



# CHAPTER 1

## Getting Started with Service Statistics Manager

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See the following topics:

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### Service Statistics Manager Overview

Cisco Unified Service Statistics Manager (Service Statistics Manager) is a product from the Cisco Unified Communications Management Suite that uses short-term operational data—collected by other products in the suite—to perform longer-term analysis and reporting. The Service Statistics Manager product includes three components that are referred to throughout this document:

- Service Statistics Manager—Refers to both:
  - The application server with the database and the backend processes that store and analyze data and create reports and graphs.
  - The web server through which you can access the user interface and view reports and graphs.

For more information, see [Using the Service Statistics Manager User Interface, page 1-4](#).

- SSM Agent—Creates monitors (data collectors) on Cisco Unified Operations Manager (Operations Manager) and Cisco Unified Service Monitor (Service Monitor) systems where it is installed; and coordinates polling for data on Operations Manager and Service Monitor systems and delivery of data to Service Statistics Manager. For more information, see [Integrating with Operations Manager and Service Monitor, page 7-10](#).
- SSM Administration Console—Manages groups, users, roles, and SSM Agents. Only a user in the Administrator role in Service Statistics Manager can log into this console. For more information, see [Using the SSM Administration Console, page 6-1](#).

# Launching Service Statistics Manager


**Note**

For information about the SSM Administration Console, which enables a user in the Administrator role to configure Service Statistics Manager and control access to it, see [Using the SSM Administration Console, page 6-1](#).

After a user in the Administrator role has performed initial configuration and provided you with a username and password, you can connect to the Service Statistics Manager server. Prior to that, see [Performing the Initial Login, page 1-2](#).

**Step 1** Open a browser and enter the appropriate address:

- To run Service Statistics Manager in secure mode, enter this:

**https://servername or IP address:48443**

- If you do not need to run Service Statistics Manager in secure mode, enter this:

**http://servername or IP address:48101**


**Note**

If the login window fails to appear, contact your Administrator.

**Step 2** In the Service Statistics Manager Login window, enter the username and password provided to you by the Administrator. The default username and password (on installation) is admin. (For more information, see [Performing the Initial Login, page 1-2](#).)

**Step 3** Click **Login**. If you have an evaluation license for Service Statistics Manager, a reminder message displays the number of days remaining in the evaluation period. For more information, see [Using an Evaluation License, page 8-11](#).


**Caution**

Avoid multiple logins using the same browser, username, and password; otherwise, results are unpredictable. For multiple logins, open separate browser instances.

Login sessions time out after 2 hours of inactivity. If a session is not used for 2 hours, you are prompted to log in again.

## Performing the Initial Login

If you are logging in for the first time, you can use the reserved “admin” username and password.


**Note**

During the initial login, change the password for admin, the reserved username, and create additional users with appropriate privileges as directed in this procedure.

**Step 1** Open a browser and enter the appropriate address:

- To run Service Statistics Manager in secure mode, enter this:

**https://servername or IP address:48443**

- If you do not need to run Service Statistics Manager in secure mode, enter this:

`http://servername or IP address:48101`



**Note** If the Login window fails to appear, contact your Administrator.

**Step 2** Enter admin in the User Name field and the password set for admin in the Password field.



**Note** Contact a Service Statistics Manager user in the Administrator role if you do not know the password for admin or if you need a username and password.

**Step 3** Click **Login** or press **Enter**. You are now logged in.



**Note** Login sessions time out after 2 hours of inactivity. If a session is not used for 2 hours, you are prompted to log in again.

**Step 4** Change the admin password by selecting **Administration > User ID and Password**.

**Step 5** Log into the SSM Administration Console. (Only a user in the Administrator role can do so; the reserved user admin is such a user. You can create additional users in the Administrator role.) See [Using the SSM Administration Console, page 6-1](#), [Managing Users, page 6-6](#), and [Managing User Roles and Privileges, page 6-8](#).

## Viewing Product License and Version



**Note**

To view the SSM Agent and SSM Administration Console software versions, see [Verifying the SSM Agent and SSM Administration Console Software Version, page 7-18](#).

