



CHAPTER 15

Installing and Configuring Cisco Unified Analysis Manager

You can install Cisco Unified Real-Time Monitoring Tool (RTMT), which works for resolutions 800*600 and above, on a computer that is running Windows 98, Windows XP, Windows 2000, Windows Vista, or Linux with KDE and/or Gnome client.



Note

RTMT requires at least 128 MB in memory to run on a Windows operating system platform.

This chapter contains information on the following topics:

- [Installing Cisco Unified Real-Time Monitoring Tool, page 15-1](#)
- [Uninstalling Cisco Unified Real-Time Monitoring Tool and Cisco Unified Analysis Manager, page 15-2](#)
- [Launching Cisco Unified Analysis Manager, page 15-3](#)
- [Configuring Cisco Unified Analysis Manager, page 15-4](#)
- [Importing Configurations, page 15-4](#)
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- [Cisco Unified Analysis Manager Preferences, page 15-5](#)

Installing Cisco Unified Real-Time Monitoring Tool

To install the tool, perform the following procedure:



Note

While installing Cisco Unified Real-Time Monitoring Tool on a Windows Vista platform, you will see a User Account Control pop-up message that says, “An unidentified program wants to access your computer.” Click **Allow** to continue working with Cisco Unified Real-Time Monitoring Tool.

Procedure

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- Step 1** Go to the **Plug-ins** window of the administration interface for your configuration:

Cisco Unified Communications Manager	From Cisco Unified Communications Manager Administration, choose Application > Plugins .
Cisco Unified Communications Manager Business Edition 5000	From Cisco Unified Communications Manager Administration, choose Application > Plugins .
Cisco Unity Connection	From Cisco Unity Connection Administration, choose System Settings > Plugins .

- Step 2** Click the **Find** button.
- Step 3** To install the Cisco Unified Real-Time Monitoring Tool on a client that is running the Microsoft Windows operating system, click the **Download** link for the Cisco Unified Communications Manager Real-Time Monitoring Tool-Windows.
- Step 4** To install the Cisco Unified Real-Time Monitoring Tool on a client that is running the Linux operating system, click the **Download** link for the Cisco Unified Communications Manager Real-Time Monitoring Tool-Linux.
- Step 5** Download the executable to the preferred location on your client.
- Step 6** To install the Windows version, double-click the Cisco Unified Real-Time Monitoring Tool icon that displays on the desktop or locate the directory where you downloaded the file and run the Cisco Unified Real-Time Monitoring Tool installation file.
- Step 7** The extraction process begins.
- Step 8** To install the Linux version, ensure that the file has execute privileges; for example, enter the following command, which is case sensitive: `chmod +x CcmServRtmtPlugin.bin`
- Step 9** After the Unified Real-Time Monitoring Tool welcome window displays, click **Next**.
To accept the license agreement, click **I accept the terms of the license agreement**; then, click **Next**.
- Step 10** Choose the location where you want to install Cisco Unified Real-Time Monitoring Tool. If you do not want to use the default location, click **Browse** and navigate to a different location. Click **Next**.
- Step 11** To begin the installation, click **Next**.
- Step 12** The Setup Status window displays. Do not click **Cancel**.
- Step 13** To complete the installation, click **Finish**.

Uninstalling Cisco Unified Real-Time Monitoring Tool and Cisco Unified Analysis Manager

On a Windows client, use Add/Remove Programs under the Control Panel to uninstall Unified Real-Time Monitoring Tool and Cisco Unified Analysis Manager (Unified Analysis Manager).

Launching Cisco Unified Analysis Manager

**Caution**

Unified Communications Manager clusters only. You must configure a second server as the failover collector in Cisco Unified Communications Manager Administration, so Cisco Unified Real-Time Monitoring Tool can continue to retrieve information if the primary collector fails.

**Note**

While using Cisco Unified Real-Time Monitoring Tool on a Windows Vista machine, you will see a User Account Control pop-up message that says “An unidentified program wants to access your computer.” Click **Allow** to continue working with Cisco Unified Real-Time Monitoring Tool.

The Unified Analysis Manager application is not displayed when Cisco Unified Real-Time Monitoring Tool is connected to a Cisco Unity Connection or Cisco Unified Presence server because these products do not have a Call Record database.

When you use Cisco Unified Real-Time Monitoring Tool to connect to a Cisco Unified Communications Manager or a Cisco Unified Communications Manager Business Edition 5000 server, you can add nodes to include Cisco Unity Connection and Cisco Unified Presence servers in the Unified Analysis Manager.

