



CHAPTER 3

Using the Portal in Cisco Prime UOM

Diagnostic views display differently for enterprise and multiple end-customer deployments. Depending on your installation, you will see different portal views. Use the topics appropriate for your particular installation, to understand the Diagnostics View:

- [Understanding the Diagnostics View for Enterprise Users, page 3-1](#)
- [Understanding the Diagnostics View for Multiple End-Customer Deployments, page 3-2](#)
- [Customizing Your Dashboard, page 3-2](#)
- [Working with Dashboard Views, page 3-4](#)



Timesaver

To view the online video tutorial for the Diagnostics view, see [Cisco.com](#) or click on the E-learning icon in the online help.

The Diagnostics view may contain some display issues. These may be because of your browser. You can review the [Release Notes](#) for display problems that occur while using Internet Explorer on Cisco.com.

Understanding the Diagnostics View for Enterprise Users

You can view the important statistics and details of this and other network management applications that are installed on your network management server. You can view these applications on a single page instead of navigating through several pages to view the required data.

The views and windows (referred to as portlets) are the basic units in the Diagnostics view.

Views display categories of information in the Diagnostics view. The content in a view is organized using portlets and your selections from those portlets. Portlets are the user interface components that are displayed in the view. They can be plugged into, displayed in, and managed, using the Diagnostics view.

For more details on these various views, see [Working with Dashboard Views, page 3-4](#).

Understanding the Diagnostics View for Multiple End-Customer Deployments

The Diagnostics view includes windows (referred to as portlets). These portlets are the basic units in this Diagnostics view. For multiple end-customers, your view contains details about the customer or customers for whom you are responsible. You can view the important statistics and details of this and other network management applications that are installed on your network management server, on a single page.

Views display categories of information in the Diagnostics view. The content in a view is organized using portlets and your selections from those portlets. Portlets are the user interface components that are displayed in the view. They can be plugged into, displayed in, and managed, using the Diagnostics view.

For more details on how to view a list of your customers, see [Multiple End-Customer View, page 3-50](#). Portlet links from the Customer View take you to a customized summary view that contains only the information for the customer that you have selected.

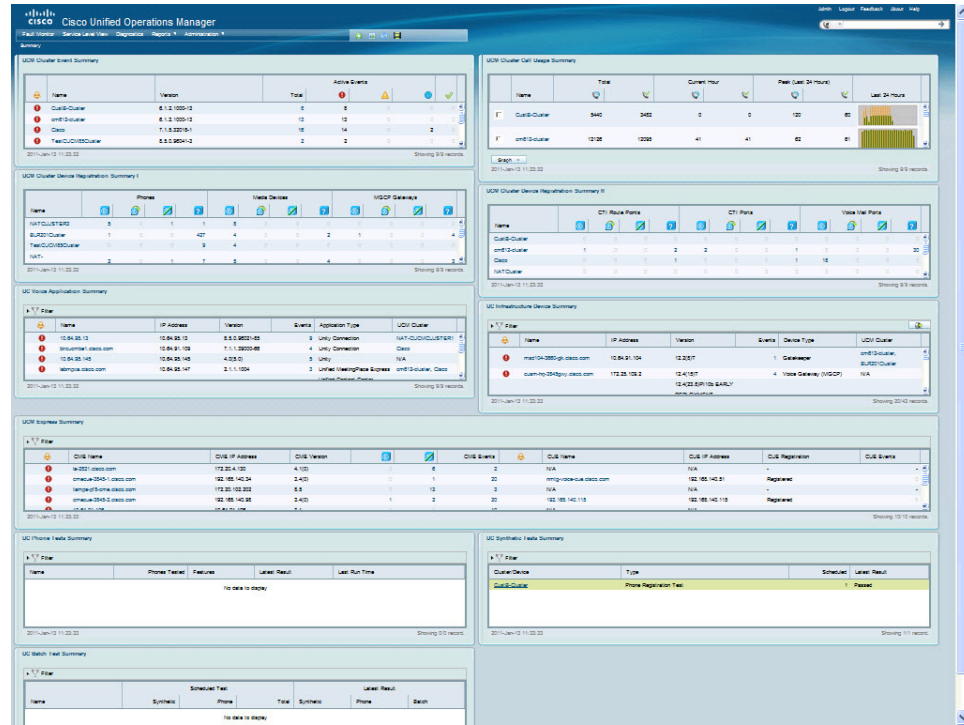
Customizing Your Dashboard

You can customize the look and feel of the Diagnostics view dashboard. The following topics provide details about how to customize the dashboard:

- [Removing Portlets from the Dashboard, page 3-4](#)
- [Adding Portlets to the Dashboard, page 3-4](#)

Figure 3-1 shows an example of the Diagnostics view for enterprise users.

Figure 3-1 Diagnostics View



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Removing Portlets from the Dashboard

To remove a portlet:

-
- Step 1** Go to the Cisco Prime UOM dashboard and select the **Diagnostics** tab.
 - Step 2** Move the mouse over the title bar of a portlet to view the icons.
 - Step 3** Click the **Remove** icon.
A message appears prompting you to confirm your decision.
 - Step 4** Click **OK** to confirm.
The portlet is removed from the view page. You can add it back into the dashboard at any time.
-

Adding Portlets to the Dashboard

To add a portlet:

-
- Step 1** Go to the Cisco Prime UOM dashboard and select the **Diagnostics** tab.
 - Step 2** Click the **Add Content** icon below the menu tabs.
The Add Portlets pop-up window appears.
To expand and collapse the sections displayed, select the square box to the right of the section title. Each section in this window contains a list of portlets.
 - Step 3** Select the portlet you want to add to the dashboard.
You can add each portlet only once to this view. For example, click **CUOM > Diagnostics** to access the Summary views and portlets (see [Table 3-3](#)). You can access other views by selecting a device, cluster, or other network element.
 - Step 4** Click **Add** next to the portlet name or drag the portlet name to the dashboard.
The portlet is added to the selected view.
You can also arrange the portlets in the Unified Dashboard using the Layout option.
 - Step 5** Click **Close** to close the popup window.
-

Working with Dashboard Views

When you launch the Diagnostics view, you can display any of the following by selecting various devices, clusters, phones, and servers:

- [Summary View Portlets, page 3-11](#)
- [Cluster View Portlets, page 3-20](#)
- [Gateway View Portlets, page 3-34](#)
- [Server View Portlets, page 3-37](#)

- [Phone View Portlets, page 3-32](#)
- [Voicemail View Portlets, page 3-41](#)

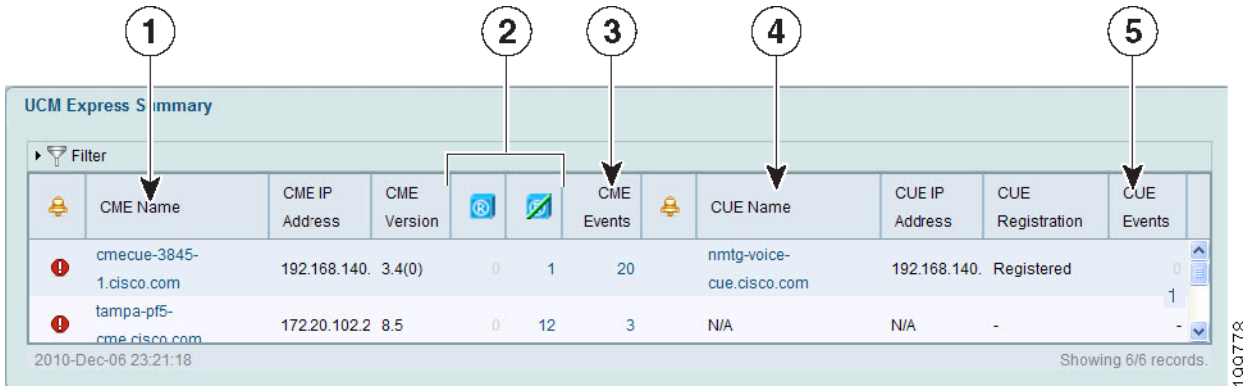
If you installed the multiple end-customer version, there is an additional view called Customer View. The Customer View provides details on customer groups. For more details, see [Multiple End-Customer View, page 3-50](#).

To locate information for a specific view, see [Table 3-2](#). To see the list of portlets, see [Table 3-3](#).

To view an E-learning video on the Enterprise Diagnostics view, click on the online help icon, then click the E-Learning icon in the help window.

To view reports and detail windows from each portlet window, click on the highlighted link to open the associated window. For example, [Figure 3-2](#) shows the various data available in the UCM Express Summary and the views and reports available from the links in this summary.

Figure 3-2 Example Portlet Window Links to Other Windows



| | | | |
|----------|---|----------|--|
| 1 | Each device launches the respective Detailed Device View. | 4 | Associated Unity Express access to their Detailed Device View. |
| 2 | Phone reports with information on registered and unregistered phones. | 5 | Associated Unity Express event report. |
| 3 | Event report. | | |

To view details on what tools are available in each view, see [Launching Tools from Diagnostics View, page 3-10](#).

To understand the various icons in the Diagnostics view, see [Table 3-1 on page 3-5](#).

Table 3-1 Diagnostics View Icons


| Icon | Description |
|---|--|
|  | Overview—Returns to the main portlet view. |

Table 3-1 *Diagnostics View Icons*



| Icon | Description |
|---|--|
|  | Service Level View—Opens Service Level View link for this server. |
|  | Performance—Click the Performance icon to display metric selection options for performance graphs. |

Table 3-2 *Diagnostics View Tasks*

| Task | Action Required |
|--|---|
| Viewing Summary information | Select Diagnostics from the menu. For portlets in this view, see Summary View Portlets, page 3-11 |
| Viewing Cluster information | Left-click a cluster link from any view. For portlets in this view, see Cluster View Portlets, page 3-20 |
| Viewing Phone information | Use the Search Tool to locate a phone or select from a list of all phones. For portlets in this view, see Phone View Portlets, page 3-32 |
| Viewing Voicemail (Unity and Unity Connection) information | Left-click a Unity or Unity Connection device in UC Voice Application Summary portlet from the Summary view. You can also use the Search tool to locate a Unity or Unity Connection. For portlets in this view, see Voicemail View Portlets, page 3-41 . |
| Viewing Server information | Left-click a server link from the Cluster, Server, or Phone portlet. For portlets in this view, see Server View Portlets, page 3-37 |
| Selecting various reports | Select the device, cluster, phone, or server and select the Tools menu report to start the report. You can launch some reports by left-clicking the blue link in the portlet. For a list of reports, see Table 3-3 on page 3-7 . |
| Launching various Tools | Launching Tools from Diagnostics View, page 3-10 |
| Filtering portlet data | Filtering Portlet Data, page 3-11 |
| Searching for a device, phone or other object | Using Search to Locate Network Elements, page 3-11 |