Use this procedure to view the Service Statistics Manager software version and to obtain product license details.

**Step 1** Click **About** in the upper-right corner of the Service Statistics Manager window. The About Cisco Unified Service Statistics Manager window opens, displaying the following information:

- Version—Version number of the product.
- License Type—One of the following:
  - Evaluation—You have full access to the product for 90 days.
  - Standard—You have limited access to the product. You will not have access to the SLA tab.
  - Premium—You have full access to the product.
- Number of Phones Licensed—Number of phones for which Service Statistics Manager can gather statistics.

- License Expiration Date—Expiry date of the evaluation license. (Not displayed if your license type is Standard or Premium.)

**Step 2** Click **Close**.

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## Using the Service Statistics Manager User Interface

This topic provides an overview of the Service Statistics Manager user interface and the tasks that you can perform from each tab within it. After you log in, the Cisco Unified Service Statistics Manager window opens to the Views tab. (A view is a named collection of reports or graphs.) Service Statistics Manager can contain up to five tabs:

- Views—Displays an ordered group of thumbnails, each with a link to a full report or a detailed graph. By clicking a thumbnail, you can launch a report or a graph. From each report or graph, you can drill down to view underlying details on accompanying reports or graphs, drilling down successively until no more details remain for display.

When you log in, a default home view is displayed. You can:

- Configure another view as your home view.
- Select any other view to which you have access. Service Statistics Manager provides a set of default views, and access to them is security controlled.

If you have the privilege to manage views, you can also create, edit, and delete them. For more information, see [Managing User Roles and Privileges, page 6-8](#) and [Using Views, page 2-1](#).

- Reports—Lists available reports with links so that you can launch those that have already been generated. From a report, you can drill down to view underlying details on accompanying reports or graphs, drilling down successively until no more details remain for display.

Service Statistics Manager provides a set of default reports. If you have the privilege to manage reports, you can also create, edit, and delete them.

For more information, see [Using Reports, page 3-1](#).

- Custom Graphs—Provides selection criteria for generating individual and multiple graphs using the graphing format that you require.
- SLAs (Service Level Agreements)—Enables you to define SLAs and measure compliance with them. You can define SLAs to measure any attribute that is being monitored—for example, percentage of ports in use on a Cisco Unity system—against user-defined goals. SLA compliance is calculated after the end of each day and is displayed in summary format on the compliance matrix. From the compliance matrix, you can immediately see where compliance is met or not met and drill down to obtain underlying details.




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**Note** If you have a Standard license, the SLAs tab is not displayed.

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If you have the privilege to manage SLAs, you can also create, edit, and delete them.

For more information, see [Managing SLAs and Monitoring Compliance, page 5-1](#).

- Administration—Enables you to configure your user preferences (for example, select your home view and change your password); integrate Service Statistics Manager with data sources (for example, one system with Operations Manager and one or more systems with Service Monitor); and install the SSM Agent and SSM Administration Console.

For more information, see [Using Administration, page 7-1](#).

Options available in the upper-right corner of the Service Statistics Manager window are:


- **Logout**—Click to log out of Service Statistics Manager.
- **Help**—Click to open online help.
- **About**—Click to display Service Statistics Manager software version number and license information.

Throughout the user interface, Service Statistics Manager frequently provides these buttons:

- **Next**—Click to go to the next step on a page or in a wizard.



**Note** Use the browser Back function to return to an earlier page.

- **Cancel**—Click to exit from a multistep page or wizard without saving data.
- —Click to view context-sensitive online help for the window or pane.

## Using Special Characters in Names or Views, Reports, Graphs, and SLAs

[Table 1-1](#) lists special characters that you should not use when naming a view, report, graph, or SLA.

**Table 1-1** Special Characters

To Name	Special Characters Not Allowed
View, report, SLA	` \ " ' < > /
Graph	` " ' < > #

## Important Data Collection Concepts

To understand how you can get the most out of Service Statistics Manager, it is important to understand monitors, monitor types, and attribute sets. They are described in the following topics:

- [What Is a Monitor?, page 1-5](#)
- [What Is a Monitor Type?, page 1-6](#)
- [How Does a Monitor Type Compare with an Attribute Set?, page 1-7](#)

### What Is a Monitor?

Service Statistics Manager receives data from monitors (data collectors) that are created by SSM Agents on an Operations Manager system and on supported, related Service Monitor systems.

