



Serviceability Configuration

A variety of measurements are available to help you monitor system and call operation. Refer to these topics in this chapter to display alarm, measurement, and debugging information:

- [Displaying Alarm Information, page 4-1](#)
- [Displaying Measurements, page 4-3](#)
- [Configuring Logging Levels, page 4-6](#)
- [Viewing the Status of Cisco MobilityManager Services, page 4-7](#)

Displaying Alarm Information

The Cisco MobilityManager Alarm window lists information about noteworthy events detected by the system. Alarms are set when the error conditions occur and are cleared when the errors are corrected.

To find and display alarm information, follow these steps:

Procedure

- Step 1** Choose **Serviceability > Alarm**.
The Find and List Cisco MobilityManager Alarms window opens.
- Step 2** From the drop-down list box, choose the category on which you want to search:
- alarmcategory

- alarmcomponent
- severity
- date

Step 3 From the drop-down list box, choose *one* of the following criteria:

- begins with
- contains
- ends with
- is exactly
- is empty
- is not empty

Step 4 Enter search text, if applicable, and click **Find**. You can also specify how many items per page to display.

To find all alarms, click **Find** without entering any search text.

The requested alarms are displayed in the window.

Step 5 To change the number of alarm records displayed per page, choose a number from the Row per Page drop-down list box.

[Table 4-1](#) lists the alarm information contained in each row of the alarm display. The alarms are sorted by date, with the most recent alarm listed first.

Table 4-1 Alarm Information

| Category | Description |
|-----------------|---|
| Alarm category | Type of alarm |
| Alarm component | Cisco MobilityManager area that generated the alarm |
| Alarm Severity | Seriousness of the alarm |
| Date | Date and time the alarm was generated |

Related Topics

- [Displaying Measurements, page 4-3](#)
- [Interpreting Measurements, page 4-4](#)
- [Configuring Logging Levels, page 4-6](#)

Displaying Measurements

The Cisco MobilityManager Measurement window displays measurements that are collected by the Cisco MobilityManager server.



Note

To reset the measurement counters to zero, click **Reset Measurement Counters**.

To display measurement statistics, follow these steps:

Procedure

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- Step 1** Choose **Serviceability > Measurement**.
- The Find and List Cisco MobilityManager Measurements window opens.
- Step 2** From the drop-down list box, choose *one* of the following criteria for searching the name of the measurement:
- begins with
 - contains
 - ends with
 - is exactly
 - is empty
 - is not empty
- Step 3** Specify the appropriate search text, if applicable, and click **Find**. You can also specify how many items per page to display.
- To find all measurements, click **Find** without entering any search text.
- The requested measurements are displayed in the window and are sorted alphabetically by Measurement Name.

- Step 4** To change the number of records displayed per page, choose a number from the Row per Page drop-down list box.

Related Topics

- [Interpreting Measurements, page 4-4](#)
- [Displaying Alarm Information, page 4-1](#)
- [Configuring Logging Levels, page 4-6](#)

Interpreting Measurements

[Table 4-2](#) describes the available measurements. For information on displaying the measurements, see the “[Displaying Measurements](#)” section on [page 4-3](#).

Table 4-2 *Measurement Categories*

| Measurement Name | Description |
|--------------------------------------|---|
| Attempted Calls | Number of attempted outgoing calls |
| Attempted Mobile Connect Calls | Number of attempted outgoing calls for which dial tone is detected |
| Attempted System Remote Access Calls | Number of attempted outgoing calls from remote devices |
| Completed Calls | Number of calls that are completed |
| Completed System Remote Access Calls | Number of completed calls that use Mobile Voice Access for system remote access |
| Desk Answered Calls | Number of calls answered by the desktop phone |
| Desk to Remote Handoff Calls | Number of calls that are picked up on a remote device |
| Failed Calls | Number of initiated calls that fail to complete |

Table 4-2 *Measurement Categories*

| Measurement Name | Description |
|-----------------------------------|--|
| Failed Mobile Connect Calls | Number of initiated calls that do not successfully obtain system remote access using Mobile Voice Access |
| Failed System Remote Access Calls | Number of initiated calls that obtain system remote access using Mobile Voice Access but for which the call is not completed |
| Handoff Calls | Number of pickups on the desktop phone or cellular phone |
| Incoming Calls | Number of completed incoming calls |
| Max Current Calls | Maximum number of calls taking place at the same time |
| Max Simultaneous Attempted Calls | Maximum number of attempted calls that are handled at the same time |
| Remote Answered Calls | Number of successful pickups on a remote device |
| Remote Answered Calls Pickup Key | Number of calls picked up on the cellular phone using the pickup key |
| Remote to Desk Handoff Calls | Number of calls successfully picked up on the desktop phone |

Related Topics

- [Displaying Measurements, page 4-3](#)
- [Displaying Alarm Information, page 4-1](#)
- [Configuring Logging Levels, page 4-6](#)

Configuring Logging Levels

You can use the Cisco MobilityManager and Admin Log Level window to determine the types of alarms that are captured in system log files. The default logging level is for information only; changing the levels may be desirable for troubleshooting.

To configure logging levels, follow these steps:

Procedure

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- Step 1** Choose **Serviceability > Debug**.
- The Cisco MobilityManager and Admin Log Level Configuration window opens.
- Step 2** From the drop-down list boxes, choose the minimum alarm levels to be logged. See [Table 4-3](#) for a description of the logging levels. The default level is info.
- Step 3** Click **Save** to change the logging criteria to include the new levels.
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Table 4-3 *Logging Levels*

| Level | Description |
|-------|--|
| debug | Includes messages intended for use in troubleshooting, plus higher level messages |
| info | Includes informational messages, plus higher level messages |
| warn | Includes messages that warn of possible operational issues, plus higher level messages |
| error | Includes error messages, plus higher level messages |
| fatal | Includes error messages that have caused the system to fail |

Related Topics

- [Displaying Measurements, page 4-3](#)
- [Displaying Alarm Information, page 4-1](#)

Viewing the Status of Cisco MobilityManager Services

The Cisco MobilityManager Service Status window displays the current status of services that must be running for Cisco MobilityManager to operate.

To view the status of services, choose **Serviceability > Service Status**. [Table 4-4](#) describes the services that are listed. The status for each is Running or Stopped.

If the Cisco MobilityManager service is listed as stopped, it can be restarted from the System Parameters screen.

To restart the Cisco MobilityManager service, follow these steps:

Procedure

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- Step 1** From the Cisco MobilityManager administration window, choose **System > System Parameters**. The System Parameters Configuration page opens.
 - Step 2** Click **Restart Cisco MobilityManager**.
 - Step 3** Click **OK** to confirm.
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Table 4-4 *Cisco MobilityManager Services*

| Service | Description |
|--------------------------------|--|
| Cisco MobilityManager | Call processing software that supports Cisco MobilityManager |
| Cisco MobilityManager SNMP | SNMP network management agent process |
| Cisco Discovery Protocol | Process used to discovery Cisco devices and Cisco CallManager servers in the network |
| Cisco MobilityManager DATABASE | Process that controls the Cisco MobilityManager database (IBM IDS) |

■ Viewing the Status of Cisco MobilityManager Services