



Service Use Cases

This appendix lists the service use cases covered as part of Prime Central for HCS 9.2.1. For more information on use case and events observed in Prime Central for HCS during common service faults, see the chapter *Understanding Common Service Faults*, in [User Guide for Prime Central for Cisco Hosted Collaboration Solution 9.2.1](#).

Table B-1 Service Use Cases for Release 9.2.1

| Name | Service Model | EventTypeld | Event Processing Stages |
|---------------------------------|------------------------|---|--|
| CUCM Critical Processes Failure | Customer Voice Service | OM_CUCM_Processes | Root cause analysis Service impact analysis |
| VMWare VM Failure - CUCM | Customer Voice Service | OM_CUCM_NodeRestart, OM_CUCM_OM_Connectivity, VC_VM_Avblbty | Root cause analysis Service impact analysis |
| VMWare ESXi Host Failure - CUCM | Customer Voice Service | OM_CUCM_NodeRestart, OM_CUCM_OM_Connectivity, VC_Host_Avblbt, VC_VM_Avblbty, UCS_BladeLinks | Root cause analysis Service impact analysis |
| UCS Blade Failure - CUCM | Customer Voice Service | OM_CUCM_NodeRestart, OM_CUCM_OM_Connectivity, UCS_Blade_Avblbty, VC_Host_Avblbt, VC_VM_Avblbty, UCS_BladeLinks | Root cause analysis Service impact analysis |

Table B-1 Service Use Cases for Release 9.2.1 (continued)

| Name | Service Model | EventTypeld | Event Processing Stages |
|---|------------------------|--|--|
| UCS Chassis Failure - CUCM | Customer Voice Service | OM_CUCM_NodeRestart, OM_CUCM_OM_Connectivity, UCS_Chassis_Avblty UCS_Blade_Avblty, VC_Host_Avblt, VC_VM_Avblty, UCS_BladeLinks | Root cause analysis Service impact analysis |
| CUCM Clustering Problems (loss of SDL link, version mismatch) | Customer Voice Service | OM_CUCM_Redundancy, OM_CUCM_NodeRestart | Service impact analysis |
| Changes in number of registered phones | Customer Voice Service | OM_CUCM_Endpt_Connectivity, OM_CUCM_Registration | Service impact analysis |
| CUCxn Critical Processes Failure | Customer Voice Service | OM_CUCxn_Processes | Root cause analysis Service impact analysis |
| VMWare VM Failure - CUCxn | Customer Voice Service | OM_CUCxn_OM_Connectivity, VC_VM_Avblty, UCS_BladeLinks | Root cause analysis Service impact analysis |
| VMWare ESXi Host Failure - CUCxn | Customer Voice Service | OM_CUCxn_OM_Connectivity VC_Host_Avblt, VC_VM_Avblty, UCS_BladeLinks | Root cause analysis Service impact analysis |
| UCS Blade Failure - CUCxn | Customer Voice Service | OM_CUCxn_OM_Connectivity, UCS_Blade_Avblty, VC_Host_Avblt, VC_VM_Avblty, UCS_BladeLinks | Root cause analysis Service impact analysis |

Table B-1 Service Use Cases for Release 9.2.1 (continued)

| Name | Service Model | EventTypeld | Event Processing Stages |
|--|------------------------|--|--|
| UCS Chassis Failure - CUCxn | Customer Voice Service | UCS_Chassis_Avblbty UCS_Blade_Avblbty, VC_Host_Avblbt, VC_VM_Avblbty, UCS_BladeLinks | Root cause analysis Service impact analysis |
| CUCxn Clustering Problems | Customer Voice Service | OM_CUCxn_Redundancy | Root cause analysis Service impact analysis |
| VM Resources - memory | VM IaaS | VC_VM_Resources | Service impact analysis |
| VM Resources - CPU | VM IaaS | VC_VM_Resources | Service impact analysis |
| VM Resources - CPU ready time | VM IaaS | VC_VM_Resources | Service impact analysis |
| VM Resources - Disk Usage | VM IaaS | VC_VM_Resources | Service impact analysis |
| VM Resources - Disk Latency | VM IaaS | VC_VM_Resources | Service impact analysis |
| CUCM Application Cold Failure | Customer Voice Service | OM_CUCM_NodeRestart, OM_CUCM_OM_Connectivity | Service impact analysis |
| Changes in number of registered gateways and media devices | Customer Voice Service | OM_CUCM_Endpt_Connectivity, OM_CUCM_Registration | Service impact analysis |
| Insufficient Virtual Memory | Customer Voice Service | OM_CUCM_App_Resources | Service impact analysis |
| CPU Related Problems (CPU Pegging, High CPU, etc.) | Customer Voice Service | OM_CUCM_App_Resources | Service impact analysis |

