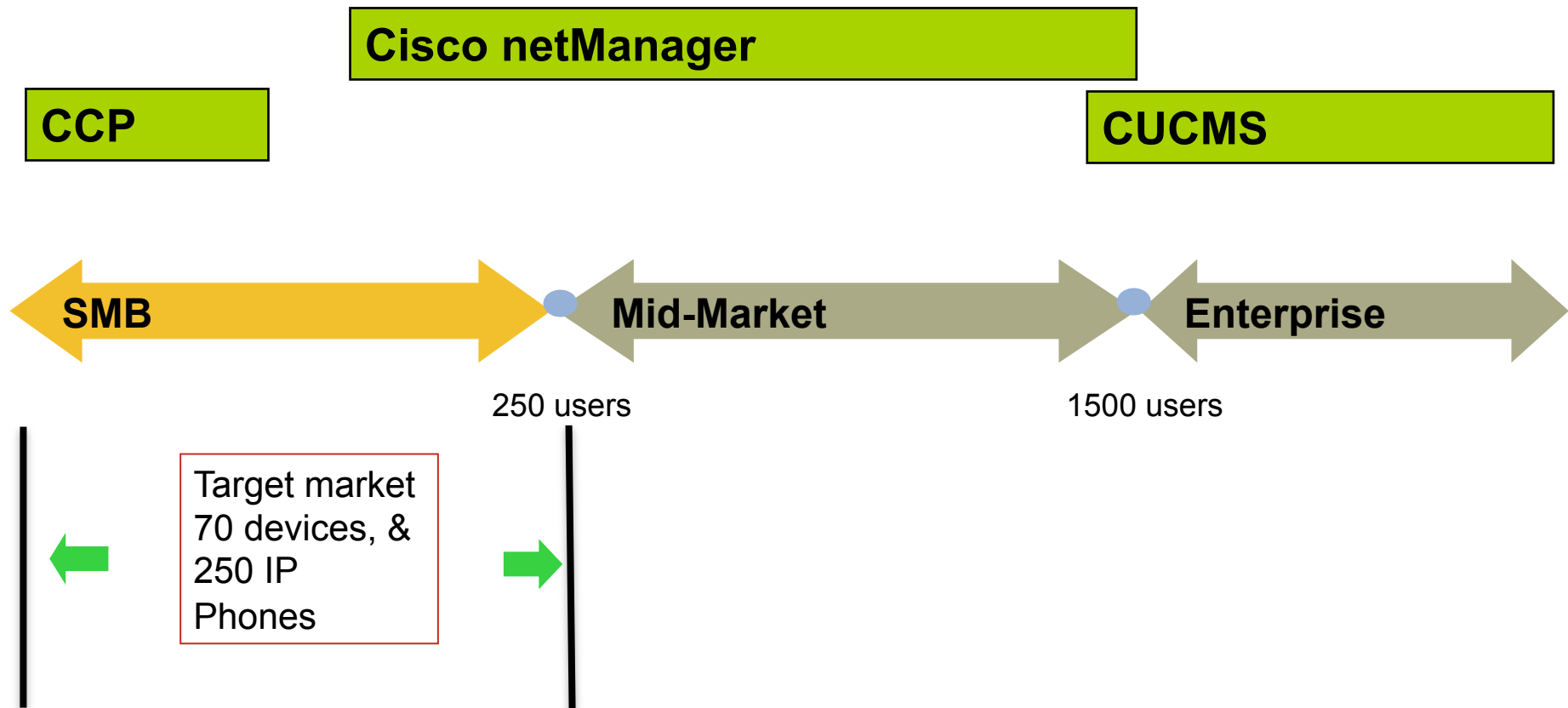
Cisco Small Business Network Management

Cisco Configuration Professional
Cisco Monitor Manager
&
Cisco Monitor Director



CCP/CMM Product Positioning

1. Software based solutions (Win 2003 or Win-XP) to monitor data and voice elements of SMB class deployments



Cisco Configuration Professional (CCP)

New!
v1.1
Sep'08

Intuitive device management GUI for easily configuring Cisco's
Integrated Services Routers

- Unified GUI
 - Routing
 - Security
 - Unified Communications
- Wizard led configuration
 - LAN, WLAN, and WAN
 - Firewall, IPS, VPN, ACLs,
 - QoS
- Voice - CUCME/CUE/SRST Configuration

Free Download:
cisco.com/go/ciscocp

Cisco Configuration Professional

Application View Tools Help

Home

Configure

Routing

Security

Voice

- Telephony Settings
- Extensions
- Phones
- Users
- Trunks
- Dial Plans
 - Incoming Calls
- Voice Mail
- Basic Voice Features
 - Call Park
 - Intercom
 - Paging Numbers
 - Paging Groups
 - Call Pickup Groups
- Advanced Voice Features
 - After-Hour Tollbar
 - Directory Services
 - Intersite VoIP
 - Night Service Bell
 - Unity Express IP Configuration
 - Hunt Groups

Monitor

Community Information

Community Name: 'SEVT' Community Members

Number of devices in community: 1

'SEVT' Community Members

IP Address	Host Name	Discovery Status	Authentication
128.107.149.69	CME-1861	Discovered	Non secure

Add Edit Delete Discover Discovery Details Router Status

hunt groups

unity express ip configuration

night service bell

intersite voip

add

edit

delete

discover

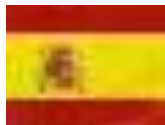
discovery details

router status

CCP v1.1 Localization

Coming Soon

1. Following language support is expected for CCP v1.1:
 - German
 - Spanish
 - Japanese
 - French
 - Italian
 - Chinese
2. Timeline for language support: 1QCY09
3. All other languages will be supported via localization toolkit. Contact ccp-feedback@cisco.com for more information on toolkit availability.



