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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.

Field	Description
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
Find Events in the month	Select a specific month to view events from the month.
Type drop-down menu	**Note** This drop-down menu contains two options: Type and Module. When you choose either Type Module, the drop-down menu to the right changes to display the available Type or Module op Allows you to select which type of event you want to view. The available types are: • ALL • INFO • WARN • ERROR These options are displayed in the drop-down menu to the right of the Type drop-down menu

Field	Description
Module down menu	**Note** This drop-down menu contains two options: Type and Module. When you choose either T Module, the drop-down menu to the right changes to display the available Type or Modul Allows you to select the Emergency Responder module for which you want to view event select Module from the drop-down menu, the menu to the right changes to show the availa The available options are: • All • CER_DATABASE • CER_SYSADMIN • CER_REMOTEUPDATE • CER_TELEPHONY • CER_PHONETRACKINGENGINE • CER_AGGREGATOR • CER_ONSITEALERT • CER_GROUP • CER_CALLENGINE • CER_CLUSTER • CER_PROVIDER
Items Per Page menu	Allows you to select the number of events displayed per page. Options are 10, 20, 30, 40,
	Displays search results. **Note** This area of the page is not visible until you perform a search operation.
Type column	Displays the type of event. The Type column displays one of the following: • INFO • WARN • ERROR Use the Up and Down arrows to perform an ascending or descending sort of the results.
Time column	Displays the time of the event. Use the Up and Down arrows to perform an ascending or sort of the results.

Field	Description
Module column	Displays the Emergency Responder module to which the event applies. The modules are: • CER_DATABASE • CER_SYSADMIN • CER_REMOTEUPDATE • CER_TELEPHONY • CER_PHONETRACKINGENGINE • CER_AGGREGATOR • CER_ONSITEALERT • CER_GROUP • CER_CALLENGINE • CER_CLUSTER • CER_PROVIDER Use the Up and Down arrows to perform an ascending or descending sort of the results.
Message column	Displays the message associated with each event. Use the Up and Down arrows at the right o box to scroll through the message.

Related Topics

Use Event Viewer

Audit Log Configuration

The Audit Log configuration page appears when you choose **Tools** > **Audit Log Configuration**.

Authorization Requirements

Only a user with an audit role can change the audit log settings. The administrator can assign users to have auditing privileges in the **User Group Configuration** window. The Cisco Emergency Responder Audit Administrator assigns privileges to delete audit logs and also to read and update audit configuration in the Cisco Emergency Responder Serviceability interface.

Description

Use the Audit Log Configuration page to configure audit related settings. This page allows you to set parameters for Audit level, Remote Syslog, and Local Audit Log configuration.

The following table describes the Audit Log ER settings.

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Table 3: Audit Log Page

Field	Description
Audit Level Settings	
Audit Event Level **Warning** is the default value.	Choose the required severity level for the audit event from the drop-down list. If you, choose **Debug** all the syslog messages including **Info**, **Error**, and **Warning** are sent to the remote syslog server and stored locally in audit log file if the local audit logging is enabled.
Remote SysLog Settings	
Remote Syslog Server	Enter the hostname or IP address of the remote syslog server to accept syslog messages. This syslog server handles the auditing of the all user-related operations (for example, login, logout, edit settings, and accessing the information). If server name is not specified, Cisco Emergency Responder does not send the syslog messages. 601 is the default port to which the messages are sent and used to communicate to the remote syslog server. **Note** Do not specify a Cisco Emergency Responder node as the destination because the Cisco Emergency Responder node does not accept syslog messages from another server.
Local Audit Log Settings	
Enable Local Audit Log	Check the check box to create an audit log for the application audit log. The application audit log supports configuration updates for Cisco Emergency Responder Administration and Cisco Emergency Responder Serviceability. The option is set to Disabled by default. **Note** The Audit Log Agent Service must be active.
Enable Local Log Rotation	This setting is enabled by default. The system reads this option to rotate the audit log files or to continue to create new files. It begins to overwrite the oldest audit log files after it reaches the maximum number of files. The maximum number of files cannot exceed 500.

Field	Description
Maximum No. of Files	Enter the maximum number of files that you want to include in the log. The default setting is 250 and the maximum number cannot exceed 500.
Maximum File Size (MB)	Enter the maximum file size for the audit log. The file size value must remain between 1 and 5 MB.
Warning Threshold for Approaching Log Rotation Overwrite (%)	Set the threshold at which the system sends you an alert, when the audit logs are approaching the level where they are overwritten. **Note** The total disk space allocated to audit logs is the Maximum No. of Files multiplied by the Maximum File Size. If the size of audit logs on the disk exceeds this percentage of total disk space allocated, the system raises an alert in Event Viewer. The default value is 80% for the warning threshold.
Set to Default	Click the button to set default values for all the parameters.

Note Cisco Emergency Responder always uses the TCP port to connect and send data to the remote syslog server irrespective of the mode (Enhanced Security Mode or Normal). When Cisco Emergency Responder fails to send data to the remote syslog server due to connectivity issues or any other exception, the administrator is notified through email about the failure condition and a notification is sent to the event syslog server that is configured under **System** > **Cisco ER Group Settings**. The data sent to event syslog server uses the UDP port in the normal mode and the TCP port in the Enhanced Security Mode. The **utils remotesyslog** CLI command is not supported in Cisco Emergency Responder.

