



Cisco Emergency Responder Serviceability web interface

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Control Center

The Control Center page appears when you choose **Tools > Control Center**.

Authorization Requirements

You must have serviceability authority to access this page.

Description

Use the Control Center page to view the services running on the server and then start, stop, and restart these services. This page displays a list of services currently running on the server. Radio buttons in front of each service name allows you to select each service to perform the desired action.

The following table describes the Control Center page.

Table 1: Control Center page

Field	Description
Start button	Starts the selected services.
Stop button	Stops the selected services.
Restart button	Restarts the selected services.
Refresh button	Refreshes the list of currently running services on the selected server.
Service Name	Names of the currently running services on the selected server. To select a service, click the radio button next to the service name.
Status	Current status of the selected service.

Related Topics[Manage Emergency Responder server](#)

Event Viewer

The Event Viewer page appears when you choose **Tools > Event Viewer**.

Authorization Requirements

You must have serviceability authority to access this page.

Description

Use the Event Viewer page to view Emergency Responder events for the previous six months.

The following table describes the Event Viewer page.

Table 2: Event Viewer page

Field	Description
Type pulldown menu	<p>Note This pull-down menu contains two options: Type and Module. When you choose either Type or Module, the pull-down menu to the right changes to display the available Type or Module options.</p> <p>Allows you to select which type of event you want to view. The available types are:</p> <ul style="list-style-type: none"> • ALL • INFO • WARN • ERROR <p>These options are displayed in the pull-down menu to the right of the Type pull-down menu.</p>
Module pulldown menu	<p>Note This pull-down menu contains two options: Type and Module. When you choose either Type or Module, the pull-down menu to the right changes to display the available Type or Module options.</p> <p>Allows you to select the Emergency Responder module for which you want to view events. When you select Module from the pull-down menu, the menu to the right changes to show the available modules. The available options are:</p> <ul style="list-style-type: none"> • All • CER_DATABASE • CER_SYSADMIN • CER_REMOTEUPDATE • CER_TELEPHONY • CER_PHONETRACKINGENGINE • CER_AGGREGATOR • CER_ONSITEALERT • CER_GROUP • CER_CALLENGINE • CER_CLUSTER
Items Per Page menu	Allows you to select the number of events displayed per page. Options are 10, 20, 30, 40, or 50 events.
	<p>Displays search results.</p> <p>Note This area of the page is not visible until you perform a search operation.</p>

Field	Description
Type column	<p>Displays the type of event. The Type column displays one of the following:</p> <ul style="list-style-type: none"> • INFO • WARN • ERROR <p>Use the Up and Down arrows to perform an ascending or descending sort of the results.</p>
Time column	<p>Displays the time of the event. Use the Up and Down arrows to perform an ascending or descending sort of the results.</p>
Module column	<p>Displays the Emergency Responder module to which the event applies. The modules are:</p> <ul style="list-style-type: none"> • CER_DATABASE • CER_SYSADMIN • CER_REMOTEUPDATE • CER_TELEPHONY • CER_PHONETRACKINGENGINE • CER_AGGREGATOR • CER_ONSITEALERT • CER_GROUP • CER_CALLENGINE • CER_CLUSTER <p>Use the Up and Down arrows to perform an ascending or descending sort of the results.</p>
Message column	<p>Displays the message associated with each event. Use the Up and Down arrows at the right of the text box to scroll through the message.</p>

Related Topics

[Use Event Viewer](#)

SNMP Community String Configuration

The SNMP Community String Configuration page appears when you choose **SNMP > V1/V2c Configuration > Community String**.

Authorization Requirements

You must have serviceability authority to access this page.

Description

Use the SNMP Community String Configuration page to view, add, update, and delete community strings. Community strings control access to the Emergency Responder by clients using SNMP V1 and V2c.

The following table describes the SNMP Community String Configuration page.

Table 3: SNMP Community String Configuration page

Field	Description
Community String Name column	Lists all community strings defined for the selected server. Click the name of the community string to update the information for that community string.
Add New button or icon	Add a new community string for the selected server. When you click this button, Emergency Responder opens a second SNMP Community String Configuration page. Note Clicking the Add New button brings up the same screen displayed when you click the Add New icon.
Delete Selected button or icon	Deletes the selected community strings. To delete a community string, you must first select it from the list of community strings. Click the box to the left of the community string name to select it. To delete all community strings from the selected server, click the box to the left of the Community String Name column heading. Note Clicking the Delete Selected button initiates the same action as does clicking the Delete icon at the top of the page.

Use the second SNMP Community String Configuration page to add new SNMP community strings and to update existing SNMP community strings.

