



## Network Management Drawer

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Open this drawer to access the SNMP page.

- [Configure SNMP-Associated Settings, on page 1](#)
- [Unified Intelligence Center SNMP MIBs, on page 1](#)

## Configure SNMP-Associated Settings

To navigate to this page, click the **Network Management** drawer.

This page launches the Cisco Unified Serviceability application, which gives menu access for configuring SNMP-associated settings, such as community strings, users, and notification destinations for V1, V2c, and V3.

Open online help for SNMP configuration from within the Serviceability application.



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**Note** You cannot click the **Back** button on this page to return to the Unified Intelligence Center Administration console.

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To return to the Administration console:

- Close the Cisco Unified Serviceability page, or
- Select Cisco Unified Intelligence Center in the Navigation drop-down menu at the top right of the screen. Then click **Go**.

## Unified Intelligence Center SNMP MIBs

The Unified Intelligence Center SNMP sub-agent captures the following in a Management Information Base (MIB). All are scalar objects.

## MIB Objects

### CuicGeneralInfo

This table contains a list of Unified Intelligence Center servers. An entry in this table represents a Unified Intelligence Center server in this cluster.

A row is created in this table whenever a new server is added to the cluster. A row is deleted when a server is removed from the cluster.

MIB	Description
cuicGeneralInfoServerName	Host name for the Unified Intelligence Center server as entered during installation.
cuicGeneralInfoServerDescription	The description of the Unified Intelligence Center application installed on this server, as entered for the application during installation.
cuicGeneralInfoVersion	The version number of the Unified Intelligence Center software installed on the server displayed in the format CUIC_<major>_<minor>_<buildnumber>.
cuicGeneralInfoStartTime	This object indicates the starting time for the Unified Intelligence Center application server.
cuicGeneralInfoTimeZoneName	The time zone where the Unified Intelligence Center server is physically located.
cuicGeneralInfoSystemStatus	The last known status of the application. Status of the reporting service: <ul style="list-style-type: none"> <li>• 'inService' = The service is up and running optimally, accepting connections.</li> <li>• 'partialService' = Some of the components comprising the application are not running; the service is in warning state.</li> <li>• 'notresponding' = The service is either shut down or not responding.</li> <li>• 'unknown' = The service status is unknown.</li> </ul>
cuicGeneralInfoOpsConsoleURL	The URL for the Unified Intelligence Center Administration operations console web server.
cuicGeneralInfoEnableNotifications	This object specifies the notification status to management station, to disable and alternatively enable outbound notifications on this server.

## CuicLicenseInfo

An entry in this table describes the Unified Intelligence Center licensing details. A row is created in this table whenever a Unified license is installed on a server in this cluster.

MIB	Description
cuicLicenseInfoType	This object specifies the type of license installed.
cuicLicenseInfoStartTime	The timestamp for when the license was installed and applied.
cuicLicenseInfoEndTime	The timestamp when the license will expire.
cuicLicenseInfoHost	The host name of the Controller node where the license is installed. All other nodes in the cluster point to the license on the Controller.

## CuicReporting

The CuicReporting table lists the statistics of the Cisco Unified Intelligence Center Reporting nodes. A row is created in the CuicReporting table when a new server is added to the cluster. A row is deleted when a server is removed from this cluster.

MIB	Description
cuicReportingDataSourceCount	The number of Data Sources that are configured in the Cisco Unified Intelligence Center Reporting application.
cuicReportingEngineStatus	The last known status of the reporting engine: <ul style="list-style-type: none"> <li>• 'running' = Service is running and can fetch data from the data source.</li> <li>• 'stopped' = Service is shutdown.</li> <li>• 'unknown' = The status is unknown.</li> </ul>
cuicReportingHistoricalReportDefinitionCount	The number of historical report definitions installed on the Cisco Unified Intelligence Center application. A report definition is a template for a report. Each report has an association with a report definition.
cuicReportingRealTimeReportDefinitionCount	The number of real time report definitions installed on the Unified Intelligence Center application.
cuicReportingHistoricalReportRunning	The number of historical reports that are currently running.
cuicReportingHistoricalReportWaiting	The number of historical reports that are currently waiting to be run.
cuicReportingTotalKickedOffHistoricalReports	The total number of historical reports that have been launched since the server last started.

MIB	Description
cuicReportingRealTimeReportRunning	Number of real time reports currently running.
cuicReportingRealTimeReportWaiting	The number of real time reports that are currently waiting to be run.
cuicReportingTotalKickedOffRealTimeReports	Number of real time reports run since server last started.

