Monitoring Cisco Unified Contact Center Enterprise

Beta Version

Cisco: Contact Center Enterprise PowerPack version 101

Table of Contents

Chapter

1

Introduction

Overview

This manual describes how to monitor Cisco Unified Contact Center Enterprise services in the ScienceLogic platform.

NOTE: ScienceLogic provides this documentation for the convenience of ScienceLogic customers. Some of the configuration information contained herein pertains to third-party vendor software that is subject to change without notice to ScienceLogic. ScienceLogic makes every attempt to maintain accurate technical information and cannot be held responsible for defects or changes in third-party vendor software. There is no written or implied guarantee that information contained herein will work for all third-party variants. See the End User License Agreement (EULA) for more information.

What is Cisco Unified Contact Center Enterprise?

Cisco Unified Contact Center Enterprise software offers solutions that enable inbound and outbound contact centers to improve their business processes and productivity. These solutions include real-time chat capabilities, email and social media messaging, web collaboration, and more.

What Does the Cisco: Contact Center Enterprise PowerPack Monitor?

The *Cisco: Contact Center Enterprise* PowerPack monitors the following Unified Contact Center Enterprise services and components:

- Cisco Unified Contact Center Enterprise
- Cisco Customer Voice Portal (CVP)
- Cisco Unified Intelligence Center (CUIC)
- Cisco Finesse

To monitor these services and components using the ScienceLogic platform, you must install the *Cisco: Contact Center Enterprise* PowerPack. This PowerPack includes:

- An example credential you can use to create Basic/Snippet credentials that enable you to collect data from Cisco Unified Contact Center Enterprise (UCCE) using REST API
- Dynamic Applications to discover and monitor the Unity Express voice mailboxes
- Device Classes and Device Categories for each type of UCCE component device monitored by the ScienceLogic platform
- Event Policies and corresponding alerts that are triggered when UCCE component devices meet certain status criteria
- Device dashboards for each type of discovered device

Installing the Cisco: Contact Center Enterprise PowerPack

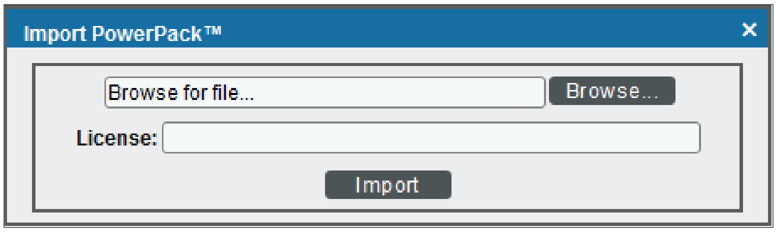
Before completing the steps in this manual, you must import and install version 101 of the *Cisco: Contact Center Enterprise* PowerPack.

NOTE: To install version 101 of the *Cisco: Contact Center Enterprise* PowerPack, your ScienceLogic system must be upgraded to the 7.8.0 or later release.

TIP: By default, installing a new version of a PowerPack overwrites all content in 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

Configuring Cisco Unified Contact Center Enterprise Credentials

Overview

The following sections describe how to configure Cisco Unified Contact Center Enterprise services for monitoring by the ScienceLogic Platform using the *Cisco: Contact Center Enterprise* PowerPack:

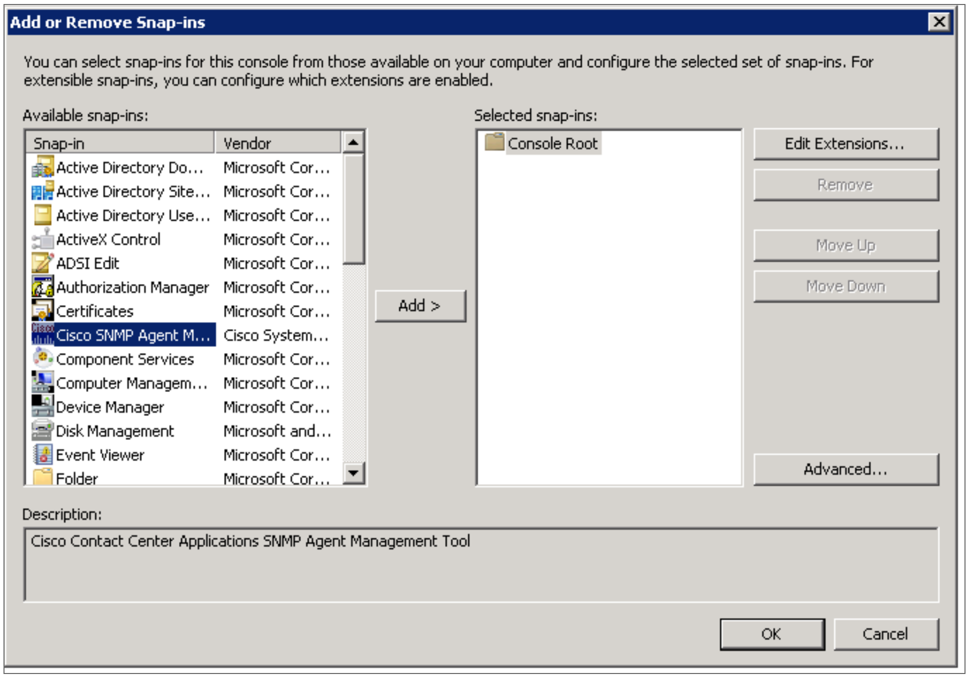
Configuring Unified Contact Center Enterprise Monitoring Using SNMP

Before you can discover and monitor Cisco Unified Contact Center Enterprise (UCCE) devices in the ScienceLogic platform, you must first configure SNMP community strings in each of the UCCE services that you will monitor with the ScienceLogic platform. You can then create an SNMP credential in the platform that enables it to collect data from the UCCE services. Finally, you must compile several Management Information Bases (MIBs) that are required for monitoring UCCE.

Enabling SNMP in Cisco Unified Contact Center Enterprise

To enable SNMP in Cisco Unified Contact Center Enterprise, perform the following steps:

1. Log in to the Cisco Unified Contact Center Enterprise Server as an administrator.
2. Open Microsoft Management Console (32-bit).
3. Click **[File]**, then select *Add/Remove Snap-In*. The **Add or Remove Snap-ins** page appears.



Add or Remove Snap-ins

You can select snap-ins for this console from those available on your computer and configure the selected set of snap-ins. For extensible snap-ins, you can configure which extensions are enabled.

Available snap-ins:

Snap-in	Vendor
Active Directory Do...	Microsoft Cor...
Active Directory Site...	Microsoft Cor...
Active Directory Use...	Microsoft Cor...
ActiveX Control	Microsoft Cor...
ADSI Edit	Microsoft Cor...
Authorization Manager	Microsoft Cor...
Certificates	Microsoft Cor...
Cisco SNMP Agent M...	Cisco System...
Component Services	Microsoft Cor...
Computer Managem...	Microsoft Cor...
Device Manager	Microsoft Cor...
Disk Management	Microsoft and...
Event Viewer	Microsoft Cor...
Folder	Microsoft Cor...