Table 3-3 **Diagnostics View List**

| Diagnostics View | Portlet Name |
|---|--|
| System Summary (Default View) | UCM Cluster Event Summary, page 3-12 |
| | UCM Cluster Call Usage Summary, page 3-13 |
| | UCM Cluster Device Registration Summary I, page 3-13 |
| | UCM Cluster Device Registration Summary II, page 3-14 |
| | UC Phone Tests Summary, page 3-15 |
| | UC Synthetic Tests Summary, page 3-15 |
| | UCM Express Summary, page 3-16 |
| | UC Voice Application Summary, page 3-17 |
| | UC Infrastructure Device Summary, page 3-18 |
| | UC Batch Test Summary, page 3-18 |
| | PSTN Trunk Summary, page 3-19 |
| UCM Cluster | UC Cluster Event Summary, page 3-21 |
| | Cluster Summary, page 3-21 |
| | UCM Cluster Device Pool Summary, page 3-23 |
| | UCM Resource Utilization Summary, page 3-24 |
| | UCM Cluster Route Pattern Summary, page 3-24 |
| | UCM Registered Device Summary, page 3-25 |
| | UCM Cluster SRST Reference Summary, page 3-26 |
| | UCM Cluster Location Summary, page 3-27 |
| | UCM Cluster Gatekeeper Zone Summary, page 3-27 |
| | UCM Cluster Device Registration Summary, page 3-28 |
| | UCM Cluster Device License Summary, page 3-28 |
| | UCM Call Usage Summary, page 3-29 |
| | UC End-to-End Synthetic Tests Summary, page 3-30 |
| | UC Phone Tests Summary, page 3-30 |
| UC Synthetic Tests Summary, page 3-31 | |
| Phone View | Phone Summary, page 3-32 |
| | UC Phone Tests Summary, page 3-33 |
| | UC Phone Service Quality (SQ) Event Summary, page 3-34 |
| Gateway View | Gateway Summary, page 3-35 |
| | Gateway DSP Utilization Summary, page 3-35 |
| | Gateway Voice Interface, page 3-36 |
| | Gateway Resource Utilization Summary, page 3-36 |

Table 3-3 *Diagnostics View List*

| Diagnostics View | Portlet Name |
|-------------------------|---|
| UCM Server | Server Summary, page 3-37 |
| | UCM Resource Utilization Summary, page 3-38 |
| | UCM Services Summary, page 3-38 |
| | UCM Call Usage Summary, page 3-38 |
| | UC End-to-End Synthetic Tests Summary, page 3-39 |
| | UCM Registered Device Summary, page 3-39 |
| | UCM Event Summary, page 3-40 |
| | UC Synthetic Tests Summary, page 3-40 |
| Voicemail View | Voicemail License Summary, page 3-43 |
| | Voicemail Services, page 3-44 |
| | Voicemail Summary, page 3-42 |
| | Voicemail Event Summary, page 3-43 |
| | Voicemail Resource Utilization Summary, page 3-42 |

Viewing Summary Information

To view the Summary information on all Cisco Prime UOM devices, clusters, phones or select the **Diagnostics** tab from the menu. The Summary View is the default view.

Viewing Cluster Information

To view the Cluster information for a cluster, select the highlighted cluster name. The Cluster view for that device or cluster displays.

You can also use the Search Tool to locate a specific device or phone, then access the cluster. See [Using the Search Tool, page 1-34](#).

Viewing Phone Information

To view the Phone information:

-
- Step 1** Go to the Search box at the top right of the user interface.
- Step 2** Do one of the following:
- If you know the phone extension, enter the digits (or use a * for the last three digits) and click the Search arrow icon to search.
 - If you do not know the phone extension, enter the IP or MAC address, then click on the Search arrow icon to search.
- A window opens with the list of phones.
- Step 3** Select a link for a phone extension
- The Phone View appears for that phone.
-

Viewing Voicemail Information

To view the Voicemail view information:

-
- Step 1** Go to the Search box at the top right of the user interface and select Device search from drop down menu.
- Step 2** Do one of the following:
- If you know the device IP or device name, enter it (or use a * for the last three digits) and click the Search arrow icon to search.
 - If you do not know the device IP or device name, select Search by IP/DNS in the Search drop-down and leave the text field blank, then click on the Search arrow icon to search.
- A window opens with the list of devices.
- Step 3** Select a link for a device (Unity/Unity Connection)
- The Voicemail View displays for that Unity or Unity Connection device.
- Step 4** Click on the voicemail device name under UC Voice Application portlet in the Summary view.
-

Viewing Server Information

To view the Server information for any Unified CM node, you must select the device name. The Server view for that device or cluster appears.

You can also use the Search Tool to locate a specific device or phone, then access the cluster. See [Using the Search Tool, page 1-34](#).


Launching Tools from Diagnostics View

Each Diagnostics view contains a list of Tools that you can launch to gather more data from your network. The following list contains some of the tools that may be available in each Diagnostics view.

- Associated TelePresence
- Connectivity Details
- CME Administration
- CUC Administration/CUCxN Administration/UC Administration
- CUE Administration
- CUMA Administration
- Detailed Device View
- Device Center
- Event Details
- Event History
- Expert Advisor/ Unified Expert Advisor/Unified EA
- Message Waiting Indicator (MWI) Test
- MP Administration/Unified MP Administration
- MPE Administration
- Node-to-Node Test Graph
- PA Administration
- Performance Graph
- Polling Parameters
- Router Administration
- Service Level View
- SQ Event History
- SQ Alert Detail
- SIP Proxy Server Administration
- TelePresence in Cluster
- TelePresence Administration
- Threshold Parameters
- UCC Express Administration
- UCM Administration
- UCM Diagnostic View
- UCM Serviceability
- UCM Trace Configuration
- UCM Quality Reporting
- Unified Presence Administration/CUP Administration
- Unity Administration

Filtering Portlet Data

To filter portlet window data to focus the monitoring in your network:

-
- Step 1** From any portlet windows that allows filtering, click the Filter icon .
- Step 2** Select the category by which you want to filter using the drop-down menu.
Each window contains its own filter categories.
- Step 3** Enter the filter data.
You can use wildcards as part of the filter text.
- Step 4** Click **Go**.
Filtered data displays, if applicable. If no filtered data is present, a message appears indicating this
- Step 5** Click **Clear Filter** to close the filter.
-

Using Search to Locate Network Elements

You can search for devices and phones using the Search Tool in the upper right of the user interface.

You can search using any or all of the following techniques:

- To search by phone, select the Phone option in the drop-down list if not already selected and provide either a phone IP address, an extension, or MAC address.
- To search by device, select the Device option in the drop-down list and provide the DNS name or IP address.
- Search by text using wildcards.

For instructions on how to use search, see [Using the Search Tool, page 1-34](#).

Summary View Portlets

The Diagnostics tab contains the following Summary View portlets in the default view:

- [UCM Cluster Event Summary, page 3-12](#)
- [UCM Cluster Call Usage Summary, page 3-13](#)
- [UCM Cluster Device Registration Summary I, page 3-13](#)
- [UCM Cluster Device Registration Summary II, page 3-14](#)
- [UC Phone Tests Summary, page 3-15](#)
- [UC Synthetic Tests Summary, page 3-15](#)
- [UCM Express Summary, page 3-16](#)
- [UC Voice Application Summary, page 3-17](#)
- [UC Infrastructure Device Summary, page 3-18](#)
- [UC Batch Test Summary, page 3-18](#)
- [PSTN Trunk Summary, page 3-19](#)

UCM Cluster Event Summary







UCM Cluster Event Summary provides a high-level summary of the faults on all clusters managed by Cisco Prime UOM. See [Table 3-4](#) for attribute descriptions.

You can select several options in this summary to launch links.

Clicking on each cluster launches the respective Unified CM cluster portlet.

- Clicking on the events launches the event monitor with the associated events for this cluster.

Table 3-4 UCM Cluster Event Summary Attributes







| Attribute/Icon | Description |
|---|--|
|  | Enter data by which to sort. You can filter by Name or Version. Wildcards can be used. |
|  | Highest severity of event existing on the cluster. A cluster consists of all the Unified CM nodes and the associated devices. It is sorted from the highest to lowest severity. To change sort order, click on the triangle in the column title. |
| Name | Name of the cluster. This name is a hyperlink that takes you to the corresponding cluster view. |
| Version | Version the Unified CM cluster. |
| Total ¹ | Number of events on the cluster. Includes all the events on the Unified CM nodes and the associated devices in the cluster. Click on the number to display the Fault Monitor view. |
|  | Number of critical events that are existing on the cluster. A critical event must be present in the cluster. This number is a hyperlink and launches the Fault Monitor view. |
|  | Number of warning events that exist on the cluster. At least one warning event must be present in the cluster. Click on the number to display the Fault Monitor view. |
|  | Number of information events. |
|  | Number of events that have been acknowledged by the user. |

¹.If there are no events present in the cluster, a light gray zero (0) appears in this column.

UCM Cluster Call Usage Summary

UCM Cluster Call Usage Summary provides the trend of the amount of calls attempted and completed over the last 24 hours in each of the Unified CM clusters in your network. See [Table 3-5](#) for attribute descriptions.

Table 3-5 UCM Cluster Call Usage Summary Attributes

| Attribute/Icon | Description |
|--|---|
| Name | The name of the cluster. Clicking on the name displays the corresponding Unified CM Server view. For more information on the Server view, see Server View Portlets, page 3-37 . |
| Check box | Use to select the clusters to be compared. |
| Total  | Total Calls Attempted—Number of calls that have been attempted in the cluster since the last restart of the UCM Service on each of the nodes. |
|  | Total Calls Completed—Number of calls that have been successfully completed in the cluster since the last restart of the UCM Service on each of the nodes |
| Current Hour  | Current Hour Calls Attempted— Number of calls that have been attempted in the current hour. |
|  | Current Hour Calls Completed—Number of calls that have been successfully completed in the current hour. |
| Peak Hour  | Peak Hour Calls Attempted—Number of calls that have been attempted in the cluster during the peak hour during the past 24 hours. |
|  | Peak Hour Calls Completed—Number of calls that have been successfully completed in the cluster during the peak hour for the past 24 hours. |
| Last 24 Hours | Total number of calls completed and attempted within the last 24 hours. Click on the thumbnail bar graph to see more details. This graph displays the results of the test execution for the past 24 hours, up to the current time. For example, if the graph is launched at 8:35 AM on Friday, then data is displayed from 8:00 AM Thursday to 8:35 AM Friday. |
| Graph Button | Click to compare Call Statistics of multiple clusters. For more information on performance graphs, see Using Performance Graphs, page 7-1 . |

UCM Cluster Device Registration Summary I





UCM Cluster Device Registration Summary I provides a high-level summary of all associated endpoints for each cluster. See [Table 3-6](#) for attribute descriptions.



Note

In Cisco Prime UOM, MGCP Gateway and Gateway EndPoints are commonly referred to as MGCP Ports. Each MGCP Port maps to a logical port that is registered with the Cisco Unified CM. A set of MGCP ports can belong to a single MGCP Gateway.

