Operations Console

Sign In to Operations Console

Before you begin

• Install Operations Console from the Unified CVP software CD.

• Make a note of the password for the default Administrator account that you created during the installation.

Note   By default, the Operations Console session expires after 60 minutes. Relogin to Operations Console after the session expires.

Procedure

Step 1   From the web browser, enter https://*ServerIP*:9443/oamp, where *ServerIP* is the IP address or hostname of the machine on which the Operations Console is installed.

The main Unified CVP window opens.

Step 2   Enter your user ID in the **Username** field.

Enter `Administrator`, which is the default user account.

Step 3   In the **Password** field, enter your password.

If you are logging in to the default Administrator account, enter the password that was set for this account during installation.

If the user ID or password is invalid, the Operations Console Server displays the message, "Invalid Username or password." Enter your user ID and password again and click **OK**.

The main Cisco Unified Customer Voice Portal window opens.

Step 4   Check your security policy and, if needed, change the settings to a less restrictive level.

Default security settings can prevent users from using the Operations Console.

Sign Out of Operations Console

From the Operations Console header, click **Sign out**.

The Login page of Unified Customer Voice Portal window appears.

Operations Console Menus and Options

Table 1: Operations Console—Menus and Options

Menu	Options	Use To
System	Control Center	View the status of the Cisco Unified CVP environment in a network control center. View the status and statistics by Device Type or Device Pools, logical groups of devices in the Cisco Unified CVP solution. Initiate Start, Shutdown, or Graceful Shutdown actions on devices in the Control Center.
	Device Pool	Create, modify, and delete device pool names and descriptions for logical groups of devices (for example, all devices located in a geographical region).
	Import System Configuration	Import a previously-saved Operations Console Server configuration file and apply it to the current system.
	Export System Configuration	Save and export all configuration information for the Operations Console Server to a single file on your local computer. You can later use this file to restore an Operations Console Server during disaster recovery.
	Location	Add, edit, synchronize, and delete Unified CM location information.
	SIP Server Groups	Configure server groups for SIP and view Call Server deployment status.
	Web Services	Configure Diagnostic Portal servlet credentials.
	Dialed Number Pattern	Configure the Dialed Number Patterns for a destination. You can define the dialed numbers for the Error Tone, Ring Tone, and other destinations.
	IOS Configuration	

Menu	Options	Use To
		IOS Template Management - Add, Delete, Edit, Copy, and View an IOS template configuration pushed to an IOS gateway. The template contains the IOS commands required for use in a Unified CVP deployment. IOS Template Deployment - Deploy a gateway configuration template to an IOS gateway. The template provisions the gateway and substitutes any variables in the template with the source devices that are chosen when it is deployed.
	Courtesy Callback	Configure allowed and denied dialed numbers, maximum callbacks per number, and Call Server deployment.

Menu	Options	Use To
Device Management	Unified CVP Call Server	Configure Call Server general and infrastructure settings; specify call services settings for each deployment model; associate Call Servers with device pools and the SIP Proxy Server; and apply licenses to a Call Server.
	Unified CVP Reporting Server	Configure Reporting Server general and infrastructure settings, associate Reporting Servers with Call Servers, specify reporting properties, and associate Reporting Servers with device pools. Perform Reporting database administration: schedule database backups and purges; manage database and reporting user names and passwords; apply licenses to a Reporting Server.
	Unified CVP VXML Server	Configure VXML Server general and infrastructure settings; specify primary and backup Call Servers; enable VXML Server reporting and specify VoiceXML data filters; associate VXML Servers with device pools; and apply licenses and transfer scripts to a VXML Server.
	Unified CVP VXML Server (standalone)	Configure VXML Server (standalone) general settings; associate VXML Server (standalone) with device pools; and apply licenses and transfer scripts to a VXML Server (standalone). **Note** A VXML Server (standalone) handles calls that arrive through a VoiceXML gateway. (No statistics are provided when the VXML Server is configured this way.) Also, you cannot configure a database to and capture data from VXML Server (standalone) applications.
	Gatekeeper	Configure a Gatekeeper and add this device to the Device Pool.
	Gateway	Configure Gateway general settings; associate Gateways with device pools; execute a subset of IOS commands; view gateway statistics; and transfer files.