## CuicReportScheduler

This table lists Report Scheduler health and statistics. A row is created in this table whenever the Scheduler Component is enabled on a server in this cluster.

MIB	Description
cuicSchedulerStatus	<p>The status of the reporting scheduler engine:</p> <ul style="list-style-type: none"> <li>'running' = Service is running and can generate a report on execution.</li> <li>'stopped' = Service is shutdown.</li> <li>'unknown' = The status is unknown.</li> </ul> <p><b>Note</b> Only the primary node is responsible for scheduling the reports. Hence, the 'cuicSchedulerStatus' MIB will be <i>inService(1)</i> for the publisher node and <i>notResponding(3)</i> for the subscriber nodes.</p>
cuicSchedulerEmailServerStatus	<p>The status of the email server:</p> <ul style="list-style-type: none"> <li>'running' = Service is running and can send email.</li> <li>'stopped' = Service is shutdown.</li> <li>'unknown' = The status is unknown.</li> </ul>
cuicSchedulerJobsCompletedCount	The number of jobs that the scheduler service has completed since the server started.
cuicSchedulerJobsRunningCount	The number of jobs that the scheduler service is currently running. Note that this counter is not the number of reports scheduled.
cuicSchedulerJobsFailedCount	The number of jobs that the scheduler service has failed to complete successfully.

## CuicDbInfo

This table gives the status of the Cisco Unified Intelligence Center database (cuic\_data) and some performance monitoring counters.

The Cisco Unified Intelligence Center database exists on each node in the cluster and stores reports and configurations. The system replicates each Cisco Unified Intelligence Center database to other servers in a cluster.

Add a new row in the following table whenever a server is added to the cluster. Likewise, delete a row when a server is removed from the cluster.

MIB	Description
cuicDbInfoStatus	The status of the database server: <ul style="list-style-type: none"> <li>'running' = The database server is up and running.</li> <li>'stopped' = The database server is shutdown.</li> <li>'unknown' = The database server is unknown.</li> </ul>
cuicDbInfoReplicationStatus	The status of the last replication operation: <ul style="list-style-type: none"> <li>'success' = Replication performed successfully.</li> <li>'fail' = Replication failed.</li> <li>'unknown' = Failed to get replication status.</li> </ul>
cuicDbInfoTmpSpaceUsed	The amount of temporary space used. The value is displayed in percentage.
cuicDbInfoSpaceUsed	The amount of disk space used. The value is displayed in percentage.

## CuicClusterInfo

The table gives information about the Cisco Unified Intelligence Center cluster.

MIB	Description
cuicClusterName	The unique name of the cluster, which helps in associating a device with the cluster.
cuicClusterServerCount	Number of Cisco Unified Intelligence Center servers in the cluster.
cuicClusterFirstNodeName	The hostname of the first node in the cluster. This is the Controller (publisher) node.

## CuicSecurity

This table gives information about Users and User Groups.

MIB	Description
cuicSecurityUsersConfigured	The number of users that have been created to access Unified Intelligence Center.

MIB	Description
cuicSecurityUsersLoggedIn	The number of users currently signed in.
cuicSecurityLoginFailedAttempts	The number of rejected login attempts.
cuicSecurityGroupsConfigured	The number of user groups created on this server.

## CuicDataSourceInfo

This table gives information for the data source from that populates a report.

An entry in this table describes a data source configured on the Unified Intelligence Center server. A row is created in this table when a new data source is configured on the server. A row is deleted when a configured data source is removed from the server.

cuicDatasourceName	The name of the data source configured.
cuicDatasourceStatus	The status of the data source: <ul style="list-style-type: none"> <li>'online' = The data source is connected, and it is online.</li> <li>'offline' = The data source is disconnected, and it is offline.</li> <li>'unknown' = The data source connectivity status is unknown.</li> </ul>
cuicDatasourceHost	The host name of the database server.
cuicDatasourceType	The data source type: <ul style="list-style-type: none"> <li>'mssql' = MS SQL datasource.</li> <li>'informix' = IBM Informix datasource.</li> <li>'other' = Unknown datasource.</li> </ul>

## MIB Notifications (CUIC TRAPS)

Trap notifications are sent by Unified Intelligence Center when unusual conditions occur that can potentially affect the functioning of a Unified Intelligence Center service. Each Notification describes the operation state information of a service when the condition occurs. Review traps to review information on issues occurring on the network element without polling for SNMP objects.