To launch Unified Analysis Manager, do the following procedure:

Procedure

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- Step 1** After you install the plug-in, perform one of the following tasks:
- From your Windows desktop, double-click the **Real Time Monitoring Tool 8.5** icon.
 - Choose **Start > Programs > Cisco Unified Serviceability > Real-Time Monitoring Tool**.
- The Unified Real-Time Monitoring Tool Login window displays.
- Step 2** In the IP Host Address field, enter either the IP address or host name of the server, or (if applicable), first server in a cluster.
- Step 3** In the User Name field, enter the Administrator username for the application.
- Step 4** in the Password field, enter the Administrator user password that you established for the username.
- Step 5** Enter the port that the application will use to listen to the server. The default port number is 8443.
- Step 6** Check the **Secure Connection** check box.
- Step 7** Click **OK**.
- Step 8** When prompted, add the certificate store by clicking **Yes**.
- The Cisco Unified Real-Time Monitoring Tool starts.
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Configuring Cisco Unified Analysis Manager

The **Administration** option on the Unified Analysis Manager menu allows you to import device and group configurations from a .csv file to the Unified Analysis Manager tool.

Importing Configurations

This option allows you to import device and group configuration from a .csv file into the Unified Analysis Manager.

Procedure

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- Step 1** From the Unified Analysis Manager menu, select **Administration > Import**.
 - Step 2** Use the Import window to select the .csv configuration file that you want to import.
 - Step 3** Click the **Import** button. The selected file will display.
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Displaying Job Status

This function allows you to display status of scheduled trace setting and log collection jobs. Jobs can be scheduled using the Unified Analysis Manager Tools. Once a device is added to a group, you can schedule trace setting and log collections jobs on the device.

A scheduled job is linked to the machine it is configured on, and the job cannot be run on a different machine. If the machine on which a job was scheduled is not usable for any reason, the old job can be cloned and saved as a new job with new parameters to be run on the new machine.

Jobs running on a device can have one of the following states:

- **Scheduled**—A job is scheduled within Unified Analysis Manager; however it has not started
- **Running**—A job that is currently either setting traces or collecting logs
- **Completed**—A job that is done
- **Pending**—A job that has completed one run of collecting logs and is waiting to start the next run.
- **Aborted**—A job that has stopped abnormally due to an unexpected error
- **Canceled**—A job that has stopped due to a cancel operation by the user.

The Job Status screen gives a system view of all the jobs in Unified Analysis Manager. For jobs that have multiple runs, the status and time of the last run is also shown in this page.

The following operations can be performed on a job:

- **View Details**—Use this option to get more detailed view of the job.
- **Cancel**—Use this option to cancel a job. The Cancel operation can only be done on the machine that the job is running or scheduled on. This option cannot be used for jobs that are in the Completed/Aborted/Canceled state.
- **Clone**—Use this option to select any job and save it as a new job. The job being cloned from can be in any state. This option allows you to change any attribute of the job before saving. Cloning a job does not impact the attributes of the job being cloned.

Uploading Configuration Files

This option allows you to transfer files to a configured FTP server and send an email to interested parties. You can use this option to transfer some files to another machine so they can be viewed by others.

This screen allows you to specify the files and folders to be transferred as well as any annotations to accompany those files.

The following procedure explains how to transfer files to an FTP server:

Procedure

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- Step 1** From the Unified Analysis Manager menu, select **Administration > Upload Files**.
 - Step 2** The **Upload Files** screen displays.
 - Step 3** In the **Case ID** field, enter the number that Cisco TAC has assigned to the case.
 - Step 4** Use the drop-down list box in the **Send to Server** field to select the FTP server you are sending the file to.
 - Step 5** Use the **Notes** box to provide any additional information about the file.
 - Step 6** Use the **Send Email Notifications** checkbox if you want to add the email addresses to send a notification that the file is uploaded. To add multiple email addresses, add the mail ids separated by comma. The mail addresses can be only the <username> or it can be of the format username@domain.com.
 - Step 7** In the bottom section of the screen, in the **Files to upload** box, select the files you want to transfer. Use the **Add** or **Remove** buttons to select or deselect files from the system. The files selected will be zipped by default and then uploaded. The name of the zipped file will be of the format <case id>_uploadedfile.zip.
 - Step 8** Click the **OK** button to transfer the file.
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Cisco Unified Analysis Manager Preferences

Use the Unified Analysis Manager dropdown menu to set preferences for:

- FTP Server
- Mail Server
- Trace Collection directory

Setting these preferences is described in the following sections:

- [Configuring an FTP Server](#) , page 15-6
- [Accessing FTP Server Options](#), page 15-6
- [Adding or Editing an FTP Server](#), page 15-6
- [Configuring a Mail Server](#) , page 15-7
- [Adding or Editing a Mail Server and Recipients](#), page 15-7
- [Trace Collection Directory](#), page 15-8

Configuring an FTP Server

This function allows you to configure a FTP Server which you can then use to export information to. These servers can be Cisco TAC FTP servers. This information can include things such as Logs/trace files, system call trace information, etc.