Cisco Configuration Professional - Summary

- 1. Software based solution (Win 2003 or Win-XP) to monitor data and voice elements of small deployments. Web based UI – easy to use.**
- 2. Physical and logical topology views of the deployment**
- 3. Real-time operational and performance monitoring.**
- 4. Notification services: email & SMS.**
- 5. Basic diagnostics like ping, traceroute, telnet, etc**
- 6. Can manage up to 5 devices per community.**
- 7. A community is a group of devices that are managed together.**
- 8. Cisco Configuration Professional manages only Cisco devices.**

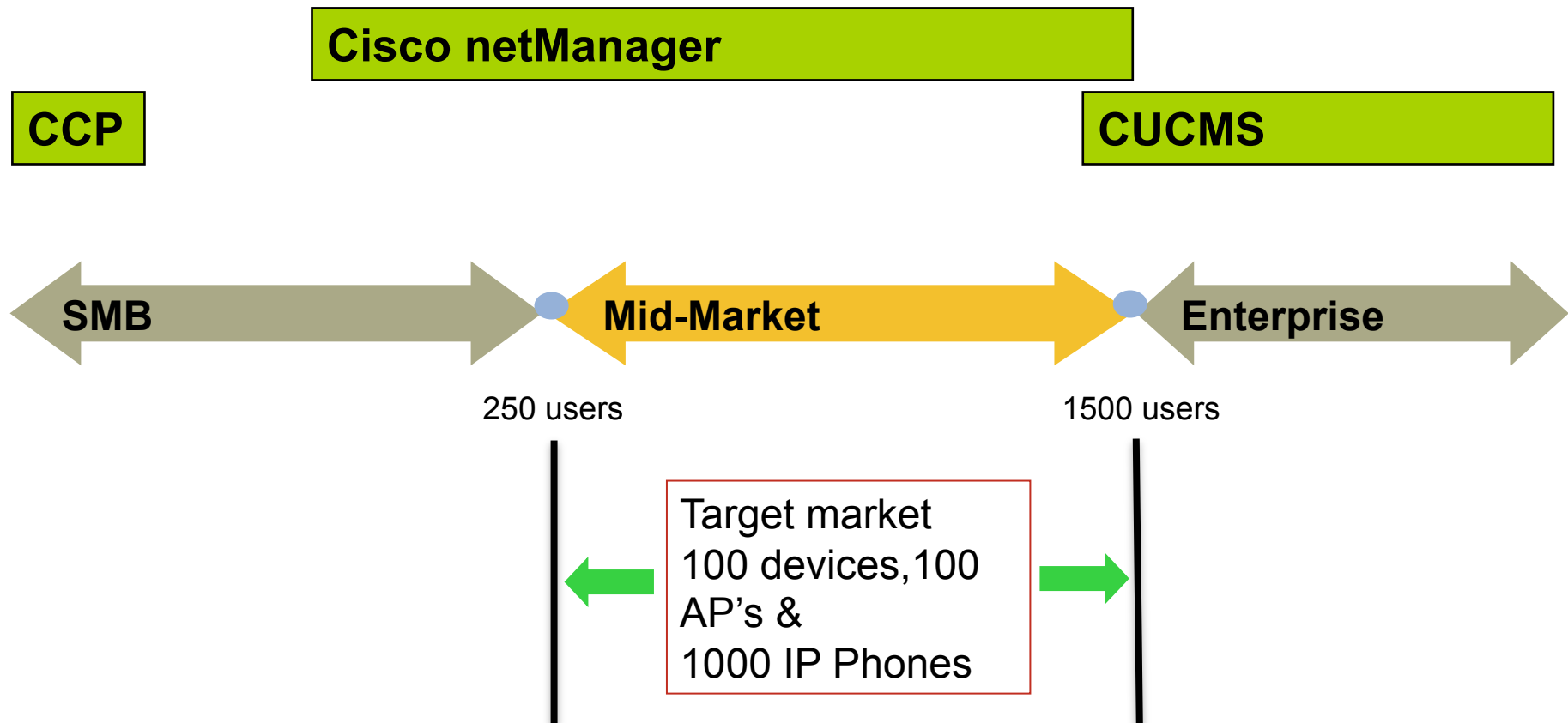
Cisco Medium Business Network Management

Cisco netManager - UC



CNM-UC Product Positioning

1. Software based solution (Win 2003 or Win-XP) to monitor data and voice elements of commercial class deployments

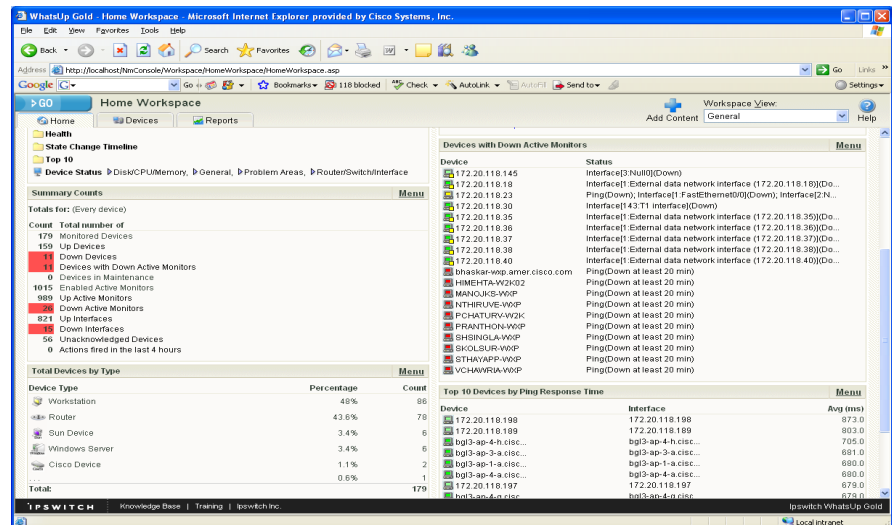
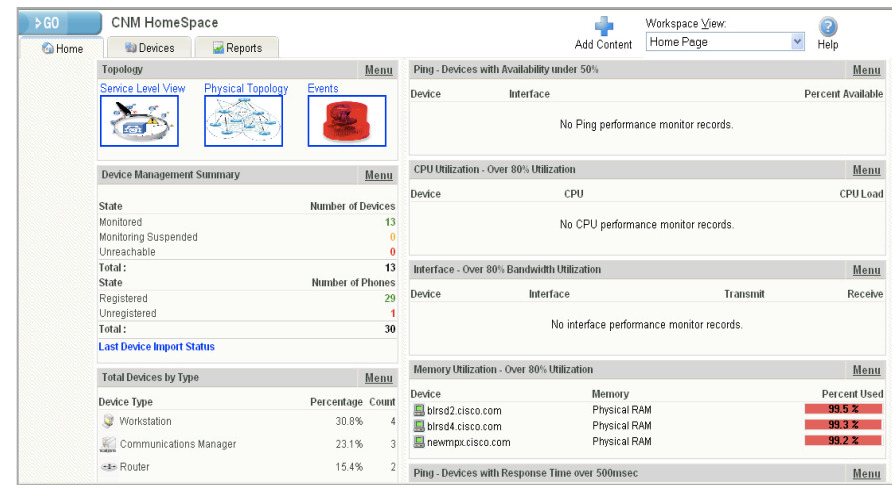


