

Cisco Customer Voice Portal (CVP) Operate, Administer, Maintain, Provision (OAMP) Operations Console Device Status

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Introduction

This document describes the conditions that cause the various device status to be displayed in the CVP Operations Console.

Contributed by Randy Yuan Wu, Cisco TAC Engineer.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- CVP Server
- CVP Reporting Server
- CVP OAMP

Components Used

The information in this document is not based on any software or hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Call Server Device

UNREACHABLE - At least one of the configured components Intelligent Contact Manager, (ICM) Interactive Voice Response (IVR), and Session Initiation Protocol (SIP) for the call server is deemed to be unreachable.

A configured component is deemed to be unreachable when certain conditions exist::

- OAMP is unable to communicate to the OAMP Resource Manager (ORM) co-located with the call server (for example, ORM is down).
- The ORM on the call server has not received any state events from the controller for the component. Assume that you have configured all three ICM, IVR, and SIP subsystems. Assume that the central controller reports that IVR and SIP are IN_SERVICE but it does not report the status of the ICM subsystem to the ORM for whatever reason. In this case, ORM will report the status of ICM to OAMP as UNREACHABLE. Now OAMP aggregates the status of the various components of the device to arrive at device status. It sees that two of the components (IVR and SIP) are in SERVICE but ICM is UNREACHABLE. So OAMP will show the status of the call server as UNREACHABLE even though IVR and SIP are actually in service.
- The ORM is unable to communicate to the call server (for example, call server is down) so ORM is not receiving state events from central controller.

DOWN - At least one of the configured components (ICM/IVR/SIP) for the call server is deemed as stopped (or disabled). Similar to the unreachable case, if one of the subsystems that has been configured (say, ICM) is STOPPED then OAMP will show the call server as STOPPED even if the other configured components for that call server are IN_SERVICE.

PARTIAL - At least one of the configured components (ICM/IVR/SIP) for the call server is deemed as PARTIAL_SERVICE. A component is in PARTIAL service if it is neither UP nor DOWN nor UNREACHABLE. For example, if a component's state as reported by central controller is STOPPING or PARTIAL_SERVICE then OAMP will mark that component as unreachable. Similar to the above two cases, even if one component is in partial service then OAMP will show the status of that call server as PARTIAL even though other components may be in service.

UP - All configured call server(s), ICM/, IVR and SIP subsystems are in one of the three states as indicated by the state event received from the Central Controller; IN_SERVICE, IN_SERVICE_WARNING or IN_SERVICE_CRITICAL.

Note: OAMP does not receive status of H323 from the Central Controller so if you have H232 in the deployed call server, its status is ignored for arriving at the status of the call server.

Reporting Server

The state of the reporting server is obtained from the ORM which is co-located with the call server and connected to the reporting server. So if callserver1 and reporting1 are two different machines and both have ORMs running on them, OAMP will talk to the ORM on callserver1 to get status of the reporting server because this is where the central controller reports the status of the reporting server.

UNREACHABLE – The Reporting server is deemed to be unreachable when certain conditions occurs:

- OAMP is unable to talk to the ORM co-located with the call server (for example, ORM is down)
- The ORM on the call server has not received state event from the controller for the reporting subsystem

Even when the Reporting server is up and running; the ORM on the reporting server is up and running; OAMP will still show the status of the reporting server as unreachable. You may be able to configure the reporting server if the ORM on the reporting server is running but OAMP will show the status as unreachable. This is counter-intuitive but that's what it means: the reporting server is unreachable to OAMP for the purpose of fetching status.

- The ORM is unable to talk to the Reporting server (for example, Reporting server is down) so it is not receiving state events from central controller.

DOWN - If the reporting subsystem is deemed as STOPPED (or disabled) as reported by central controller on the call server machine.

PARTIAL - If the reporting subsystem is neither UP nor DOWN nor UNREACHABLE.

UP - If the reporting subsystem is either IN_SERVICE or IN_SERVICE_WARNING or IN_SERVICE_CRITICAL as reported by central controller on the call server machine.

VXML Server & VXML Standalone

In case of normal VXML server, OAMP bypasses the ORM on the callserver to which the VXML subsystem is connected and communicates directly with the ORM that is co-located with the VXML server. The reason is that the status obtained through central controller on the call server machine is incorrect if at least one call has been placed through the VXML server (it will show the status as STOPPED). For this reason the status of VXML server is obtained in a different manner than that for reporting server. In a standalone VXM deployment, OAMP will communicate directly to the ORM that is collocated with the VXML server. In both cases, status is obtained by running one of the Audim scripts (status') that also gives the number of active calls.

UP - ORM receives a valid number (even if it is 0) for the number of active calls after running the status script

UNREACHABLE - ORM does not receive a valid number for active calls after running the status script

There is no DOWN or PARTIAL state for VXML servers as shown by OAMP.