Selected snap-ins:

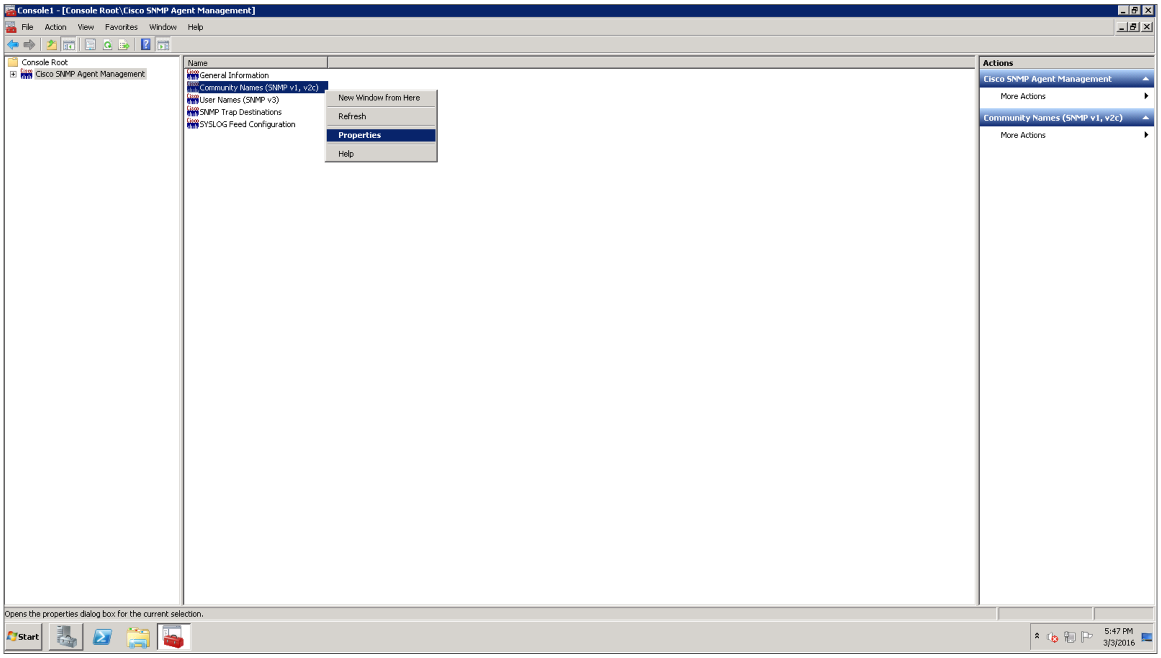
Console Root

Description:

Cisco Contact Center Applications SNMP Agent Management Tool

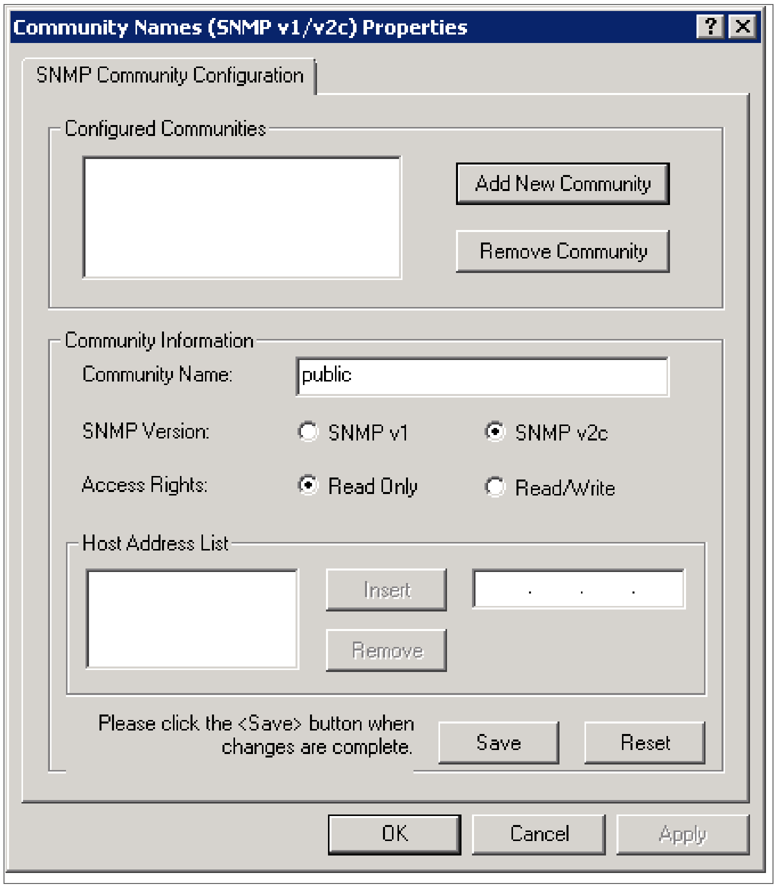
4. In the ***Available snap-ins*** field, select **Cisco SNMP Agent Management**, then click **[Add >]** to move it to the ***Selected snap-ins*** field.
5. Click **[OK]**.

6. In the left panel of the Microsoft Management Console, click **Cisco SNMP Agent Management**. Then, in the right panel, right-click **Community Names (SNMP v1, v2c)** and select *Properties*.


Console1 - [Console Root\Cisco SNMP Agent Management]
File
Action
View
Favorites
Window
Help
Console Root
Cisco SNMP Agent Management
Name
General Information
Community Names (SNMP v1, v2c)
User Names (SNMP v3)
SNMP Trap Destinations
SYSLOG Feed Configuration
New Window from Here
Refresh
Properties
Help
Actions
Cisco SNMP Agent Management
More Actions
Community Names (SNMP v1, v2c)
More Actions
Opens the properties dialog box for the current selection.
Start
5:47 PM
3/3/2016

7. In the **Community Names (SNMP v1/v2c) Properties** modal page, click the **[Add New Community]** button to enable the fields on the page.

8. Make entries in the following fields:


Community Names (SNMP v1/v2c) Properties

Community Name: public

SNMP Version: ○ SNMP v1 ● SNMP v2c

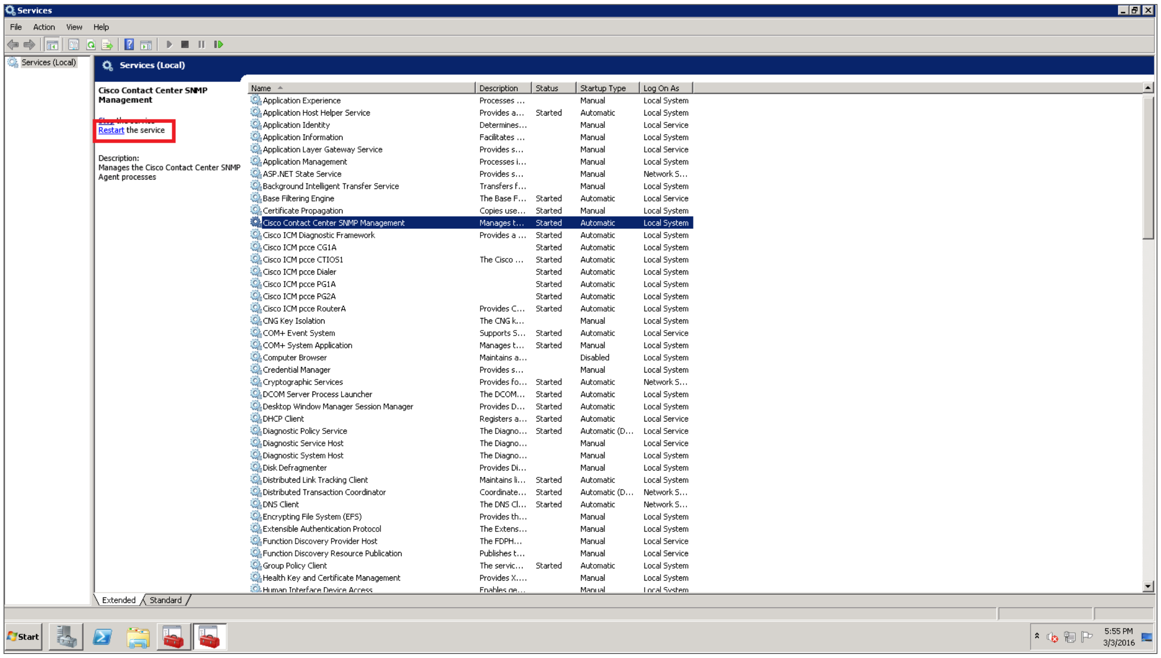
Access Rights: ● Read Only ○ Read/Write

Please click the <Save> button when changes are complete.

- ***Community Name***. Enter a name for the new community string.
- ***SNMP Version***. Select *SNMP v2c*.
- ***Access Rights***. Select *Read Only*.

9. Click **[Save]**, and then click **[OK]**.
10. Close the Microsoft Management Console.
11. Open the Microsoft Windows Services console.

12. In the Microsoft Windows Services console, select **Cisco Contact Center SNMP Management** from the list of local services, then click the **Restart** hyperlink to restart the service.