Cisco netManager Overview

- 1. Software based solution (Win 2003 or Win-XP) to monitor data and voice elements of commercial class deployments. Web based UI with multi-user support.**
- 2. Automated discovery of customer network elements (up to 10 different locations).**
- 3. Service level and Physical topology views of the deployment.**
- 4. Real-time operational and performance monitoring, out of box system defined thresholds and events.**
- 5. Notification services: email, SMS and SNMP traps.**
- 6. Basic diagnostics like ping, traceroute, telnet, DNS lookup etc.**
- 7. Multi-vendor SMB class device support (workstations, servers, printers and network devices). Extensible monitoring infrastructure (user specified MIB collectors, monitors).**
- 8. Self-management only. No Reseller interface. Reseller may use for remote management (VPN based).**

Cisco netManager – Unified Communications

1. Support for all the layers of Cisco Unified Communications System
2. Supports 100 device with 1000 phones/users over 10 locations
3. Auto discovery of detailed inventory and capability
4. Actionable service level view of UC deployment. Cluster views, gateway and application operational status
5. Phone and device inventory reports: phone status, phone search
 - SCCP and SIP Phones
 - Phone status change reports
6. Contextual performance monitoring, alerting, reporting and trending
7. Support for broad range of Cisco platforms
8. Multi-vendor support



Cisco netManager - Summary

- 1. Software based solution (Win 2003 or Win-XP) to monitor data and voice elements of commercial class deployments. Web based UI with multi-user support. Self-management only.**
- 2. Multi-vendor devices and SMB office devices (workstation, server, printers) monitoring**
- 3. Physical and logical topology views of the deployment**
- 4. Real-time operational and performance monitoring, system defined thresholds and events**
- 5. Notification services: email, SMS and SNMP traps.**
- 6. Basic diagnostics like ping, traceroute, telnet, DNS lookup etc**
- 7. Can manage from 50 devices, 50 wireless access points, 250 IP phones up to a maximum of 100 devices, 100 wireless access points, 1000 IP phones (in 250 phone increments).**

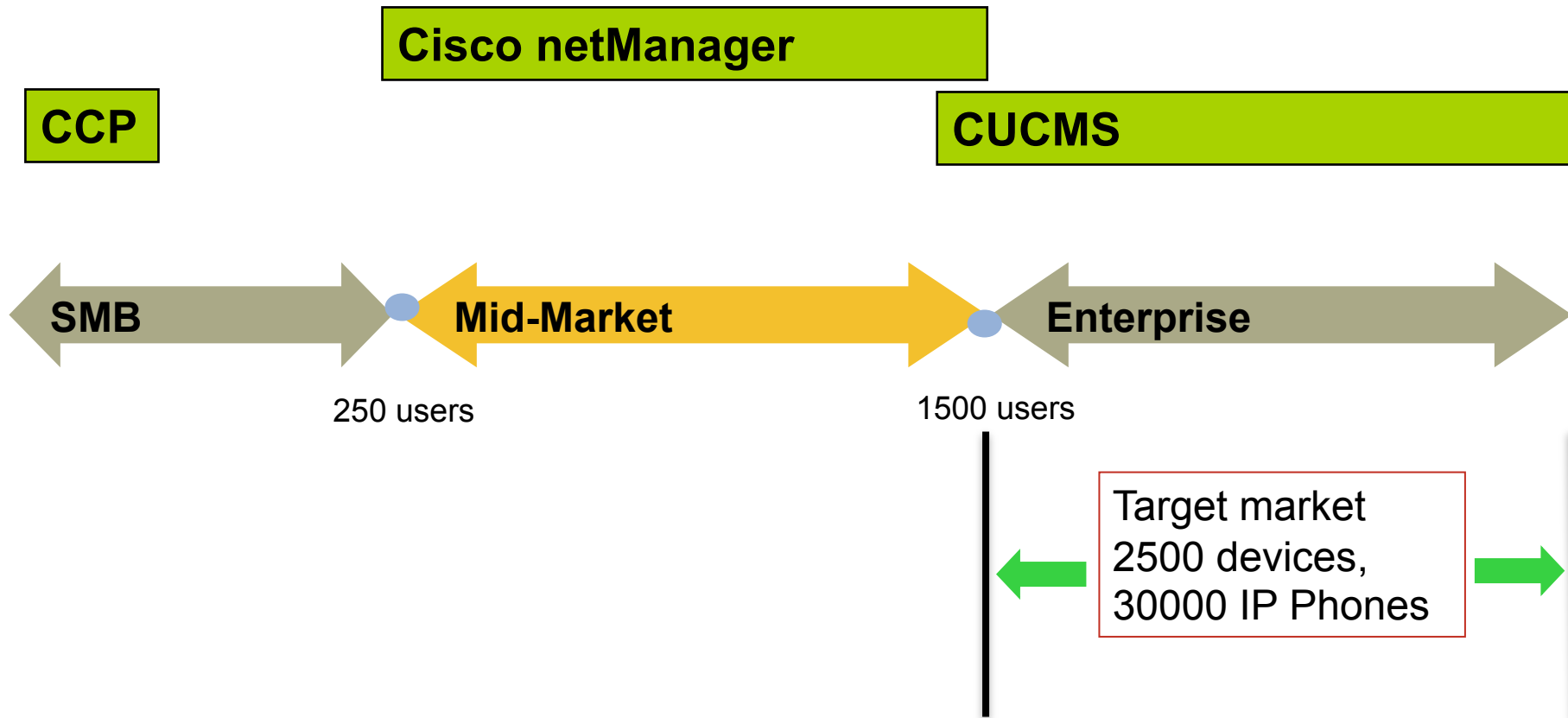
Cisco Enterprise Network Management

UC Management Suite (CUCMS)



