



Using the Voice Network Map Tool

This chapter provides information on using the Voice Network Map Tool in Cisco Unity Connection Serviceability.

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Understanding the Voice Network Map Tool

The Voice Network Map tool provides a consolidated visual representation of the health of the locations in a Unity Connection site. (The tool also identifies any location in the site that acts as an intersite gateway, but does not display health information about other sites.)

With the tool, you can quickly locate replication problems in a site, and get information about the status of replication between any two locations in the site.

The tool includes a site display, a data display, and a key that explains the meaning of the icons that you may see in the site display.

The site display includes an icon for each location in the Unity Connection site. The icon itself gives you an indicator of the health of the location (or, in some cases, indicates that the tool is unable to gather data from the location).

The data display shows information about the pair of locations that you select in the site display. This information includes whether one location is currently pulling or pushing directory information with the other, and information about the USN, or sequence numbers, of replication messages sent to and from a location. (When two locations are fully synchronized, the Last USN Sent and Last USN Acknowledged values for the location that is sending replication updates equal the Last USN Received value for the location that is receiving updates. During replication, it is normal for the Last USN Acknowledged value to lag behind the Last USN Sent value.) You can also find the push/pull state and USN information in Cisco Unity Connection Administration, but the Voice Network Map tool simplifies access to the information by providing it all in one visual display.

Use the key for more information about the icons in the site display. Move the pointer over an icon in the key to see the information about it. You can view additional icons by selecting the (More) link.



Tip Right-click a location icon for options to access Cisco Unity Connection Serviceability or Cisco Unity Connection Administration for that location. If the location is a gateway to an intersite link, you can also view a map of the servers in the remote site.

Configuring Remote Access to Other Unity Connection Locations in a Unity Connection Site

In order for the Voice Network Map tool to collect the data that it needs from other locations in the Unity Connection site, the location on which you use the tool must have sign-in information for other locations in the site. The sign-in information is not replicated between locations in the site, so if you intend to use the Voice Network Map tool on multiple locations in the site, do the procedure in this section on each location on which you use the tool.



Note The sign-in information is also used when editing objects across the network in Bulk Edit mode in Unity Connection Administration. Changes you make to the sign-in information also affect access to Bulk Edit mode.

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- Step 1** In Cisco Unity Connection Administration, expand **Networking**, then select **Unity Connection Location Passwords**.
 - Step 2** On the Search Enterprise Administration Passwords page, select a Unity Connection location from the list.
 - Step 3** In the Alias field, enter the username for the account you use to sign in to the remote server. The account must have the System Administrator role.
 - Step 4** In the Password field, enter the password for the account you use to sign in to the remote server.
 - Step 5** Select **Add New**.
 - Step 6** Select **Save**.

Tip You may want to configure remote access only on an as-needed basis. When remote access is no longer needed, you can delete the sign-in information by checking the check box next to the applicable account on the Search Enterprise Administration Password page, and selecting Delete Selected.

- Step 7** Repeat [Step 2](#) through [Step 6](#) as necessary to configure remote access to additional locations in the Unity Connection site.
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Viewing Replication Status Information in the Voice Network Map Tool

To use the Voice Network Map Tool, you must have configured remote access to other locations in the Unity Connection site so that the tool can collect the data it needs. See the [Configuring Remote Access to Other Unity Connection Locations in a Unity Connection Site](#).

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- Step 1** In Cisco Unity Connection Serviceability, from the Tools menu, select **Voice Network Map**.
- Step 2** On the Voice Network Map page, select the first location for which you would like to view replication status information.
- Step 3** To see the replication state and data about USN messages sent, received, and acknowledged between the location you selected in [Step 2](#) and another location, move the pointer over the second location.
- Tip** You can quickly change the second location by moving the pointer to a new location. Alternatively, to “lock” the information display to a pair of locations, press the Control key and select the second location. To release the lock, repeat the action of pressing the Control key and selecting the second location.
- Step 4** To change the first location, select a new location, then repeat [Step 3](#).
- Step 5** The tool periodically updates the display information based on the update interval you specify. To change the update interval:
- Select the **Config** tab.
 - In the Update Interval field, enter a value for the frequency at which the display information updates. The minimum value is 15 seconds, and the default value is 30 seconds. Note that the interval is reset to the default each time the Tomcat service is restarted.
 - Select **Save**.
- Step 6** To pause periodic updates so that the current data continues to display, select the **Pause** tab. The tab label changes to **Resume**, which you select to have the tool resume periodic updates.
- Step 7** To do an immediate update of replication information without waiting for the next update interval, select the **Update** tab.
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