Table 3-6 UCM Cluster Device Registration Summary I Attributes

| Attribute/Icon | Description |
|--|---|
| Cluster Name | Name of the cluster. Click on the number to display the corresponding Cluster view. |
| Phones | For Phones, the registration with primary, registration with backup and unregistration links display Diagnostic reports. |
| Media Devices | For Media Devices, the registration with primary, registration with backup and unregistration links display the Media Devices report. |
| MGCP Gateways | For MGCP Gateways, the registration with primary, registration with backup and unregistration links display the MGCP Gateways report. |
| Phones Registration Status Icons—Click each number to display the corresponding endpoint report. | |
|  | Numbers of endpoints that are registered with Primary Unified CM Node. |
|  | Numbers of endpoints that are registered with Backup Unified CM Node. |
|  | Numbers of endpoints that are unregistered. Clusters with PhoneUnregistration events appear first in the sort order. |
|  | Numbers of endpoints that are unknown or rejected. |

UCM Cluster Device Registration Summary II

UCM Cluster Device Registration Summary II provides a high-level summary of all the associated endpoints for each cluster. See [Table 3-7](#) for attribute descriptions.

Table 3-7 UCM Cluster Device Registration Summary II Attributes





| Attribute/Icon | Description |
|---|---|
| Cluster Name | Name of the cluster. Click on the name to display the corresponding Cluster view. |
| CTI Route Points | Categories of end points for which each of the following metrics are provided. |
| CTI Ports | |
| Voice Mail Ports | |
| Registration Status Icons—Click each number to display the corresponding endpoint report. | |
|  | Numbers of endpoints that are registered with Primary Unified CM Node. |
|  | Numbers of endpoints that are registered with Backup Unified CM Node. |

Table 3-7 UCM Cluster Device Registration Summary II Attributes (continued)

| Attribute/Icon | Description |
|---|--|
|  | Numbers of endpoints that are unregistered. |
|  | Numbers of endpoints that are unknown or rejected. |


UC Phone Tests Summary

UC Phone Tests Summary displays the summary of the running batch tests. See [Table 3-8](#) for attribute descriptions.

To run batch testing, the JTAPI credentials must be included in the batch test import file.

For details on how to use the Phone Tests user interface, see [Formatting Batch Test Import Files, page 13-2](#).

Table 3-8 UC Phone Tests Summary Attributes

| Attribute/Icon | Description |
|---|--|
| Filter  | Enter data by which to sort. You can filter by Name, Latest Result, or Features. Wildcards can be used. |
| Name | Name of the batch test which include the phone tests. |
| Phones Tested | Number of phones. |
| Features | List of tested features. |
| | Result of latest phone test: Pass, Fail or Partial. Result of most recent synthetic test: Pass or Fail. |
| Latest Results | This graph displays the results of the test execution for the past 23 hours, up to the current time. For example, if the graph is launched at 8:35 AM on Friday, then the data is displayed from 9:00 AM Thursday to 8:35 AM Friday. |
| Last Run Time | Date and time test last completed. |

UC Synthetic Tests Summary

UC Synthetic Tests Summary displays information aggregated over Unified CM nodes. For each Unified CM node, displays End to End test results if configured.

You can use synthetic tests to verify whether phones can register with a Cisco Unified CM.

Synthetic tests use synthetic phones to measure the availability of voice applications by emulating your actions. For example, a synthetic test places a call between clusters and then checks whether the call is successful. See [Table 3-9](#) for attribute descriptions.

For details on how to use the Synthetic Tests user interface, see [Formatting Batch Test Import Files, page 13-2](#).

Table 3-9 UC Synthetic Tests Summary Attributes

| Attribute | Description |
|---------------|---|
| Name | Synthetic test name. |
| Type | Other synthetic test type. |
| Latest Result | Result of most recent test. |
| Last 24 Hrs | Executed—Displays the number of times the test has been executed in the last 24 hours. |
| | % Failure—Displays the percentage of failed tests. |
| | Click on this graph to see the results of the test execution for the past 23 hours, up to the current time. For example, if the graph is launched at 8:35 AM on Friday, then the data is displayed from 9:00 AM Thursday to 8:35 AM Friday. |

UCM Express Summary

UCM Express Summary displays all managed Unified Communications Manager Express (Cisco Unified CME) devices and associated Cisco Unity Express devices in a global-level report. Use the event and detailed device links to research issues and launch additional tools to help troubleshoot your network.


Tip

After a new Unified CM Express device is added to the database, it appears in the summary only after you click **Refresh**. A manual refresh is required to update the dated display.

See [Table 3-10](#) for attribute descriptions.

Table 3-10 UCM Express Summary Attributes








| Attribute/Icon | Description |
|---|---|
| Severity in CME  | Highest status severity level, if a triggered event is present. |
| |  Critical—The device has a critical event. |
| |  Warning—Device has a warning event. |
| |  Informational—Number of information events. |
| CME Name | Managed name of the CME. It can be either IP address or DNS. This name is a hyperlink that takes you to the corresponding Detailed Device View. |
| CME IP Address | IP address for the CME. |
| CME Version | Communications Manager Express version. Not the IOS Version. |
| Registered EPhones  | Number of ephones registered with this CME. Click on the number to display the Phone Details report. |

Table 3-10 UCM Express Summary Attributes (continued)

| Attribute/Icon | Description |
|---|--|
| Unregistered EPhones  | Number of ephones unregistered with this CME. Click on the number to displays the Phone Details report. |
| CME Events | The total number of active and acknowledged events on the CME. Click on the number to display the Event Details report. |
| Severity in CUE  | Highest severity event that is active on the CUE. If a device has a critical event, then this column displays a critical icon (icon image). You can sort on this column to view the top number of CUEs that are experiencing critical issues. Click on the number to display the Events Details report. |
| CUE Name | Unity Express name. If no name, then IP address. |
| CUE IP Address | IP address for Unity Express. |
| CUERegistration | Status of CUE registration with the CME. If the CUE is not integrated with the CME or if the CUE is not managed in Cisco Prime UOM, this column displays N/A. |
| CUE Events | Total number of active and acknowledged events on the CUE. Click on the number to display the Event Details report. |

UC Voice Application Summary

UC Voice Application Summary shows all the voice applications deployed in the system. It does not include Unified CM applications and IOS based voice applications which are covered in other portlets. See [Table 3-11](#) for attribute descriptions.

Table 3-11 UC Voice Application Summary Attributes



| Attribute/Icon | Description |
|---|---|
|  | Filters by any column attribute. Enter data by which to sort. Wildcards can be used. |
|  | Highest severity of an existing event on the voice application device. It can be either Critical, Warning, Informational or blank. |
| Name | Managed name of the voice application device in Cisco Prime UOM. Name launches Detailed Device View; except for Unity and Unity Connection devices, which launches Voice Mail View. |
| IP Address | IP Address of the voice application device. |
| Version | Version of the voice application device. |
| Events | Number of events on the voice application device. It includes Active and Acknowledged events. This number is a hyperlink that launches the corresponding Fault Monitor view. |




Table 3-11 UC Voice Application Summary Attributes (continued)

| Attribute/Icon | Description |
|------------------|--|
| Application Type | Type of voice application. In case of multi-capable devices, the voice application types are shown separated by semicolon. |
| UCM Cluster | Cluster to which the voice application is integrated. This number is a hyperlink that navigates to the Cluster view. |

UC Infrastructure Device Summary

UC Infrastructure Device Summary shows the summary of all the IOS-based infrastructure devices deployed in the system. See [Table 3-12](#) for attribute descriptions.

Table 3-12 UC Infrastructure Device Summary Attributes


| Attribute/Icon | Description |
|---|--|
|  | Filters by any column attribute. Enter data by which to sort. Wildcards can be used. |
|  | Highest severity of an existing event on the device. It can be either Critical, Warning, Informational or blank. |
| Name | Managed name of the infrastructure device in Cisco Prime UOM |
| IP Address | IP address of the infrastructure device. Links to Gateway Summary, if a Voice Gateway. |
| Version | Version of the IOS/CAT operating system (OS) of the infrastructure device. |
| Events | Number of events on the infrastructure device. It includes Active and Acknowledged events. This number is a hyperlink that launches corresponding Fault Monitor view. |
| Device Type | Type of infrastructure device. In case of multi-capable devices, the types are shown separated by a semicolon. |
| UCM Cluster | Cluster to which the infrastructure device is integrated. This number is a hyperlink that navigates to the Cluster view. |
|  | Export table contents to a comma-separated version file. |

UC Batch Test Summary

UC Batch Test Summary enables you to view the health and connectivity of a branch office. UC Batch Test Summary shows summaries of the two types of batch tests run by Cisco Prime UOM (synthetic and phone). See [Table 3-13](#) for attribute descriptions.

To create and view individual batch tests, select **Administration > Diagnostic Tests > Batch Tests**. For more details, see [Working with Batch Tests, page 13-1](#).

Table 3-13 UC Batch Test Summary Attributes

| Attribute/Icon | Description |
|---|--|
|  | Filters by any column attribute. Enter data by which to sort. Wildcards can be used. |
| Name | Batch test name. |
| Scheduled Test: Synthetic | Synthetic tests count. For example, sum of End-to-End, Dial Tone, Emergency responder, and other synthetic tests. |
| Scheduled Test: Phone | Phone tests count. |
| Scheduled Test: Total | Sum of synthetic and phone tests. |
| Latest Result: Synthetic | Result of most recent synthetic test performed (from all the configured tests): Pass, Partial, or Failed. To view test information, hover over the link and follow tool tip instructions. If you click on the latest result URL, it displays the results of the test execution for the past 23 hours, up to the current time. For example, if the report is launched at 8:35 AM on Friday, then the data is displayed from 9:00 AM Thursday to 8:35 AM Friday. |
| Latest Result: Phone | Result of most recent phone test performed (from all the configured tests): Pass, Partial, or Failed. To view test information, hover over the link and follow tool tip instructions. |
| Latest Result: Batch | Result of most recent test of all the configured test: Pass, Partial, or Failed. |

PSTN Trunk Summary

PSTN Trunk Summary enables you to view the events raised on a device acting as a gateway. PSTN Trunk Summary shows operational and admin status. It also allows you to link to a gateway summary that includes resource utilization, DSP and MTP details, and trunk status with trending. See [Table 3-14](#) for attribute descriptions.


Note

The time this portlet takes to load into the Diagnostics view is related to the number of voice gateways/interfaces it is monitoring.

Table 3-14 PSTN Trunk Summary Attributes




| Attribute/Icon | Description |
|---|--|
|  | Filters by specific column attribute. Enter data by which to sort. Wildcards can be used. |
|  | Displays a red flag when a high trunk utilization event occurs on the trunk. |
| Gateway Name | IP address or name of gateway. Link takes you to the Gateway View Portlets for system summary details. |

Table 3-14 PSTN Trunk Summary Attributes (continued)

| Attribute/Icon | Description |
|--|---|
| Admin Status | Status of the port: Up or Down. |
| Operational Status | Ports operation status on the voice gateway. |
| Channels in Use | Number of channels currently in use on the port. A dash represents analog ports (which are not applicable). |
| Channel Status | Current channel utilization with the bar for launching the utilization graph. |
| Export to CSV  | Export table contents to a comma-separated version file. |
| Legend | Color codes reflect the percent range that displays in the utilization bar. Depending upon the value, the bar color changes. For example, if the value is less than 50, a green color displays. |

Cluster View Portlets

The Diagnostics tab contains the Cluster View portlets including:

- [UC Cluster Event Summary, page 3-21](#)
- [Cluster Summary, page 3-21](#)
- [UCM Cluster Device Pool Summary, page 3-23](#)
- [UCM Resource Utilization Summary, page 3-24](#)
- [UCM Cluster Route Pattern Summary, page 3-24](#)
- [UCM Registered Device Summary, page 3-25](#)
- [UCM Cluster SRST Reference Summary, page 3-26](#)
- [UCM Cluster Location Summary, page 3-27](#)
- [UCM Cluster Gatekeeper Zone Summary, page 3-27](#)
- [UCM Cluster Device Registration Summary, page 3-28](#)
- [UCM Cluster Device License Summary, page 3-28](#)
- [UCM Call Usage Summary, page 3-29](#)
- [UC End-to-End Synthetic Tests Summary, page 3-30](#)
- [UC Phone Tests Summary, page 3-30](#)
- [UC Synthetic Tests Summary, page 3-31](#)
- [UCM Cluster Gateway Summary, page 3-32](#)







UC Cluster Event Summary

UC Cluster Event Summary provides the summary of events across all the devices in a cluster. It includes the Unified CM nodes as well as the associated devices, like gateways. See [Table 3-15](#) for attribute descriptions.


