

Cisco Unified Operations Manager 2.1

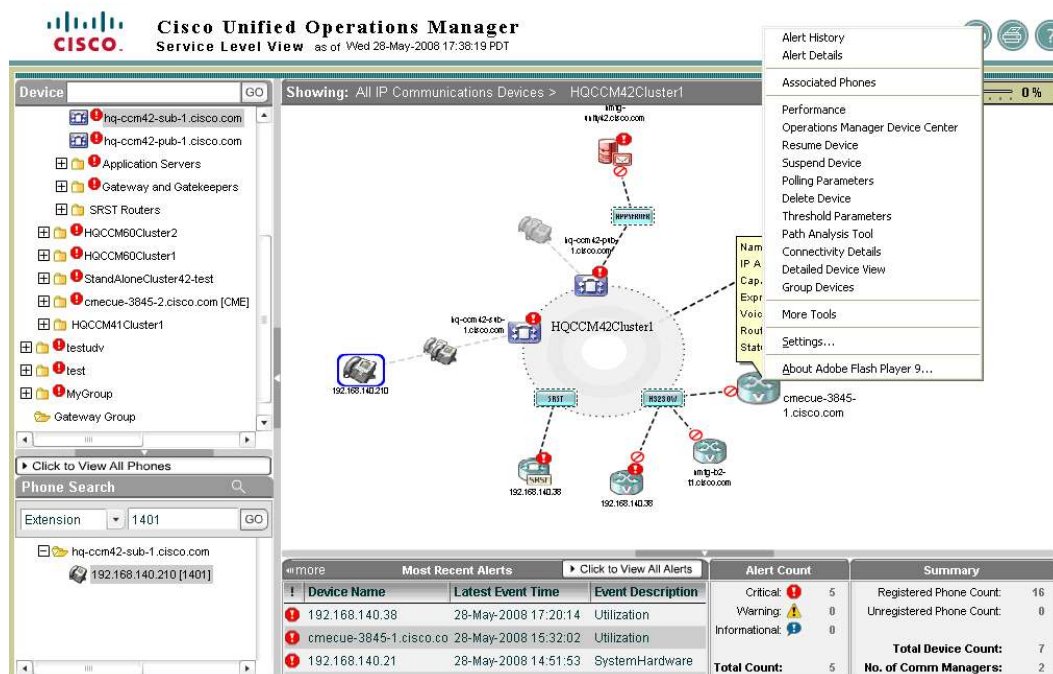
Cisco Unified Communications

Cisco Unified Communications solutions unify voice, video, data, and mobile applications on fixed and mobile networks, facilitating easy collaboration every time from any workspace.

Product Overview

Cisco® Unified Operations Manager is a component of the Cisco Unified Communications Management Suite, consisting of Cisco Unified Operations Manager, Cisco® Unified Provisioning Manager, Cisco® Unified Service Monitor, and Cisco® Unified Service Statistics Manager. Designed specifically for managing Cisco Unified Communications solutions, the Cisco Unified Communications Management Suite offers comprehensive operations, monitoring, and troubleshooting capabilities throughout the solution lifecycle (Figure 1).

Figure 1. Cisco Unified Operations Manager Service-Level View



Cisco Unified Operations Manager provides comprehensive monitoring with proactive and reactive diagnostics for the entire Cisco Unified Communications system including the underlying transport infrastructure.

Cisco Unified Operations Manager identifies the role of every device and application in the unified communications network and monitors those devices and applications to detect faults using its built-in rules and intelligence. Its built-in rules, which provide contextual diagnostics, facilitate rapid troubleshooting of key service-affecting outages. There are no rules to write, no thresholds to define, and no extensive and time-consuming initial setup to budget for.

Features and Benefits

Real-Time Visualization of the Unified Communications System

Cisco Unified Operations Manager presents the current operational status of the Cisco Unified Communications system through real-time service-level views of the network. The Alerts and Events Display, IP Phone Status Display and Service Quality Alerts Display present the up-to-date fault status of monitored devices, applications, and phones. Drill-down views show the operational status of each element and its interrelationships with other elements of the solution along with the status of logical entities such as trunk groups and route lists.

Saves Time by Auto learning and Effectively Monitoring Your Unified Communications Network

Cisco Unified Operations Manager automatically discovers the network and updates its knowledge base by identifying the role of every device and application in the Unified Communications network. It monitors the discovered network elements to detect faults using its built-in intelligence to immediately alert network managers through alerts and events. From alerts and event displays, network administrators can launch context-sensitive tools for each alert and event to troubleshoot the fault. The IP Phone status display, for example, can provide information about a phone's switch, switch port, serial number, application load, and so on, allowing administrators to locate the phone and further troubleshoot the problems.