Cisco Contact Center SNMP Management

Restart the service

Description:
Manages the Cisco Contact Center SNMP Agent processes

Name	Description	Status	Startup Type	Log On As
Application Experience	Processes ...		Manual	Local System
Application Host Helper Service	Provides a...	Started	Automatic	Local System
Application Identity	Determines...		Manual	Local Service
Application Information	Facilitates ...		Manual	Local System
Application Layer Gateway Service	Provides s...		Manual	Local Service
Application Management	Processes i...		Manual	Local System
ASP.NET State Service	Provides s...		Manual	Network S...
Background Intelligent Transfer Service	Transfers f...		Manual	Local System
Base Filtering Engine	The Base F...	Started	Automatic	Local Service
Certificate Propagation	Copies use...	Started	Manual	Local System
Cisco Contact Center SNMP Management	Manages t...	Started	Automatic	Local System
Cisco ICM Diagnostic Framework	Provides a ...	Started	Automatic	Local System
Cisco ICM pcce CG1A		Started	Automatic	Local System
Cisco ICM pcce CTIOS1	The Cisco ...	Started	Automatic	Local System
Cisco ICM pcce Dialer		Started	Automatic	Local System
Cisco ICM pcce PG1A		Started	Automatic	Local System
Cisco ICM pcce PG2A		Started	Automatic	Local System
Cisco ICM pcce RouterA	Provides C...	Started	Automatic	Local System
CNG Key Isolation	The CNG k...		Manual	Local System
COM+ Event System	Supports S...	Started	Automatic	Local Service
COM+ System Application	Manages t...	Started	Manual	Local System
Computer Browser	Maintains a...		Disabled	Local System
Credential Manager	Provides s...		Manual	Local System
Cryptographic Services	Provides fo...	Started	Automatic	Network S...
DCOM Server Process Launcher	The DCOM...	Started	Automatic	Local System
Desktop Window Manager Session Manager	Provides D...	Started	Automatic	Local System
DHCP Client	Registers a...	Started	Automatic	Local Service
Diagnostic Policy Service	The Diagno...	Started	Automatic (D...	Local Service
Diagnostic Service Host	The Diagno...		Manual	Local Service
Diagnostic System Host	The Diagno...		Manual	Local System
Disk Defragmenter	Provides Di...		Manual	Local System
Distributed Link Tracking Client	Maintains li...	Started	Automatic	Local System
Distributed Transaction Coordinator	Coordinate...	Started	Automatic (D...	Network S...
DNS Client	The DNS Cl...	Started	Automatic	Network S...
Encrypting File System (EFS)	Provides th...		Manual	Local System
Extensible Authentication Protocol	The Extens...		Manual	Local System
Function Discovery Provider Host	The FDPH...		Manual	Local Service
Function Discovery Resource Publication	Publishes t...		Manual	Local Service
Group Policy Client	The servic...	Started	Automatic	Local System
Health Key and Certificate Management	Provides X....		Manual	Local System
Human Interface Device Access	Enables ge...		Manual	Local System

13. Close the Microsoft Windows Services console.

14. Click the Windows **[Start]** menu, then go to Control Panel > System and Security > Windows Firewall.

15. In the left panel, click the **Turn Windows Firewall on or off** hyperlink. The **Customize Settings** page appears.

16. Under **Domain network location settings**, select *Turn off Windows Firewall*, then click **[OK]**.

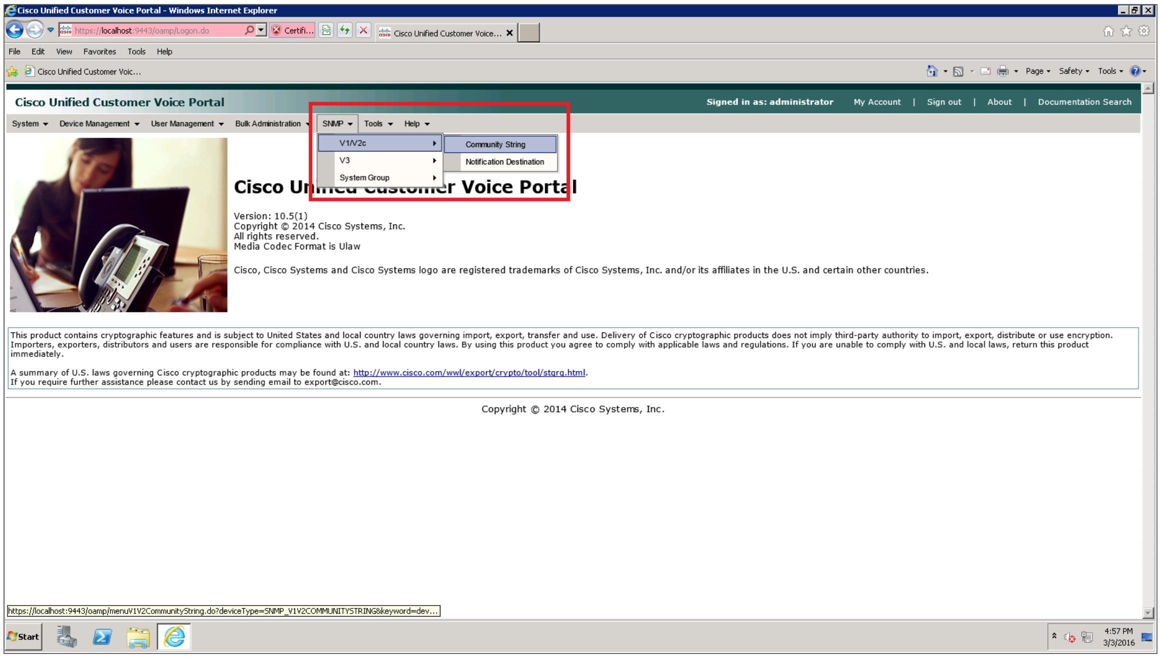
17. To enable SNMP in Cisco Unified Contact Center Enterprise Data Server, log in to Cisco Unified Contact Center Enterprise Data Server as an administrator and repeat steps 2-16.

Enabling SNMP in Cisco Unified Customer Voice Portal (CVP)

To enable SNMP in Cisco Unified Customer Voice Portal, perform the following steps:

1. Log in to Cisco Unified Customer Voice Portal as an administrator.

2. Click the **[SNMP]** tab, then select *V1/V2c > Community String*.


Cisco Unified Customer Voice Portal - Windows Internet Explorer
https://localhost:9443/oamp/Logon.do
Cisco Unified Customer Voice...
File Edit View Favorites Tools Help
Cisco Unified Customer Voice Portal
Signed in as: administrator
My Account | Sign out | About | Documentation Search
System Device Management User Management Bulk Administration SNMP Tools Help
V1/V2c
V3
System Group
Community String
Notification Destination
Cisco Unified Customer Voice Portal
https://localhost:9443/oamp/menuV1V2CommunityString.do?deviceType=SNMP_V1V2COMMUNITYSTRING&keyword=dev...
Start
4:57 PM
3/3/2016