Related Topics

Audit Log Configuration, on page 4

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 4: 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 commun 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, Emergenc opens a second SNMP Community String Configuration page. **Note** Clicking the **Add New** button brings up the same screen displayed when you click the **Ad**
Delete Selected button or icon	Deletes the selected community strings. To delete a community string, you must first sele list of community strings. Click the box to the left of the community string name to select all community strings from the selected server, click the box to the left of the **Community S** column heading. **Note** Clicking the **Delete Selected** button initiates the same action as does clicking the **Delete** i 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 5: 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 If you are updating information for an existing community string, the name of community 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 SNMI
Accept SNMP Packets only from these hosts	Click this radio button to specify which hosts can access the Emergency Responder using add hosts that you want to have SNMP access, enter the IP addresses of the new hosts and to remove hosts that you no longer want to have SNMP access, enter the IP addresses of t click **Remove**.

Field	Description
Access Privileges pulldown menu	When adding a new community string, allows you to specify the access privilege for the new c string. When updating a community string, displays the current access privilege level. The av access privilege levels are as follows: • 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 thi 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 6: SNMP User Configuration Page

Field	Description
Server pulldown menu	Name of the server for which you want to view, add, update, or delete users. After you select Emergency Responder displays the currently configured information in the following format: • User Name • Authentication Required • Authentication Protocol • Privacy Required • Privacy Protocol • Access Privileges Click user name to display the Add and Update SNMP User Configuration page, from which update the information for that user.

Field	Description
Add New User button or icon	Add a new user for the selected server. When you click this icon, Emergency Responder d 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 th left of the user name to select it. To delete all users from the selected server, click the box 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 7: SNMP User Configuration Page—2

Field	Description
User Name field	Enter the name of the new SNMP V3 user. **Note** If you reached this page by clicking an existing user name on the SNMP User Configurat fields on this page display the currently configured information.
Authentication Information	Use this section to configure the following information: • If authentication is required for this user, check the check box that is labeled Authentica • Enter the authentication password for the new user in the Password and Reenter Pass boxes. • To select the authentication protocol for the new user, click the radio button for either
Privacy Information	Use this section to configure the following information: • If privacy is required for this user, check the check box that is labelled Privacy Requ • Enter the privacy password for the new user in the Password and Reenter Password • To select the privacy protocol for the new user, click on radio button labelled **DES**.
Host IP Addresses Information	Use the radio buttons in this section of the page to do the following: • Specify which hosts can access the Emergency Responder using SNMP. You can inser for new hosts that you want to have SNMP access to the Emergency Responder, or yo IP addresses of hosts that you no longer want to have SNMP access to Emergency R • Allow any host to access Emergency Responder using SNMP.
Access Privileges pulldown menu	When adding a new user, this pull-down menu allows you to specify the access privilege user. When updating a user's information, this field displays the current access privilege l available access privilege levels are as follows: • ReadOnly • ReadWrite • ReadWriteNotify • NotifyOnly • None
Insert button or icon	Insert the new user information for the selected server.

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

Related Topics

Set Up SNMP Users

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 8: MIB2 System Group Configuration Page

Field	Description
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.

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The following table describes the CPU and Memory Usage page.

Table 9: 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 6
Processors	This section displays the percentage of CPU time being used by various system compone
Download CPU Log File	Click this link to download the currently displayed CPU and memory usage information to you click on this link, a new page opens that lists all the saved CPU log files. For more in about this screen, see Table 10: CPU Log Files Page , on page 12.
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. N 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).
%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, exp 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 inform you click this link, a new page opens that lists all the saved CPU log files. For more infor this screen, see Table 11: Memory Log Files Page , on page 12.

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Field	Description
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 10: 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, cli to the left of the File Name. If you click the box to the left of the File Name column heading, 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 displa 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 11: 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, cli to the left of the File Name. If you click the box to the left of the **File Name** column heading, are selected for download.

Field	Description
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 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 12: 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 bo 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 unt 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.

Field	Description
Status	Task's process status: Running (R), Sleeping (S), Uninterruptible disk sleep (D), Zombie (Z), (T), Paging (P)
Nice (Level)	Represents scheduling priority for the process. A nice value of 20 is the highest priority and 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.
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 13: 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 12: Processes Page , on page 13.

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 14: 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** > **CER Logs**
- **System Logs** > **Platform Logs**
- **System Logs** > **DB Logs**
- **System Logs** > **CLI Output Files**
- **System Logs** > **SLM Logs**

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.

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Table 15: 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. **Note** Log files of size 0 KB or greater than 15 MB will not have hyperlinks for viewing the content. Also, files with .gz and .gzo extensions do not include hyperlinks. You must download the log file to view the complete list of contents. To access the content, select the required file from **Cisco ER Serviceability > System Logs** and click **Download Log**.
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 a particular log file.
Last Modified	Date the log file was last modified.
File Size (KB)	Size of the log file, in kilobytes.

Table 16: 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 > CER Audit	View or download Emergency Responder audit 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.

Menu/Log File Page	Description
CER Logs > Detailed Logs	View or download Emergency Responder detailed 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.
Platform Logs > Install/Upgrade	View or download Installation and Upgrade logs.
Platform Logs > Remote Support	View or download Remote Account creation and operations lo
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.
SLM Logs > **SLM**	View or download SLM log files.
SLM Logs > **GCH**	View or download GCH log files.
SLM Logs > **TP**	View or download TP log files.

Related Topics

Use Emergency Responder Logs

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