The following table describes the second SNMP Community String Configuration page.

Table 4: SNMP Community String Configuration page—2

Field	Description
Community String Name	If you are adding a new community string, type the name of the new community string into this text box. If you are updating information for an existing community string, the name of community string being updated is displayed.
Host IP Address Information	
Accept SNMP Packets from any host	Click this radio button to allow any host to access the Emergency Responder using SNMP.

Field	Description
Accept SNMP Packets only from these hosts	Click this radio button to specify which hosts can access the Emergency Responder using SNMP. To add hosts that you want to have SNMP access, enter the IP addresses of the new hosts and click Insert ; to remove hosts that you no longer want to have SNMP access, enter the IP addresses of the hosts and click Remove .
Access Privileges pulldown menu	When adding a new community string, allows you to specify the access privilege for the new community string. When updating a community string, displays the current access privilege level. The available access privilege levels are as follows: <ul style="list-style-type: none"> • ReadOnly • ReadWrite • ReadWriteNotify • NotifyOnly • None
Insert button or icon	Inserts a new community string for the selected server. You must fill in the other fields on this page before you can insert the new community string.
Clear button or icon	Clears the community string information displayed on the current page.

Related Topics

[Set up SNMP community string](#)

SNMP User Configuration

The SNMP User Configuration page appears when you choose **SNMP > V3 Configuration > User**.

Authorization Requirements

You must have serviceability authority to access this page.

Description

Use the SNMP User Configuration page to configure new SNMP V3 users.

The following table describes the SNMP User Configuration page.

Table 5: SNMP User Configuration page

Field	Description
Server pulldown menu	<p>Name of the server for which you want to view, add, update, or delete users. After you select a server, Emergency Responder displays the currently configured information in the following format:</p> <ul style="list-style-type: none"> • User Name • Authentication Required • Authentication Protocol • Privacy Required • Privacy Protocol • Access Privileges <p>Click user name to display the Add and Update SNMP User Configuration page, from which you can update the information for that user.</p>
Add New User button or icon	Add a new user for the selected server. When you click this icon, Emergency Responder opens the Add/Update SNMP User Configuration page.
Delete Selected button or icon	Deletes the users. To delete a user, you must first select it from the list of users. Click in the box to the left of the user name to select it. To delete all users from the selected server, click the box to the left of the User Name column heading.

Use the second SNMP User Configuration page to configure new SNMP V3 users.

The following table describes the Add/Update SNMP User Configuration page.

Table 6: SNMP User Configuration page—2

Field	Description
User Name field	<p>Enter the name of the new SNMP V3 user.</p> <p>Note If you reached this page by clicking an existing user name on the SNMP User Configuration page, the fields on this page display the currently configured information.</p>
Authentication Information	<p>Use this section to configure the following information:</p> <ul style="list-style-type: none"> • If authentication is required for this user, check the check box that is labeled Authentication Required. • Enter the authentication password for the new user in the Password and Reenter Password text boxes. • To select the authentication protocol for the new user, click the radio button for either MD5 or SHA.

Field	Description
Privacy Information	<p>Use this section to configure the following information:</p> <ul style="list-style-type: none"> • If privacy is required for this user, check the check box that is labelled Privacy Required. • Enter the privacy password for the new user in the Password and Reenter Password text boxes. • To select the privacy protocol for the new user, click on radio button labelled DES.
Host IP Addresses Information	<p>Use the radio buttons in this section of the page to do the following:</p> <ul style="list-style-type: none"> • Specify which hosts can access the Emergency Responder using SNMP. You can insert IP addresses for new hosts that you want to have SNMP access to the Emergency Responder, or you can remove IP addresses of hosts that you no longer want to have SNMP access to Emergency Responder. • Allow any host to access Emergency Responder using SNMP.
Access Privileges pulldown menu	<p>When adding a new user, this pull-down menu allows you to specify the access privilege for the new user. When updating a user's information, this field displays the current access privilege level. The available access privilege levels are as follows:</p> <ul style="list-style-type: none"> • ReadOnly • ReadWrite • ReadWriteNotify • NotifyOnly • None
Insert button or icon	Insert the new user information for the selected server.
Clear button or icon	Clears the user information displayed on the current page.

Related Topics

[Set up SNMP users](#)

SNMP V3 Notification Destination Configuration

The SNMP Notification Destination Configuration page appears when you choose **SNMP > V3 Configuration > Notification Destination**.

Authorization Requirements

You must have serviceability authority to access this page.

Description

Use the SNMP V3 Notification Destination Configuration page to identify the destination to which the Emergency Responder SNMP agent sends trap messages. The SNMP V3 Notification Destination information provides enhanced security because each notification string is associated with a specific user.

