Cisco Unified Analysis Manager for Cisco Unified Contact Center Express

The Cisco Unified Analysis Manager (Unified Analysis Manager), a tool included with the Cisco Unified Real-Time Monitoring Tool (RTMT), is used to perform troubleshooting operations. Unified Analysis Manager also allows you to monitor various aspects of the devices added to the tool. When the Unified Analysis Manager is launched, it can be used to collect troubleshooting information from your system and provide an analysis of that information. You can use this information to perform your own troubleshooting operation or to send the information to Cisco Technical Assistance for analysis.

The Analysis Manager application is installed as an option when you install the RTMT software. The Analysis Manager interface is accessed from the RTMT main menu and quick launch channel.

Once it is installed, the application can identify the supported UC products and applications that you have in your system and troubleshoot call failures across these UC applications, collecting trace and log files, and other platform and configuration information.

The Unified Analysis Manager will support the following products:

- Cisco Unified Contact Center Express (Unified CCX)
- Cisco Unified Communications Manager (Unified CM)
- Cisco Unified Contact Center Enterprise (Unified CCE)
- Cisco IOS Voice Gateways (37xx, 28xx, 38xx, 5350XM, 5400XM) IOS Release PI 11
- Cisco Unity Connection (Unity Connection)
- Cisco Unified Presence (Unified Presence)

The three primary components of the Unified Analysis Manager interface are:

- Administration—The system component lets you import device and group configuration from an external file and provide a status of jobs run by the Unified Analysis Manager.
- Inventory —The inventory component is used to identify all of the devices in your system that can be accessed and analyzed by the Unified Analysis Manager.
- Tools —The tools component contains all of the functions that Unified Analysis Manager supports. This includes configuring traces settings, collecting logs and viewing configurations.

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Note   For detailed information on the Analysis Manager and its use with Unified CCX, see *Cisco Unified Real-Time Monitoring Tool Administration Guide, Release 9.0(1)*.

Unified Analysis Manager installation

The Unified Analysis Manager application is installed as part of the RTMT installation. Once you complete the RTMT installation and connect to Unified CM server, you will have access to the Unified Analysis Manager features.

The Unified Analysis Manager application is not displayed when RTMT is connected to a Unified CCX server because this tool is dependent on the Unified CM database.

When you use RTMT to connect to a Unified CM or a Unified CM Business Edition server, you can add nodes to include Unified CCX servers (or any of the supported products) which form part of the Unified Communications solution in Unified Analysis Manager.

Unified Analysis Manager for Unified CCX connection

To monitor and troubleshoot a Unified CCX based solution with the help of Unified Analysis Manager, you must connect to a Unified CM server and then add the Unified CCX nodes accordingly. Other supported products which form the solution should also be added as required.

Caution   The Unified Analysis Manager is designed in such a way that you need to connect to Unified CM server to be able to use the Unified Analysis Manager features, which otherwise are not available when connected to a Unified CCX server. This is because the Unified Analysis Manager is dependent on the Unified CM database for its functioning.

Add Unified CCX Node

The following procedure explains how to add a Unified CCX node or edit an existing configuration:

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Procedure

Step 1 From the Unified Analysis Manager menu, select **Inventory** > **Node**. The Node window displays.

Step 2 Click the **Add** button to add a node or select a node from the list or click the **Edit** button to edit an existing configuration. The **Add or Edit Node** screen displays.

Note Fields on this screen that are marked with an asterisk (*) are required fields.

Step 3 Use the **Node Type** drop-down list box to select the node as **Unified CCX**.

Step 4 In the **IP/Host Name** field, enter the host name or the IP address of the node you are adding or editing.

Step 5 In the **Transport Protocol** field, select the protocol you want to use. Options for this field depend on the **Product Type** you selected.

Note The **Transport Protocol** field is automatically populated with the default value specific to Unified CCX and is not editable.

Step 6 In the **Port Number** field, enter the port number on the node that you will be using.

Note The **Port Number** field is already populated with the default value and needs to be changed only if it has been changed explicitly on the Unified CCX nodes, which is rare.

Step 7 In the **User Name** and **Password** fields, enter the user name and password that gives you access to the node. Re-enter the password in the Confirm Password field.

Note For the **User Name** and **Password** fields, use the same Platform Administrator username and password that you use for Cisco Unified Operating System Administration on the Unified CCX server.

Step 8 In the **Description** field, you can optionally provide a brief description of the node you are adding.

Step 9 In the **Associated Call Record Server** and **Associated Trace File Server** fields, use the drop down list to select the respective servers you want to use for the node.

Step 10 Use the **Associated Group** checkboxes if you want to add the node to an existing group.

Step 11 If you have a NAT or Terminal Server configuration, use the **Advanced** button to display the **Add Node-Advanced** screen. Enter the appropriate information in the **Alternate IP/Hostname** and **Alternate Port** fields.

Step 12 Click the **Save** button to add the node. You can use the **Cancel** button to end the operation without adding the node.

Add call record server

The following procedure explains how to add a call record server or edit an existing configuration:

Procedure

Step 1 From the Unified Analysis Manager menu, select **Inventory** > **Call Record Repositories**.

Step 2 The **Call Record Repository** window displays with a list of configured servers. Click the **Add** button to add a new server or highlight a server on the list or click the **Edit** button to edit an existing configuration.

Step 3 Use the **Repository Type** drop down list to select **Unified CCX**.

Step 4 In the **Hostname** field, enter the name of the server you are adding.

Step 5 In the **JDBC Port** field, enter the port number on the server that you will be using.

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	Note	The **JDBC Port** field is automatically populated with the default port number if you have chosen Unified CCX as the repository type.
Step 6		In the **JDBC User Name** and **JDBC Password** fields, enter the user name and password that gives you access to the server. Re-enter the password in the **Confirm Password** field.
	Note	Enter 'uccxsct' in the **JDBC User Name** field. You can however reset the password for this user from the Password Management page of the Cisco Unified CCX Administration. The new password should be used to configure the Call Record Repository.
Step 7		In the **Description** field, you can optionally provide a brief description of the node you are adding.
Step 8		Use the **Nodes Available for Association** to select the nodes that will have access to the server.
Step 9		If you have a NAT or Terminal Server configuration, use the **Advanced** button to display the **Add Call Record Server-Advanced** screen. Enter the appropriate information in the **Alternate Hostname** and **Alternate Port** fields.
Step 10		Click the **Add** button to add the server or **Edit** to update the configuration. You can use the **Cancel** button to end the operation without adding the server.

What to Do Next

After you are done with adding the node(s) and call record repository(s), click **Test Connectivity** from the Unified Analysis Manager screen to check the connectivity and confirm that the node(s) and call record repository(s) are up and working.

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