CUCMS Product Positioning

1. Software based solution (Win 2003) to monitor data and voice elements of enterprise class deployments



CUCMS: An Integrated Management Suite

Provisioning Manager Simplified Deployment and Configuration

Cisco Unified Provisioning Manager
A product from Cisco Unified Communications Management Suite

Provisioning Dashboard | Infrastructure Configuration | Advance Setup | System Administration

Manage Subscribers | Manage Orders | Manage Activities

Subscriber Record Options
John Smith (jsmith)

- New Order
- View Orders
- Subscriber Notes

Go to Product Catalog

Subscriber Record Details

Filter: by Product	Location	Quantity	State
Found 3 Products			
Line (4080000999 John Smith)	Site1 - 408	1	Act
Phone (Cisco 7960 SEP111111111111)	Site1 - 408	1	Act
Phone (Cisco 7960-SEPABCD1234BCD)	Site1 - 408	1	Act

View Orders

Orders	Status	Order Date
1	COMPLETE	09/14/2006
4	COMPLETE	09/15/2006

Operations Manager Continuous Monitoring and Fault Management

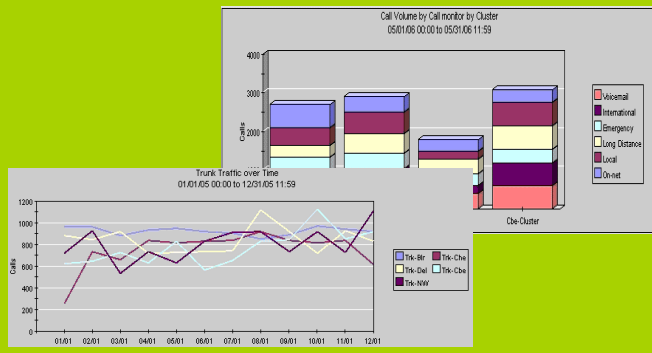
Cisco Unified Operations Manager
Service Level View

Showing: All IP Communications Services

Alerts

Alert	Most Recent Alerts	Alert Count	Summary
178.91.177	25-Sep-2007 08:29:41	Application	215
178.91.235	28-Sep-2007 08:00:28	ServicePack	2
178.91.65	29-Sep-2007 08:02:17	Interface	11
Total Counts			218
Number of Elements			11

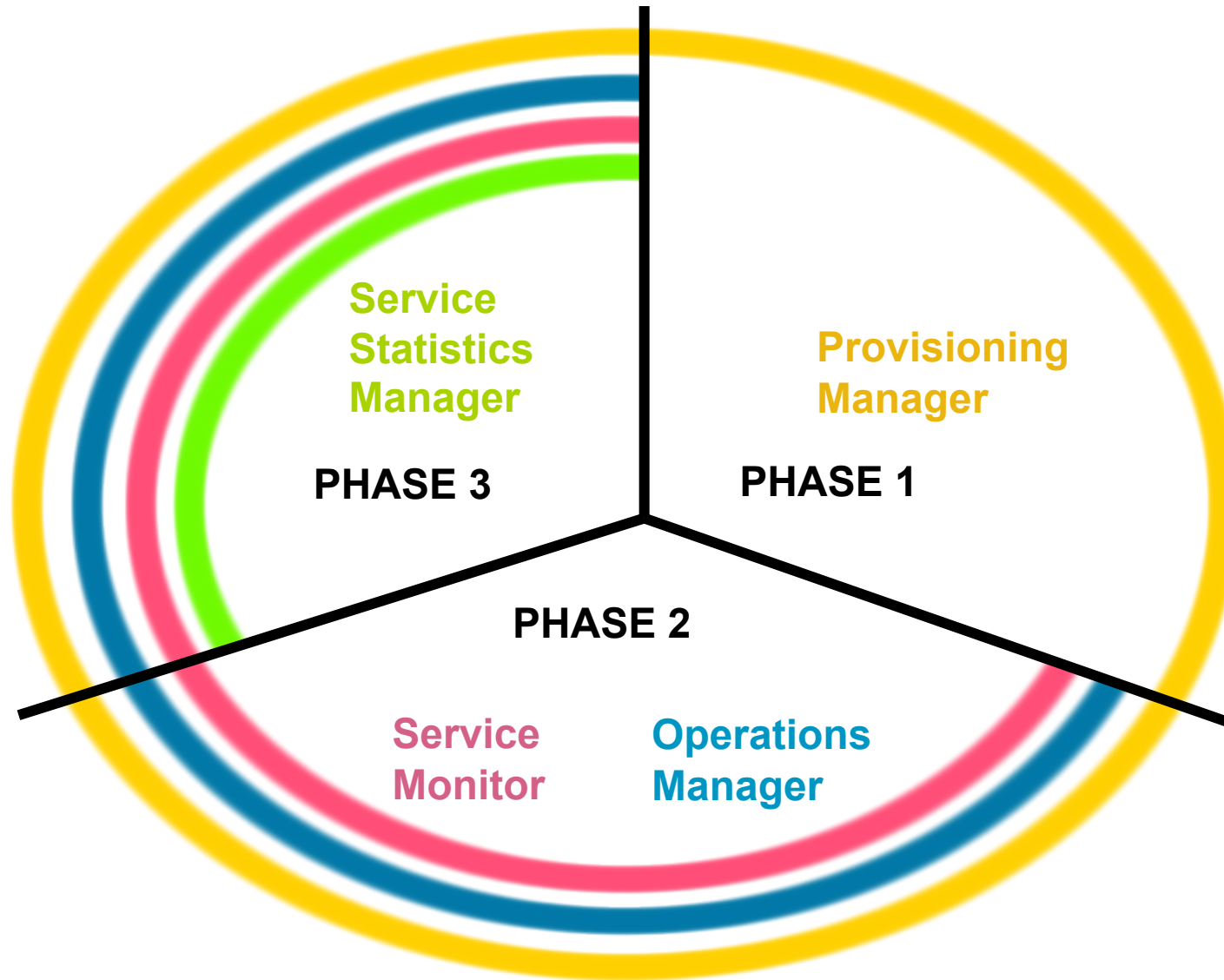
Service Statistics Manager Historical Voice Reporting, Capacity Planning and Trending



