

Cisco Unified Operations Manager 2.3

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. Part of a comprehensive solution that includes network infrastructure, security, wireless, management, or third-party applications and lifecycle services, Cisco Unified Communications Management Solutions can accelerate deployment, provide cost savings, and enhance productivity.

Product Overview

Cisco® Unified Operations Manager (UOM) is the cornerstone of the Cisco Unified Communications Management Suite, designed specifically for managing the Cisco Unified Communications 8.0 Solution. The Cisco Unified Communications Management Suite offers provisioning, monitoring, diagnostics, and extensive reporting capabilities to:

- Simplify the management of your Cisco Unified Communications environment
- Reduce the total cost of ownership
- Help ensure high-quality service and end-user satisfaction
- Optimize your Cisco Unified Communications resources

Cisco Unified Operations Manager provides comprehensive voice network monitoring with diagnostics for the entire Cisco Unified Communications system, including the underlying voice transport infrastructure.

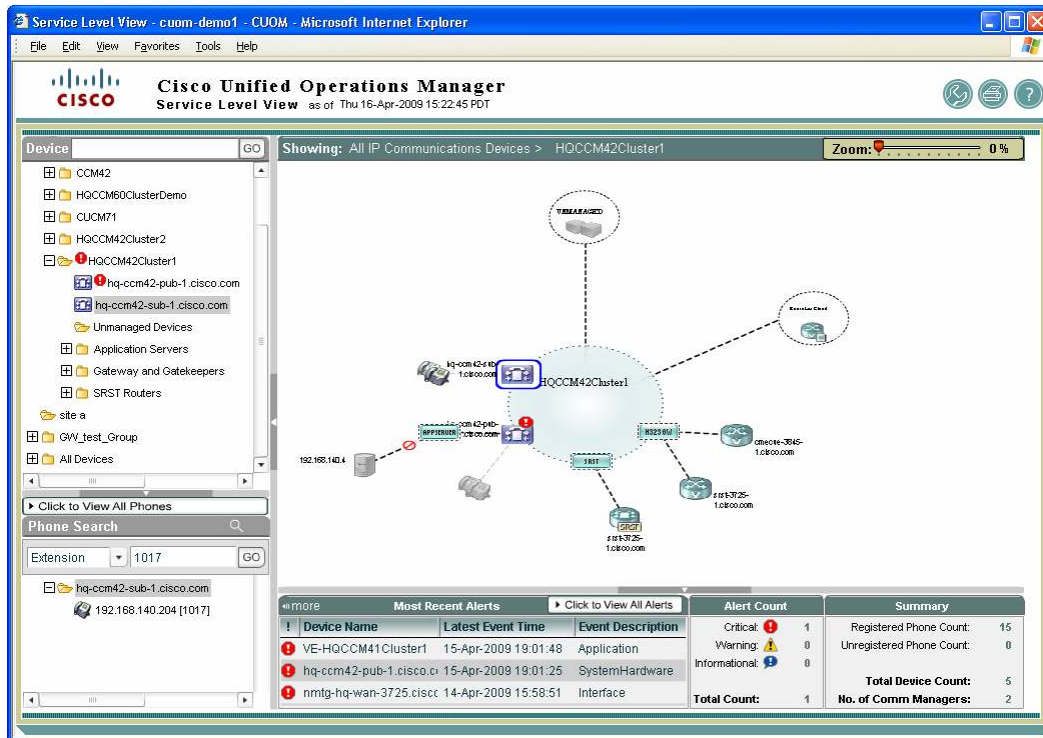
Cisco Unified Operations Manager identifies the role of every device and application in the Cisco Unified Communications network and monitors them, detecting operational faults with voice-application-aware intelligence. The resulting alerts facilitate rapid troubleshooting of outages, with context-sensitive links to the appropriate services for that device. There are no workflow rules to write, no thresholds to define, and no time-consuming management setup to budget for.

Features and Benefits

Reduces Downtime with Real-Time Visualization

Cisco Unified Operations Manager presents the current operational status of the Cisco Unified Communications system through dynamic, service-level views of the network showing the current status of monitored devices, applications, and phones. Drill-down views display detailed information for each element and diagram the relationships to other elements in the solution. Logical entities such as trunk groups and route lists are also fully managed in these views (Figure 1).

