



Preface

- [Change History](#), on page i
- [About This Guide](#) , on page i
- [Audience](#), on page ii
- [Related Documents](#), on page ii
- [Obtaining Documentation and Submitting a Service Request](#), on page ii
- [Documentation Feedback](#), on page ii

Change History

Change	See	Date
Removal of Cisco Agent Desktop	The following Cisco Agent Desktop related sections have been removed from this version: <ul style="list-style-type: none">• utils uccx finesse• show uccx dbserver sessions list• show uccx dbserver user waiting• utils service• show uccx trace levels• Updated Component Trace Files• Updated Network Services	Initial release of document for 11.0(1)

About This Guide

The Cisco Unified Serviceability Administration Guide provides description and procedures for:

- Real-Time Monitoring Tool
- Unified CCX Disaster Recovery System
- Command Line Interface

Audience

This guide assists administrators to maintain and troubleshoot Cisco Unified CCX. This guide requires knowledge of telephony and IP networking technology.

Related Documents

Document	Link
<i>Cisco Unified Serviceability Administration Guide</i>	http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/prod_maintenance_guides_list.html
<i>Cisco Unified Real-Time Monitoring Tool Administration Guide</i>	http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/prod_maintenance_guides_list.html
<i>Cisco Unified Communications Operating System Administration Guide</i>	http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_maintenance_guides_list.html
<i>Cisco Unified Contact Center Express Installation and Upgrade Guide</i>	http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html
<i>Cisco Unified Contact Center Express Virtualization Docwiki</i>	http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_Unified_Contact_Center_Express
<i>Cisco Unified Contact Center Express Troubleshooting Docwiki</i>	http://docwiki.cisco.com/wiki/Troubleshooting_Unified_Contact_Center_Express

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation* at <https://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html>.

Subscribe to *What's New in Cisco Product Documentation*, which lists all new and revised Cisco technical documentation as an RSS feed and delivers content directly to your desktop using a reader application. The RSS feeds are a free service.

Documentation Feedback

To provide comments about this document, send an email message to the following address: contactcenterproducts_docfeedback@cisco.com.

We appreciate your comments.