Service Monitor Real Time Voice Quality Monitoring and Alerting



Managing through the UC deployment lifecycle



Provisioning Manager

Simplifying deployment and ongoing administration

1. Provision Users and their services through **one single interface**

2. Handles both **Day 1 and Day 2 tasks:**

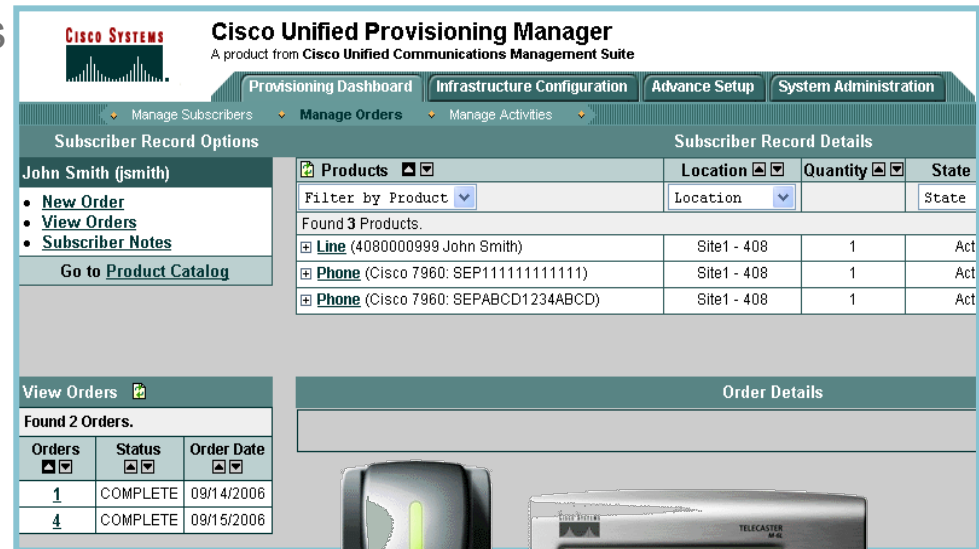
Day 1 – initial deployment streamlined via templates, bulk import and policies

Day 2 – intuitive GUI makes daily MACs simple

3. **Policy based:** define rules and workflow that match your business processes

4. **Permissions** enable control of access and delegation of tasks

5. **Auditing and tracking** of all changes ensures adherence to policies



The screenshot displays the Cisco Unified Provisioning Manager interface. At the top, it shows the Cisco Systems logo and the product name "Cisco Unified Provisioning Manager" with the subtitle "A product from Cisco Unified Communications Management Suite". The navigation bar includes "Provisioning Dashboard", "Infrastructure Configuration", "Advance Setup", and "System Administration". Below this, there are tabs for "Manage Subscribers", "Manage Orders", and "Manage Activities".

The main content area is divided into two sections: "Subscriber Record Options" and "Subscriber Record Details".

Subscriber Record Options: Shows "John Smith (jsmith)" with a list of actions: "New Order", "View Orders", and "Subscriber Notes". There is also a "Go to Product Catalog" button.

Subscriber Record Details: A table showing product information for John Smith. The table has columns for "Products", "Location", "Quantity", and "State".

Products	Location	Quantity	State
Filter by Product			
Found 3 Products.			
Line (4080000999 John Smith)	Site1 - 408	1	Act
Phone (Cisco 7960: SEP111111111111)	Site1 - 408	1	Act
Phone (Cisco 7960: SEPABCD1234ABCD)	Site1 - 408	1	Act

View Orders: Shows "Found 2 Orders." with a table of order details.

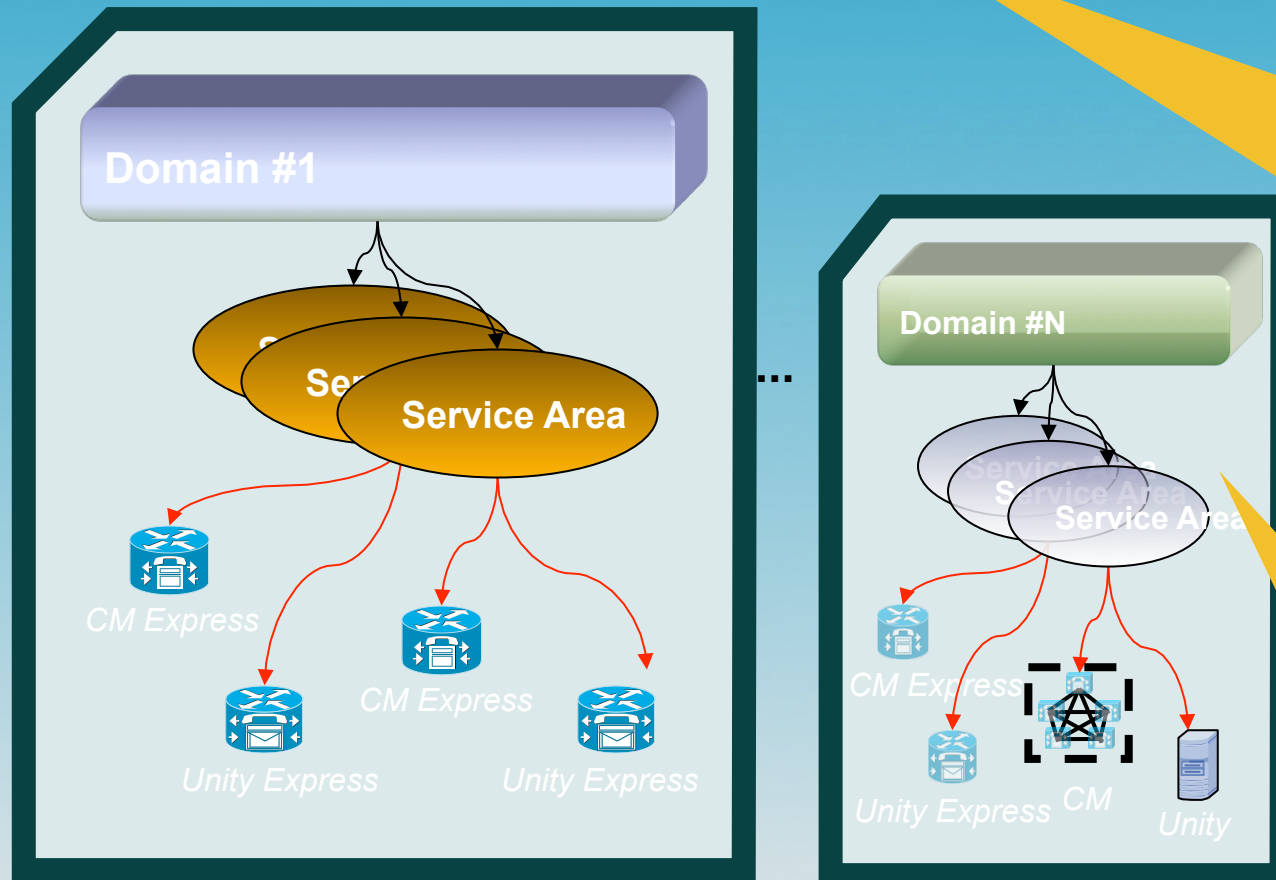
Orders	Status	Order Date
1	COMPLETE	09/14/2006
4	COMPLETE	09/15/2006

Order Details: A section for viewing specific order information.