The following table describes the SNMP V3 Notification Destination Configuration page.

Table 7: SNMP V3 Notification Destination Configuration page

Field	Description
Server pulldown menu	<p>Name of the server for which you want to view, add, update, or delete SNMP notification destination information. After you select a server, Emergency Responder displays the currently configured information in the following format:</p> <ul style="list-style-type: none"> • Destination IP Address • Port Number • Security Model • Security Name • Security Level • Notification Type <p>Click a Destination IP Address to update the information for the device at that address. When you click an IP address in this list, Emergency Responder opens the Add/Update Notification Destination page.</p>
Destination IP Address column	Lists the IP addresses of all notification destinations defined for the selected server. When you click on an IP address in this list, Emergency Responder opens the Add/Update Notification Destination page.
Add New button or icon	Add a new notification destination for the selected server. When you click this icon, Emergency Responder opens the Add/Update Notification Destination page.
Delete Selected button or icon	Deletes the selected notification destinations. To delete a notification destination, you must first select it from the list of notification destinations. Click in the box to the left of the notification destination to select it. To delete all notification destinations from the selected server, click the box to the left of the Destination IP Address column heading.

Use the second SNMP V3 Notification Destination page to add new notification destinations and to update existing notification destinations.

The following table describes the second SNMP V3 Notification Destination Configuration page.

Table 8: SNMP V3 Notification Destination Configuration page—2

Field	Description
Host IP Addresses pulldown menu	Select Add New from this pull-down menu to add a new notification destination. Note If you reached this page by clicking an existing Destination IP Address on the SNMP V3 Notification Destination Configuration page, the Host IP Address and Port Number fields display the currently configured information.
Host IP Address field	IP address of the new notification-destination host.
Port Number field	Port number on the new notification-destination host that receives the notifications from the Emergency Responder SNMP agent.
Notification Type pulldown menu	Select the SNMP message type for the new notification-destination host. The option is: <ul style="list-style-type: none">• Inform
Remote SNMP Engine ID	Select Add New from this pulldown menu to add a new remote SNMP engine ID. When you select Add New, a new Remote SNMP Engine ID field displays. Enter the new Remote SNMP Engine ID in this field. Note Displays only if you selected Inform as the notification type from the Notification Type pull-down menu. Note If you reached this page by clicking an existing Destination IP Address on the SNMP V3 Notification Destination Configuration page, the Remote SNMP Engine ID field displays the currently configured information.
Security Level pulldown menu	Allows you to select the security level for the new V3 notification destination. The available options are: <ul style="list-style-type: none">• noAuthNoPriv• AuthNoPriv• authPriv
User Information	Displays information about the users currently configured and allows you to associate a user with the new V3 notification destination. This section of the page includes the following: <ul style="list-style-type: none">• User Name• Authentication Protocol• Privacy Protocol Click the radio button to the left of the User Name column to select a user to be associated with the new V3 notification destination.
Insert button or icon	Inserts the new notification destination for the selected server.

Field	Description
Clear button or icon	Clears the notification destination information displayed on the current page.

Related Topics

[Set up SNMP V3 Notification Destination String](#)

MIB2 System Group Configuration

The MIB2 SystemGroup Configuration page appears when you choose **SNMP > System Group Configuration > MIB2 System Group Configuration**.

Authorization Requirements

You must have serviceability authority to access this page.

Description

Use the MIB2 System Group Configuration page to specify the name and physical location of the contact person for MIB2 managed mode.

The following table describes the MIB2 System Group Configuration page.

Table 9: MIB2 System Group Configuration page

Field	Description
Server pulldown menu	Name of the server for which you want to update the MIB2 contact information. After you select a server, Emergency Responder displays fields in which you enter the name and physical location of the contact.
System Contact	The name of the MIB2 contact.
System Location	The physical location of the managed node.
Update button or icon	Saves the updated MIB2 contact information.
Clear button or icon	Clears the MIB2 contact information displayed on the current page.

Related Topics

[Set up MIB2](#)

CPU and Memory Usage

The CPU and Memory Usage page appears when you choose **System Monitor > CPU & Memory Usage**.

Authorization Requirements

You must have serviceability authority to access this page.

Description

Use the CPU and Memory Usage page to view the CPU and memory usage for the Emergency Responder system.

The following table describes the CPU and Memory Usage page.

