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Purpose

The *Cisco Unified Serviceability Administration Guide* provides descriptions and procedures for configuring alarms, traces, SNMP, and through Cisco Unified Serviceability for the following:

- Cisco Unified Communications Manager
- Cisco Unified Communications Manager IM and Presence Service
- Cisco Unity Connection



Tip

For Cisco Unity Connection, you must perform serviceability-related tasks in both Cisco Unified Serviceability and Cisco Unity Connection Serviceability; for example, you may need to start and stop services, view alarms, and configure traces in both applications to troubleshoot a problem.

Cisco Unified Serviceability supports the functionality that is described in the *Cisco Unified Serviceability Administration Guide*; for tasks that are specific to Cisco Unity Connection Serviceability, refer to the *Cisco Unity Connection Serviceability Administration Guide*.

Audience

The *Cisco Unified Serviceability Administration Guide* assists administrators that configure, troubleshoot, and support Cisco Unified Communications Manager, Cisco Unified Communications Manager IM and Presence Service, or Cisco Unity Connection. This guide requires knowledge of telephony and IP networking technology.

Related documentation

Use this guide with the documentation for your configuration.

Product	Documentation
Cisco Unified Communications Manager	<i>Cisco Unified Real-Time Monitoring Tool Administration Guide</i> , <i>Cisco Unified Communications Manager CDR Analysis and Reporting Administration Guide</i> , and <i>Cisco Unified Communications Manager Call Detail Records Administration Guide</i>
Cisco Unified Communications Manager IM and Presence Service	<i>Cisco Unified Real-Time Monitoring Tool Administration Guide</i>
Cisco Unity Connection	<i>Cisco Unity Connection Serviceability Administration Guide</i> , and <i>Cisco Unified Real-Time Monitoring Tool Administration Guide</i>

These documents provide the following information:

- *Cisco Unified Communications Manager CDR Analysis and Reporting Administration Guide* - This document describes how to configure and use Cisco Unified Communications Manager CDR Analysis and Reporting, a tool that is used to create user, system, device, and billing reports.
- *Cisco Unified Communications Manager Call Detail Records Administration Guide* - This document includes call detail record (CDR) definitions.
- *Cisco Unified Real-Time Monitoring Tool Administration Guide* - This document describes how to use Unified RTMT, a tool that allows you to monitor many aspects of the system, such as critical services, alerts, and performance counters.
- *Cisco Unity Connection Serviceability Administration Guide* - This document provides descriptions and procedures for using alarms, traces, clusters, and reports through Cisco Unity Connection Serviceability.

Conventions

This document uses the following conventions:

Convention	Description
boldface font	Commands and keywords are in boldface .
<i>italic font</i>	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 .
<i>italic screen font</i>	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.
< >	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:



Timesaver

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 information contains useful tips.

Cautions use the following conventions:

**Caution**

Means reader be careful. In this situation, you might do something that could result in equipment damage or loss of data.

Warnings use the following conventions:

**Warning**

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, you must be aware of the hazards involved with electrical circuitry and familiar with standard practices for preventing accidents.

Obtain documentation, support, and security guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly What's New in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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.

Further information regarding U.S. export regulations may be found at http://www.access.gpo.gov/bis/ear/ear_data.html.

Documentation organization

Provides information about Cisco Unified Serviceability for Unified Communications Manager and IM and Presence Serviceability configuration procedures.

- Cisco Unified Serviceability — Overview of Serviceability, including browser support.
- Getting Started — Description of how to access and use the Serviceability GUI.
- Alarms — Overview of Serviceability GUI alarms and alarm definitions, procedures for configuring alarms, and procedures for searching and editing alarm definitions.
- Trace — Overview of trace parameter configuration, and an overview of trace collection in the Cisco Unified Real-Time Monitoring Tool. Provides procedures for configuring trace parameters for network and feature services and for configuring the troubleshooting trace settings for services.
- Tools and Reports — Description of each network and feature service that displays; provides procedures and recommendations for activating, deactivating, starting, and stopping feature and network services.

Provides an overview on the reports that are generated by the Cisco Serviceability Reporter service; provides procedures for viewing reports that are generated by the Cisco Serviceability Reporter service.

- Unified Communications Manager only: Provides information on using the CDR Management Configuration window to set the amount of disk space to allocate call detail record (CDR) and call management record (CMR) files, configure the number of days to preserve files before deletion, and configure billing application server destinations for CDRs.
- Simple Network Management Protocol — Overview of support of Simple Network Management Protocol (SNMP) versions 1, 2c, and 3, and configuration procedures.
- Call Home — Overview of the Call Home service and describes how to configure the Call Home feature.