Managed Voice Domains

Global Level Management



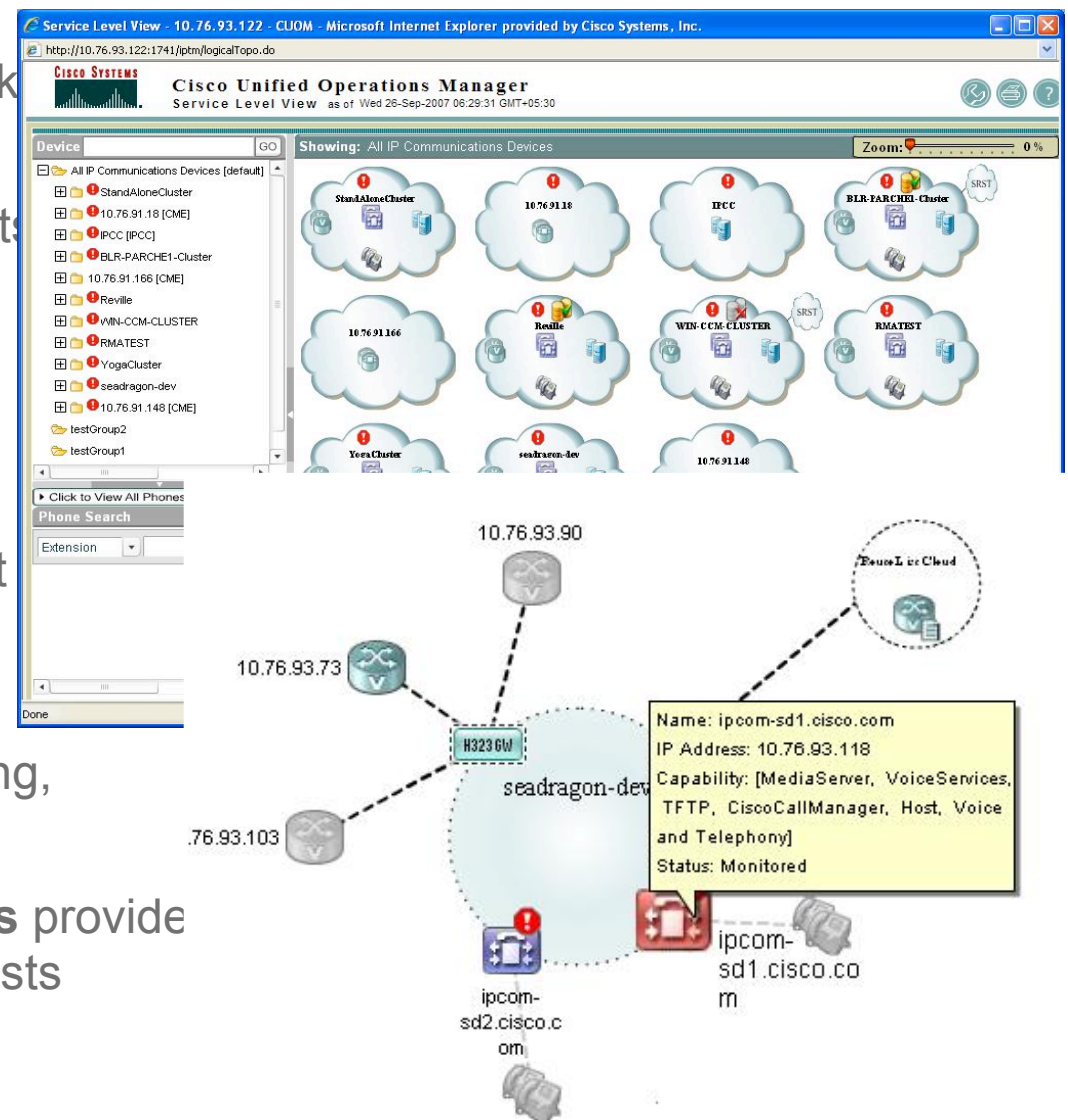
- Managed by Central IPC experts
- Visibility and control of all IPC Infrastructure and Subscriber services across all Domains

- Managed by a department within an Enterprise
- Visibility and control of all Subscriber services within the Domain

Operations Manager

Proactive Network and Fault Management

1. **Real-time monitoring** across every UC device, endpoint and link
2. **Graphical views and drill downs** make it easy to rapidly isolate faults in the network
3. **Notification** to email, SNMP traps and syslog ensures your network can be monitored 24 x 7
4. **Filters and thresholds** can be set so you get notified only for events critical to your business
5. **Contextual performance monitoring, alerting and reporting**
6. Phone and traffic **diagnostic tests** provide SLA what ifs and phone feature tests



Operations Manager Diagnostic tests

Integrated diagnostics linked to monitoring and proactive testing

Replicate end user activities (Skinny and SIP based)

- End to End Call (Signaling and RTP)
- Phone Registration
- Dial-tone
- Message Waiting Indicator
- Conference
- Emergency Call