Version: 10.5(1)
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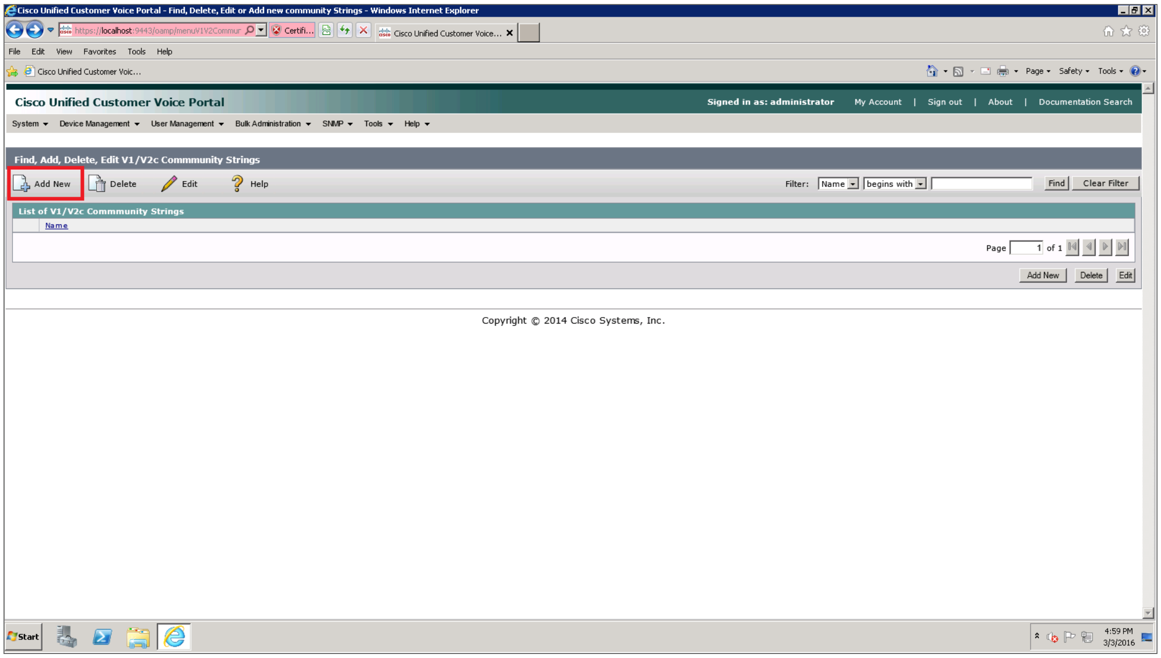
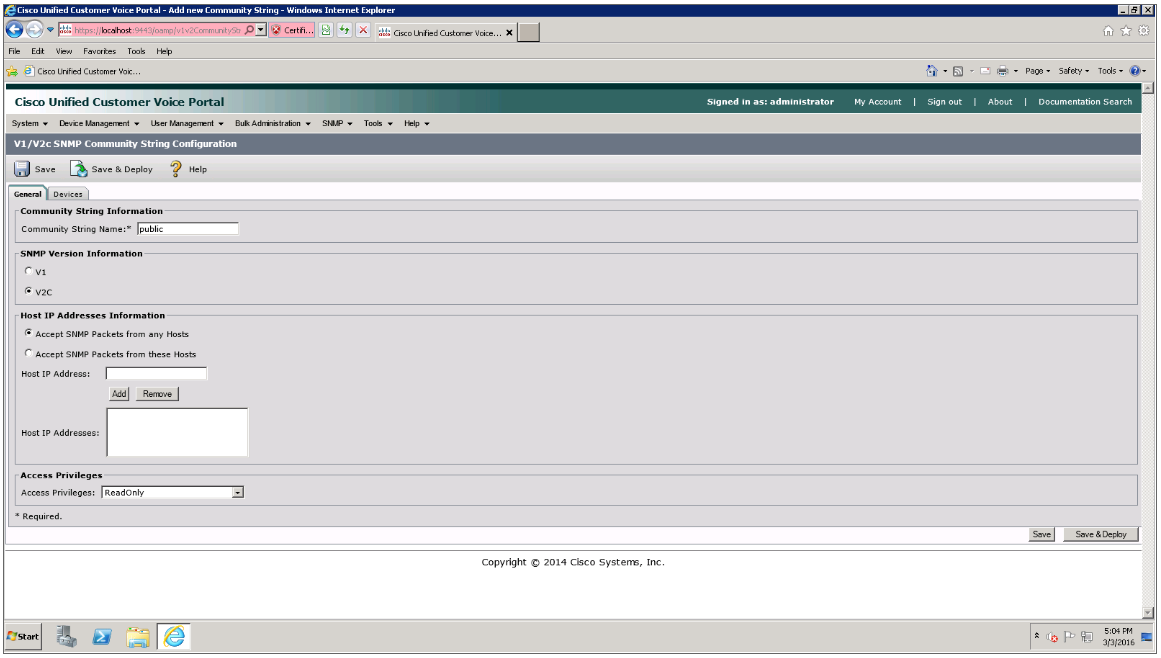
3. On the **Find, Add, Delete, Edit V1/V2c Community Strings** page, click the **[Add New]** button.


Cisco Unified Customer Voice Portal - Find, Delete, Edit or Add new community Strings - Windows Internet Explorer
https://localhost:9443/oamp/menuV1V2Commur
Cisco Unified Customer Voice...
File Edit View Favorites Tools Help
Cisco Unified Customer Voice Portal
Signed in as: administrator
My Account | Sign out | About | Documentation Search
System Device Management User Management Bulk Administration SNMP Tools Help
Find, Add, Delete, Edit V1/V2c Commmunity Strings
Add New
Delete
Edit
Help
Filter: Name begins with
Find
Clear Filter
List of V1/V2c Community Strings
Name
Page 1 of 1
Add New
Delete
Edit
Copyright © 2014 Cisco Systems, Inc.
Start
4:59 PM
3/3/2016

4. The **V1/V2c SNMP Community String Configuration** page appears. Make entries in the following fields:


Cisco Unified Customer Voice Portal - Add new Community String - Windows Internet Explorer
https://localhost:9443/oamp/v1v2CommunityStr
File Edit View Favorites Tools Help
Cisco Unified Customer Voice Portal
Signed in as: administrator | My Account | Sign out | About | Documentation Search
System Device Management User Management Bulk Administration SNMP Tools Help
Save Save & Deploy Help
General Devices
Add Remove
Save Save & Deploy
Start

V1/V2c SNMP Community String Configuration

Community String Information

Community String Name:* public

SNMP Version Information

○ V1

● V2C

Host IP Addresses Information

● Accept SNMP Packets from any Hosts

○ Accept SNMP Packets from these Hosts

Host IP Address:

Host IP Addresses:

Access Privileges

Access Privileges: ReadOnly

* Required.

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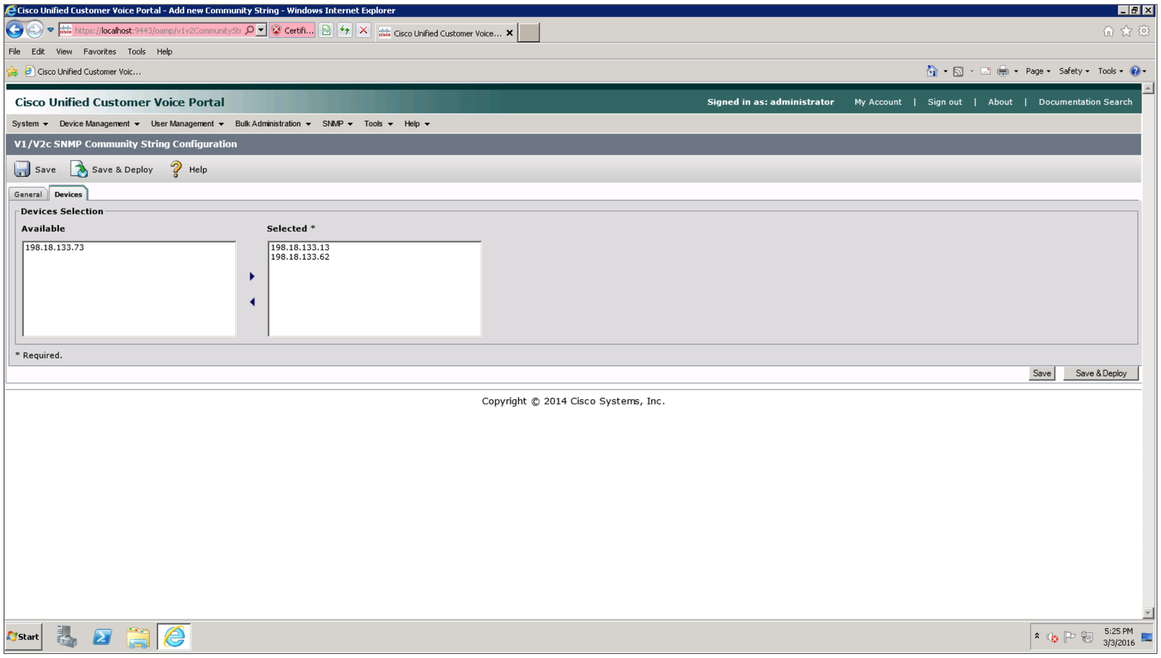
- ***Community String Name***. Enter a name for the new community string.
- ***SNMP Version Information***. Select *V2C*.
- For the other fields on the page, use the default values.