Cisco Unified Operations Manager also reports the per phone voice quality degradation through its Service Quality Alerts dashboard.

Proactively Tests Your Unified Communications Network Every Single Day

Cisco Unified Operations Manager comes with a powerful set of diagnostic tests that can be executed on demand or on a scheduled basis for proactive network health monitoring and trouble isolation. The phone tests run in batch mode to bulk test the features on multiple phones. This test can validate the phone's features such as call, call hold, call park, call transfer, and conference. The synthetic tests serve to proactively test user activities such as getting a dial tone, making phone calls, leaving voice mail, and creating or joining conference calls. Dial-plan tests provide an easy mechanism to test and validate all the dial plans. The node-to-node tests use the services of the Cisco IOS[®] Software IP service-level agreement (SLA) in Cisco routers to simulate traffic in the network and determine network characteristics such as reachability status, response time, latency, jitter, packet loss, and network quality.

Table 1 lists features of Cisco Unified Operations Manager.

Table 1. Features and Benefits of Cisco Unified Operations Manager

Feature	Benefits
Automatic discovery	<ul style="list-style-type: none"> • Auto discovery of Cisco Unified Communications Manager cluster elements and associated Unified Communications applications, phones, and gateways • Automatic grouping and population of network topology views
Service-level view	<ul style="list-style-type: none"> • Single view to visualize and monitor the entire Cisco Unified Communications system • Context-sensitive right-click menus for diagnostics, Layer 2 physical connectivity, and status and performance-monitoring
Alerts and events	<ul style="list-style-type: none"> • Quick glance real-time status of all the faults in the Unified Communications network • Customizable views for selective and focused monitoring

Performance monitoring	<ul style="list-style-type: none"> Provides visibility into key performance metrics of different elements, such as resource usage (CPU, memory, media digital signal processor [DSP] resources), active calls, trunk statistics (trunk usage, port usage, gateway statistics) and so on Graphical charts for side-by-side comparison of vital metrics
Diagnostics tests	<ul style="list-style-type: none"> Synthetic tests (call processor to phone) and phone to phone tests assure end to end service connectivity. Phone batch and status tests assure phone features operate as provisioned. IP SLA node-to-node testing
Northbound notifications	<ul style="list-style-type: none"> Email, Simple Network Management Protocol (SNMP) traps, and syslog support Comprehensive configuration capability to send specific types of real-time fault notifications for a set of devices to specific subscribers Integration with manager of managers such as HP OpenView/IBM Tivoli Context-sensitive links are forwarded that let network managers quickly determine the nature of the outage and rapidly troubleshoot the problem.
Service-level and inventory reports	<ul style="list-style-type: none"> Reports can be viewed, archived, exported, or sent to the subscribers on a scheduled basis by email. Historical alert, event, and service-quality reports can document past outages for long-term trending. Phone reports provide information about phone moves, changes, and status information about every IP phone and every video-enabled IP phone deployed in the network. Customizable personalized reports to collect and periodically email the information about a specific set of the devices, phones, and diagnostic tests.

Premium and Standard Editions

Cisco Unified Operations Manager is available as a Standard Edition and a Premium Edition. The Premium Edition offers acceptance tests, dial plan tests, phone feature tests, IP SLA testing, as well as monitoring and reporting for video-enabled phones and TelePresence endpoints.

Supported Cisco Unified Communications Applications and Devices

Cisco Unified Communications systems consisting of Cisco Unified Communications Manager, Cisco Unity[®], Cisco Unity Connection, Cisco Unified Contact Center, Cisco Unified MeetingPlace[®] Express, Cisco Unified Communication Manager Express, Cisco Unity Express, Cisco Unified Contact Center Express, Cisco Conference Connection, Cisco Personal Assistant, Cisco Emergency Responder, Cisco Unified Presence Server, routers, gateways, switches, and IP phones (including IP Communicator and Cisco Unified Personal Communicator).

System Requirements

Table 2 lists the system requirements for Cisco Unified Operations Manager. Table 3 lists the system capacity for each server.