Note

In Cisco Prime UOM, MGCP Gateway and Gateway EndPoints are commonly referred to as MGCP Ports. Each MGCP Port maps to a logical port that is registered with the Cisco Unified CM. A set of MGCP ports can belong to a single MGCP Gateway.

Table 3-15 UC Cluster Event Summary Attributes

| Attribute/Icon | Description |
|---|--|
|  | Filters by any column attribute. Enter data by which to sort. Wildcards can be used. |
|  | Highest severity of event on the device. |
| Device Name | Name of the device. Click on the name to display either the Detailed Device View with non-Unified CM devices, and Server View with Unified CM devices. |
| IP Address | IP address of the device. |
| Device Type | Lists the device type. For example, UCM, H323, MGCP, and so on. |
| Total | Total events on this device. Click on the number to display the event report. |
|  | Total number of critical events. |
|  | Total number of warning events. |
|  | Total number of information events. |
|  | Total number of acknowledged events. |




Cluster Summary

Cluster Summary provides high-level cluster information including cluster size, number of device pools, number of configured phones, gateways, and the total events on the cluster. See [Table 3-16](#) for attribute descriptions.


Note

In Cisco Prime UOM, MGCP Gateway and Gateway EndPoints are commonly referred to as MGCP Ports. Each MGCP Port maps to a logical port that is registered with the Cisco Unified CM. A set of MGCP ports can belong to a single MGCP Gateway.








Table 3-16 Cluster Summary Attributes

| Attribute/Icon | Description |
|---|--|
| Cluster Name | Name of the cluster. |
| Version | Version of the Unified CM cluster. |
| UCM Nodes | Total number of nodes in the cluster. |
| Device Pools | Total number of device pools in this cluster. |
| Phones Configured | Number of configured phones. |
| MGCP Gateways Configured | Number of MGCP gateways in this cluster. |
| H323 Gateways Configured | Number of H323 gateways in this cluster. |
| SIP Trunks Configured | Number of SIP trunks/gateways in this cluster. |
| Events | Total number of events in this cluster. |
| Critical | Total number of critical events in this cluster. To view critical events, select the Cluster Events Summary. |
| Warning | Total number of warning events in this cluster. To view warning events, select the Cluster Events Summary. |
| Informational | Total number of informational events in this cluster. To view informational events, select the Cluster Events Summary. |
|  | DB replication status is up. Indicated by a green check mark. |
|  | DB replication is down. Indicated by a red X. |
|  | Opens Service Level View link for this cluster. |

UCM Cluster Device Pool Summary

UCM Cluster Device Pool Summary shows the summary of phones in the cluster at the device pool level. See [Table 3-17](#) for attribute descriptions.

Table 3-17 UCM Cluster Device Pool Summary Attributes


| Attribute/Icon | Description | |
|---|---|--|
|  | Enter data by which to sort. Sort by Name and SRST Reference are supported. Wildcards can be used. | |
|  | Indicates whether the phones unregistered in this device pool exceed the threshold configured or if the Service Quality Threshold for the device pool was crossed. You can view or edit the threshold using the PTM Configuration Page located at http://om-server/iptm/dpThreshold.do?banner_visibility=false . | |
| Name | Device Pool name. | |
| SRST Reference | Impacted phones and service quality events. | |
| Total | Number of phones configured to this device pool. ¹ | |
|  | Phones Registration Status Icons—Click each number to display the corresponding endpoint report. | Number of phones in this device pool that are registered with the primary communications manager. This number is a hyperlink that displays the corresponding phone report. |
|  | | Number of phones in this device pool that are registered with the secondary or tertiary communications manager. This number is a hyperlink that displays the corresponding phone report. |
|  | | Number of phones in this device pool that are unregistered. This number is a hyperlink that displays the corresponding cluster view. |
|  | | Number of phones in this device pool that are in Unknown or Rejected states. This number is a hyperlink that displays the corresponding phone report. |
| Service Quality (SQ) Issues | | |
| Phones | Aggregated service quality events reported on this device pool. | |
| Events | Click the flag to display the service quality issues for phones or events that show the impacted end points and the service quality events. You can view or edit the service quality threshold setting in the PTM Configuration Page http://om-server/iptm/dpThreshold.do?banner_visibility=false . | |
|  | Export to CSV | Export table contents to a comma-separated version file. |

1. Registered phone count includes partially registered phones.

UCM Resource Utilization Summary

UCM Resource Utilization Summary provides the system utilization of each Unified CM node in the cluster. See [Table 3-18](#) for attribute descriptions.

Table 3-18 UCM Resource Utilization Summary Attributes

| Attribute/Icon | Description |
|---|---|
| Check box | Check to select the Unified CM nodes to be compared. |
|  | Displays a red flag if any of this system's resource utilization is beyond the threshold. |
| Name | Name of the Unified CM node. Click on the name to display the Server View. |
| IP Address | IP address of the Unified CM node. |
| CPU Usage | CPU usage. Click on the progress bar to display the TGU graph. |
| VM Usage | Virtual memory usage. Click on the progress bar to display the TGU graph. |
| Disk Usage | <ul style="list-style-type: none"> On Windows- based devices, this represents the C:\ drive usage. On Linux-based, Common/Log partition usage. |
| Graph button | Opens a graph that allows you to compare the resource utilization of multiple Unified CM nodes. For details on how to manipulate the graph, see Working with Graphs, page 7-9 . |

UCM Cluster Route Pattern Summary

UCM Cluster Route Pattern Summary shows the route lists configured in the cluster and provides performance graphs for utilization and call volume for the route group. See [Table 3-19](#) for attribute descriptions.

In case of non-gatekeeper controlled ICTs and SIP trunks, the device count shown in SLV Route List Cloud will include only the devices from the selected cluster.

It will not include the trunk end point that belongs to other clusters. However, Route List portal shows the detailed report where trunk end point from other clusters will also be shown.

To see route group utilization data, you must configure maximum capacity for each member of the route group. For steps on configuring max capacity, see [Configuring Cluster Trunk Utilization, page 20-16](#).

Table 3-19 UCM Cluster Route Pattern Summary Attributes




| Attribute/Icon | Description |
|---|---|
|  | Enter data by which to sort. Wildcards can be used. |
|  | Highest severity of event on the device. |
| Route List/Gateway | Route List or Gateway name. |

Table 3-19 UCM Cluster Route Pattern Summary Attributes

| Attribute/Icon | Description | |
|--|--|--|
| Route Group | Name | Route Group or Standard Local Route Group associated with the Route List. <ul style="list-style-type: none"> If it is a Route Group, click on the route group to display the gateway report associated with this route group. If it is a Standard Local Route Group, click on it to display Device Pool report associated with this Standard Local Route Group. |
| | Utilization | Click on the icon to display a graph containing the hourly averaged route group utilization based on the call detail record (CDR) processing. The graph plots three parameters including incoming, outgoing, and total route group utilization. To see route group utilization data, you must configure maximum capacity for each member of the route group. For steps on configuring max capacity, see Configuring Cluster Trunk Utilization, page 20-16 . An error message displays if you need to configure maximum capacity for this cluster. Click on the link to go to the Trunk Utilization Configuration tool. |
| | Call Volume | Click on the icon to display an hourly performance graph that contains an aggregated value of call volume (including total inbound and outbound call volumes, as well as total call volume). |
| Route Pattern | Route Pattern associated with the Route Group. | |
| Export to CSV  | Export table contents to a comma-separated version file. | |

UCM Registered Device Summary

UCM Registered Device Summary provides the number of endpoints registered on each of the Unified CM nodes in this cluster. See [Table 3-20](#) for attribute descriptions.



Note

In Cisco Prime UOM, MGCP Gateway and Gateway EndPoints are commonly referred to as MGCP Ports. Each MGCP Port maps to a logical port that is registered with the Cisco Unified CM. A set of MGCP ports can belong to a single MGCP Gateway.

Table 3-20 UCM Registered Device Summary Attributes


| Attribute/Icon | Description |
|---|-------------------------|
| UCM Name  | Registered device name. |
| UCM IP Address | Device IP address. |


Table 3-20 UCM Registered Device Summary Attributes (continued)

| Attribute/Icon | Description |
|------------------|--|
| Phones | Number of phones that are registered with this UCM Node. Click on the number to display the IPIU Phone Report. |
| Media Resources | Number of media resources (hardware and software) that are registered with this UCM Node. Click on the number to display a report. |
| MGCP Gateways | Number of MGCP gateways (including each port) that are registered with this UCM Node. Click on the number to display a report. |
| CTI Route Points | Number of CTI Route Points that are registered with this UCM Node. Click on the number to display a report. |
| CTI Ports | Number of CTI Ports that are registered with this UCM Node. Click on the number to display a report. |
| Voice Mail Ports | Number of VM Ports that are registered with this UCM Node. Click on the number to display a report. |

UCM Cluster SRST Reference Summary

UCM Cluster SRST Reference Summary provides data on the phones configured for Survivable Remote Site Telephony (SRST). See [Table 3-21](#) for attribute descriptions.



Table 3-21 UCM Cluster SRST Reference Summary Attributes

| Attribute/Icon | Description |
|---|---|
|  | SRST Router Failure indicator. |
| SRST Router | IP address of the router that the phone is using for SRST. |
| SRST Reference | — |
| Associated Device Pools | Number of device pools. |
| Phones Referenced | Number of phones references in this device pool. |
| Phones Unregistered | Number of unregistered phones in this device pool. N/A displays for none. |
| Phones in SRST Mode | Number of phones is SRST mode, in this device pool. |

UCM Cluster Location Summary

UCM Cluster Location Summary provides bandwidth and call statistics data. See [Table 3-22](#) for attribute descriptions.