5. Click the **[Devices]** tab.


Cisco Unified Customer Voice Portal - Add new Community String - Windows Internet Explorer
https://localhost:9443/oamp/v1v2CommunityStr
File Edit View Favorites Tools Help
Cisco Unified Customer Voice Portal
Signed in as: administrator | My Account | Sign out | About | Documentation Search
System Device Management User Management Bulk Administration SNMP Tools Help
Save Save & Deploy Help
General Devices
Save Save & Deploy
Start

V1/V2c SNMP Community String Configuration

Devices Selection

Available: 198.18.133.73

Selected *: 198.18.133.13, 198.18.133.62

* Required.

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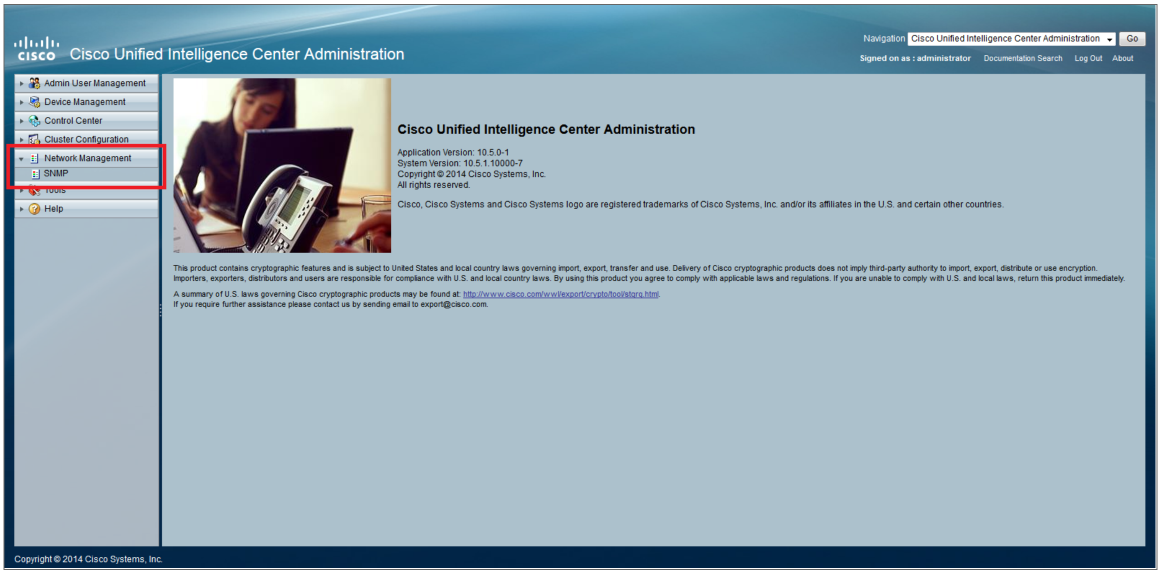
6. Select one or more of the devices in the ***Available*** field, then click the right-arrow icon to move the selected device(s) to the ***Selected*** field.
7. Click the **[Save & Deploy]** button. A message confirms that the configuration of the SNMP community string was successfully applied to the selected device(s).

Enabling SNMP in Cisco Unified Intelligence Center (CUIC)

To enable SNMP in Cisco Unified Intelligence Center, perform the following steps:

1. Log in to Cisco Unified Intelligence Center as an administrator.
2. In the left panel, click **[Network Management]**, then select *SNMP*.



Cisco Unified Intelligence Center Administration

Application Version: 10.5.0-1
System Version: 10.5.1.10000-7
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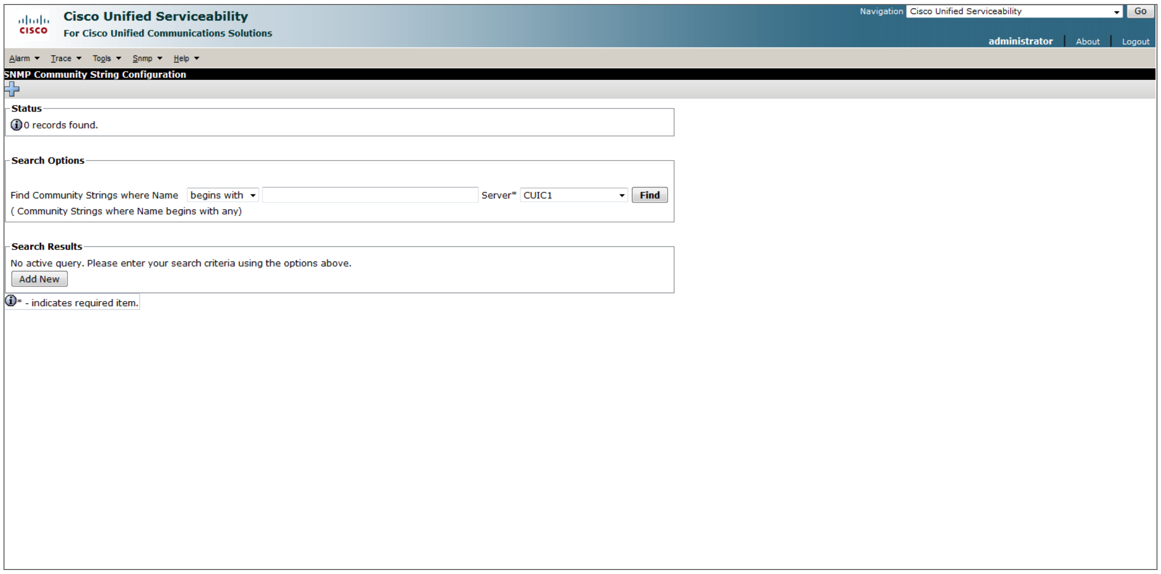
3. On the **SNMP Community String Configuration** page, under **Search Options**, click **[Find]**. The **Search Results** section appears.


Cisco Unified Serviceability
For Cisco Unified Communications Solutions
Navigation
Cisco Unified Serviceability
Go
administrator
About
Logout
Alarm
Trace
Tools
Snmp
Help
Find
Add New

SNMP Community String Configuration

Status

0 records found.

Search Options

Find Community Strings where Name begins with Server* CUIC1

(Community Strings where Name begins with any)

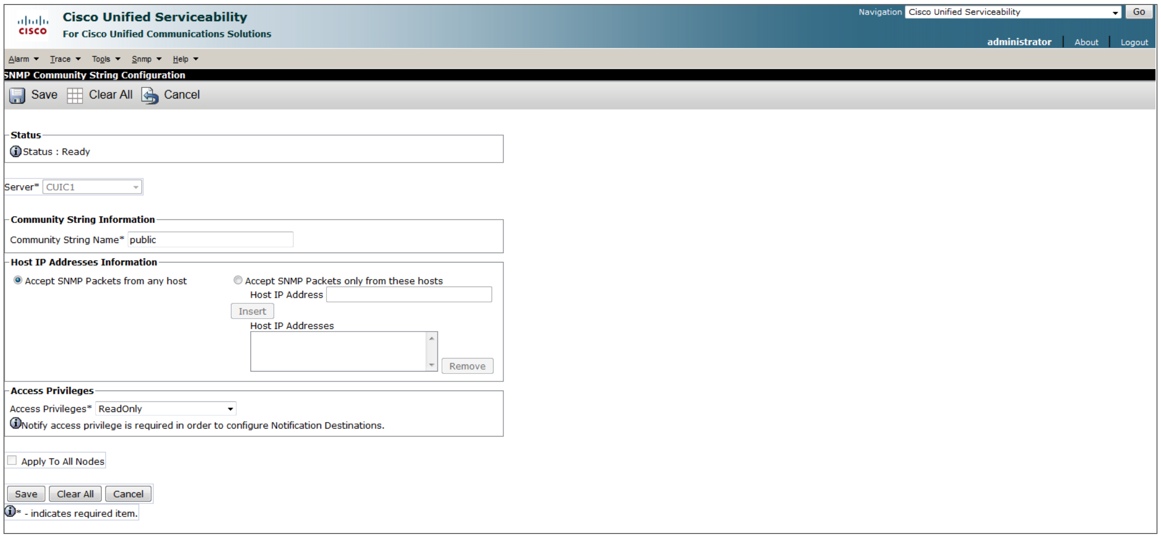
Search Results

No active query. Please enter your search criteria using the options above.