cuicEventId	The unique notification message identifier assigned by the Unified Intelligence Center application. This identifier is unique for each different notification but consistent for each instance of the same notification.
cuicEventHostName	The host name or the fully qualified domain name of the Unified Intelligence Center server from which this event originated.
cuicEventAppName	The service-specific name of the functional service that generated this notification.
cuicEventName	The service-specific name of the Unified Intelligence Center service notification message, used to group and correlate similar notifications.

cuicEventState	<p>The state (not to be confused with severity) of the notification and potentially the current state of the functional component that generated the notification.</p> <p>Values are:</p> <ul style="list-style-type: none"> <li>• 'raise' = Identifies a notification received as a result of a health-impacting condition, such as a process failure. A subsequent clear state notification will follow when the error condition is resolved.</li> <li>• 'clear' = Indicates that the condition which generated a previous raise notification has been resolved.</li> </ul>
cuicEventSeverity	<p>The severity level of this notification. The severity levels are:</p> <ul style="list-style-type: none"> <li>• 'emergency'= A devastating failure has occurred; the system or service is unusable. Immediate operator intervention is required.</li> <li>• 'alert' = A devastating failure is imminent that will render the system unusable. Immediate operator attention is necessary.</li> <li>• 'critical' = A service-impacting failure is likely to occur soon; an error has occurred that was not appropriately handled by the system. Operator attention is needed as soon as possible.</li> <li>• 'error' = Contains important operational state information and may indicate that the system has experienced a temporary impairment or an error that was appropriately handled by the system. An operator should review the notification soon to determine if action is needed.</li> <li>• 'warning' = Contains important operational state information that may be a precursor to an error occurrence. An operator should review the notification soon to determine if action is needed.</li> <li>• 'notice' = Contains health or operational state information that may be pertinent to the health of the system but does not require the attention of the administrator at this time.</li> <li>• 'informational' = Contains interesting system-level information that is valuable to an administrator, however, the event itself does not indicate a failure or impairment condition.</li> <li>• 'debug' = Provides supplemental information that may be beneficial toward diagnosing or resolving a problem but does not in itself provide operational health status.</li> </ul>
cuicEventTimestamp	The date and time that the notification was generated on the originating device.
cuicEventText	The full text of the notification. This text includes a description of the event that was generated, component state information, and potentially a brief description of administrative action that may be necessary to correct the condition that caused the event to occur.

**Event Name: CUIC\_REPORT\_EXECUTION\_FAILED**

<b>Event Hostname</b>	Hostname of the CUIC application.
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<b>Event Timestamp</b>	Time when the SNMP trap was raised or cleared.
<b>Event Severity</b>	CRITICAL (3)
<b>Event ID</b>	61900
<b>Event App Name</b>	CUIC_DATA_PROCESSING
<b>Event State</b>	<ol style="list-style-type: none"> <li>1. When the SNMP trap is raised.</li> <li>2. When the SNMP trap is cleared.</li> </ol>
<b>Event Text</b>	The reporting server could not run a report. This could be because the associated datasource is offline - Worker thread: Error running report. Encountered a critical error trying to produce DataSet. Please check logs for more information.
<b>Impact to Solution</b>	You will not be able to run the report unless the underlying issue is resolved.
<b>Recommended Action</b>	<ol style="list-style-type: none"> <li>1. Check if datasource used by report is online.</li> <li>2. Check if there is no error in the RD query or filter passed.</li> </ol>

**Event Name: CUIC\_DB\_REPLICATION\_FAILED**

<b>Event Hostname</b>	Hostname of the CUIC application.
<b>Event Timestamp</b>	Time when the SNMP trap was raised or cleared.
<b>Event Severity</b>	CRITICAL (3)
<b>Event ID</b>	61901
<b>Event App Name</b>	CUIC
<b>Event State</b>	<ol style="list-style-type: none"> <li>1. When the SNMP trap is raised.</li> <li>2. When the SNMP trap is cleared.</li> </ol>
<b>Event Text</b>	Database replication failed - Database replication service error.
<b>Impact to Solution</b>	Data across the nodes in the cluster may not be synchronized.
<b>Recommended Action</b>	<ol style="list-style-type: none"> <li>1. Check the informix logs to see the cause of failure.</li> </ol>

**Event Name: CUIC\_DATABASE\_UNAVAILABLE**

<b>Event Hostname</b>	Hostname of the CUIC application.
<b>Event Timestamp</b>	Time when the SNMP trap was raised or cleared.



