



Cisco: CUCM SL1 Dashboards

Cisco CUCM: SL1 Dashboards PowerPack version 100

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Chapter

1

Introduction

Overview

This manual describes the dashboards and widgets that are included in the *Cisco CUCM: SL1 Dashboards PowerPack*.

The following sections provide an overview of the *Cisco CUCM: SL1 Dashboards PowerPack*:

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Cisco CUCM: SL1 DashboardsPowerPack Contents

The *Cisco CUCM: SL1 Dashboards PowerPack* includes dashboards that present graphical representations of the configuration data and performance metrics that are collected for CUCM devices by the *Cisco: CUCM Unified Communications Manager PowerPack*.

NOTE: These dashboards are intended for use only in the new SL1 user interface and will not load in the classic ScienceLogic platform user interface. To access the new SL1 user interface, type **/ap2** at the end of the URL or IP address you use to access the classic ScienceLogic platform user interface.

NOTE: The *Cisco CUCM: SL1 Dashboards PowerPack* requires a minimum AP2 version of 5.114.6 and minimum widget components version of 2.168.10. You can view the version information on the **Content Management** page (Manage > Content Management) of the new SL1 user interface.

Installing the Required PowerPacks

The *Cisco CUCM: SL1 Dashboards PowerPack* includes dashboards that present CUCM device data that is collected by the *Cisco: CUCM Unified Communications Manager PowerPack*. Before completing the steps in this manual, you must import and install the following PowerPacks:

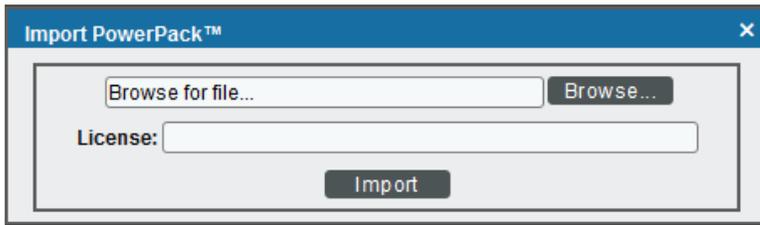
- *Cisco: CUCM Unified Communications Manager PowerPack* version 111 or greater
- *Cisco CUCM: SL1 Dashboards PowerPack* version 100

TIP: By default, installing a new version of a PowerPack overwrites all content from a previous version of that PowerPack that has already been installed on the target system. You can use the **Enable Selective PowerPack Field Protection** setting in the **Behavior Settings** page (System > Settings > Behavior) to prevent new PowerPacks from overwriting local changes for some commonly customized fields. (For more information, see the **System Administration** manual.)

To download and install a PowerPack:

1. Download the PowerPack from the [ScienceLogic Customer Portal](#).
2. Go to the **PowerPack Manager** page (System > Manage > PowerPacks).
3. In the **PowerPack Manager** page, click the **[Actions]** button, then select *Import PowerPack*.

4. The **Import PowerPack** dialog box appears:



5. Click the **[Browse]** button and navigate to the PowerPack file.
6. When the **PowerPack Installer** modal page appears, click the **[Install]** button to install the PowerPack.

NOTE: If you exit the **PowerPack Installer** modal page without installing the imported PowerPack, the imported PowerPack will not appear in the **PowerPack Manager** page. However, the imported PowerPack will appear in the **Imported PowerPacks** modal page. This page appears when you click the **[Actions]** menu and select *Install PowerPack*.