Figure 1. Cisco Unified Operations Manager: Service Level View



Saves Time with Autodiscovery and Actionable Alerts

Cisco Unified Operations Manager automatically discovers the network and updates its knowledge base by identifying the role of every device and application in the Cisco Unified Communications network. It monitors the discovered network elements to detect problems using its built-in intelligence to notify the network operations staff. Using the highly actionable alerts displayed, operations staff can launch context-sensitive monitoring and diagnostic tools to troubleshoot the problem. The IP phone status display, for example, provides detailed information about a phone's switch, such as switch port, serial number, and application load, to help the operations staff locate the phone and troubleshoot the problem very quickly. Cisco Unified Operations Manager also provides a customized display for threshold-crossing alerts generated by Cisco Unified Service Monitor on voice-quality exceptions at an individual phone level.

Anticipates Problems with Scheduled Tests on the Network

Cisco Unified Operations Manager comes with a powerful set of diagnostic tests that can be executed on demand or through calendar control for proactive network health monitoring and trouble isolation. The diagnostics can be used to validate that the phone's features are set up as expected, including call, call hold, call park, call transfer, message light activation, and conference calling. Operational tests simulate user activities such as getting a dial tone, making phone calls, leaving voicemail, and creating or joining conference calls; the tests also log any issues encountered. Dial-plan tests provide an easy mechanism to validate all the dial plans. Node-to-node testing uses the Cisco IOS® Software IP service-level agreement (SLA) feature in Cisco routers and switches to simulate traffic through the network. After the test, network characteristics such as status, response time, latency, jitter, packet loss, and network quality are recorded in a results report.

Table 1 lists features and benefits of Cisco Unified Operations Manager.

Table 1. Features and Benefits of Cisco Unified Operations Manager

Feature	Benefits
Automated discovery	<ul style="list-style-type: none"> Automated discovery of Cisco Unified Communications Manager cluster elements and associated Cisco 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"> Visibility into critical performance metrics of each element, 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 Graphic chart views for side-by-side comparison of selected metrics
Diagnostics tests	<ul style="list-style-type: none"> Synthetic tests (call processor to phone) and phone-to-phone tests, helping to ensure end-to-end service connectivity Phone batch and status tests to help ensure that 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 formats Event-filtering user interface to select specific types of fault notifications for a set of devices to be sent to specific subscribers Context-sensitive hyperlink forwarding to allow operators convenient access to Cisco Unified Operations Manager to quickly determine the nature of the outage and rapidly resolve the problem
Service-level and inventory reports	<ul style="list-style-type: none"> Reports that can be viewed, archived, exported, or sent to the subscribers on a scheduled basis by email Historical alert, event, and service-quality reports that can document past outages for long-term trending Phone reports that provide information about phone moves, changes, and status information for every IP phone and every video-enabled IP phone deployed in the network Customizable reports to collect and periodically email the information about a specific set of the devices, phones, and diagnostic tests Line graph, bar chart, or area chart formats to display utilization and IP SLA test results

Premium Edition for All Users in Cisco Unified Operations Manager 2.3

Cisco Unified Operations Manager was previously available in a Standard or Premium Edition. The Premium Edition was required to get support for diagnostic testing, video-enabled phones, and Cisco TelePresence™ endpoints. In this latest release, the Standard Edition has been eliminated and all users will get the Premium Edition features when they order version 2.3.

Supported Cisco Unified Communications Applications and Devices

Cisco Unified Communications Manager supports Cisco Unity® software, 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 Cisco IP Communicator and Cisco Unified Personal Communicator).

System Requirements

VMware is supported on all Cisco Unified Communications Management products. To view complete server requirements and the supported configuration options for VMware and coresident applications, please refer to the *Cisco Unified Operations Manager Installation Guide*. Table 2 lists system requirements, and Table 3 lists the system capacity for a single Cisco Unified Operations Manager without VMware installed.

Table 2. Processing Platform Requirements*

Description	Specification		
Server Requirements			
System parameters	Up to 10,000 phones and 1000 IP devices	Up to 30,000 phones and 1000 IP devices	Up to 45,000 phones and 2000 IP devices
Processor	Two-core processor, 2 GHz minimum	Four-core processor, 2 GHz minimum	Four-core processor, 2 GHz minimum
Memory	4 GB	4 GB	8 GB
Page file	8 GB	8 GB	16 GB
Software	Windows Server 2003 Standard Edition, Enterprise Edition, or Enterprise R2 Edition all with Service Pack 2 for 32-bit support only; VMware ESX 3.5 or ESXi 4.x (optional)		Windows Server 2003 Enterprise Edition or Enterprise R2 Edition, all with Service Pack 2 for 32-bit support only; VMware ESX 3.5 or ESXi 4.x (optional)
Disk space	72 GB recommended		
Client Requirements			
Processor	1 GHz minimum (PC or Mac)		
Memory	1 GB RAM minimum		
Browser	Microsoft Internet Explorer 6.0.28, 6.0.37, or 7.0		
Resolution	1024 x 768 minimum on a 17-inch monitor		

* **Note:** VMware and coresident system requirements are listed in the *Cisco Unified Operations Manager Installation Guide*.