Table 3-22 UCM Cluster Location Summary Attributes

| Attribute/Icon | Description | |
|---|--|---|
|  | Enter data by which to sort. Wildcards can be used. | |
| Check box | Selects the locations to be compared. | |
|  | High Bandwidth Usage indicator. Indicates this cluster may be running out of resources. | |
| Name | Location name. | |
| Bandwidth | Maximum | Maximum bandwidth allowed on this device. |
| | Available | Bandwidth remaining for use. Link displays a performance graph. If the value is Unlimited, there will be no link. |
| Calls Active | Number of calls that reached their destination. Link displays a performance graph. | |
| Calls Failed | Total | Number of calls that did not reach their destination. Link displays a performance graph. |
| | 24 Hours | Number of calls that did not reach their destination for the last 24 hours. Click on will launch graph. |
| Graph Button | Opens another window that allows you to compare multiple location graph metrics. For details on how to manipulate the graph, see Working with Graphs, page 7-9 . | |

UCM Cluster Gatekeeper Zone Summary

UCM Cluster Gatekeeper Zone Summary provides details about the cluster gatekeeper bandwidth. See [Table 3-23](#) for attribute descriptions.

Table 3-23 UCM Cluster Gatekeeper Zone Summary Attributes



| Attribute/Icon | Description |
|---|---|
|  | Enter data by which to sort. Wildcards can be used. |
|  | High bandwidth usage. |
| Zone | Zone name configured on the Gatekeeper. |
| Gatekeeper | Name or IP address of the Gatekeeper. |
| Total Bandwidth | Total bandwidth for a zone 5. |
| Bandwidth Utilized | Current bandwidth consumption. |

Table 3-23 UCM Cluster Gatekeeper Zone Summary Attributes

| Attribute/Icon | Description |
|----------------------|------------------------------------|
| Admissions Confirmed | Successful call admission. |
| Admissions Rejected | Number of rejected call admission. |

UCM Cluster Device Registration Summary





UCM Cluster Device Registration Summary provides a cluster-level summary of all the associated endpoints for this cluster. See [Table 3-24](#) for attribute descriptions.



Note

In Cisco Prime UOM, MGCP Gateway and Gateway EndPoints are commonly referred to as MGCP Ports. Each MGCP Port maps to a logical port that is registered with the Cisco Unified CM. A set of MGCP ports can belong to a single MGCP Gateway.

Table 3-24 UCM Cluster Device Registration Summary Attributes

| Attribute/Icon | Description |
|--|--|
| EndPoint Type | |
| Phones | |
| Media Devices | |
| MGCP Gateways | |
| CTI Route Points | Displays information for Phones, Media Devices, MGCP Gateways, CTI Route points, CTI Ports and Voice Mail Ports. |
| Phones Registration Status Icons—Click each number to launch report and display the more information about the endpoint. | |
|  | Registered With Primary— Displays the count for endpoints registered with their primary Unified CM. |
|  | Registered with Backup—Displays the count for endpoints which are registered currently on backup Unified CM. |
|  | Unregistered—Displays the unregistered endpoints count. |
|  | Unknown/Rejected—Displays the count for endpoints which are in the rejected or unknown state in Unified CM. |

UCM Cluster Device License Summary

UCM Cluster Device License Summary lists all the device licenses of which Cisco Prime UOM is aware. This information is provided to Cisco Prime UOM by the device.

**Note**

For Cluster View, UCM Cluster Device License Summary license information displays only for Cisco Unified Communications Managers version 5.x or above. No license information is available for Cisco Unified Call Managers (version 4.x and below).

See [Table 3-25](#) for attribute descriptions.

Table 3-25 UCM Cluster Device License Summary Attributes

| Attribute | Description |
|------------------|---|
| License Types | Types include phone and node. |
| Units Authorized | Maximum count of units authorized per license upload. |
| Units Used | Number of licenses used. |
| Units Remaining | Number of licenses remaining to be used. |

UCM Call Usage Summary

UCM Call Usage Summary provides the call statistics details for a Unified CM node. See [Table 3-26](#) for attribute descriptions.

Table 3-26 UCM Call Usage Summary Attributes







| Attribute/Icon | Description |
|---|---|
| Name | Lists the Unified CM nodes that are part of this cluster. |
| Check box | Selects UCMs to be compared. |
| Total  | Total Calls Attempted—Number of calls that have been attempted on this server since the last restart of the UCM Service. |
|  | Total Calls Completed—Number of calls that have been successfully completed on this server since the last restart of the UCM Service. |
| Current Hour  | Current Hour Calls Attempted— Number of calls that have been attempted in the current hour. |
|  | Current Hour Calls Completed—Number of calls that have been successfully completed in the current hour. |
| Peak (Last 24 Hours)  | Peak Hour Calls Attempted—Number of calls that have been attempted in the cluster during the peak hour over the past 24 hours. |
|  | Peak Hour Calls Completed—Number of calls that have been successfully completed in the cluster during the peak hour over the past 24 hours. |


Table 3-26 UCM Call Usage Summary Attributes (continued)

| Attribute/Icon | Description |
|----------------|---|
| Last 24 Hours | Total number of calls completed and attempted within the last 24 hours. You can click on the thumbnail bar graph which provides more detail. This graph shows the trend of call statistics over the past 24 hours starting from the current hour and also for the current hour (elapsed minutes since the o'clock at which the report was launched). |
| Graph Button | Opens another window that allows you to compare multiple Unified CM graph metrics. For details on how to manipulate the graph, see Working with Graphs, page 7-9 . |

UC End-to-End Synthetic Tests Summary

Use UC End-to-End Synthetic Tests Summary to verify whether a specific voice application can service requests (such as emulating calls to a second simulated or real IP phone). See [Table 3-27](#) for attribute descriptions.

Table 3-27 UC End-to-End Synthetic Tests Summary Attributes

| Attribute/Icon | Description |
|--|--|
|  | Enter data by which to sort. You can filter by Name, Type, or Latest Result. Wildcards can be used. |
| UCM Name | Synthetic test name. |
| Scheduled | Date and time test is scheduled to occur. |
| Latest Result | Result of most recent test: Pass or Fail. This graph displays the results of the test execution for the past 23 hours, up to the current time. For example, if the graph is launched at 8:35 AM on Friday, then the data is displayed from 9:00 AM Thursday to 8:35 AM Friday. |
| Last 24 Hours— Executed | Displays the number of times the test has been executed in the last 24 hours. |
| Last 24 Hours:— % Failure | Displays the percentage of failed tests. Clicking this graph displays the results of the test execution for the past 23 hours, up to the current time. For example, if the graph is launched at 8:35 A.M. on Friday, the data is displayed from 9:00 A.M. Thursday to 8:35 A.M. Friday. |


UC Phone Tests Summary

UC Phone Tests Summary displays the list of Phone test results. See [Table 3-28](#) for attribute descriptions.

To run batch testing, the JTAPI credentials must be included in the batch test import file.

For details on how to use the Phone Tests user interface, see [Formatting Batch Test Import Files, page 13-2](#).

Table 3-28 UC Phone Tests Summary Attributes

| Attribute/Icon | Description |
|---|---|
|  | Enter data by which to sort. You can filter by Name, Latest Result, or Features. Wildcards can be used. |
| Name | Name of the phone test. |
| Phones Tested | Displays the phone extensions of the phone tested as part of the phone test. |
| Features | Displays the phone features tested. |
| Latest Results | Latest result of the phone test in last 24 Hrs in Pass, Fail or Partial. Result of most recent synthetic test: Pass or Fail. This graph displays the results of the test execution for the past 23 hours, up to the current time. For example, if the graph is launched at 8:35 AM on Friday, then the data is displayed from 9:00 AM Thursday to 8:35 AM Friday. |
| Last Run Time | Time stamp for the last run in last 24 hours. |

UC Synthetic Tests Summary


UC Synthetic Tests Summary displays information aggregated over Unified CM nodes. For each Unified CM node, displays End to End test results if configured.

You can use synthetic tests to verify whether phones can register with a Cisco Unified CM.

Synthetic tests use synthetic phones to measure the availability of voice applications by emulating your actions. For example, a synthetic test places a call between clusters and then checks whether the call is successful. See [Table 3-9](#) for attribute descriptions.

For details on how to use the Synthetic Tests user interface, see [Formatting Batch Test Import Files, page 13-2](#).



Table 3-29 UC Synthetic Tests Summary Attributes

| Attribute/Icon | Description |
|---|---|
|  | Enter data by which to sort. You can filter by Cluster/Device, Type, or Latest Result. Wildcards can be used. |
| Cluster/Device | Name of the cluster or device. |
| Type | Type of synthetic test which includes phone registration, dial-tone, end-to-end call, TFTP download test, emergency call, and message-waiting indicator tests. |
| Scheduled | Date and time test is scheduled to run. |
| Latest Result | Result of most recent synthetic test: Pass or Fail. This graph displays the results of the test execution for the past 23 hours, up to the current time. For example, if the graph is launched at 8:35 AM on Friday, then the data is displayed from 9:00 AM Thursday to 8:35 AM Friday. |

UCM Cluster Gateway Summary

UCM Cluster Gateway Summary provides a list of all the managed gateways of the cluster. See [Table 3-30](#) for attribute descriptions.

Table 3-30 UCM Cluster Gateway Summary Attributes

| Attribute/Icon | Description |
|---|---|
|  | Enter data by which to sort. Wildcards can be used. |
|  | Highest severity of event on the device or subcomponent. |
| Name | Cluster name configured on the gateway. |
| IP Address | Name or IP address of the gateway. |
| Version | Cisco IOS version. |
| Events | Total number of all events on this device. Links to the Events Details page. |
| Protocol | Protocols used between Unified CM and this subcomponent. May include one or more of the following: H323, SIP, MGCP. |

Phone View Portlets

The Diagnostics tab contains the Phone View portlets including:

- [Phone Summary, page 3-32](#)
- [UC Phone Tests Summary, page 3-33](#)
- [UC Phone Service Quality \(SQ\) Event Summary, page 3-34](#)

Phone Summary

Phone Summary provides the summary of an IP phone. It includes the fields that exist in the phones reports.

See [Table 3-31](#) for attribute descriptions.

Table 3-31 Phone Summary Attributes

| Attribute | Description |
|------------|---|
| DN | Extension of the IP phone. |
| MAC | MAC address of the IP phone. |
| Model | Model of the IP Phone. Links to the phone of that phone model in cluster and shows the phone search result. |
| Protocol | Protocol used between the call agent and IP Phone. |
| IP Address | IP address of the IP phone. |

Table 3-31 Phone Summary Attributes

| Attribute | Description |
|--------------------|--|
| Description | IP Phone Description or User Name displays if Cisco Prime UOM is integrated with LDAP. |
| VLAN | VLAN name to which the IP phone belongs. |
| VLAN ID | VLAN identification number of which the IP phone belongs. |
| Switch Port | Switch port to which the IP Phone is connected. |
| Switch Name | Managed name of the switch to which the IP phone is connected. |
| Private Switch IP | Private switch IP displays if the switch is in NAT environment; otherwise a hyphen displays (Not applicable). |
| Switch Port Status | Status of the switch port to which the IP phone is connected. |
| Load ID | Boot Load ID of the image on the IP Phone. |
| Partition | Partition to which the IP phone belongs. |
| Device Pool | Device pool to which this IP phone belongs. Links to a search report for the phone in this device pool. |
| Application ID | ID of the image loaded on the IP phone. |
| Serial Number | Unique number assigned for identification. |
| Number of Lines | Shows the number of phone extensions assigned to this IP phone separated by commas. |
| Status | Registration status of the IP Phone. |
| Status Reason Code | Lists information about IP phone registration status. For details about each status reason code, see the Cisco Unified Communications Manager documentation. |
| Registered With | Managed name of the Unified CM with which this IP phone is registered. Links to Server view of the registered server. |
| Status Since | Timestamp that the IP phone changed to last status with call agent: Registered, unregistered or partially registered. |
| Customer Name | Applicable for multiple end-customer deployments only. |

UC Phone Tests Summary

UC Phone Tests Summary displays the summary of the running batch tests. See [Table 3-32](#) for UC attribute descriptions.