By default, Cisco's TAC FTP server will be pre-populated. You can modify this configuration for this default FTP server.

The FTP Sever option allows you to manage the configured servers. This includes the following operations:

- Adding a new FTP server
- Editing an existing FTP server
- Deleting FTP servers
- Testing the connection of an FTP server

Cisco TAC has two FTP servers you can configure for exporting files:

- ftp-rtp.cisco.com
- ftp-sj.cisco.com

On both servers, files should be uploaded to the **/incoming** directory.

Accessing FTP Server Options

The following procedure explains how to access the FTP Server Options:

Procedure

- Step 1** From the Unified Analysis Manager dropdown menu, select **AnalysisManager > Preferences**. The Preferences window displays. Click on **FTP Server**.
- Step 2** The **FTP Servers** screen displays with a list of configured servers and buttons to **Add**, **Edit**, or **Delete** a server. The **Test Connection** button allows you to test connectivity to a server.
- Step 3** Use the buttons to select the option you want.
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Adding or Editing an FTP Server

The following procedure explains how to add an FTP Server or edit and exiting configuration:

Procedure

- Step 1** From the Unified Analysis Manager dropdown menu, select **AnalysisManager > Preferences**. The Preferences window displays. Click on **FTP Server**.
- Step 2** The **FTP Servers** screen displays with a list of configured servers and buttons to **Add**, **Edit**, or **Delete** a server. The **Test Connection** button allows you to test connectivity to a server.

- Step 3** Click the **Add** button to add a server or the **Edit** button to edit an existing configuration. The **Add FTP Server** screen displays.
 - Step 4** In the **Name/IP Address** field, enter the name or the IP address of the FTP server you are adding.
 - Step 5** In the **Protocol** field, select either the FTP or SFTP protocol, depending on the type of server you are connecting to. Use SFTP if you are connecting to a Cisco TAC server.
 - Step 6** In the **User Name** and **Password** fields, enter the user name and password that gives you access to the server.
 - Step 7** In the **Port** field, enter the port number on the server that you will be using.
 - Step 8** In the **Destination Directory** field, enter the path for the directory to which you will be exporting files. If you are adding a Cisco TAC server, use the **/incoming** directory.
 - Step 9** Click the **OK** button to add the server. You can use the **Cancel** button to end the operation without adding the FTP server.
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Configuring a Mail Server

This option allows you to configure a mail server for the purpose of notifying a set of user configured recipients on the status of Unified Analysis Manager operations such as trace and log collections and file transfers.

You must configure at least one mail server in order to be able to send a notification.



Note

You can only use mail servers configured with this option for Unified Analysis Manager notifications. For Cisco Unified Real-Time Monitoring Tool notifications, you must configure a separate mail server.

Adding or Editing a Mail Server and Recipients

The following procedure explains how to add a Mail Server and recipient or edit an existing configuration:

Procedure

- Step 1** From the Unified Analysis Manager dropdown menu, select **AnalysisManager > Preferences**. The Preferences window displays. Click on **Mail Server**.
- Step 2** The **Mail Servers** screen displays with a list of configured servers and buttons to **Add**, **Edit**, or **Delete** a server. The **Test Connection** button allows you to test connectivity to a server. The bottom part of the screen shows the recipients listed for each server and buttons to **Add**, **Edit**, or **Delete** a recipient.
- Step 3** Click the **Add** button to add a server or the **Edit** button to edit an existing configuration. The **Add Mail Server** screen displays.
- Step 4** In the **Name/IP Address** field, enter the name or the IP address of the Mail server you are adding.
- Step 5** In the **Port** field, enter the port number on the server that you will be using.
- Step 6** Click the **OK** button to add the server. You can use the **Clear** button to clear the field, or the **Cancel** button to end the operation without adding the Mail server.

- Step 7** To add or edit a recipient, go back to the Mail Server screen and Click the **Add** button to add a recipient or the **Edit** button to edit an existing configuration. The **Add Mail Server** screen displays.
 - Step 8** In the **Email address** field, enter the name or the email address of the recipient you are adding.
 - Step 9** Click the **OK** button to add the recipient. You can use the **Cancel** button to end the operation without adding the recipient.
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Trace Collection Directory

The following procedure explains how to use the Trace Collection option under Preferences to set a directory for trace logs:

- Step 1** From the Unified Analysis Manager drop-down menu, select **AnalysisManager > Preferences**. The Preferences window displays. Click on **Trace Collection**.
 - Step 2** The **Trace Collection** screen displays. Enter the directory you want to use for traces logs in the **Download Directory** box, or use the **Browse** button to locate the directory. Optionally, you can click the **Default** button to select the default directory.
 - Step 3** Click the **Save** button.
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