Table 10: CPU and Memory Usage page

Field	Description
Disable Auto-Refresh	Check this check box to disable auto-refresh of the information displayed on this page.
Set the screen reset value	Specify in seconds how often this page should be refreshed.
Set CPU Logging Interval	Specify in seconds how often CPU usage is logged. The interval must be between 5 and 600 seconds.
Processors	This section displays the percentage of CPU time being used by various system components.
Download CPU Log File	Click this link to download the currently displayed CPU and memory usage information to a file. When you click on this link, a new page opens that lists all the saved CPU log files. For more information about this screen, see Table 11: CPU Log Files page, on page 14 .
Processor	Name of the processor.
%User	Percentage of processor time being used by the User mode.
%System	Percentage of processor time being used by the System mode.
%Nice	Percentage of processor time being used by nice tasks. Note Nice is a value associated with a process that determines when the process is executed. Nice tasks are only those tasks whose nice value is positive.
%Idle	Percentage of time in which the processor is idle.
%Irq	Percentage of processor time being used by interrupt requests (IRQ).

Field	Description
%Softirq	Percentage of processor time being used by soft IRQs. Note A soft IRQ is an interrupt request that can be deferred.
%I/O Wait	Percentage of time that the processor is executing read or write operations.
%CPU	The processor's share of the elapsed CPU time (excluding idle time) since last update, expressed as a percentage of CPU time.
Start Log button	Starts a log file of the current CPU usage. Note You can create a maximum of 25 CPU log files.
Memory	This section displays the percentage of memory allocated for different uses.
Download Memory Log File	Click this link to download to a file the currently displayed CPU and memory usage information. When you click this link, a new page opens that lists all the saved CPU log files. For more information about this screen, see Table 12: Memory Log Files page, on page 14 .
Total (KB)	The amount of memory available, in kilobytes.
Used (KB)	Amount of memory currently being used, in kilobytes.
Free (KB)	Amount of memory that is available for use, in kilobytes.
Shared (KB)	Amount of memory used by shared processes, in kilobytes.
Buffers (KB)	Amount of memory used by buffers, in kilobytes.
Cached (KB)	Amount of memory used for caching, in kilobytes.
Total Swap (KB)	Amount of total swap space, in kilobytes
Used Swap (KB)	Amount of swap space currently being used, in kilobytes.
Free Swap (KB)	Amount of available swap space, in kilobytes
%VM Used	Amount of virtual memory being used.
Start Log button	Starts a log file of the current memory usage.

Use the CPU Log Files page to view and download the CPU log files.

The following table describes the CPU Log Files page.

Table 11: CPU Log Files page

Field	Description
Download button	Download the selected log files. You must first select the file to be downloaded. To do so, click the box to the left of the File Name. If you click the box to the left of the File Name column heading, all files are selected for download.
CPU Log Files	This section displays the details of the saved CPU log files.
File Name	Name of the saved CPU log file. If you click on the file name, a new screen opens and displays the contents of the log file.
Last Modified	Date and time of the last modification to the CPU log file.
File Size (KB)	Size of the CPU log file, in kilobytes.

Use the Memory Log Files page to view and download the memory log files.

The following table describes the Memory Log Files page.

Table 12: Memory Log Files page

Field	Description
Download button	Download the selected log files. You must first select the file to be downloaded. To do so, click the box to the left of the File Name. If you click the box to the left of the File Name column heading, all files are selected for download.
Memory Log Files	This section displays the details of the saved Memory log files.
File Name	Name of the saved Memory log file. If you click on the file name, a new screen opens and displays the contents of the log file.
Last Modified	Date and time of the last modification to the Memory log file.
File Size (KB)	Size of the Memory log file, in kilobytes.

Related Topics

[Use CPU and Memory Usage tool](#)

Processes

The Processes page appears when you choose **System Monitor > Processes**.

Authorization Requirements

You must have serviceability authority to access this page.

Description

Use the Processes page to view and download information about currently running processes.



Note

Use the Up and Down arrows next to each column heading on the Processes page to sort the information by each category.

The following table describes the Processes page.

Table 13: Processes page

Field	Description
Disable Auto-Refresh	Check this check box to disable auto-refresh of the information displayed on this page.
Refresh Rate	To specify in seconds how often this page should be refreshed, enter a number in the text box, then click the Set button to the right of the text box.
Download Log File	Click this link to download log files you have created. You cannot download log files until you have first created them.
Select	Check boxes that allow you to select files to be viewed or downloaded.
Process	Name of the process.
PID	ID number of the process.
%CPU	Percentage of processor time being used by the process.
Status	Task's process status: Running (R), Sleeping (S), Uninterruptible disk sleep (D), Zombie (Z), 4 Traced (T), Paging (P)
Nice (Level)	Represents scheduling priority for the process. A nice value of 20 is the highest priority and 19 is the lowest priority. The default nice value for most processes is 0.
Vm RSS (KB)	Resident set currently in physical memory in kilobytes, including Code, Data and Stack.
Vm Size (KB)	Size of virtual memory, in kilobytes.
Vm Data (KB)	Amount of data currently stored in virtual memory, in kilobytes.
Thread Count	Number of program threads currently running.
Data Stack (KB)	Size of the data stack, in kilobytes.