Table B-1 Service Use Cases for Release 9.2.1 (continued)

| Name | Service Model | EventTypeld | Event Processing Stages |
|---|---|---------------------------|--|
| Call throttling failures (code red) | Customer Voice Service | OM_CUCM_App_Resources | Service impact analysis |
| Call throttling failures (code yellow) | Customer Voice Service | OM_CUCM_App_Resources | Service impact analysis |
| High Utilization of resources shared by all customer sites (MTP, MOH, Conferencing resources) | Customer Voice Service | OM_CUCM_CC_Resources | Service impact analysis |
| Route List Exhausted | Customer Voice Service | OM_CUCM_CC_Resources | Service impact analysis |
| Media List Exhausted | Customer Voice Service | OM_CUCM_CC_Resources | Service impact analysis |
| CUCxn Application Cold Failure | Customer Voice Service | OM_CUCxn_OM_Connectivity, | Service impact analysis |
| Memory, CPU, disk threshold exceeded | Customer Voice Service | OM_CUCxn_App_Resources | Service impact analysis |
| Number of available licences low, expired | Customer Voice Service | OM_Voicemail_Resources | Service impact analysis |
| TFTP Server (for UC services) - Critical Processes Failure | Customer Voice Service | ITM_TFTP_Processes | Service impact analysis |
| CUP Critical Processes Failure | Customer Presence and Infrastructure Monitoring Service | OM_CUP_Processes | Event classification, Event enrichment, Service impact analysis Root cause analysis |

Table B-1 Service Use Cases for Release 9.2.1 (continued)

| Name | Service Model | EventTypeld | Event Processing Stages |
|---------------------------------------|---|---|--|
| CUP Application Cold Failure | Customer Presence and Infrastructure Monitoring Service | OM_CUP_OM_Connectivity OM_CUP_Servicability | Event classification, Event enrichment, Service impact analysis Root cause analysis |
| VMWare VM Failure | Customer Presence and Infrastructure Monitoring Service | OM_CUP_OM_Connectivity OM_CUP_Servicability VC_VM_Avblty UCS_BladeLinks | Event classification, Event enrichment, Service impact analysis Root cause analysis |
| VMWare ESXi Host Failure | Customer Presence and Infrastructure Monitoring Service | OM_CUP_OM_Connectivity OM_CUP_Servicability VC_Host_Avblt VC_VM_Avblty UCS_BladeLinks | Event classification, Event enrichment, Service impact analysis Root cause analysis |
| UCS Blade Failure | Customer Presence and Infrastructure Monitoring Service | OM_CUP_OM_Connectivity OM_CUP_Servicability UCS_Blade_Avblty VC_Host_Avblt VC_VM_Avblty UCS_BladeLinks | Event classification, Event enrichment, Service impact analysis Root cause analysis |
| UCS Chassis Failure | Customer Presence and Infrastructure Monitoring Service | OM_CUP_OM_Connectivity OM_CUP_Servicability UCS_Chassis_Avblty UCS_Blade_Avblty VC_Host_Avblt VC_VM_Avblty UCS_BladeLinks | Event classification, Event enrichment, Service impact analysis Root cause analysis |
| CUP Application Resources Degradation | Customer Presence and Infrastructure Monitoring Service | OM_CUP_App_Resources | Event classification, Event enrichment, Service impact analysis |
| IM Resources Exceeded | Customer Presence and Infrastructure Monitoring Service | OM_CUP_IM_Resources | Event classification, Event enrichment, Service impact analysis |

Table B-1 Service Use Cases for Release 9.2.1 (continued)

| Name | Service Model | EventTypeId | Event Processing Stages |
|---|--------------------------------|----------------------------|--|
| AdjacencyDetached | Voice Service Signaling Offnet | OM_CUBE_SP_AdjacencyStatus | Event classification, Event enrichment, Service impact analysis Root cause analysis |
| MOSCQEReachedCriticalThreshold | Voice Service Signaling Offnet | OM_CUBE_SP_QOS_Critical | Event classification, Event enrichment, Service impact analysis |
| MOSCQEReachedMajorThreshold | Voice Service Signaling Offnet | OM_CUBE_SP_QOS_Major | Event classification, Event enrichment, Service impact analysis |
| MOSCQEReachedMinorThreshold | Voice Service Signaling Offnet | OM_CUBE_SP_QOS_Minor | Event classification, Event enrichment, Service impact analysis |
| ServiceCardOffline Service CardStandBy | Voice Service Signaling Offnet | OM_CUBE_SP_Status | Event classification, Event enrichment, Service impact analysis |
| SourceAlert DynamicBlackList | Voice Service Signaling Offnet | OM_CUBE_SP_Security | Event classification, Event enrichment, Service impact analysis |
| CPUCongestion MemoryCongestion | Voice Service Signaling Offnet | OM_CUBE_SP_Resource | Event classification, Event enrichment, Service impact analysis |
| SLAViolation | Voice Service Signaling Offnet | OM_CUBE_SP_SLA | Event classification, Event enrichment, Service impact analysis |