Table 2. System Requirements

Description	Specification	
Server Requirements		
System parameters	Up to 30,000 phones and 1000 IP devices	Up to 30,000 phones and 2000 IP devices.
Processor	Intel Pentium/ Xeon dual core processor or AMD Opteron dual core processor, 2 Ghz minimum	Two Intel Pentium/ Xeon dual core processors or Two AMD Opteron dual core processors, 2 Ghz minimum
Memory	4 GB	8 GB
Page file	4 GB	4 GB
Software	Windows 2003 Server with SP2: Standard	Windows 2003 Server with SP2: Enterprise
Disk space	72 GB recommended	

Client Requirements	
Processor	Pentium 4 processor, 1 GHz minimum
Memory	1 GB RAM with 2 GB virtual memory
Software	Microsoft Internet Explorer 6.0, Macromedia Flash Player 8.0 Windows XP, Windows 2003 Server platforms

Table 3. System Capacity (per Cisco Unified Operations Manager Server)

System Parameter	Capacity
Monitored phones	Up to 30,000
Monitored devices	Up to 2000
Monitored Cisco Unified Communications Manager clusters	Up to 30
Monitored Cisco Unified Communications Manager Express routers	Up to 500
Monitored Survivable Remote Site Telephony (SRST) routers	Up to 500

Note: See the Cisco Unified Operations Manager Supported Devices Table for specific versions that have been certified in testing at

http://www.cisco.com/en/US/products/ps6535/products_device_support_tables_list.html.

Ordering Information

Cisco Unified Operations Manager 2.1 will begin shipping on November 7, 2008. Customers can order these new products through normal Cisco sales channels as of August 8, 2008. Base part number includes licensing for the indicated number of phones. Add-on licenses are available to increase the maximum number of phones supported. Cisco Unified Operations Manager can be ordered as part of a management suite bundle or as a standalone product.

Licenses are available for upgrading from the Standard Edition to the Premium Edition if required. Please refer to the Cisco Unified Communications Suite Ordering Guide for detailed ordering information.

Table 4 lists ordering information. To place an order, visit the [Cisco Ordering Homepage](#).

Table 4. Ordering Information

Product Name	Premium Edition	Standard Edition
Cisco Unified Communications Management Suite Bundle for 1K Lic PM 1.3, OM 2.0 Premium, SM 2.0 and SSM 1.0	CUCMS-A-1K-K9	
Cisco Unified Communications Management Suite Bundle for 5K Lic PM 1.3, OM 2.0 Premium, SM 2.0 and SSM 1.0	CUCMS-A-5K-K9	
Cisco Unified Communications Management Suite Bundle for 10K Lic PM 1.3, OM 2.0 Premium, SM 2.0 and SSM 1.0	CUCMS-A-10K-K9	
CUCMS Monitoring Bundle 1K Lic OM/SM 2.1	CUCMS21-MON1K-PK9	CUCMS21-MON1K-SK9
CUCMS Monitoring Bundle 2K Lic OM/SM 2.1	CUCMS21-MON2K-PK9	CUCMS21-MON2K-SK9
CUCMS Monitoring Bundle 5K Lic OM/SM 2.1	CUCMS21-MON5K-PK9	CUCMS21-MON5K-SK9
CUCMS Monitoring Bundle 10K Lic OM/SM 2.1	CUCMS21-MON10K-PK9	
Cisco Unified Operations Manager 2.1 1K Phones	CUOM-2.1-1K-P-K9	CUOM-2.1-1K-S-K9
Cisco Unified Operations Manager 2.1 2K Phones	CUOM-2.1-2K-P-K9	CUOM-2.1-2K-S-K9
Cisco Unified Operations Manager 2.1 5K Phones	CUOM-2.1-5K-P-K9	CUOM-2.1-5K-S-K9
Cisco Unified Operations Manager 2.1 10K Phones	CUOM-2.1-10K-P-K9	
Cisco Unified Communications Management Suite Bundle for 1K Lic PM 1.3, OM 2.0 Premium, SM 2.0 and SSM 1.0	CUCMS-A-1K-K9	

Cisco Unified Communications Services

Cisco Unified Communications Services allows you to accelerate cost savings and productivity gains associated with deploying a secure, resilient Cisco Unified Communications solution. Delivered by Cisco and our certified partners, our portfolio of services is based on proven methodologies for unifying voice, video, data, and mobile applications on fixed and mobile networks. Our unique lifecycle approach to services enhances your technology experience to accelerate true business advantage. For more information about Cisco services, see [Cisco Technical Support Services](#) or [Cisco Advanced Services](#).

For More Information

For more information about Cisco Unified Operations Manager, please visit <http://www.cisco.com/go/cuom>, contact your local account representative, or send email to the Cisco product marketing group at ask-ipc-management@cisco.com.



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