Chapter

2

Viewing the Cisco CUCM SL1 Dashboards

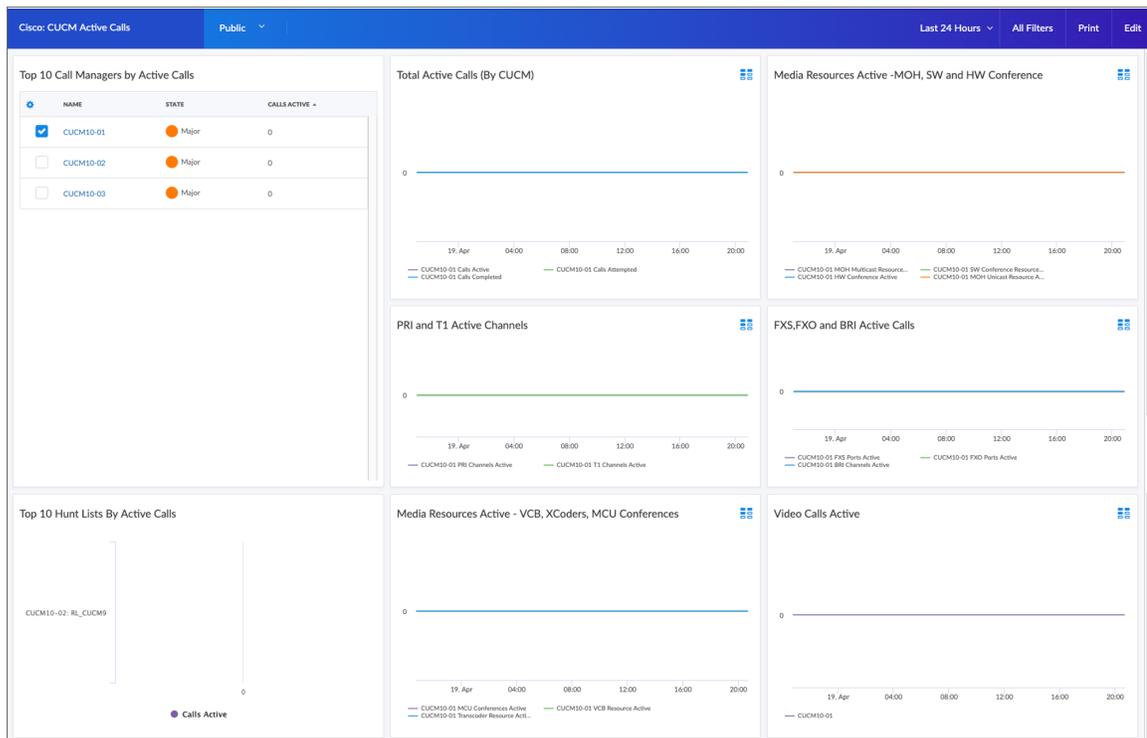
Overview

The following sections describe the dashboards and widgets that are included in the *Cisco CUCM: SL1 Dashboards* PowerPack:

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Cisco: CUCM Active Calls Dashboard

The "Cisco: CUCM Active Calls" dashboard provides overview data about your active CUCM calls. It includes the following widgets:

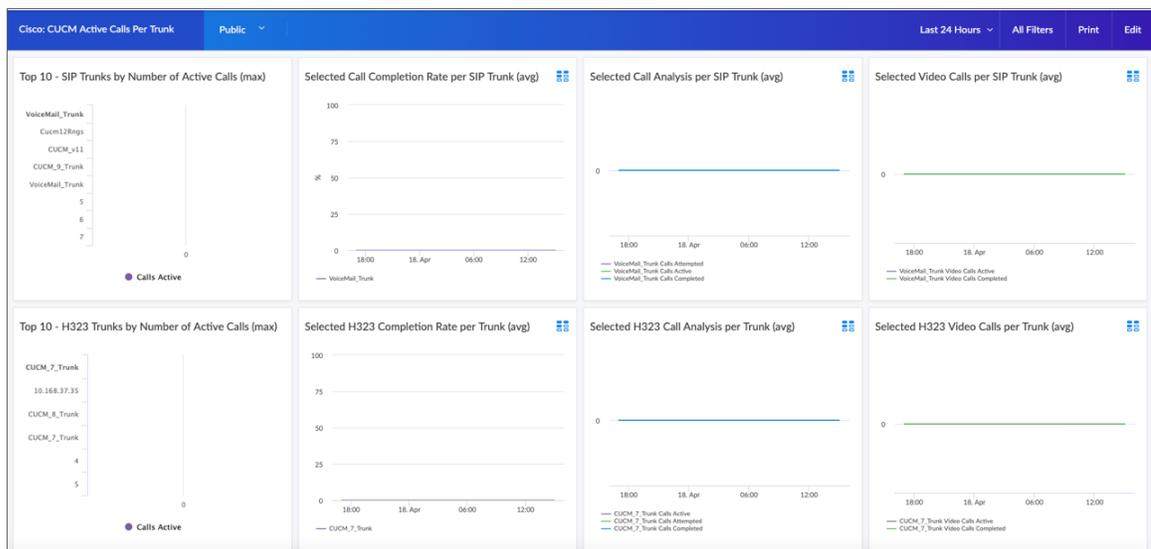


- **Top 10 Call Managers by Active Calls.** A list of the top 10 call managers by active calls that displays the current health state and active calls for each call manager. This "leaderboard" widget controls what data appears in the other widgets. To view dashboard data for a call manager, select its checkbox. You can select more than one call manager at a time.
- **Total Active Calls by CUCM.** A graph displaying the total number of active, completed, and attempted calls for the selected call manager during the selected time period.
- **Media Resources Active - MOH, SW, and HW Conference.** A graph displaying the number of active music on hold (MOH), software (SW), and hardware (HW) conference media resources for the selected call manager during the selected time period.
- **PRI and T1 Active Channels.** A graph displaying the number of active primary rate interface (PRI) and T1 channels for the selected call manager during the selected time period.
- **FXS, FXO, and BRI Active Calls.** A graph displaying the number of Foreign Exchange Station (FXS), Foreign Exchange Office (FXO), and Basic Rate Interface (BRI) active calls for the selected call manager during the selected time period.
- **Top 10 Hunt List by Active Calls.** A list of the top 10 hunt lists by active calls based on number of calls active for the selected call manager during the selected time period.

- **Media Resources Active - VCB, Xcoders, MCU Conferences.** A graph displaying the number of active VCB, Xcoders, and MCU conference media resources for the selected call managers during the selected time period.
- **Video Calls Active.** A graph displaying the number of active video calls for the selected call manager during the selected time period.