To run batch testing, the JTAPI credentials must be included in the batch test import file.

For details on how to use the Phone Tests user interface, see [Formatting Batch Test Import Files](#), page 13-2.

Table 3-32 UC Phone Tests Summary Attributes


| Attribute/Icon | Description |
|---|---|
|  | Enter data by which to sort. You can filter by Name, Latest Result, or Features. Wildcards can be used. |
| Name | Name of the batch test which include the phone tests. |


Table 3-32 UC Phone Tests Summary Attributes

| Attribute/Icon | Description |
|----------------|--|
| Features | List of tested features. |
| | Result of latest phone test: Pass, Fail or Partial. Result of most recent synthetic test: Pass or Fail. |
| Latest Results | This graph displays the results of the test execution for the past 23 hours, up to the current time. For example, if the graph is launched at 8:35 AM on Friday, then the data is displayed from 9:00 AM Thursday to 8:35 AM Friday. |
| Last Run Time | Date and time test last completed. |

UC Phone Service Quality (SQ) Event Summary

UC Phone SQ Event Summary lists all the raw SQ events reported on the IP phone. See [Table 3-33](#) for attribute descriptions.

Table 3-33 UC Phone SQ Event Summary Attributes

| Attribute/Icon | Description |
|---|---|
|  | Highest severity of event on the device. |
| Source Endpoint | Source endpoint which can be either an IP Phone or a gateway. Extension number or IP address. |
| MOS | MOS Value of the call. |
| Packet Loss | Describes packet loss. |
| Codec | Codec in use on the destination; one of the following: <ul style="list-style-type: none"> • G711 • G722 • G728 • G729 |
| Cause | Cause of the Service Quality event. |
| Algorithm | Based on 1040, NAM or CVTQ. |
| Time Received | Time at which the event was reported. |
| Jitter | Indicates jitter value. |

Gateway View Portlets

The Diagnostics tab contains the Gateway View portlets including:

- [Gateway Summary, page 3-35](#)
- [Gateway DSP Utilization Summary, page 3-35](#)
- [Gateway Event Summary, page 3-35](#)
- [Gateway Voice Interface, page 3-36](#)

- [Gateway Resource Utilization Summary, page 3-36](#)


You access the Gateway View through other Diagnostics views, such as selecting a Voice Gateway device in one of the Cluster View portlets.

You can also use the top right search bar to search for a device. From the search result, click on the Voice Gateway device.

Gateway Summary

Gateway Summary shows the summary information of a Voice Gateway device. See [Table 3-38](#) for Gateway Summary attribute descriptions.

Table 3-34 Gateway Summary Attributes

| Attribute | Description |
|---|---|
| Name | Cluster name configured on the gateway. |
| IP Address | Name or IP address of the gateway. |
| Device Type | Lists the device type, in this case, Voice Gateway. |
| Version | Voice Gateway software version. |
| UCM Cluster | Cluster to which the infrastructure device is integrated. This number is a hyperlink that navigates to the Cluster view. |
| Events | Total number of all events on this server. |
| Critical | Total number of critical events on this server. |
| Warning | Total number of warning events on this server. |
| Informational | Total number of information events on this server. |
| Performance  | Allows you to select performance metrics to display gateway data in graph form. |

Gateway DSP Utilization Summary

Gateway DSP Utilization Summary provides MTP and Transcode session data usage in a performance graph for Voice Gateway devices. For details on graphing options, see [Using Performance Graphs, page 7-1](#).

Gateway Event Summary

Gateway Event Summary provides a list of active events on Voice Gateway devices. See [Table 3-35](#) for attribute descriptions.

Table 3-35 Gateway Event Summary Attributes



| Attribute/Icon | Description |
|---|---|
|  | Highest status severity level, if a triggered event is present. |
| Name | Name of the event. |



Table 3-35 Gateway Event Summary Attributes

| Attribute/Icon | Description |
|---|---|
| Component | Component of the event. |
|  | Total number of acknowledged events. |
| Time Received | Time at which the event was first reported. |

Gateway Voice Interface

Gateway Voice Interface provides details about all the voice interfaces available on the gateway including (T1, E1, FXS, FXO and E&M). See [Table 3-36](#) for attribute descriptions.

Table 3-36 Gateway Voice Interface Attributes

| Attribute/Icon | Description |
|--|---|
| Filter by  | Name or Status. Enter data by which to sort. Wildcards can be used. |
|  | Voice application failure indicator. |
| Name | Name of the voice interface. |
| Admin Status | Status of the port: Up or Down. |
| Operational Status | Ports operation status on the voice gateway. |
| Channels in Use | Number of channels currently in use on the port. A dash represents analog ports (which are not applicable). |
| Channel Status | Current channel utilization with the bar for launching the utilization graph. |
| Legend | Color codes reflect the percent range that displays in the utilization bar. Depending upon the value, the bar color changes. For example, if the value is less than 50, a green color displays. |

Gateway Resource Utilization Summary

Gateway Resource Utilization Summary provides real-time data in a performance graph for Voice Gateway devices. See [Table 3-37](#) for attribute descriptions.

Table 3-37 Gateway Resource Utilization Summary Attributes

| Attribute | Description |
|-----------------------|---|
| CPU last minute usage | Tracks CPU usage in one minute intervals. |
| Processor memory | Tracks Virtual Memory Usage. |

Server View Portlets



The Diagnostics tab contains the Server View portlets including:

- [Server Summary, page 3-37](#)
- [UCM Services Summary, page 3-38](#)
- [UCM Resource Utilization Summary, page 3-38](#)
- [UCM Services Summary, page 3-38](#)
- [UCM Call Usage Summary, page 3-38](#)
- [UC End-to-End Synthetic Tests Summary, page 3-39](#)
- [UCM Registered Device Summary, page 3-39](#)
- [UCM Event Summary, page 3-40](#)
- [UC Synthetic Tests Summary, page 3-40](#)

Server Summary

Server Summary shows the summary information of a Unified CM server. See [Table 3-38](#) for Server Summary attribute descriptions.

Table 3-38 *Server Summary Attributes*

| Attribute | Description |
|---|--|
| UCM | Name of Unified Communications Manager acting as server. |
| Cluster | Name of the cluster. |
| Version | Unified CM version. |
| Model | Server model information. |
| Events | Total number of all events on this server. |
| Critical | Total number of critical events on this server. |
| Warning | Total number of warning events on this server. |
| Informational | Total number of information events on this server. |
| Performance Graph  | Allows you to select performance metrics to display server data in graph form. |
| Service Level View  | Opens Service Level View link for this server. |

UCM Resource Utilization Summary

UCM Resource Utilization Summary provides server CPU, virtual memory, and disk partition usage for Unified CM devices. See [Table 3-39](#) for attribute descriptions.


Table 3-39 UCM Resource Utilization Summary Attributes

| Attribute | Description |
|------------|---|
| CPU Usage | Percentage of CPU Usage. Click on the progress bar to display the TGU graph. |
| VM Usage | Percentage of Virtual Memory Usage. Click on the progress bar to display the TGU graph. |
| Disk Usage | Percentage of Disk Usage for C:\ Drive for Windows-based Unified CMs, and Common/Log partition usage for Linux-based Unified CMs. |

UCM Services Summary

UCM Services Summary provides the summary of services running on the Unified CM node. See [Table 3-40](#) for attribute descriptions.

Table 3-40 Server Services Information Attributes

| Attribute/Icon | Description |
|--|--|
| Filter by  | Name or Status. Enter data by which to sort. Wildcards can be used. |
| Name | Name of the service. |
| Status | Status of the service: Running, Stopped, or Deactivated. |
| Running Since | Time since the service began running. If the service is stopped or deactivated, this column will be N/A. |

UCM Call Usage Summary

UCM Call Usage Summary provides the call statistics details for a Unified CM node. See [Table 3-41](#) for attribute descriptions.

Table 3-41 UCM Call Usage Summary Attributes





| Attribute/Icon | Description |
|---|--|
| Total  | Total Calls Attempted—Number of calls that has been attempted on this server since the last restart of the UCM Service. |
|  | Total Calls Completed—Number of calls that has been successfully completed on this server since the last restart of the UCM Service. |
| Current Hour  | Current Hour Calls Attempted— Number of calls that has been attempted in the current hour. |


Table 3-41 UCM Call Usage Summary Attributes (continued)

| Attribute/Icon | Description |
|---|---|
|  | Current Hour Calls Completed—Number of calls that has been successfully completed in the current hour. |
| Last 24 Hours | Total number of calls completed and attempted within the last 24 hours. You can click on the thumbnail bar graph which provides more detail. This graph shows the trend of call statistics over the past 24 hours starting from the current hour and also for the current hour (elapsed minutes since the o'clock at which the report was launched). |

UC End-to-End Synthetic Tests Summary

Use UC End-to-End Synthetic Tests Summary to verify whether a specific voice application can service requests (such as emulating calls to a second simulated or real IP phone). See [Table 3-42](#) for attribute descriptions.

Table 3-42 UC End-to-End Synthetic Tests Summary Attributes

| Attribute/Icon | Description |
|---|--|
|  | Enter data by which to sort. Wildcards can be used. |
| Name | Synthetic test name. |
| Destination | IP address or DNS name of destination phone. |
| Latest Result | Result of most recent test: Pass or Fail. |
| Last 24 Hrs | Executed—Displays the number of times the test has been executed in the last 24 hours. |
| | % Failure—Displays the percentage of failed tests. |
| | Clicking on this graph displays the results of the test execution for the past 23 hours, up to the current time. For example, if the graph is launched at 8:35 AM on Friday, then the data is displayed from 9:00 AM Thursday to 8:35 AM Friday. |

UCM Registered Device Summary

UCM Registered Device Summary provides the number of endpoints registered on each of the Unified CM nodes in this cluster. See [Table 3-43](#) for UCM Registered Device Summary attribute descriptions.



Note

In Cisco Prime UOM, MGCP Gateway and Gateway EndPoints are commonly referred to as MGCP Ports. Each MGCP Port maps to a logical port that is registered with the Cisco Unified CM. A set of MGCP ports can belong to a single MGCP Gateway.






Table 3-43 UCM Registered Device Summary Attributes

| Attribute | Description |
|------------------|--|
| Phones | Number of phones that are registered with this UCM Node. Click on the number to display the IPIU Phone Report. |
| Media Resources | Number of media resources (hardware and software) that are registered with this UCM Node. Click on the number to display a report. |
| MGCP Gateways | Number of MGCP gateways (including each port) that are registered with this UCM Node. Click on the number to display a report. |
| CTI Route Points | Number of CTI Route Points that are registered with this UCM Node. Click on the number to display a report. |
| CTI Ports | Number of CTI Ports that are registered with this UCM Node. Click on the number to display a report. |
| Voice Mail Ports | Number of VM Ports that are registered with this UCM Node. Click on the number to display a report. |

UCM Event Summary

UCM Event Summary provides all the active events on the Unified CM node. See [Table 3-44](#) for attribute descriptions.