* - indicates required item.

4. Under **Search Results**, click **[Add New]**.

5. Enter values in the following fields:



SNMP Community String Configuration

Status

Status : Ready

Server* CUIC1

Community String Information

Community String Name* public

Host IP Addresses Information

● Accept SNMP Packets from any host

○ Accept SNMP Packets only from these hosts

Host IP Address

Host IP Addresses

Access Privileges

Access Privileges* ReadOnly

Notify access privilege is required in order to configure Notification Destinations.

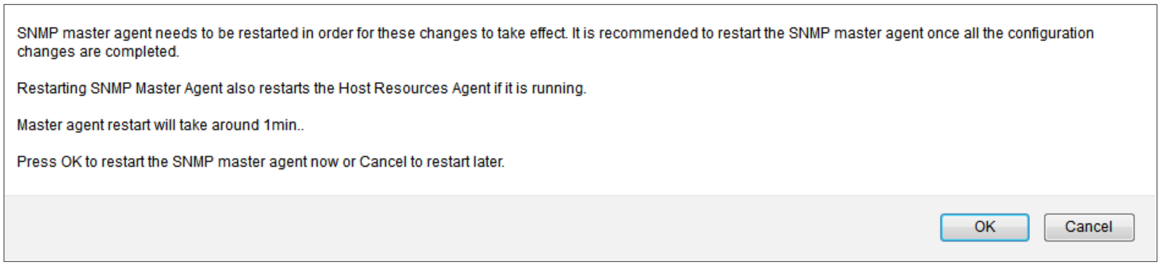
□ Apply To All Nodes

* - indicates required item.

- ***Community String Name***. Enter a name for the new community string.
- ***Access Privileges***. Select *ReadOnly*.
- For the other fields on the page, use the default values.

6. Click **[Save]**.

7. Click **[OK]** to restart the SNMP master agent.



SNMP master agent needs to be restarted in order for these changes to take effect. It is recommended to restart the SNMP master agent once all the configuration changes are completed.

Restarting SNMP Master Agent also restarts the Host Resources Agent if it is running.

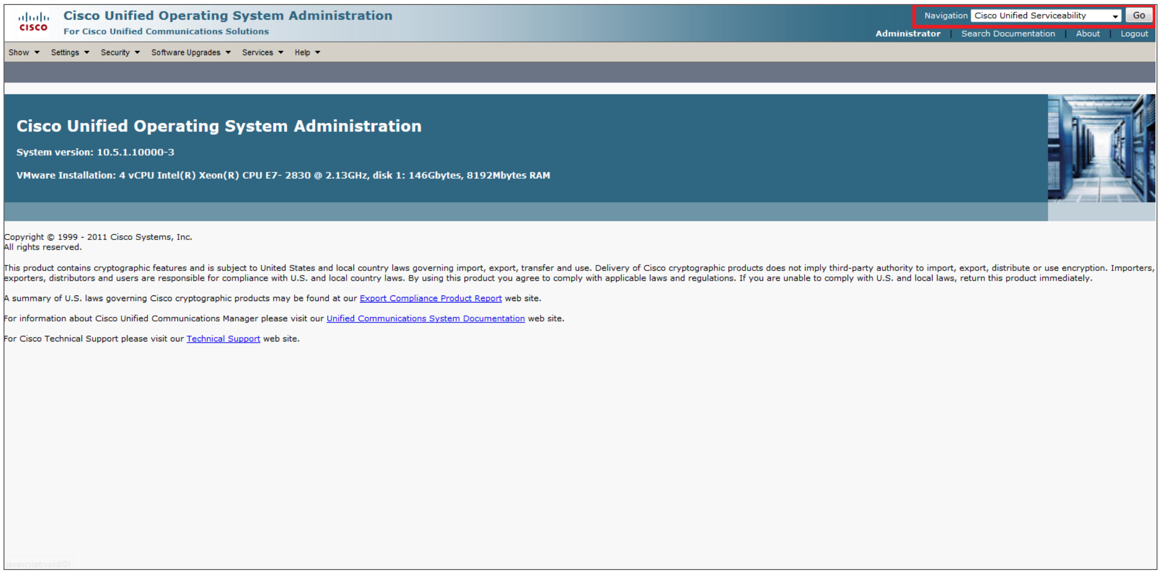
Master agent restart will take around 1min..

Press OK to restart the SNMP master agent now or Cancel to restart later.

Enabling SNMP in Cisco Finesse Server

To enable SNMP in Cisco Finesse Server, perform the following steps:

1. Log in to Cisco Unified Operating System Administration as an administrator.
2. In the top-right corner of the page, in the ***Navigation*** field, select *Cisco Unified Serviceability* and then click **[Go]**.



Cisco
Cisco Unified Operating System Administration
For Cisco Unified Communications Solutions
Navigation
Cisco Unified Serviceability
Go
Administrator
Search Documentation
About
Logout
Show
Settings
Security
Software Upgrades
Services
Help

Cisco Unified Operating System Administration

System version: 10.5.1.10000-3

VMware Installation: 4 vCPU Intel(R) Xeon(R) CPU E7- 2830 @ 2.13GHz, disk 1: 146Gbytes, 8192Mbytes RAM

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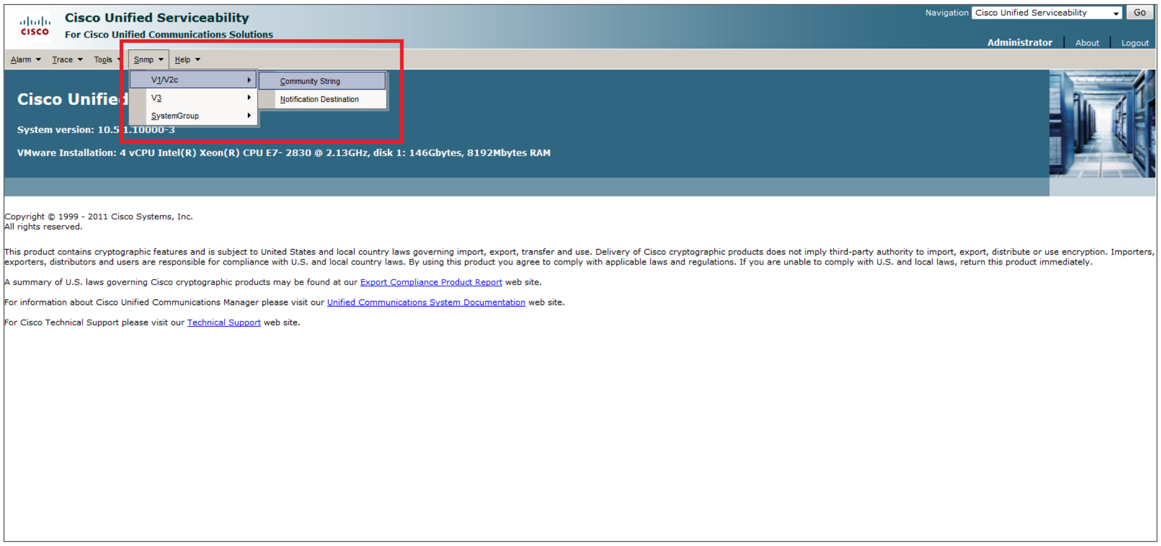
For information about Cisco Unified Communications Manager please visit our Unified Communications System Documentation web site.

For Cisco Technical Support please visit our Technical Support web site.

NOTE: You might be required to enter your login credentials again before proceeding.