<b>Event Severity</b>	CRITICAL (3)
<b>Event ID</b>	61902
<b>Event App Name</b>	CUIC
<b>Event State</b>	<ol style="list-style-type: none"> <li>1. When SNMP trap is raised.</li> <li>2. When SNMP trap is cleared.</li> </ol>
<b>Event Text</b>	System detected critical error with database - Informix DB server is unavailable: <informix error message>
<b>Impact to Solution</b>	User will not be able to run CUIC application.
<b>Recommended Action</b>	<ol style="list-style-type: none"> <li>1. Check if the DB service is up and running.</li> <li>2. Check the informix logs to see the cause of failure.</li> </ol>

**Event Name: CUIC\_INITIAL\_REPORT\_IMPORT\_FAILED**

**Note** Applicable only for CCX.

<b>Event Hostname</b>	Hostname of the CUIC application.
<b>Event Timestamp</b>	Time when the SNMP trap was raised or cleared.
<b>Event Severity</b>	CRITICAL (3)
<b>Event ID</b>	61905
<b>Event App Name</b>	CUIC_DATA_PROCESSING
<b>Event State</b>	<ol style="list-style-type: none"> <li>1. When SNMP trap is raised.</li> <li>2. When SNMP trap is cleared.</li> </ol>
<b>Event Text</b>	Failing to import initial setup stock report. This can be because the associated datasource is offline.
<b>Impact to Solution</b>	Few or all UCCX Stock reports will not be imported.
<b>Recommended Action</b>	<ol style="list-style-type: none"> <li>1. Check the CUIC error logs to see the cause of failure.</li> <li>2. Check if datasource is offline.</li> <li>3. Check if there is no template issue.</li> <li>4. After correcting the issue try to re-import the templates manually.</li> </ol>

**Event Name: CUIIC\_MSG\_DASHBOARD\_MIGRATION\_FAILED**

<b>Event Hostname</b>	Hostname of the CUIIC application.
<b>Event Timestamp</b>	Time when the SNMP trap was raised or cleared.
<b>Event Severity</b>	CRITICAL (3)
<b>Event ID</b>	61906
<b>Event App Name</b>	CUIIC_DATA_PROCESSING
<b>Event State</b>	<ol style="list-style-type: none"> <li>1. When the SNMP trap is raised.</li> <li>2. When the SNMP trap is cleared.</li> </ol>
<b>Event Text</b>	Dashboard migration has failed for some widgets. Please check dashboard-migration-failures.log for more information.
<b>Impact to Solution</b>	Few of the widgets can be missing in the dashboard, post-upgrade to 11.6+.
<b>Recommended Action</b>	<ol style="list-style-type: none"> <li>1. Check /opt/cisco/cuic/logs/dahsboard-migration-failures.log.</li> <li>2. Manually create missing widgets.</li> </ol>

**ThreadPool Events**

The thread pool information group defines the set of objects for the Unified reporting engine thread pool. All servers populate these objects.

<b>Object</b>	<b>Description</b>
ThreadsMaxAvailable	The maximum number of threads available to the Unified Intelligence Center web server thread pool manager.
ThreadsRunning	The number of threads that are currently running tasks.  This counter is useful in monitoring performance of the server. If the number of threads is close to the maximum available, then the next reporting request must wait until a thread becomes free.
QueuedTasks	the number of queued tasks. A task is a job, performed by one or more thread.
QueuedTasksMax	The maximum number of queued tasks.

**EnvInfo Events**

The EnvInfo group defines the set of objects for the Runtime tomcat info. All servers populate these objects.

<b>Object</b>	<b>Description</b>
WaErrors	The total number of HTTP errors (for example, <i>401 Unauthorized</i> ) encountered by a Unified Intelligence Center web application.

<b>Object</b>	<b>Description</b>
WaSessionsActive	The number of currently active (in use) sessions for the web application.
JvmPercentCPUTime	The percentage of CPU utilized by the Tomcat JVM. This object is for the Unified Intelligence Center Tomcat JVM object .
JvmMemoryFree	The amount of free dynamic memory in the Unified Intelligence Center Tomcat Java Virtual Machine.
JvmMemoryTotal	The Tomcat Java Virtual Machine current total dynamic memory, including free and in-use memory.
JvmMemoryMax	The Unified Intelligence Center Tomcat Java Virtual Machine maximum dynamic size.
TomcatThreadsBusy	The Unified Intelligence Center Tomcat Connector current number of busy/in-use request processing threads.
TomcatThreadsTotal	The Unified Intelligence Center Tomcat Connector current total number of request processing threads, including available and in-use threads.
TomcatThreadsMax	This object indicates the Connector maximum number of request processing threads. Each incoming request on a Unified Intelligence Center web page requires a thread for the duration of that request. If more simultaneous requests are received than can be handled by the currently available request processing threads, additional threads will be created up to the configured maximum shown in this counter.