Cisco: CUCM Active Calls Per Trunk Dashboard

The "Cisco: CUCM Active Calls Per Trunk" dashboard provides data about your active CUCM calls, per trunk. It includes the following widgets:

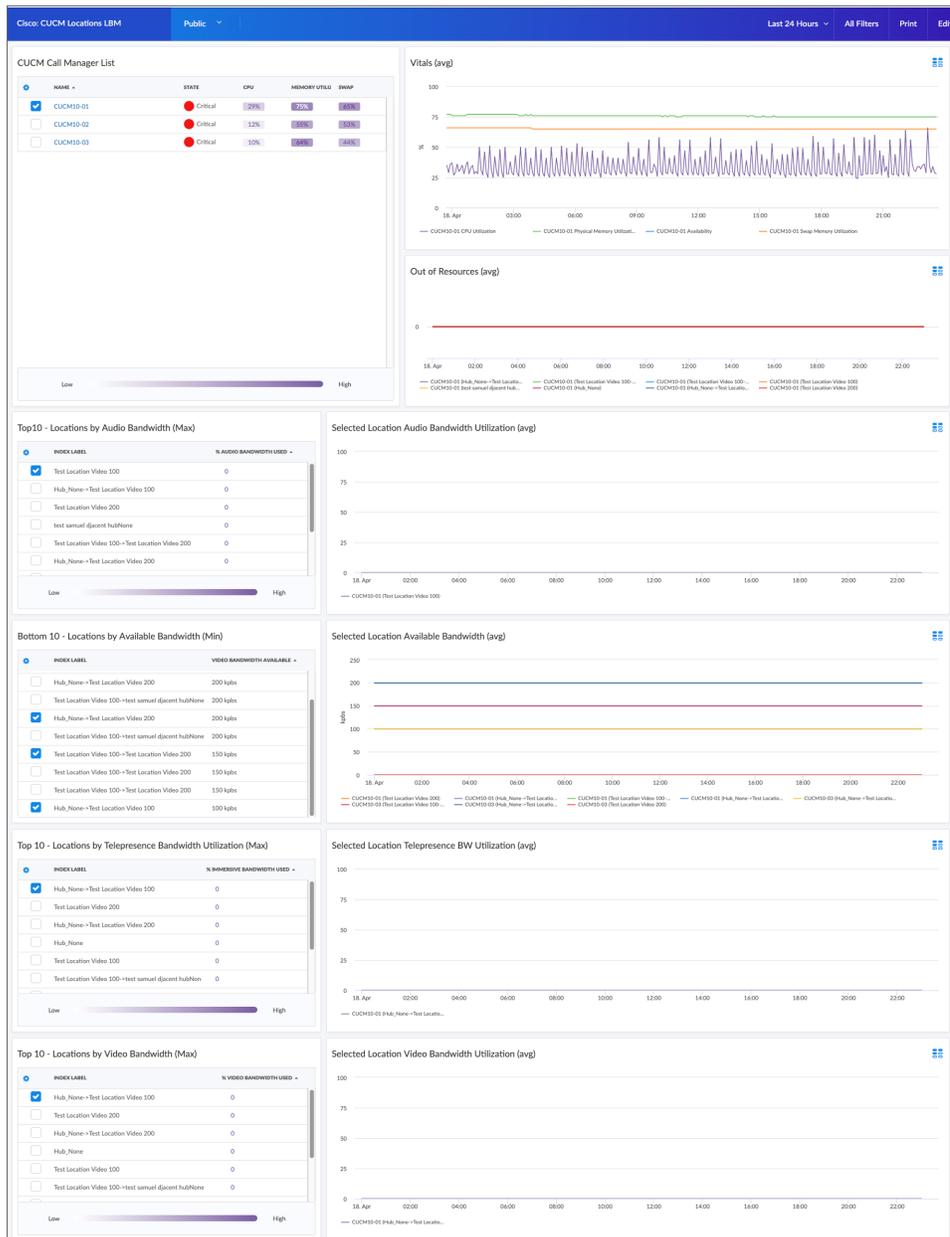


- **Top 10 - SIP Trunks by Number of Active Calls.** A list of the top 10 SIP trunks based on the maximum number of active calls. This "leaderboard" widget controls what data appears in other widgets. To view additional active call statistics for a trunk, select its name.
- **Selected Call Completion Rate per SIP Trunk.** A graph displaying the average call completion rate percentage for the selected SIP trunk during the selected time period.
- **Selected Call Analysis per SIP Trunk.** A graph displaying the average number of attempted, active, and completed calls for the selected SIP trunk during the selected time period.
- **Selected Video Calls per SIP Trunk.** A graph displaying the average number of attempted, active, and completed video calls for the selected SIP trunk during the selected time period.
- **Top 10 - H323 Trunks by Number of Active Calls.** A list of the top 10 H323 trunks based on maximum number of active calls. This "leaderboard" widget controls what data appears in other widget. To view additional active call statistics for a trunk, select its name.
- **Selected H323 Completion Rate per Trunk.** A graph displaying the average call completion rate percentage for the selected H323 trunk during the selected time period.

- **Selected H323 Call Analysis per Trunk.** A graph displaying the average number of attempted, active, and completed calls for the selected H323 trunk during the selected time period.
- **Selected H323 Video Calls per Trunk.** A graph displaying the average number of attempted, active, and completed video calls for the selected H323 trunk during the selected time period.