3. Click the **[SNMP]** tab, then select *V1/V2c > Community String*.



System version: 10.5 1.10000-3

VMware Installation: 4 vCPU Intel(R) Xeon(R) CPU E7- 2830 @ 2.13GHz, disk 1: 146Gbytes, 8192Mbytes RAM

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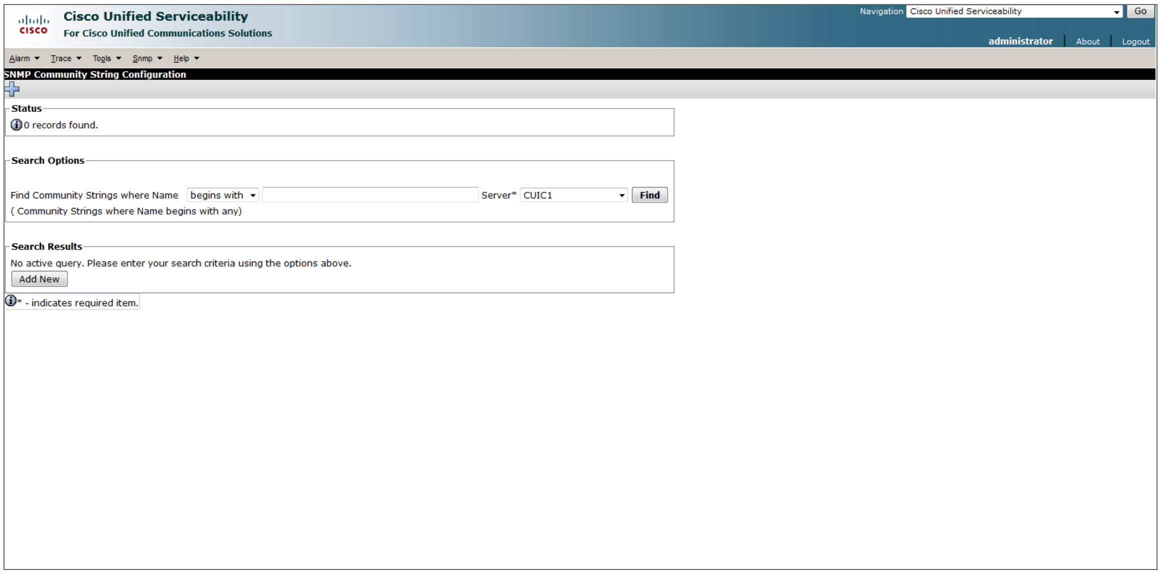
For information about Cisco Unified Communications Manager please visit our Unified Communications System Documentation web site.

For Cisco Technical Support please visit our Technical Support web site.

4. On the **SNMP Community String Configuration** page, under **Search Options**, click **[Find]**. The **Search Results** section appears.


Cisco Unified Serviceability
For Cisco Unified Communications Solutions
Navigation
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Logout
Alarm
Trace
Tools
Snmp
Help
Find
Add New

SNMP Community String Configuration

Status

0 records found.

Search Options

Find Community Strings where Name begins with Server* CUIC1

(Community Strings where Name begins with any)

Search Results

No active query. Please enter your search criteria using the options above.

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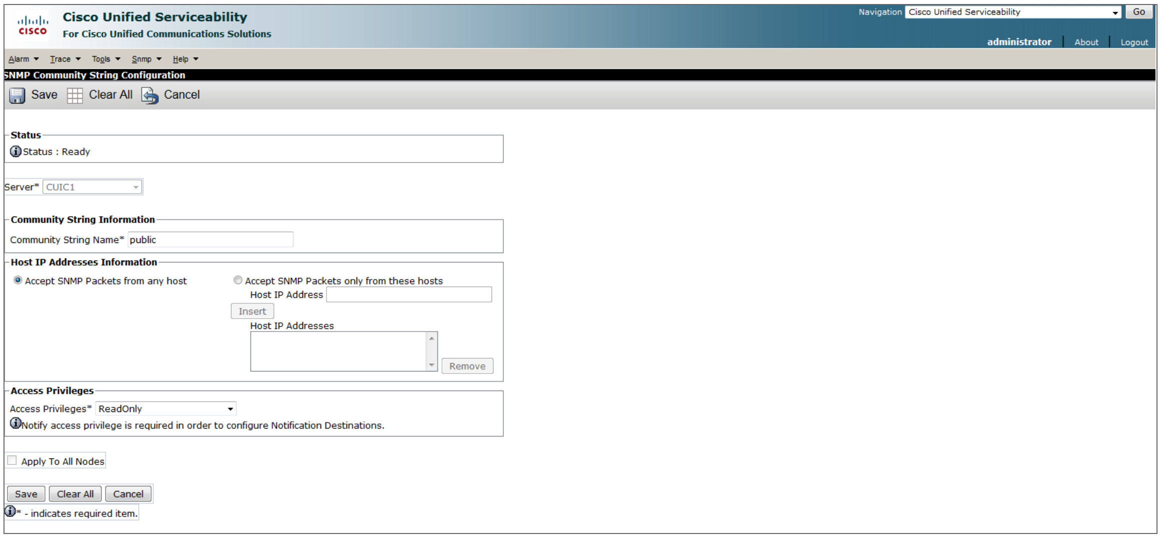
5. Under **Search Results**, click **[Add New]**.

6. Enter values in the following fields:


Cisco Unified Serviceability
For Cisco Unified Communications Solutions
Navigation Cisco Unified Serviceability
Go
administrator
About
Logout
Alarm
Trace
Tools
Snmp
Help
Save
Clear All
Cancel
Insert
Remove
Save
Clear All
Cancel

SNMP Community String Configuration

Status

Status : Ready

Server* CUIC1

Community String Information

Community String Name* public

Host IP Addresses Information

● Accept SNMP Packets from any host

○ Accept SNMP Packets only from these hosts

Host IP Address

Host IP Addresses

Access Privileges

Access Privileges* ReadOnly

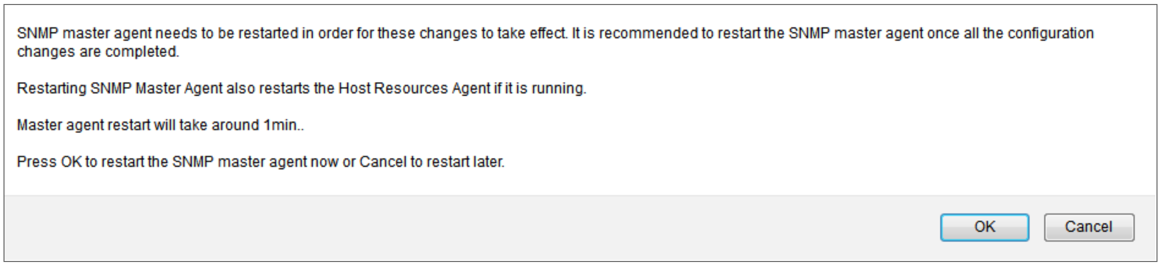
Notify access privilege is required in order to configure Notification Destinations.

□ Apply To All Nodes

* - indicates required item.

- ***Community String Name***. Enter a name for the new community string.
- ***Access Privileges***. Select *ReadOnly*.
- For the other fields on the page, use the default values.

7. Click **[Save]**.
8. Click **[OK]** to restart the SNMP master agent.



SNMP master agent needs to be restarted in order for these changes to take effect. It is recommended to restart the SNMP master agent once all the configuration changes are completed.

Restarting SNMP Master Agent also restarts the Host Resources Agent if it is running.

Master agent restart will take around 1min..

Press OK to restart the SNMP master agent now or Cancel to restart later.