Phone diagnostic tests

- Phone feature tests (redial, fwd, confrn)
- Dial plan tests

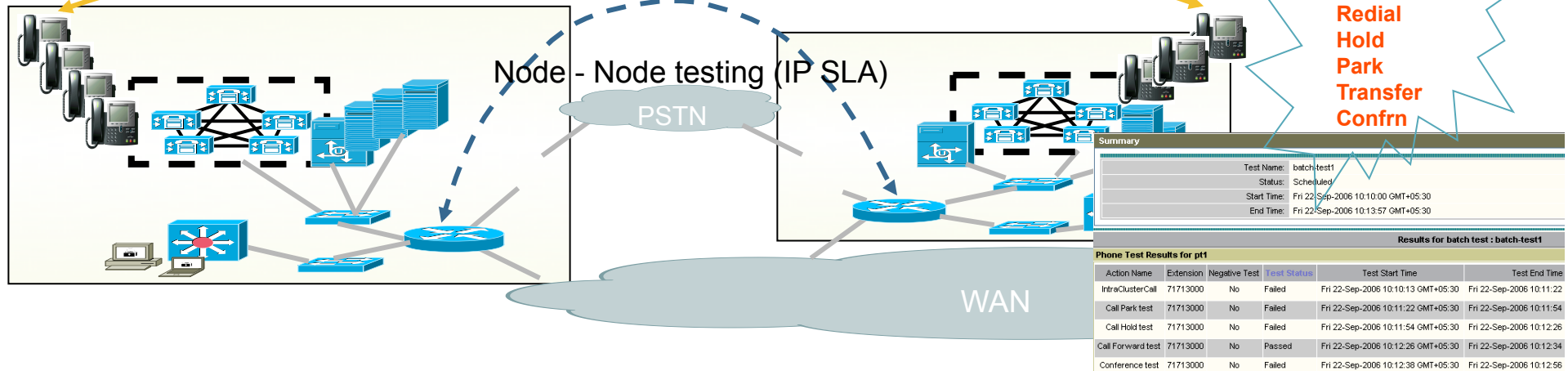
Generate synthetic traffic (IP SLA based)

- Quality/Latency/Jitter/packet loss
- Gateway registration

End - End testing (signaling + data path)

Node - Node testing (IP SLA)

Register
Dial-tone
Redial
Hold
Park
Transfer
Confrn



Summary	
Test Name:	batch-test1
Status:	Scheduled
Start Time:	Fri 22-Sep-2006 10:10:00 GMT+05:30
End Time:	Fri 22-Sep-2006 10:13:57 GMT+05:30

Results for batch test : batch-test1						
Action Name	Extension	Negative Test	Test Status	Test Start Time	Test End Time	
IntraClusterCall	71713000	No	Failed	Fri 22-Sep-2006 10:10:13 GMT+05:30	Fri 22-Sep-2006 10:11:22	
Call Park test	71713000	No	Failed	Fri 22-Sep-2006 10:11:22 GMT+05:30	Fri 22-Sep-2006 10:11:54	
Call Hold test	71713000	No	Failed	Fri 22-Sep-2006 10:11:54 GMT+05:30	Fri 22-Sep-2006 10:12:26	
Call Forward test	71713000	No	Passed	Fri 22-Sep-2006 10:12:26 GMT+05:30	Fri 22-Sep-2006 10:12:34	
Conference test	71713000	No	Failed	Fri 22-Sep-2006 10:12:38 GMT+05:30	Fri 22-Sep-2006 10:12:56	

Back to Top

Phone Test Results for pt2				
Action Name	Extension	Negative Test	Test Status	Test Start Time
CallToPSTN	71713002	No	Passed	Fri 22-Sep-2006 10:12:56 GMT+05:30

Back to Top

Phone Test Results for pt3				
Action Name	Extension	Negative Test	Test Status	Test Start Time
Call to PSTN Negative	71716000	Yes	Passed	Fri 22-Sep-2006 10:13:00 GMT+05:30

Cisco Unified Service Monitor

Voice quality alerting and reporting

1. **Comprehensive** voice quality measurements, reporting and alerting
2. **Configurable thresholds** for alerting & reports based on MoS, codec, end points, phone type and sensors
3. **Out-of-the-box reports** including poorest quality calls and most impacted end points
4. **Call quality metrics** integrated with Operations Manager for alerts and Statistic Manager for trending & planning
5. Phone based (SW only) and sensor based (1040) quality monitoring options

The screenshot displays the Cisco Unified Service Monitor interface. At the top, it shows the Cisco Systems logo and the product name 'Cisco Unified Service Monitor', which is a product from the Cisco Unified Communications Management Suite. The interface includes navigation tabs for Reports, Configuration, Thresholds, and Administration. Below these are filters for Sensor Filter, CVTQ Filter, Sensor Impacted Endpoints, and CVTQ Impacted Endpoints. The main content area is divided into two sections: 'Minute by Minute Reports (Sensor Based)' and 'Call by Call Reports (Phone Based)'. Each section contains a 'Service Quality Report' and a 'Most Impacted Endpoints' report. The 'Most Impacted Endpoints' reports show a list of endpoints with their extension numbers, time, and MOS scores. A red circle highlights the 'Most Impacted Endpoints' table in the 'Call by Call Reports' section. Below the reports, there is a table titled 'Showing 1 - 6 of 6 records' with the following data:

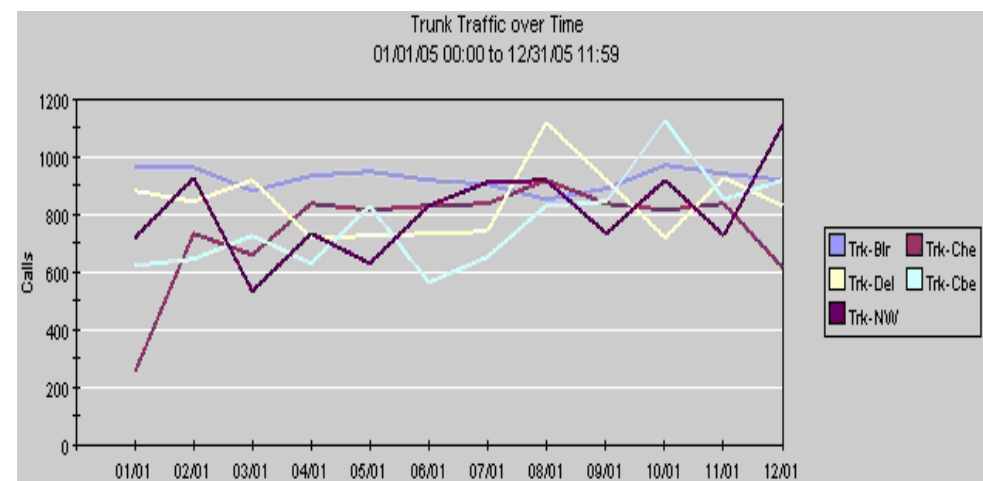
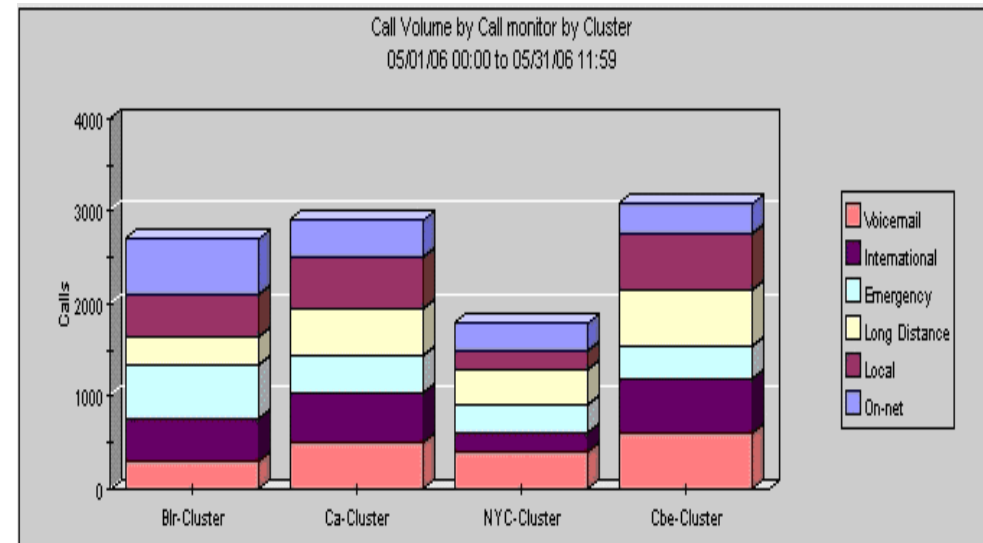
Endpoint	IP Address	Device Type	Cumulative Talk Time (min)	# of Calls	Impaired calls	% of Impaired Calls	Average MOS
1. 2504	192.168.140.20	Cisco 7960	1.78	7	2	28.57	1.28
2. 3542	192.168.140.21	Cisco 7961	5.11	3	3	100.0	4.5
3. 3543	192.168.140.18	Cisco 7961	4.56	2	2	100.0	4.5
4. 2507	192.168.140.19	Cisco 7960	1.23	6	1	16.66	0.75
5. 2911017	10.17.197.128	Cisco 7940	1.0	3	2	66.66	4.5
6. 2911015	172.20.4.27	Cisco 7970	1.0	3	2	66.66	4.5

At the bottom of the screenshot, there is a Cisco 1040 sensor device and a Cisco IP phone. The page number '1 of 1 Pages' is also visible.

Cisco Unified Service Statistics Manager

Voice Statistics Analysis and Reporting

1. Historical reporting, trending and analysis for **any voice metric** including:
 - Trunk utilization
 - Feature usage
 - Call volume
 - Service availability
 - Service quality
2. **Out-of-the box reports** for the most common needs such as executive operations and capacity planning
3. Ability to **customize reports** based on user needs
4. **Reports across** overall deployment, across selected clusters, or user-defined groups of phones, locations, etc.
5. Enables **SLA creation**, measurement and verification based on Unified Communications metrics
6. Enables **export of data and reports** to external applications



Service Statistics Manager

1. Flexible, customized report templates, *ad-hoc* reporting, in addition to default reports
2. Automatic invocation & scheduling
3. Business/logical data import (e.g. Department names) via flat file interface
4. Data export capabilities via SQL, flat file interfaces
5. Report generation and display via Web-based user interface
6. Target FCS 2CQ07

Executive (CIO/CTO) Reports

Operations Reports

■ Capacity Planning Reports

- Set thresholds for utilization and capacity
- Detailed utilization reports
 - Trunk group, trunk, channel utilization
 - Trunk group/trunk call overflow over a time period
 - CPU, Memory, Disk, DSP resource utilization
 - Voicemail utilization reports
 - Voicemail port utilization, sessions in use, Mailbox size, ...
 - CCM Route/Line Group, Route/Hunt List utilization reports
- Top N Upgrade/Downgrade Candidates
 - Trunks, gateways, CCM, Voicemail servers, ...
- Voice vs. Data Traffic reports

Cisco Unified Communications Management Suite

Productivity



Simplification



Automation



Empowering Customers to be More Efficient While Operating the Unified Communication System

1. Provides comprehensive views for the entire Cisco Unified Communications system and underlying transport infrastructures
2. Provides contextual diagnostic tools to enable fast and easy troubleshooting
3. Presents service quality alerts with associated detail for prompt problem resolution
4. Provides simplified, policy-based, change management of users, services, and Cisco Unified resources
5. A suite of products fully integrated for productivity and simplification
6. Can manage from 300 devices, 1000 IP phones up to a maximum of 2500 devices, 30000 IP phones (in 1000 phone increments).

Resources

1. Cisco Configuration Professional
2. <http://www.cisco.com/go/ciscocp>
3. netManager
4. www.cisco.com/go/netmanager
5. www.cisco.com/go/cnmuc
6. <http://tools.cisco.com/cmn/jsp/index.jsp?id=61441>
7. CUCMS
8. www.cisco.com/go/ucmanagement
9. www.cisco.com/go/cuom
10. www.cisco.com/go/cusm
11. www.cisco.com/go/cupm
12. www.cisco.com/go/cussm

Key Takeaways

The key takeaways of this presentation are:

- 1. Cisco Unified Communications Management provides comprehensive and holistic management for UC deployments**
- 2. Cisco Monitor Manager is a software based solution to monitor data and voice elements of SMB class UC deployments.**
- 3. Cisco netManager is a software based solution to monitor data and voice elements of commercial class UC deployments.**
- 4. Understand relative positioning between Cisco Monitor Manager, Cisco netManager and CUCMS for UC deployments of different sizes**
- 5. CUCMS provides contextual diagnostic tools to enable fast and easy troubleshooting.**
- 6. CUCMS provides simplified, policy-based, change management of subscribers, services, and Cisco Unified resources.**
- 7. CUCMS is a suite of products fully integrated for productivity and simplification.**

Q and A



