



CHAPTER 3

Getting Started with Service Monitor

This section contains the following topics:

- [Configuring Security, page 3-1](#)
- [Configuring Service Monitor, page 3-3](#)

Configuring Security

Service Monitor relies on security that you configure using Common Services. To get started, see these topics:

- [Configuring Users \(ACS and Local RBAC\), page 3-1](#)
- [Enabling SSL Between the Browser and the Server, page 3-2](#)

For more information, see Setting Up Security in the Common Services online help.

Configuring Users (ACS and Local RBAC)

What Unified Service Monitor users can see and do is determined by the user role. Service Monitor supports two Common Services modes for authenticating users:

- **Local RBAC**—You select a supported login module to provide authentication and authorization. By default, Common Services uses the Local login module to assign roles, along with privileges associated with those roles. For more information, refer to [Configuring Users Using the Common Services Local Login Module, page 3-2](#).
- **ACS**—In ACS mode, authentication and authorization is provided by Cisco Secure Access Control Server (ACS). Cisco Secure ACS specifies the privileges associated with roles, ensuring that users perform only certain tasks.

To use ACS mode, Cisco Secure ACS must be installed on your network and Unified Service Monitor must be registered with Cisco Secure ACS. For more information, see [Security Configuration with Cisco Secure ACS, page C-1](#).



Note When Operations Manager and Service Monitor coreside on the same machine, the AAA mode configuration in use is same for both the products.

Configuring Users Using the Common Services Local Login Module

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- Step 1** Select **Administration > Server Administration (Common Services) > Security > Local User Setup**. The Local User Setup page appears.
 - Step 2** Click **Add**. The User Information page appears.
 - Step 3** Enter the user information.
 - Step 4** Click **OK**.
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To understand how each user role relates to tasks in Unified Service Monitor, view the Permission Report.

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- Step 1** Select **Administration > Server Administration (Common Services) > Reports > Permission Report > Generate Report**. A new window opens.
 - Step 2** From the Go to list, select Cisco Prime Unified Service Monitor to view the task list for Service Monitor.
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Enabling SSL Between the Browser and the Server

When you start Service Monitor, the login page always opens in secure mode, providing secure access between the client browser and the Service Monitor server. In secure mode, Secure Socket Layer (SSL) is used to encrypt the transmission channel between the browser and the server. To use secure mode throughout Service Monitor, enable SSL in Common Services.



Note If you enable SSL on a system with Service Monitor and Operations Manager, SSL is enabled for both applications.

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- Step 1** Select **Administration > Server Administration (Common Services) > Security > Browser-Server Security Mode Setup**. The Browser-Server Security Mode Setup dialog box appears.
 - Step 2** Select the Enable radio button.
 - Step 3** Click **Apply**.
 - Step 4** Log out from Service Monitor, and close all browser sessions.
 - Step 5** Restart the daemon manager from the command line by entering these commands:

```
net stop crmdmgtd
net start crmdmgtd
```
 - Step 6** Restart the browser and use the secure URL to restart Service Monitor:

```
https://<servername>:<https port>
```

**Note**

If you enter `http://<servername>:1741` in your browser and SSL is enabled, you will be directed to the secure URL.

Configuring Service Monitor

The Service Monitor CDR Call Report relies on system-defined data and user-defined dial plans. To define dial plans—and call categories—see [Configuring Call Classification](#) in *User Guide for Cisco Prime Unified Service Monitor*.

**Note**

If you use Service Statistics Manager for long-term reporting on Service Monitor data:

- Be aware that Service Statistics Manager relies on Service Monitor to categorize call data.
- Ensure that you configure call classification in Service Monitor before you install or upgrade to Service Statistics Manager 9.0.

To configure Service Monitor, see the appendix [Configuration Checklists and Tips](#) in *User Guide for Cisco Prime Unified Service Monitor*.