Table 3-44 UCM Event Summary Attributes

| Attribute/Icon | Description |
|---|---|
|  | Highest status severity level, if a triggered event is present. |
|  | Total number of warning events. |
|  | Total number of critical events. |
|  | Total number of information events. |
|  | Total number of acknowledged events. |
| Name | Name of the event. |
| Component | Component of the event. |
| Time Received | Time at which the event was first reported. |

UC Synthetic Tests Summary

UC Synthetic Tests Summary displays information aggregated over Unified CM nodes. For each Unified CM node, displays End to End test results if configured.

You can use synthetic tests to verify that phones can register with a Cisco Unified CM.

Synthetic tests use synthetic phones to measure the availability of voice applications by emulating your actions. For example, a synthetic test places a call between clusters and then checks to see if the call is successful. See [Table 3-45](#) for UC Synthetic Tests Summary attribute descriptions.

For details on how to use the Synthetic Tests user interface, see [Formatting Batch Test Import Files](#), page 13-2.

Table 3-45 UC Synthetic Tests Summary Attributes

| Attribute | Description |
|---------------|---|
| Name | Name of the Unified CM Server. |
| Type | Type of synthetic test which includes phone registration, dial-tone, end-to-end call, TFTP download test, emergency call, and message-waiting indicator tests. |
| Latest Result | Result of most recent synthetic test: Pass or Fail. |
| Last 24 Hrs | Executed—Displays the number of times the test has been executed in the last 24 hours. |
| | % Failure—Displays the percentage of failed tests. |
| | This graph shows the trend of Diagnostic Test execution over the past 23 hours starting from the current hour and also for the current hour (elapsed minutes since the O'clock at which the report was launched). |

Voicemail View Portlets

The Diagnostics tab contains access to the Voicemail view portlets including:

- [Voicemail Summary](#), page 3-42
- [Voicemail Resource Utilization Summary](#), page 3-42
- [Voicemail License Summary](#), page 3-43
- [Voicemail Event Summary](#), page 3-43
- [Voicemail Services](#), page 3-44

To access the Voicemail view, select a Unity or Unity connection device from Fault Monitor or the Diagnostics view. Then access Voicemail view from the device Summary view.


You can also use the top right search bar to search for a device. From the search result, click on the Voice Gateway device.

A set of tools from the Voicemail View Tools drop-down list is also available. To see a list of the Tools available from this view, see [Launching Tools from Diagnostics View](#), page 3-10.

Voicemail Summary

Voicemail Summary provides a summary of Unity/Unity Connection device information. See [Table 3-46](#) for attribute descriptions.

Table 3-46 Voicemail Summary Attributes

| Attribute/Icon | Description |
|---|---|
| Name | Cluster name configured on the gateway. |
| IP Address | Name or IP address of the gateway. |
| Device Type | Unity or Unity Connection. |
| Version | Cisco Unity or Unity Connection version. |
| UCM Cluster | UCM Cluster name to which Unity or Unity Connection is registered. |
| Role | Node type: Publisher or subscriber. |
| Other Node | Other node in Unity Connection cluster. |
| Replication | Indicates DB Replication status between publisher and subscriber |
| Total Ports | Total number of voicemail ports. |
| Inbound Ports | Total number of inbound ports. |
| Outbound Ports | Total number of outbound ports. |
| Events | Number of active events on the Unity/Unity Connection device. This number is a hyperlink that launches the corresponding Fault Monitor view. |
| Critical | Total number of critical severity events. |
| Warning | Total number of warning severity events. |
| Informational | Total number of informational events. |
| Performance  | Click the Performance icon to display metric selection options for performance graphs. |

Voicemail Resource Utilization Summary

Voicemail Resource Utilization Summary provides system utilization for Unity and Unity Connection devices. See [Table 3-47](#) for attribute descriptions.

Table 3-47 Voicemail Resource Utilization Summary Attributes

| Attribute | Description |
|-----------|---|
| CPU Usage | Percentage of CPU usage. Click on the progress bar to display the TGU graph. |
| VM Usage | Percentage of Virtual Memory usage. Click on the progress bar to display the TGU graph. |

Table 3-47 Voicemail Resource Utilization Summary Attributes

| Attribute | Description |
|----------------------|---|
| Disk Usage | Percentage of disk usage: <ul style="list-style-type: none"> On Windows-based devices, this represents the C:\ drive usage. On Linux-based, Common/Log partition usage. |
| Active Inbound Port | Number of active inbound ports, expressed as a percentage of the total inbound ports. |
| Active Outbound Port | Number of active outbound ports, expressed as a percentage of the total outbound ports. |

Voicemail License Summary

Voicemail License Summary provides license information for Unity or Unity Connection devices. See [Table 3-48](#) for attribute descriptions.



Table 3-48 Voicemail License Summary Attributes

| Attribute | Description |
|------------------|--|
| License Type | Type of license. |
| Units Authorized | Maximum count of units authorized per license. |
| Units Used | Number of licenses used. |
| Units Remaining | Number of licenses remaining to be used. |

Voicemail Event Summary

Voicemail Event Summary provides a list of active events on Unity and Unity Connection devices. See [Table 3-49](#) for attribute descriptions.

Table 3-49 Voicemail Event Summary Attributes

| Attribute/Icon | Description |
|---|---|
|  | Highest status severity level, if a triggered event is present. |
| Name | Name of the event. |
| Component | Component of the event. |
|  | Total number of acknowledged events. |
| Time Received | Time at which the event was first reported. |

Voicemail Services

Voicemail Services provides voicemail services that run on a Unity or Unity Connection device. See [Table 3-50](#) for attribute descriptions.

Table 3-50 Voicemail Services Attributes

| Attribute | Description |
|---------------|--|
| Name | Name of service. |
| Status | Status of service. |
| Running Since | Time since the service began running. If the service is stopped or deactivated, this column will be N/A. |

Portal Reports

Diagnostics view portlets can access various reports to provide a more detailed view of the cluster, device, phone or gateway. [Table 3-51](#) describes the attributes of the following reports available through cross-launch links in the Diagnostics view.

- MGCP Gateway Report—sub-reports include [MGCP Gateway—Registered with Primary Report](#), [MGCP Gateway—](#), [MGCP Gateway—Unregistered Report](#), and [MGCP Gateway—Unknown or Rejected Report](#)
- Media Resources Report—sub-reports include [Media Resources—Registered with Primary Report](#), [Media Resources—Registered with Backup Report](#), [Media Resources—Unregistered Report](#), and [Media Resources—Unknown or Rejected Report](#)
- Voice Mail Ports Report—sub-reports include [Voice Mail—Registered with Primary Report](#), [Voice Mail—Registered with Backup Report](#), [Voice Mail—Unregistered Report](#), and [Voice Mail—Unknown or Rejected Report](#)
- CTI Ports Report—sub-reports include [CTI Ports—Registered with Primary Report](#), [CTI Ports—Registered with Backup Report](#), [CTI Ports—Unregistered Report](#), and [CTI Ports—Unknown or Rejected Report](#)
- CTI Route Points Report—sub-reports include [CTI Route Points—Registered with Primary Report](#), [CTI Route Points—Registered with Backup Report](#), [CTI Route Points—Unregistered Report](#), and [CTI Route Points—Unknown or Rejected Report](#)

Table 3-51 Reports Available from Within the Diagnostics View

| Report Name | Field | Description |
|--|------------------|---|
| MGCP Gateway—Registered with Primary Report Provides the details of all the MGCP ports/gateways that are registered with the UCM cluster. | | Name of the MGCP port as registered with the UCM. |
| | IP Address | Management IP address of the MGCP gateway of which the port is a part of. |
| | Unified CM | UCM name/IP to which the MGCP port is registered. |
| | Device Pool | Device pool name. |
| | Description | Description of the MGCP port as specified in the UCM. |
| | Registered since | Time since when this port is registered. |

Table 3-51 Reports Available from Within the Diagnostics View

| Report Name | Field | Description |
|--|------------------|---|
| MGCP Gateway— Provides the details of all the MGCP ports/gateways that are registered with the UCM cluster, but with the backup UCM node. | Name | Name of the MGCP port registered with the UCM. |
| | IP Address | Management IP address of the MGCP gateway of which the port is a part of. |
| | Registered UCM | UCM name/IP to which the MGCP port is registered. |
| | Primary | Name/IP to which the MGCP port should have been registered. |
| | Device Pool | Device pool name. |
| | Description | Description of the MGCP port as specified in the UCM. |
| | Registered since | Time since when this port is registered. |
| MGCP Gateway—Unregistered Report This report provides the details of all the MGCP ports/gateways that are in unregistered state. | Name | Name of the MGCP port as registered with the UCM. |
| | IP Address | Management IP Address of the MGCP gateway of which the port is a part of. |
| | Device Pool | Device pool name. |
| | Description | Description of the MGCP port as specified in the UCM. |
| | Status reason | Reason for unregistration. |
| MGCP Gateway—Unknown or Rejected Report Provides the details of all the MGCP ports/gateways that are in either a rejected or unknown state. | Name | Name of the MGCP port as registered with the UCM. |
| | IP Address | Management IP Address of the MGCP gateway of which the port is a part of. |
| | Device Pool | Device pool name. |
| | Description | Description of the MGCP port as specified in the UCM. |
| | Status | Status of the MGCP port. |
| | Status reason | Reason for the status that the MGCP port is currently in (if applicable) |
| Media Resources—Registered with Primary Report Provides the details of all the ports/gateways that are registered with the UCM cluster. | Name | Name of the port as registered with the UCM. |
| | IP Address | Management IP address of the gateway of which the port is a part of. |
| | Unified CM | UCM name/IP to which the port is registered. |
| | Device Pool | Device pool name. |
| | Media Type | Indicates the type of media resource. |
| | Registered since | Time since when this port is registered. |

Table 3-51 Reports Available from Within the Diagnostics View

| Report Name | Field | Description |
|--|------------------|---|
| Media Resources—Registered with Backup Report Provides the details of all the ports/gateways that are registered with the UCM cluster, but with the backup UCM node. | Name | Name of the port registered with the UCM. |
| | IP Address | Management IP address of the gateway of which the port is a part of. |
| | Registered UCM | UCM name/IP to which the port is registered. |
| | Primary | |
| | Device Pool | Device pool name. |
| | Media Type | Indicates the type of media resource. |
| | Registered since | Time since when this port is registered. |
| Media Resources—Unregistered Report This report provides the details of all the MGCP ports/gateways that are in unregistered state. | Name | Name of the port as registered with the UCM. |
| | IP Address | Management IP Address of the gateway of which the port is a part of. |
| | Device Pool | Device pool name. |
| | Media Type | Indicates the type of Media resource. |
| | Status reason | Reason for unregistration. |
| Media Resources—Unknown or Rejected Report Provides the details of all the ports/gateways that are in either a rejected or unknown state. | Name | Name of the port as registered with the UCM. |
| | IP Address | Management IP Address of the gateway of which the port is a part of. |
| | Device Pool | Device pool name. |
| | Media Type | Indicates the type of media resource. |
| | Status | Status of the port. |
| | Status reason | Reason for the status that the voice mail port is currently in (if applicable) |
| Voice Mail—Registered with Primary Report Provides the details of all the voice mail ports/gateways that are registered with the UCM cluster. | Name | Name of the voice mail port as registered with the UCM. |
| | IP Address | Management IP address of the voice mail gateway of which the port is a part of. |
| | Unified CM | UCM name/IP to which the voice mail port is registered. |
| | Device Pool | Device pool name. |
| | Description | Description of the voice mail port as specified in the UCM. |
| | Registered since | Time since when this port is registered. |
| | DN | . |