Cisco: CUCM Locations LBM Dashboard

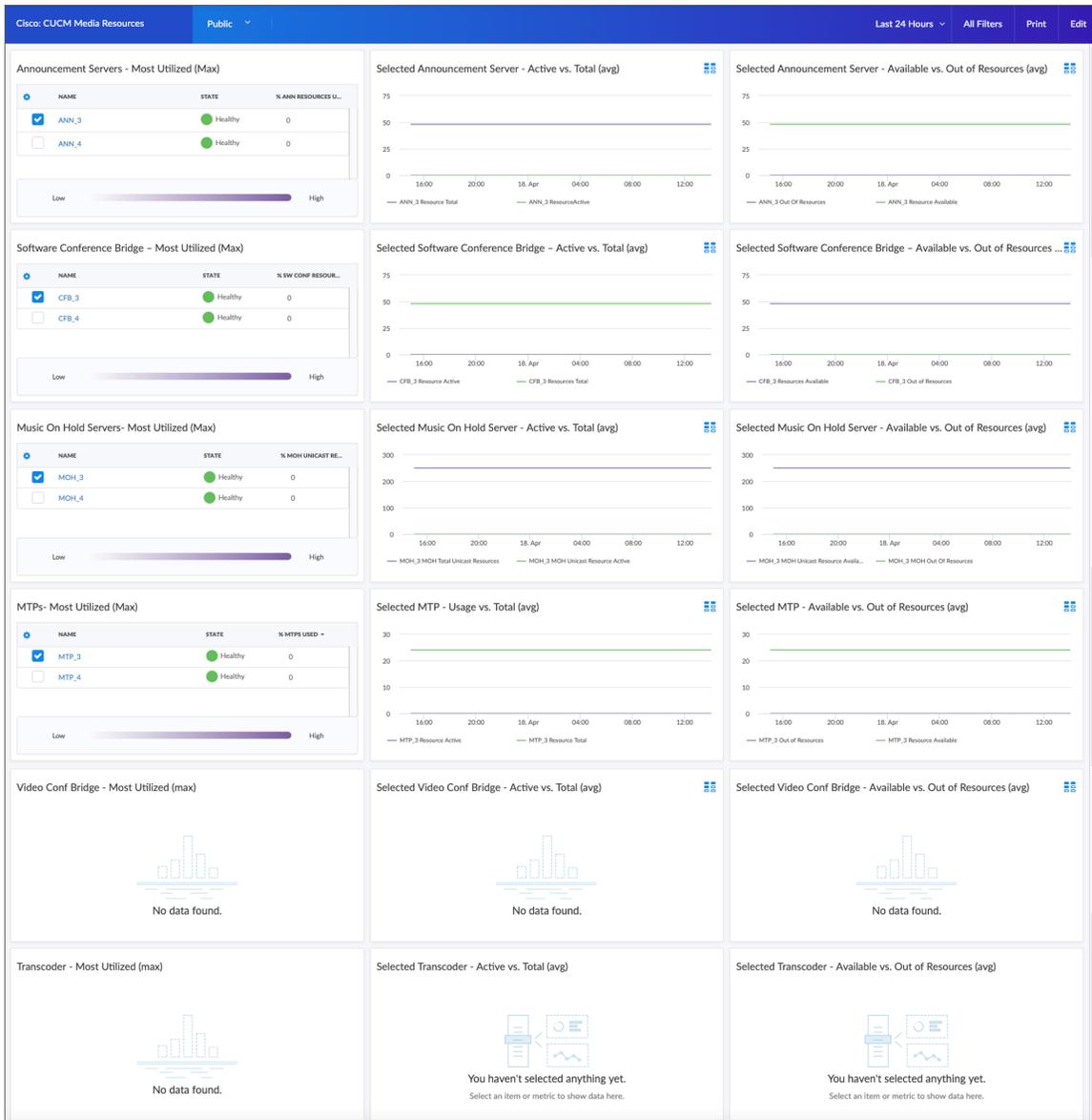
The "Cisco: CUCM Locations LBM" dashboard provides data about your CUCM Location Bandwidth Manager Services. It includes the following widgets:



- **CUCM Call Manager List.** A list of available call managers that displays the device name and current health state for each call manager. This "leaderboard" widget controls what data appears in the other widgets. To view dashboard data for a call manager, select its checkbox. You can select more than one call manager at a time.
- **Vitals.** A graph displaying the average memory utilization percentage for the selected call manager during the selected time period.
- **Out of Resources.** A graph displaying the average Media Term Points Out of Resources count for the selected call manager during the selected time period.
- **Top 10 - Locations by Audio Bandwidth.** A list of the top 10 locations based on maximum audio bandwidth usage percentage during the selected time period. This "leaderboard" widget controls what data appears in other widgets. To view additional audio bandwidth statistics for a location, click its name.
- **Selected Location Audio Bandwidth Utilization.** A graph displaying the average audio bandwidth utilization percentage for the selected location during the selected time period.
- **Bottom 10 - Locations by Available Bandwidth.** A list of the bottom 10 locations based on minimum bandwidth availability during the selected time period. This "leaderboard" widget controls what data appears in other widgets. To view additional available bandwidth statistics for a location, click its name.
- **Selected Location Available Bandwidth.** A graph displaying the average bandwidth availability in kilobits per second (kbps) for the selected location during the selected time period.
- **Top 10 - Locations by Telepresence Bandwidth Utilization.** A list of the top 10 locations based on maximum telepresence bandwidth utilization during the selected time period. This "leaderboard" widget controls what data appears in other widgets. To view additional telepresence bandwidth statistics for a location, click its name.
- **Selected Location Telepresence Bandwidth Utilization.** A graph displaying the average telepresence bandwidth utilization percentage for the selected location during the selected time period.
- **Top 10 - Locations by Video Bandwidth.** A list of the top 10 locations based on maximum video bandwidth utilization during the selected time period. This "leaderboard" widget controls what data appears in other widgets. To view additional video bandwidth statistics for a location, click its name.
- **Selected Location Video Bandwidth Utilization.** A graph displaying the average video bandwidth utilization percentage for the selected location during the selected time period.

