



# Cisco Unified Serviceability

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This document uses the following abbreviation for the Cisco products - Unified CCX refers to Cisco Unified Contact Center Express and Cisco Unified IP IVR.

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## Cisco Unified Serviceability overview

Cisco Unified Serviceability, a web-based troubleshooting tool, provides the following functionality:

- Saves alarms and events for troubleshooting and provides alarm message definitions for both Unified CCX and Unified Communications platform.
- Saves trace information to various log files for troubleshooting.
- Monitors real-time behavior of components through the Cisco Unified Real-Time Monitoring Tool (RTMT).
- Provides audit capability by logging any configuration changes to the system by a user or as a result of the user action.
- Provides feature services that you can activate, deactivate, and view through the Service Activation window.
- Provides an interface for starting and stopping feature and network services.
- Generates and archives daily reports; for example, alert summary or server statistic reports.
- Allows Cisco Unified CCX to work as a managed device for SNMP remote management and troubleshooting for both Unified CCX and platform.
- Monitors the disk usage of the log partition on a server.
- Monitors the number of threads and processes in the system; uses cache to enhance the performance.

**Note**

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

**Tip**

Cisco RIS Data Collector provides Process and Thread statistic counters in the Cisco Unified Real-Time Monitoring Tool. To configure the maximum number of processes and threads that are allowed, so Cisco RIS Data Collector can provide these associated counters, access the Maximum Number of Threads and Process service parameter for the Cisco RIS Data Collector service in the administration interface for your configuration. For information on configuring service parameters, refer to the *Cisco Unified CCX Serviceability Administration Guide*.

**Tip**

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

## Reporting and monitoring tools

Cisco Unified Serviceability provides the following reporting tools:

- Cisco Unified Real-Time Monitoring Tool (RTMT)—Monitors real-time behavior of components through RTMT; creates daily reports that you can access through the Serviceability Reports Archive. For more information, refer to the *Cisco Unified CCX Real-Time Monitoring Tool Administration Guide*.
- Serviceability Reports Archive—Archives reports that the Cisco Serviceability Reporter service generates.

## Remote serviceability tools

To supplement the management and administration of the Cisco Unified CCX server, you can use remote serviceability tools. Using these tools, you can gather system and debug information for diagnostic help or remote troubleshooting. The tools can process and report on a collection of local or remote Cisco Unified CCX configuration information. With customer permission, technical support engineers log on to a Cisco Unified CCX server and get a desktop or shell that allows them to perform any function that could be done from a local logon session.

Cisco Unified CCX supports the following capabilities for remote serviceability:

- Simple Network Management Protocol (SNMP)—Provides remote management for managed devices such as Cisco Unified CCX.
- Show Command Line Interface—Displays Cisco Unified CCX system data.
- CiscoWorks Lan Management Solution—Purchased separately from Cisco Unified CCX, supports maintenance of Cisco networks and devices. The following features, which serve as examples only, show how you can use CiscoWorks Lan Management Solution to manage Cisco Unified CCX operations:

Syslog Analysis tools monitor and manage a wide range of events and error messages concurrently on each Cisco Unified CCX server and other Cisco devices at your site.

Cisco Discovery Protocol (CDP) enables discovery of Cisco Unified CCX servers and management of those servers by CiscoWorks Lan Management Solution. After you use the CDP cache MIB of the direct neighboring device to discover Cisco Unified CCX, you can use CiscoWorks Lan Management Solution to query other Cisco Unified CCX-supported MIBs for provisions or statistics information about topology services, user tracking, path analysis, and other network management services. When you use CiscoWorks Lan Management Solution, you must keep the CDP driver enabled at all times to discover Cisco Unified CCX.

## Customized sign-in message

You can upload a text file that contains a customized sign-in message that appears on the initial Cisco Unified Serviceability window.

For more information and the procedure for uploading your customized sign-in message, refer to the *Cisco Unified Communications Operating System Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR*.

## Browser support

Cisco supports these browsers with Cisco Unified Serviceability:

**Table 1: Supported Browsers and Operating Systems**

<b>You can access Cisco Unified Communications Manager with this browser...</b>	<b>...if you use one of these operating systems</b>
Microsoft Internet Explorer version 7.0	Microsoft Windows XP SP3
Microsoft Internet Explorer version 8.0	<ul style="list-style-type: none"> <li>• Microsoft Windows XP SP3</li> <li>• Microsoft Windows Vista SP2</li> </ul>
Mozilla Firefox version 3.x	<ul style="list-style-type: none"> <li>• Microsoft Windows XP SP 3</li> <li>• Microsoft Windows Vista SP</li> <li>• Apple Mac OS X</li> </ul>
Safari 4.x	Apple Mac OS X

To access Cisco Unified Serviceability, you must browse to the application from a machine that runs the supported browser.

**Note**

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Cisco Unified Real-Time Monitoring Tool, a separate plug-in, supports a different set of browsers. Refer to the *Cisco Unified CCX Real-Time Monitoring Tool Administration Guide* for more information.

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Cisco Unified Serviceability uses HTTPS to establish secure connections.

**Tip**

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Cisco Unified Serviceability does not support the buttons in your browser. Do not use the browser controls, for example, the Back button, when you perform configuration tasks.

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