Field	Description
Page Fault Count	Number of major page faults the task has made requiring loading of memory.

Use the View Selected Processes page to view the selected processes and download the processes log files. The following table describes the View Selected Processes page.

Table 14: View Selected Processes page

Field	Description
Disable Auto-Refresh	Check this check box to disable auto-refresh of the information displayed on this page.
Refresh Rate	To specify in seconds how often this page should be refreshed, enter a number in the text box, then click the Set button to the right of the text box.
View All Processes button	Returns you to the previous Processes screen, which displays all running processes.
Start Log button	Creates a log of the selected processes displayed on this page.
Download Log File link	Download the selected processes log file.
Processes	This section displays the details of the selected processes. The details are the same as those listed in Table 13: Processes page, on page 15 .

Related Topics

[Use Processes tool](#)

Disk Usage

The Disk Usage page appears when you choose **System Monitor > Disk Usage**.

Authorization Requirements

You must have serviceability authority to access this page.

Description

Use the Disk Usage page to list the percentage of disk space used by the different partitions in the system.



Note

Use the Up and Down arrows next to each column heading on the Disk Usage page to sort the information by each category.

The following table describes the Disk Usage page.

Table 15: Disk Usage page

Field	Description
Disk Usage Details	
Partition	Name of the partition.
Size	Size of the partition.
Percentage Used	How much disk space is the partition using, as a percentage of total allocated disk space.
Available Space	How much disk space is currently available on the partition.
Used Space	How much disk space is the partition using.

Related Topics

[Use Disk Usage tool](#)

System Logs Menu

The System Logs menu contains the following submenus, under which all system logs are grouped:

- **System Logs > Emergency Responder Logs**
- **System Logs > Platform Logs**
- **System Logs > DB Logs**
- **System Logs > CLI Output Files**

Authorization Requirements

You must have serviceability authority to access the System Logs pages.

**Note**

Use the Up and Down arrows next to each column heading to sort the information by each category.

The following table describes the System Logs pages.

Table 16: General Description of System Logs pages

Field	Description
Download button	Download the selected log files. You must first select the file to be downloaded. To do so, click the box to the left of the File Name. If you click the box to the left of the File Name column heading, all files are selected for download. Note If you select multiple log files, the system creates a Zip file that contains the log files to be downloaded.
File Name	Name of the log file. If you click the file name, the contents of the log file display on a new screen. Note After viewing the contents, click the Back button in your browser to return to the log file page.
Reload Log File button	Reloads the log file currently being viewed, so that any updates can be seen. Note This button is only available when you have clicked a file name and are viewing the contents of particular log file.
Last Modified	Date the log file was last modified.
File Size (KB)	Size of the log file, in kilobytes.

Table 17: Descriptions of Individual System Log File pages

Menu/Log File Page	Description
CER Logs > CER Admin	View or download Emergency Responder Admin logs.
CER Logs > CER Server	View or download Emergency Responder Server logs.
CER Logs > CER Phone Tracking	View or download Emergency Responder Phone Tracking logs.
CER Logs > JTAPI	View or download JTAPI logs.
CER Logs > Tomcat	View or download Tomcat logs.
CER Logs > Event Viewer	View or download Emergency Responder Event logs.
CER Logs > Audio Driver	View or download Emergency Responder Audio Driver logs.
Platform Logs > CLI	View or download CLI operations logs.
Platform Logs > CLM	View or download CLM (Cluster Manager) logs.
Platform Logs > Certificate Management/IPSec	View or download Certificate Management and IPSec logs.
Platform Logs > DRS	View or download DRS (Disaster Recovery System) logs.

Menu/Log File Page	Description
Platform Logs > Install/Upgrade	View or download Installation and Upgrade logs.
Platform Logs > Remote Support	View or download Remote Account creation and operations logs.
Platform Logs > Syslog	View or download Syslog logs.
Platform Logs > Servm	View or download Servm (Services Manager) logs.
DB Logs > Cerdbmon	View or download Cerdbmon logs.
DB Logs > Install DB	View or download InstallDB Utility logs.
CLI OutputFiles >Platform	View or download Platform log files.
CLI OutputFiles >DB	View or download DB log files.

Related Topics

[Use Emergency Responder logs](#)