A monitor collects data for a specific managed element, such as a specific voice gateway or Cisco Unified Communications Manager (Unified Communications Manager). Each managed element can have multiple monitors assigned to it, each collecting a different type of data. For example, for a specific Unified Communications Manager, there will be two monitors on the Operations Manager system:

- Unified CM Performance Monitor—Collects statistics about the calls handled through Unified Communications Manager and the voice gateways and hardware and software conference resources that are registered with Unified Communications Manager.
- System Utilization for Unified CM Monitor—Collects data about the system on which the Unified Communications Manager resides.

For each specific managed element, SSM agents create one monitor for each associated monitor type. SSM agents coordinate polling for data and delivery of data to Service Statistics Manager.

## What Is a Monitor Type?

A monitor type defines a unique set of statistics or *attributes* to be collected for a device type. A monitor type includes:

- A descriptive name—for example, Gateway Utilization—that generally describes:
  - The type of device for which the monitor type can collect data (in this example, a gateway). For more information, see [Devices and Associated Monitor Types, page A-1](#).
  - The type of data that you can expect from this monitor type (in this example, utilization statistics).
- A list of attributes that are available to be collected for the type of device and that conform to the expected type of data. For the example of the Gateway Utilization monitor type, the attributes are:
  - T1 CAS Utilization
  - E1 CAS Utilization
  - T1 PRI Utilization
  - E1 PRI Utilization
  - FXO Utilization
  - FXS Utilization
  - BRI Utilization
  - E and M Utilization

When SSM agents create monitors, each monitor type functions as a definition or a template for creating a monitor. Service Statistics Manager provides monitor types for Service Monitor and Operations Manager:

- The Service Monitor monitor types are:
  - Call Volume
  - Call Quality
  - Call Quality by NAM
  - Call Quality by Sensor

For the *attributes*—the statistics—associated with these monitor types, see [Service Monitor Database Monitor Types, page A-2](#).

- The Operations Manager monitor types are:
  - CME Performance
  - CUE Performance
  - Gatekeeper Performance
  - Gateway Utilization
  - IPSLA Data Jitter
  - IPSLA Ping Echo
  - IPSLA Ping Path Echo
  - IPSLA UDP Echo
  - IPSLA Gatekeeper Regarding Delay
  - System Utilization for IOS Routers
  - System Utilization for Unified CCE
  - System Utilization for Unified Communications Manager
  - System Utilization for Unity
  - Trunk Utilization
  - Unified CCE Performance
  - Unified Communications Manager Performance

For the attributes associated with these monitor types, see [Operations Manager File-Based Monitor Types, page A-9](#).

## How Does a Monitor Type Compare with an Attribute Set?

Monitor types are named collections of attributes for a specific device type. See [Devices and Associated Monitor Types, page A-1](#). Monitor types are used as templates for creating monitors and are predefined in Service Statistics Manager.

Attribute sets include one or more monitor types, each with selected attributes. Service Statistics Manager contains a few predefined attribute sets from which you can select when defining reports and SLAs. In addition, users with the privilege to do so can define attribute sets. For more information, see [Configuring Attribute Sets, page 7-3](#). An SLA type is also an attribute set; see [Adding an SLA Type, page 5-12](#).



### Note

Your license type controls whether you have access to the SLA tab.

[Table 1-2](#) offers a comparison of monitor types and attribute sets.

**Table 1-2**      **Monitor Types and Attribute Sets**

Aspect	Monitor Type	Attribute Set
Descriptive Name	Defined by Service Statistics Manager	User-defined

**Table 1-2** *Monitor Types and Attribute Sets (continued)*

<b>Aspect</b>	<b>Monitor Type</b>	<b>Attribute Set</b>
Attributes/Statistics to Collect	Defined by Service Statistics Manager	User-defined
Monitoring	Each relevant managed element is monitored.	User-selected managed elements are monitored. You select from a list of relevant managed elements when configuring an attribute set.