



Managing System Services in Cisco Vision Director

This section includes the following topics:

- [Information About Monitored Services, page 223](#)
- [Using the Monitored Services Screen, page 224](#)

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 223](#) shows the Cisco Vision Director services available for monitoring and their status and descriptions ([Table 1 on page 223](#)).

Figure 1 Monitored Services in the Management Dashboard

| Monitored Services | | | | | |
|--------------------|---------|-----------|------------|-------------------------------|--|
| | Polling | Mode | Interval | Service Name | Service Status |
| ✓ | Enabled | Automatic | 30 seconds | Cisco POS Server 3 | Cisco server at qa-test-07/10.194.170.142 is running normally. |
| ✓ | Enabled | Automatic | 30 seconds | Config Server | Server is available. |
| ✓ | Enabled | Automatic | 30 seconds | Director Server OS | CPU 3% Memory 16% Disk usage 30% System running normally. |
| ✓ | Enabled | Automatic | 10 minutes | Director Database | Database is running normally. |
| ✓ | Enabled | Automatic | 30 seconds | Local Control Server | Server is available. |
| ✓ | Enabled | Automatic | 10 minutes | Proof Of Play Database | Database iapps_pofp is running normally. |
| ✓ | Enabled | Automatic | 30 seconds | Control Server | Server is available. |
| ✓ | Enabled | Automatic | 30 seconds | Monitor Server | Server is available. |
| ✓ | Enabled | Automatic | 5 minutes | Network Configuration | Network name resolution is ok. |
| ⚠ | Enabled | Automatic | 10 minutes | High Availability Hardware | No HA system configured in registry entry backup.secondaryIp. |
| ✓ | Enabled | Automatic | 10 minutes | Integration Broker | Server is available. |
| ✓ | Enabled | Automatic | 10 minutes | CUCM Server | CUCM at 10.194.170.137 is running normally. |
| ✓ | Enabled | Automatic | 30 seconds | Quest POS Server 4 | Quest service is pingable at 10.194.170.162 |
| ✓ | Enabled | Automatic | 30 seconds | Content Management CMS Server | Server is available. |

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. |

Using the Monitored Services Screen

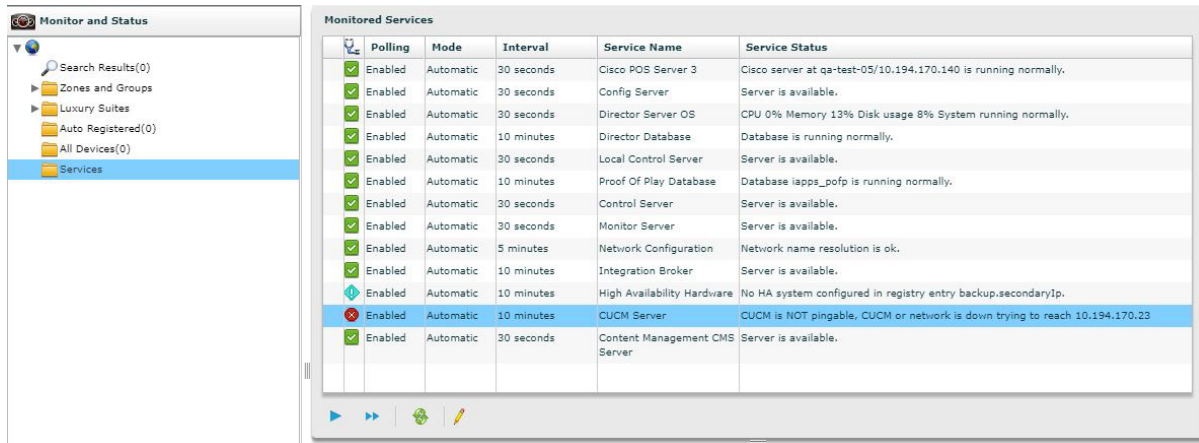
| Service Name | Description |
|-------------------------------|--|
| Content Management CMS Server | Monitors the status of the content management database. |
| Control Server | Monitors the status of the Cisco Vision Director sub-component that supports IP phone and script functions. |
| CUCM Server | 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 225](#) 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 on page 225](#).

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. |