Cisco: CUCM Media Resources Dashboard

The "Cisco: CUCM Media Resources" dashboard provides data about your CUCM media resources. It includes the following widgets:



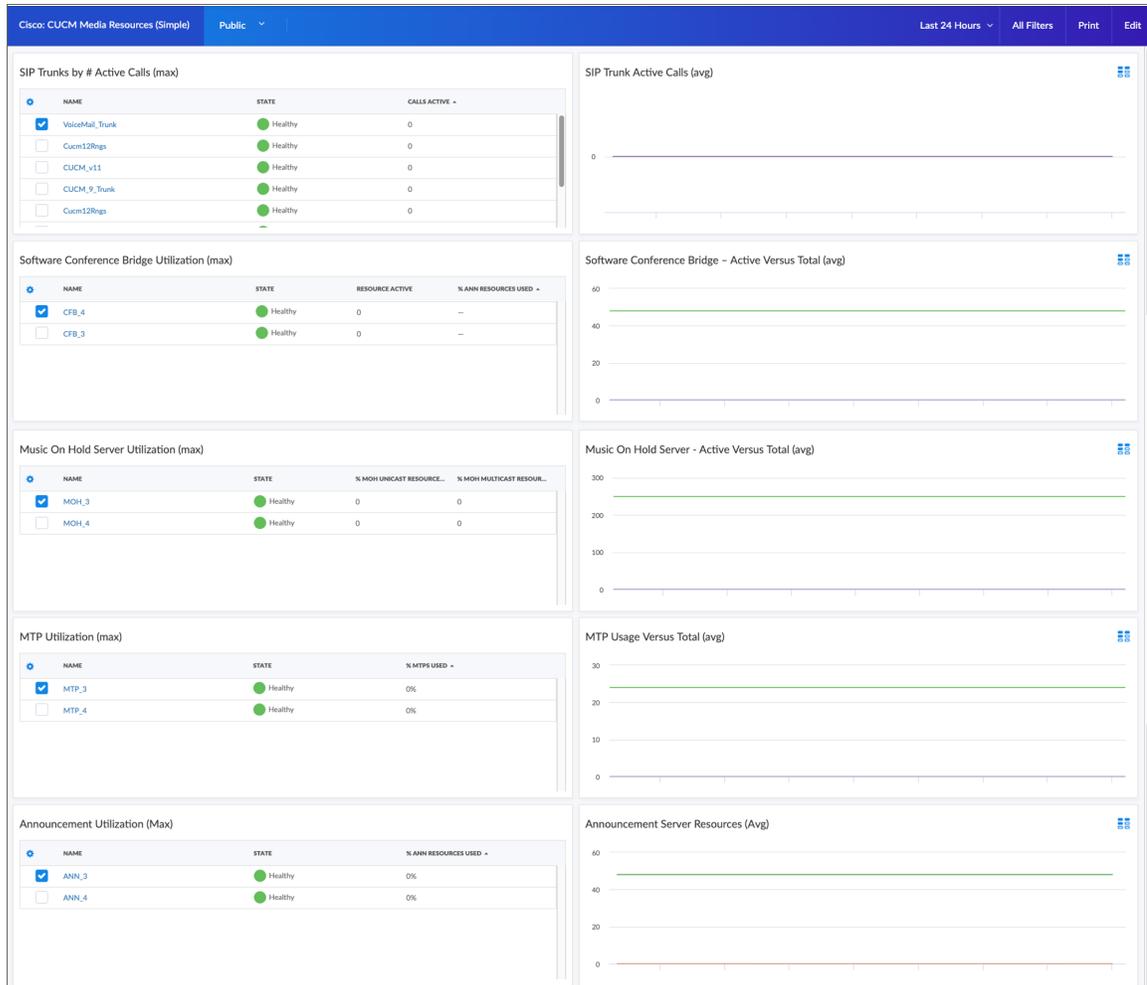
- **Announcement Servers - Most Utilized.** A list of available announcement servers based on maximum utilization that displays the device ID and current health state for each announcement server. This "leaderboard" widget controls what data appears in the other widgets. To view dashboard data for an announcement server, select its checkbox. You can select more than one announcement server at a time.
- **Selected Announcement Server - Active vs. Total.** A graph displaying the average number of active vs. total CUCM resources for the selected announcement server during the selected time period.
- **Selected Announcement Server - Available vs. Out of Resources.** A graph displaying the average number of available resources vs. out of resources for the selected server during the selected time period.