Table 3. System Limits for Each Cisco Unified Operations Manager Server

System Parameter	Capacity
Phones	Up to 45,000
Voice Network IP Devices*	Up to 2000
Cisco Unified Communications Managers	Up to 150
Cisco Unified Communications Manager Clusters	Up to 20
Cisco Unified Communications Manager Express and Cisco Unity Express	Up to 600
Survivable Remote Site Telephony (SRST) devices	Up to 1000
Concurrent User Logins	5

* The 500 phone license scales to 100 IP devices. The 1000 phone license scales to 300 IP devices. The licenses for more than 1000 phones scale to 2000 IP devices.

Note: Refer to the Supported Devices table in Cisco Unified Operations Manager for the 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 2.3 is orderable on February 16, 2010, and begins shipping on March 4, 2010. The base part number includes licensing for the indicated number of phones, and licenses are added to increase the number of phones supported (Table 4). Cisco Unified Operations Manager can be ordered as part of a Cisco Unified Communications Management Suite bundle or as a standalone product. To place an order, visit the [Cisco Ordering Homepage](#). The Cisco Unified Communications Management Suite Ordering Guide, available to Cisco employees and partners, provides instructions on how to order management product bundles that deliver significant savings over the individual product pricing. Please contact your account representative for details.

Table 4. Ordering Information

Product Description	Product Number
Cisco Unified Communications Management Suite (UCMS) Bundle for 1000 IP Phone License including Unified Provisioning Manager (UPM) 2.0, UOM 2.3, Unified Service Monitor (USM) 2.2, and Unified Service Statistics Manager (USSM) 1.2	CUCMS-A-1K-K9
UCMS Bundle for 5000 IP Phone License including UPM 2.0, UOM 2.3, USM 2.2, and USSM 1.2	CUCMS-A-5K-K9
UCMS Bundle for 10,000 IP Phone License including UPM 2.0, UOM 2.3, USM 2.2, and USSM 1.2	CUCMS-A-10K-K9
UCMS Bundle for 20,000 IP Phone License including UPM 2.0, UOM 2.3, USM 2.2, and USSM 1.2	CUCMS-A-20K-K9
UCMS Bundle for 30,000 IP Phone License including UPM 2.0, UOM 2.3, USM 2.2, and USSM 1.2	CUCMS-A-30K-K9
UCMS Monitoring Bundle 500 IP Phone License including UOM 2.3 and USM 2.2 and requires at least one Cisco 1040 2-Pack	UCMS23-MON500-K9
UCMS Monitoring Bundle 1000 IP Phone License including UOM 2.3 and USM 2.2 and requires at least one Cisco 1040 2-Pack	UCMS23-MON1K-K9
UCMS Monitoring Bundle 2000 IP Phone License including UOM 2.3 and USM 2.2 and requires at least one Cisco 1040 2-Pack	UCMS23-MON2K-K9
UCMS Monitoring Bundle 5000 IP Phone License including UOM 2.3 and USM 2.2 and requires at least one Cisco 1040 5-Pack	UCMS23-MON5K-K9
UCMS Monitoring Bundle 10,000 IP Phone License including UOM 2.3 and USM 2.2 and requires at least one Cisco 1040 5-Pack	UCMS23-MON10K-K9
UCMS Monitoring Bundle 20,000 IP Phone License including UOM 2.3 and USM 2.2 and requires at least one Cisco 1040 5-Pack	UCMS23-MON20K-K9
UCMS Monitoring Bundle 30,000 IP Phone License including UOM 2.3 and USM 2.2 and requires at least one Cisco 1040 5-Pack	UCMS23-MON30K-K9
UCMS Monitoring Bundle 30,000 IP Phone License including UOM 2.3 and USM 2.2 and requires at least one Cisco 1040 5-Pack	UCMS23-MON45K-K9
Cisco Unified Operations Manager (UOM) 2.3 500 IP Phones	UOM-2.3-500-K9
UOM 2.3 1000 IP Phones	UOM-2.3-1K-K9
UOM 2.3 2000 IP Phones	UOM-2.3-2K-K9
UOM 2.3 5000 IP Phones	UOM-2.3-5K-K9
UOM 2.3 10,000 IP Phones	UOM-2.3-10K-K9
UOM 2.3 20,000 IP Phones	UOM-2.3-20K-K9
UOM 2.3 30,000 IP Phones	UOM-2.3-30K-K9
UOM 2.3 45,000 IP Phones	UOM-2.3-45K-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, visit [Cisco Technical Support Services](#) or [Cisco Advanced Services](#).

For More Information

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



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