Menu	Options	Use To
	Virtualized Voice Browser	Configure VVB general settings and associate VVB with device pools.
	Device Past Configurations	Review and Restore past device configurations.
	Media Server	Configure Media Server general settings and associate a Media Server with device pools. **Note** A Media Server administers the media files that contain messages and prompts callers hear.
	Unified CM	ConfigureUnified CM general settings; specify the URL to theUnified CM Device Administration page; and associate theUnified CM with device pools.
	Unified ICM	Configure ICM Server general settings and associate the ICM Server with device pools.
	SIP Proxy Server	Configure SIP Proxy Server general settings; specify the URL to the SIP Proxy Server Device Administration page; and associate the SIP Proxy Server with device pools.
	Unified IC	Configure CUIS Server general settings and associate the CUIS Server with device pools.
	Device Past Configurations	Review and Restore past device configurations.
	Device Versions	View version information for the Call Server, Reporting Server, VXML Server, and VXML Server (standalone).
User Management	User Roles	Create, modify, and delete user roles. Assign SuperUser, Administrator, or Read Only access privileges to roles.
	User Groups	Create, modify, and delete user groups. Assign roles to user groups.
	Users	Manage Unified CVP users, and assign them to groups and roles.

Menu	Options	Use To
Bulk Administration	File Transfer	Transfer license files and script files to multiple devices at a time. The **File Transfer** submenu consists of the following options: • Licenses • Scripts and Media • VXML Applications
SNMP	V1/V2c	Configure the SNMP agent that runs on the Unified CVP device to use the V1/V2 SNMP protocol to communicate with an SNMP management station; add and delete SNMP V1/V2c community strings; configure a destination to receive SNMP notifications from an SNMP management station; and associate community strings with the device. The **V1/V2c** submenu consists of the following options: • Community String • Notification Destination
	V3	Configure the SNMP agent that runs on the Unified CVP device to use the V3 SNMP protocol to communicate with an SNMP management station; add and delete SNMP users and set their access privileges; configure a destination to receive SNMP notifications from an SNMP management station; and associate SNMP users with devices. The **V3** submenu consists of the following options: • User • Notification Destination
	System Group	Configure the MIB2 System Group system contact and location settings, and associate the MIB2 System Group with devices. The **System Group** submenu consists of the **MIB2** option.
Tools	SNMP Monitor	Launch the SNMP Monitor application in a new browser window.
	Configure	Display the URLs that launch the SNMP Monitor.

Menu	Options	Use To
Help	Contents	Display the table of contents for the help system.
	This Page	Display help of the current screen.
	About	Display the version of the help system.

System-Level Operation States

The Operations Console provides status information of for each device. A device can be in one of the states as listed in the following table.

Table 2: Description of States Displayed in the Status Window

State	Reasons
Success	Indicates that the operation was successful.
Pending	Indicates that the operation has not yet been executed.
In Progress	Indicates that the operation is in progress.

State	Reasons

Failed	The reasons for a **failed deployment** state are listed below:
	
	• Unable to locate IP address in the database
	
	• General database failure
	
	• The call server was not deployed
	
	• Unknown error
	
	• Notification error: Contact administrator
	
	• Could not write to properties file
	
	• The Call Server device is using an unknown version of the Unified CVP software
	
	• The Call Server device is using an older version of the Unified CVP software
	
	• Configuration not removed from the database
	
	  This failure has multiple reasons:
	
	    • Could not write to properties file
	
	    • Device has not been deployed
	
	    • General failure
	
	    • Unable to access the Database

	The reasons for a **failed synchronization** state are listed below: • Device is inaccessible • Authentication failure • Web service is not available on the device • General database error • General error • Unknown host address • SOAP service error

Note If you make any configuration changes after your initial deployment of any System-level configuration tasks, deploy the changed configuration again.