- **Software Conference Bridges - Most Utilized.** A list of available software conference bridges based on maximum utilization that displays the device ID and current health state for each software conference bridge. This "leaderboard" widget controls what data appears in the other widgets. To view dashboard data for a software conference bridge, select its checkbox. You can select more than one software conference bridge at a time.
- **Selected Software Conference Bridges - Active vs. Total.** A graph displaying the average number of active vs. total resources for the selected software conference bridge during the selected time period.
- **Selected Software Conference Bridges - Available vs. Out of Resources.** A graph displaying the average number of available resources vs. out of resources for the selected software conference bridge during the selected time period.
- **Music On Hold Servers - Most Utilized.** A list of available music-on-hold servers based on maximum utilization that displays the device ID and current health state for each music-on-hold server. This "leaderboard" widget controls what data appears in the other widgets. To view dashboard data for a music on hold server, select its checkbox. You can select more than one music-on-hold server at a time.
- **Selected Music On Hold Servers - Active vs. Total.** A graph displaying the average number of active vs. total resources for the selected music-on-hold server during the selected time period.
- **Selected Music on Hold Servers - Available vs. Out of Resources.** A graph displaying the average number of available resources vs. out of resources for the selected music-on-hold server during the selected time period.
- **MTPs - Most Utilized.** A list of available Media Transfer Protocols (MTPs) based on maximum utilization that displays the device ID and current health state for each MTP. This "leaderboard" widget controls what data appears in the other widgets. To view dashboard data for an MTP, select its checkbox. You can select more than one MTP at a time.
- **Selected MTP - Usage vs. Total.** A graph displaying the average number of usage vs. total resources for the selected Media Transfer Protocol (MTP) during the selected time period.
- **Selected MTP - Available vs. Out of Resources.** A graph displaying the average number of available resources vs. out of resources for the selected Media Transfer Protocol (MTP) during the selected time period.
- **Video Conference Bridges - Most Utilized.** A list of available video conference bridges based on maximum utilization that displays the device ID and current health state for each video conference bridge. This "leaderboard" widget controls what data appears in the other widgets. To view dashboard data for a video conference bridge, select its checkbox. You can select more than one video conference bridge at a time.
- **Selected Video Conference Bridge - Active vs. Total.** A graph displaying the average number of active vs. total resources for the selected video conference bridge during the selected time period.
- **Selected Video Conference Bridge - Available vs. Out of Resources.** A graph displaying the average number of available resources vs. out of resources for the selected video conference bridge during the selected time period.
- **Transcoders - Most Utilized.** A list of available transcoders based on maximum utilization that displays the device ID and current health state for each transcoder. This "leaderboard" widget controls what data appears in the other widgets. To view dashboard data for a transcoder, select its checkbox. You can select more than one transcoder bridge at a time.
- **Selected Transcoder - Active vs. Total.** A graph displaying the average number of active vs. total resources for the selected transcoder during the selected time period.

- **Selected Transcoder - Available vs. Out of Resources.** A graph displaying the average number of available resources vs. out of resources for the selected transcoder during the selected time period.

Cisco: CUCM Media Resources (Simple) Dashboard

The "Cisco: CUCM Media Resources (Simple)" dashboard provides data about your CUCM media resources. It includes the following widgets:

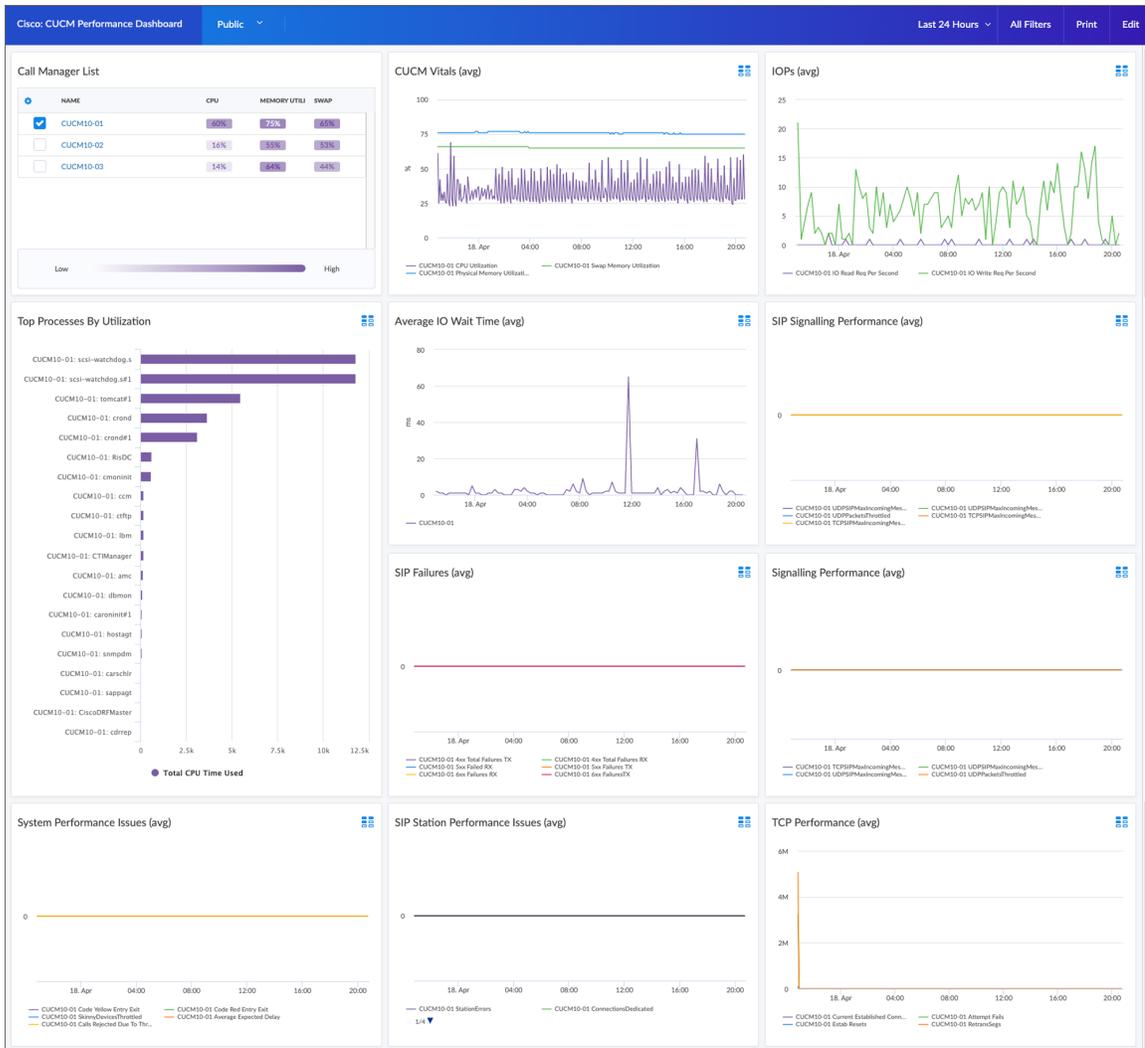


- **SIP Trunks by Number of Active Calls.** A list of available SIP trunks based on maximum number of active calls that displays the device ID and current health state for each trunk. This "leaderboard" widget controls what data appears in the other widgets. To view dashboard data for a trunk, select its checkbox. You can select more than one trunk at a time.
- **SIP Trunk Active Calls.** A graph displaying the average number of active calls for the selected SIP trunk during the selected time period.

- **Software Conference Bridge Utilization.** A list of available software conference bridges based on maximum utilization that displays the device ID and current health state for each bridge. This "leaderboard" widget controls what data appears in the other widgets. To view dashboard data for a software conference bridge, select its check box. You can select more than one software conference bridge at a time.
- **Software Conference Bridge - Active vs. Total.** A graph displaying the average number of active vs. total bridges from the selected software conference bridge during the selected time period.
- **Music on Hold Server Utilization.** A list of available music-on-hold servers based on maximum utilization that displays the device ID and current health state for each server. This "leaderboard" widget controls what data appears in the other widgets. To view dashboard data for a server, select its checkbox. You can select more than one sever at a time.
- **Music on Hold Servers - Active vs. Total.** A graph displaying the average number of active vs. total servers from the selected music-on-hold server during the selected time period.
- **MTP Utilization.** A list of available Media Transfer Protocols (MTP) based on maximum utilization that displays the device ID and current health state for each MTP. This "leaderboard" widget controls what data appears in the other widgets. To view dashboard data for an MTP, select its checkbox. You can select more than one MTP at a time.
- **MTP Usage vs. Total.** A graph displaying the average number of usage vs. total Media Transfer Protocols (MTP) for the selected MTP during the selected time period.
- **Announcement Utilization.** A list of available announcement servers based on maximum utilization that displays the device ID and current health state for each server. This "leaderboard" widget controls what data appears in the other widgets. To view dashboard data for a server, select its checkbox. You can select more than one server at a time.
- **Announcement Server Resources.** A graph displaying the average number of server resources for the selected announcement server during the selected time period.

Cisco: CUCM Performance Dashboard

The "Cisco: CUCM Performance" dashboard provides data about your CUCM Devices. It includes the following widgets:

