Managing System Services in Cisco Vision Director

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This section includes the following topics:

Information About Monitored Services

Service alerts are reported based on the monitored services enabled in the Management Dashboard under **Monitor and Status** > **Services**.

Figure 1 on page 193 shows the Cisco Vision Director services available for monitoring and their status.

Figure 1   Monitored Services in the Management Dashboard

Table 1   Monitored Services Descriptions

Service Name	Description
{Cisco | Micros | Quest} POS Server n	Monitors connectivity between Cisco Vision Director and the POS vendor configured as a store in Cisco Vision Director. The POS store can be "Cisco," "Micros," or "Quest." A numbered service "n" is used to distinguish multiple integration instances.
Config Server	Monitors the status of the Cisco Vision Director sub-component that supports auto-registration, system configuration, and Management Dashboard functions.
Content Management CMS Server	Monitors the status of the content management database.

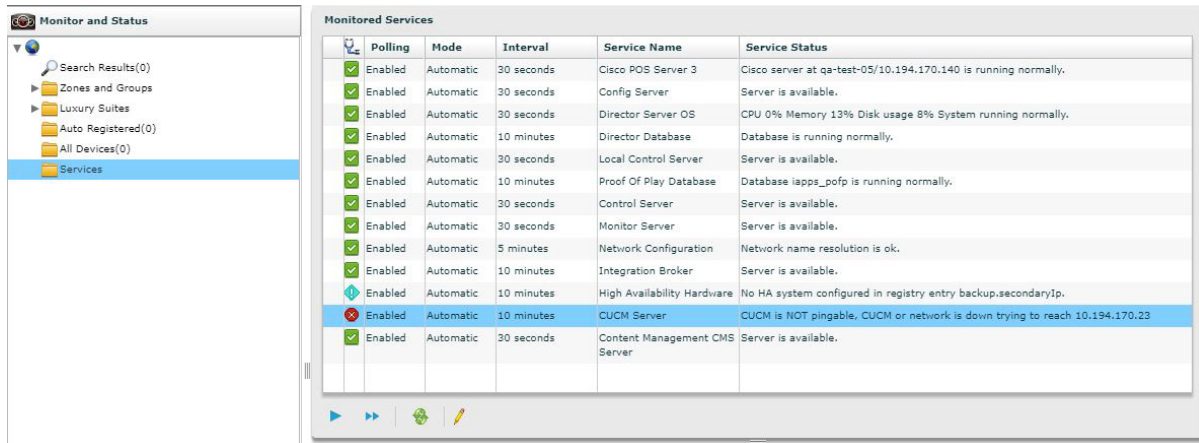| Service Name	Description
Control Server	Monitors the status of the Cisco Vision Director sub-component that supports IP phone and script functions.
CUCM Server	Monitors the connectivity and availability of the Cisco Unified Communications Manager (CUCM) server that supports the proper operation of in-suite phone speed-dial operation in the Cisco Vision Director phone service.
Director Database	Monitors that the Cisco Vision Director database (which stores internal system configuration information) is running properly and accessible by other Cisco Vision Director services.
Director Server OS	Monitors the overall health of the Cisco Vision Director server, including the CPU, memory, and disk utilization.
High Availability Hardware	Monitors that a configured secondary Cisco Vision Director server is running and available.
Integration Broker	Monitors the sub-component that supports the Data Integration functionality.
Local Control Server	Monitors the status of the Cisco Vision Director sub-component that supports the Local Control API.
Monitor Server	Monitors the overall status of the sub-component that supports monitoring functions in the Management Dashboard.
Network Configuration	Monitors the configuration and operation of DNS services, that are required for legacy RSS ticker support and certain external data sources configured in the Data Integration feature.
Proof of Play Database	Monitors the status of the Proof of Play database.

Using the Monitored Services Screen

Use the Monitored Services screen to verify the health of your Cisco Vision Director services.

Figure 2 on page 195 shows an example of the High Availability service in critical (red) state, and a description of its status. Click the **Problems** tab for suggested actions to resolve the service back to normal state.

Figure 2   Monitored Services Details

Use the tabs at the bottom of the panel to obtain more details about that service, as described in .

Table 2   Service Information Tabs

Tab Name	Description
Status	Displays detailed status for the selected service. Data displayed is service-specific.
Problems	Displays the actions you can take to change the state of the specific service from critical (Red) state to Normal (Green) state. The Problems tab is only relevant for services that are in the red state.
Polling Interval	Displays the poll interval, the last time status was checked, and the next scheduled status check.
Service Information	Displays details about the information monitored by the selected service.
Console	Displays the log and other message output during the service check operation.
System	Displays log messages about internal events that occurred during the service check.

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Using the Monitored Services Screen