Table 3-51 Reports Available from Within the Diagnostics View

| Report Name | Field | Description |
|--|------------------|---|
| Voice Mail—Registered with Backup Report Provides the details of all the voice mail ports/gateways that are registered with the UCM cluster, but with the backup UCM node. | Name | Name of the voice mail port registered with the UCM. |
| | IP Address | Management IP address of the voice mail gateway of which the port is a part of. |
| | Registered UCM | UCM name/IP to which the voice mail port is registered. |
| | Primary | Name/IP to which the voice mail port should have been registered. |
| | Device Pool | Device pool name. |
| | Description | Description of the voice mail port as specified in the UCM. |
| | Registered since | Time since when this voice mail port was registered. |
| | DN | Directory number of these voice mail ports. |
| Voice Mail—Unregistered Report This report provides the details of all the voice mail ports/gateways that are in unregistered state. | Name | Name of the voice mail Port as registered with the UCM. |
| | IP Address | Management IP Address of the voice mail gateway of which the port is a part of. |
| | Device Pool | Device pool name. |
| | Description | Description of the voice mail port as specified in the UCM. |
| | Status reason | Reason for unregistration. |
| | DN | Directory number of these ports. |
| Voice Mail—Unknown or Rejected Report Provides the details of all the voice mail ports/gateways that are in either a rejected or unknown state. | Name | Name of the voice mail Port as registered with the UCM. |
| | IP Address | Management IP Address of the voice mail gateway of which the port is a part of. |
| | Device Pool | Device pool name. |
| | Description | Description of the voice mail port as specified in the UCM. |
| | Status | Status of the voice mail port. |
| | Status reason | Reason for the status that the voice mail port is currently in (if applicable) |
| | DN | Directory number of these ports. |

Table 3-51 Reports Available from Within the Diagnostics View

| Report Name | Field | Description |
|---|--------------------------------------|--|
| CTI Ports—Registered with Primary Report Provides the details of all the CTI ports that are registered with the UCM cluster. | Name | Name of the CTI port as registered with the UCM. |
| | IP Address | Management IP address of the CTI gateway of which the port is a part of. |
| | Unified CM | UCM name/IP to which the CTI port is registered. |
| | Device Pool | Device pool name. |
| | Description | Description of the CTI port as specified in the UCM. |
| | Registered since | Time since when this port is registered. |
| | DN | Directory number of these ports. |
| CTI Ports—Registered with Backup Report Provides the details of all the CTI ports that are registered with the UCM cluster, but with the backup UCM node. | Name | Name of the CTI port registered with the UCM. |
| | IP Address | Management IP address of the CTI gateway of which the port is a part of. |
| | Registered UCM | UCM name/IP to which the CTI port is registered. |
| | Primary | Name/IP to which the CTI port should have been registered. |
| | Device Pool | Device pool name. |
| | Description | Description of the CTI port as specified in the UCM. |
| | Registered since | Time since when this CTI port was registered. |
| DN | Directory number of these CTI ports. | |
| CTI Ports—Unregistered Report This report provides the details of all the CTI ports that are in unregistered state. | Name | Name of the CTI Port as registered with the UCM. |
| | IP Address | Management IP Address of the CTI gateway of which the port is a part of. |
| | Device Pool | Device pool name. |
| | Description | Description of the CTI port as specified in the UCM. |
| | Status reason | Reason for unregistration. |
| | DN | Directory number of these ports. |
| CTI Ports—Unknown or Rejected Report Provides the details of all the CTI ports that are in either a rejected or unknown state. | Name | Name of the CTI Port as registered with the UCM. |
| | IP Address | Management IP Address of the CTI gateway of which the port is a part of. |
| | Device Pool | Device pool name. |
| | Description | Description of the CTI port as specified in the UCM. |
| | Status | Status of the CTI port. |
| | Status reason | Reason for the status that the CTI port is currently in (if applicable) |
| | DN | Directory number of these ports. |

Table 3-51 Reports Available from Within the Diagnostics View

| Report Name | Field | Description |
|---|------------------|---|
| CTI Route Points—Registered with Primary Report Provides the details of all the CTI Route Points that are registered with the UCM cluster. | Name | Name of the CTI Route Points as registered with the UCM. |
| | IP Address | Management IP address of the CTI Route Points of which the route points is a part of. |
| | Unified CM | UCM name/IP to which the CTI Route Points is registered. |
| | Device Pool | Device pool name. |
| | Description | Description of the CTI Route Points as specified in the UCM. |
| | Registered since | Time since when this port is registered. |
| | DN | Directory number of these route points. |
| CTI Route Points—Registered with Backup Report Provides the details of all the CTI Route Points ports/gateways that are registered with the UCM cluster, but with the backup UCM node. | Name | Name of the CTI Route Points registered with the UCM. |
| | IP Address | Management IP address of the CTI Route Points of which the route point is a part of. |
| | Registered UCM | UCM name/IP to which the CTI Route Points is registered. |
| | Primary | Name/IP to which the CTI Route Points should have been registered. |
| | Device Pool | Device pool name. |
| | Description | Description of the CTI Route Points as specified in the UCM. |
| | Registered since | Time since when this CTI Route Points was registered. |
| | DN | Directory number of these route points. |
| CTI Route Points—Unregistered Report This report provides the details of all the CTI Route Points ports/gateways that are in unregistered state. | Name | Name of the CTI Route Points as registered with the UCM. |
| | IP Address | Management IP Address of the CTI Route Points of which the route point is a part of. |
| | Device Pool | Device pool name. |
| | Description | Description of the CTI Route Points as specified in the UCM. |
| | Status reason | Reason for unregistration. |
| | DN | Directory number of these route points. |

Table 3-51 Reports Available from Within the Diagnostics View

| Report Name | Field | Description |
|---|---------------|--|
| CTI Route Points—Unknown or Rejected Report Provides the details of all the CTI Route Points that are in either a rejected or unknown state. | Name | Name of the CTI Route Points Port as registered with the UCM. |
| | IP Address | Management IP Address of the CTI Route Points of which the route point is a part of. |
| | Device Pool | Device pool name. |
| | Description | Description of the CTI Route Points as specified in the UCM. |
| | Status | Status of the CTI Route Points. |
| | Status reason | Reason for the status that the CTI Route Points is currently in (if applicable) |
| | DN | Directory number of these route points. |

Multiple End-Customer View

The Customer View enables managed service providers and their customers to view their customer information at a glance. This information includes phone, device and event information by customer groups. The Customer View in the Diagnostics tab contains access to portlets including:

- [Customer Phones, page 3-50](#)
- [Customer Devices, page 3-51](#)
- [Customer Events, page 3-52](#)
- [Customer Service Quality Events, page 3-53](#)

The Customer View is not available on Enterprise installations.

To access the Customer view, select the Diagnostics tab.

Customer Phones

From the Phones portlet you can view all known customer groups and see status on their total devices. See [Table 3-52](#) for attribute descriptions.

Table 3-52 Phones Attributes







| Attribute/Icon | Description |
|---|---|
|  | Filters by any column attribute. Enter data by which to sort. Wildcards can be used. |
|  | Highest status severity level, if a triggered event is present. |
| Total | Number of phones configured to this customer group. Links to the Associated Phone Report. |

Table 3-52 Phones Attributes

| Attribute/Icon | Description |
|---|--|
|  | Numbers of endpoints that are registered with Primary Unified CM Node. |
|  | Numbers of endpoints that are registered with Backup Unified CM Node. |
|  | Numbers of endpoints that are unregistered. Clusters with PhoneUnregistration events appear first in the sorted order. |
|  | Numbers of endpoints that are unknown or rejected. |
| Customer | Customer name entered when device was added to the database. This field links to the Customer View. This is a Summary View of this customer. |

Customer Devices

From the Devices portlet you can view all known customer groups and see status on their total devices. See [Table 3-53](#) for attribute descriptions.

If devices are shared (listed under more than one customer), we recommend you create unique clusters; one cluster per customer. Media resources are not usually shared. SMEs may be shared.

Table 3-53 Devices Attributes



| Attribute/Icon | Description |
|---|--|
|  | Filters by any column attribute. Enter data by which to sort. Wildcards can be used. |
|  | Highest status severity level, if a triggered event is present. |
| Total | Number of devices configured in this customer group. This name is a hyperlink that takes you to the Devices Report. To add a new customer group or add devices to an existing group, see Adding Devices to the DCR, page 8-8 . |
| Monitored | Number of devices actively monitored by Cisco Prime UOM. This number is a hyperlink that takes you to a Devices Report containing only monitored devices. |







Table 3-53 *Devices Attributes*

| Attribute/Icon | Description |
|----------------|--|
| Partial | Number of devices partially monitored by Cisco Prime UOM. To move devices or voice applications to a monitored state, be sure the device credentials are available and correct. This number is a hyperlink that takes you to a partial Devices Report based on this device set. |
| Unreachable | Number of devices that are unreachable by Cisco Prime UOM. To move devices from unreachable status to monitored status, see Troubleshooting Import and Inventory Collection, page 8-26 . This number is a hyperlink that takes you to a partial Devices Report based on this device set. |
| Customer | Customer name. This name is a hyperlink that takes you to this group's customer view. |

Customer Events

From the Customer Events portlet you can view all known customer groups and see event status on devices associated with that group. See [Table 3-54](#) for attribute descriptions.



Table 3-54 *Events Attributes*

| Attribute/Icon | Description |
|---|--|
|  | Filters by any column attribute. Enter data by which to sort. Wildcards can be used. |
|  | Highest status severity level, if a triggered event is present. |
| Total | Number of all events associated with this customer group. Links to Fault Monitor. This number will not include acknowledged events. |
|  | Total number of critical events. |
|  | Total number of warning events. |
|  | Total number of information events. |
|  | Total number of acknowledged events. |
| Customer | Customer name entered when device was added to the database. This field links to the Customer View. This is a Summary View of this customer. |

Customer Service Quality Events

From the Service Quality Events portlet you can view all known customer groups and see the service quality event status on devices that are associated with that group. See [Table 3-55](#) for attribute descriptions.

Table 3-55 *Service Quality Events Attributes*

| Attribute/Icon | Description |
|---|---|
|  | Filters by any column attribute. Enter data by which to sort. Wildcards can be used. |
|  | Highest status severity level, if a triggered event is present. |
| SQ Events | Number of all service quality events that are associated with this customer group. |
| Impacted Phones | Total number of unregistered phones in this customer group links to Impacted Phones Report. |
| Customer | Customer name that links to the Customer View. This is a Summary View of this customer. |