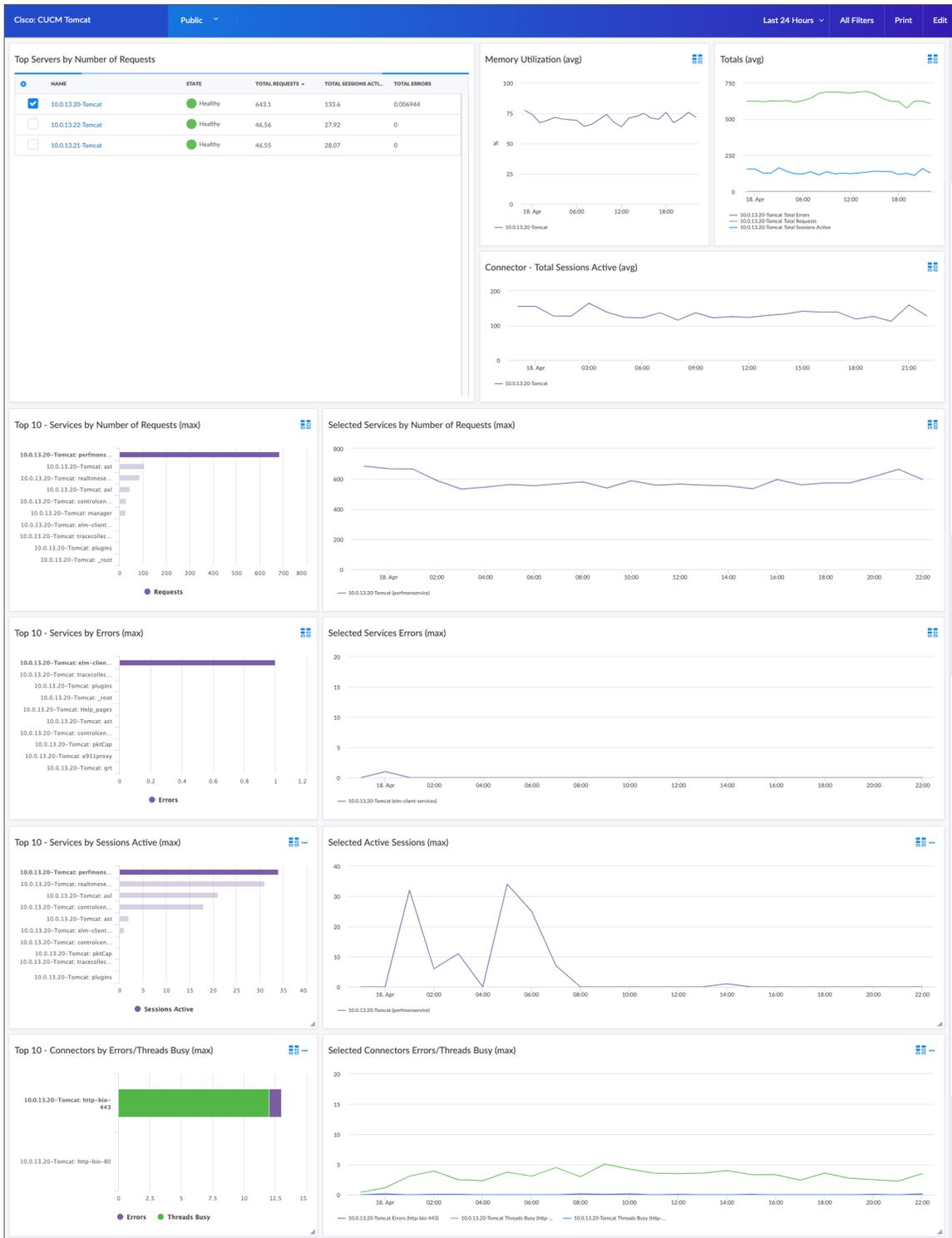


- **Call Manager List.** A list of available call managers that displays the device ID and current health state for each call manager. This "leaderboard" widget controls what data appears in the other widgets. To view dashboard data for a call manager, select its checkbox. You can select more than one call manager at a time.
- **CUCM Vitals.** A graph displaying the average CPU utilization and memory usage percentage for the selected CUCM device during the selected time period.
- **Input/Output Per Second.** A graph displaying the average input and output per second for the selected device during the selected time period.
- **Top Processes by Utilization.** A list of the top processes based on total utilization time used for the selected device during the selected time period.
- **Average Input/Output Wait Time.** A graph displaying the average input and output wait time in milliseconds (ms) for the selected device during the selected time period.
- **SIP Signaling Performance.** A graph displaying the average SIP signaling performance for the selected device during the selected time period.

- **SIP Failures.** A graph displaying the average number of SIP failures and total failures for the selected device during the selected time period.
- **Signaling Performance.** A graph displaying the average signaling performance for the selected device during the selected time period.
- **System Performance Issues.** A graph displaying the number of system performance issues for the selected device during the selected time period.
- **TCP Performance.** A graph displaying the average TCP performance for the selected device during the selected time period.

Cisco: CUCM Tomcat Dashboard

The "Cisco: CUCM Tomcat" dashboard provides data about your Cisco Tomcat services. It includes the following widgets:



- **Top Servers by Number of Requests.** A list of top servers based on the highest number of requests that displays the device ID and health state for each server. This "leaderboard" widget controls what data appears in the other widgets. To view dashboard data for a server, select its checkbox. You can select more than one device at a time.

- **Memory Utilization.** A graph displaying the average memory utilization percentage for the selected sever during the selected time period.
- **Total.** A graph displaying the total average number of errors, requests, and active sessions for the selected server during the selected time period.
- **Connector - Total Sessions.** A graph displaying the average number of total connector sessions for the selected device during the selected time period.
- **Top 10 - Services by Number of Requests.** A list of the top ten services based on the maximum number of requests during the selected time period. This "leaderboard" widget controls what data appears in the other widgets. To view additional request statistics for a service, click its name.
- **Selected Services by Number of Requests.** A graph displaying the maximum number of requests for the selected service during the selected time period.
- **Top 10 - Services by Errors.** A list of the top 10 services based on the maximum number of errors during the selected time period. This "leaderboard" widget controls what data appears in the other widgets. To view additional error statistics for a service, click its name.
- **Selected Services by Errors.** A graph displaying the maximum number of errors for the selected service during the selected time period.
- **Top 10 - Services by Sessions Active.** A list of the top 10 services based on the maximum number of active sessions during the selected time period. This "leaderboard" widget controls what data appears in the other widgets. To view additional active session statistics for a service, click its name.
- **Selected Active Sessions.** A graph displaying the maximum number of active sessions for the selected service during the selected time period.
- **Top 10 - Connectors by Errors/Threads Busy.** A list of the top 10 connectors based on the maximum number of errors and busy threads during the selected time period. This "leaderboard" widget controls what data appears in the other widgets. To view additional error and busy thread statistics for a connector, click its name.
- **Selected Connectors Errors/Threads Busy.** A graph displaying the maximum number of errors and busy threads for the selected connector during the selected time period.

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