Preface

This preface describes the purpose, audience, organization, and conventions of this guide, and provides information on how to obtain related documentation.

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> **Note**　This document may not represent the latest available Cisco product information. You can obtain the most current documentation by accessing the Cisco product documentation page at this URL:
>
> http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

Purpose

This document gives an overview of Cisco Unified Communications Manager (formerly Cisco Unified CallManager), deployment models, and related Management Information Bases (MIBs). It also explains syslogs, alerts, and alarms for the managed services that Service Providers implement in their networks. This document outlines basic concepts including Simple Network Management Protocol (SNMP) and the features of Cisco Unified Serviceability including Real-Time Monitoring Tool (RTMT).

Audience

This document provides information for administrators who install, upgrade, and maintain a service provider network. You need to have an understanding of Cisco Unified Communications Manager and Cisco Unified Communications Manager Business Edition 5000. See the Related Documentation, on page ii for Cisco Unified Communications Manager documents and other related technologies.

Organization

The following table provides an outline of the chapters in this document.

Chapter	Description
Overview	Describes concepts with which you need to be familiar to implement SNMP, MIBs, and serviceability features.
Cisco Unified Communications Manager Systems Management and Monitoring	Describes methods for managing and monitoring the Cisco Unified Communications Manager servers.
Simple Network Management Protocol	Describes the versions of SNMP and provides some troubleshooting tips.
Cisco Unified Real-Time Monitoring Tool Tracing PerfMon Counters and Alerts	Describes the Cisco Unified Real-Time Monitoring Tool, default alarms, PerfMon counters, trace collection and other tools for troubleshooting.
Cisco Unified Serviceability Alarms and CiscoLog Messages	Describes error messages in Cisco Unified Serviceability and CiscoLog message formats.
Cisco Management Information Base	Describes Cisco MIBs and the functionality of each with troubleshooting tips.
Industry-Standard Management Information Base	Describes industry-standard MIBs including the functionality of each with troubleshooting tips.

Related Documentation

This section lists documents that provide information on Unified Communications Manager, Cisco Unified IP Phones, and Cisco Unified Serviceability. Find the index to the documents at http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

- Unified Communications Manager—A suite of documents that relate to the installation and configuration of Unified Communications Manager. Refer to the Cisco Unified Communications Manager Documentation Guide for a list of documents on installing and configuring Unified Communications Manager including:

    - *Administration Guide for Cisco Unified Communications Manager*

    - *System Configuration Guide for Cisco Unified Communications Manager*

    - *Feature Configuration Guide for Cisco Unified Communications Manager*

- *Cisco IP Phones and Services*—A suite of documents that relate to the installation and configuration of Cisco IP Phones.

- *Cisco Unified Serviceability*—A suite of documents that relate to the maintenance of managed services within Cisco Unified Serviceability. Refer to the Cisco Unified Communications Manager Documentation Guide for a complete list of documents including:

    - *Cisco Unified Serviceability Administration Guide*

    - *Cisco Unified Communications Manager Call Detail Records Administration Guide*

    - *Cisco Unified Communications Manager CDR Analysis and Reporting Administration Guide*

    - *Cisco Unified Real-Time Monitoring Tool Administration Guide*

    - *Cisco Unified Reporting Administration Guide*

    - *Command Line Interface Reference Guide for Cisco Unified Communications Solutions*

    - *Administration Guide for Cisco Unified Communications Manager*

Conventions

This document uses the following conventions:

Convention	Description
boldface font	Commands and keywords are in boldface.
italic font	Arguments for which you supply values are in italics.
[ ]	Elements in square brackets are optional.
{ x | y | z }	Alternative keywords are grouped in braces and separated by vertical bars.
[x | y | z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in **screen** font.
boldface screen font	Information you must enter is in **boldface screen** font.
italic screen font	Arguments for which you supply values are in italic screen font.
^	The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.

Convention	Description
< >	Nonprinting characters, such as passwords are in angle brackets.

Notes use the following conventions:

Note Means reader take note. Notes contain helpful suggestions or references to material not covered in the publication.

Timesavers use the following conventions:

Warning Means the described action saves time. You can save time by performing the action described in the paragraph.

Tips use the following conventions:

Tip Means the following are useful tips.

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at—http://www.cisco.com/wwl/export/crypto/tool/stqrg.html.

If you require further assistance please contact us by sending e-mail to export@cisco.com.