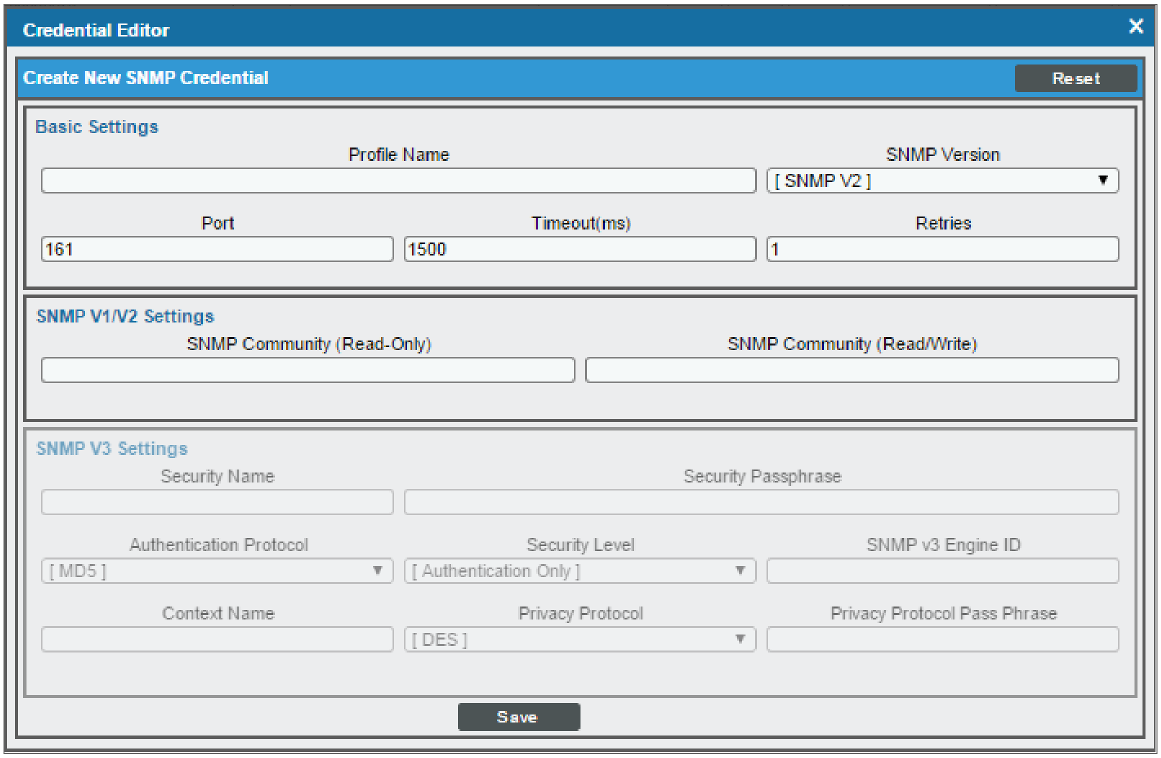
Creating an SNMP Credential for Unified Contact Center Enterprise

To configure the ScienceLogic platform to monitor Cisco Unified Contact Center Enterprise (UCCE), you must create an SNMP credential. This credential allows the Dynamic Applications in the *Cisco: Contact Center Enterprise* PowerPack to communicate with your UCCE account.

To configure an SNMP credential for UCCE:

1. Go to the **Credential Management** page (System > Manage > Credentials).
2. Click the **[Create]** button.

3. In the drop-down list that appears, select *SNMP Credential*. The **Credential Editor** page appears:



Profile Name:
SNMP Version: [SNMP V2]
Port: 161
Timeout(ms): 1500
Retries: 1
SNMP Community (Read-Only):
SNMP Community (Read/Write):
Security Name:
Security Passphrase:
Authentication Protocol: [MD5]
Security Level: [Authentication Only]
SNMP v3 Engine ID:
Context Name:
Privacy Protocol: [DES]
Privacy Protocol Pass Phrase:

4. In the ***Profile Name*** field, enter a name for the credential.
5. In the ***SNMP Version*** field, select *SNMP V2*.
6. In the ***SNMP Community (Read Only)*** field, enter the community string for the UCCE services.
7. Optionally, supply values in the other fields in this page. In most cases, you can use the default values for the other fields.
8. Click the **[Save]** button.

Compiling SNMP MIBs for Unified Contact Center Enterprise

You must manually compile some of the Management Information Base (MIB) files that are required for monitoring Cisco Unified Contact Center Enterprise in the ScienceLogic platform. To compile these MIBs, perform the following steps:

1. Go to the **MIB Compiler** page (System > Tools > MIB Compiler).
2. Locate the CISCO-CONTACT-CENTER-APPS-MIB and then click its lightning bolt icon (⚡).
3. Repeat step 2 for the CISCO-CUICAPPS-MIB and the CISCO-CVP-MIB.

NOTE: The MIB Compiler page displays "Yes" in the Compiled column for the MIBs before these steps are completed. However, you must still compile the MIBs manually using the lightning bolt icon (⚡).

If the message "MIB File Missing" appears when you click the lightning bolt icon (⚡), you must download and import the MIB(s) before compiling them. To do so:

1. Download the MIB(s) you need:
   - CISCO-CONTACT-CENTER-APPS-MIB: ftp://ftp.cisco.com/pub/mibs/v2/CISCO-CONTACT-CENTER-APPS-MIB.my
   - CISCO-CUICAPPS-MIB: ftp://ftp.cisco.com/pub/mibs/v2/CISCO-CUICAPPS-MIB.my
   - CISCO-CVP-MIB: ftp://ftp.cisco.com/pub/mibs/v2/CISCO-CVP-MIB.my
2. Go to the **MIB Compiler** page (System > Tools > MIB Compiler).
3. Click the **[Import]** button.
4. Click the **[Browse]** button to locate the downloaded MIB. Select the MIB, and then click the **[Import]** button.
5. Click **[OK]** to confirm.
6. On the **MIB Compiler** page, locate the imported MIB and click its lightning bolt icon (⚡) to compile it.
7. If you downloaded more than one MIB, repeat steps 2-6 for the additional MIB(s) that need to be imported and compiled.

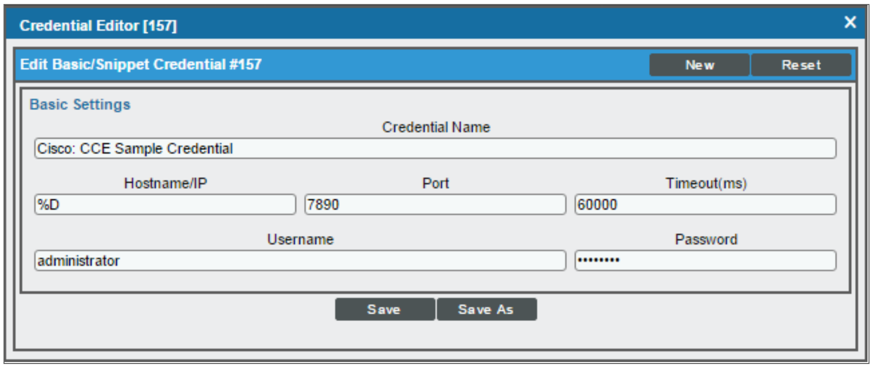
Configuring Unified Contact Center Enterprise Monitoring Using REST API

Some Dynamic Applications in the *Cisco: Contact Center Enterprise* PowerPack collect data from Cisco Unified Contact Center Enterprise (UCCE) using the UCCE REST API. These Dynamic Applications require a Basic/Snippet credential to enable the ScienceLogic platform to communicate with your UCCE account. An example Basic/Snippet credential that you can edit for your own use is included in the *Cisco: Contact Center Enterprise* PowerPack.

To create a Basic/Snippet credential to monitor UCCE:

1. Go to the **Credential Management** page (System > Manage > Credentials).
2. Locate the **Cisco: CCE Sample Credential**, then click its wrench icon (🔧). The **Edit Basic/Snippet Credential** modal page appears.

3. Enter values in the following fields:



Credential Name: Cisco: CCE Sample Credential

Hostname/IP: %D

Port: 7890

Timeout(ms): 60000

Username: administrator

Password: ••••••••

- ***Credential Name***. Enter a new name for the credential.
- ***Hostname/IP***. Enter "%D".
- ***Port***. Enter "7890".
- ***Timeout***. Enter "60000".
- ***Username***. Enter the username for a user with administrator access to the UCCE system.
- ***Password***. Enter the password for the UCCE administrator account.

4. Click the **[Save As]** button.
5. When the confirmation message appears, click **[OK]**.

Chapter

3

Discovering Cisco Unified Contact Center Enterprise Devices

Overview

The following sections describe the steps required to discover Cisco Unified Contact Center Enterprise devices with the ScienceLogic platform:

- *Discovering Cisco Unified Contact Center Enterprise Component Devices*
- *Viewing Cisco Unified Contact Center Enterprise Component Devices*

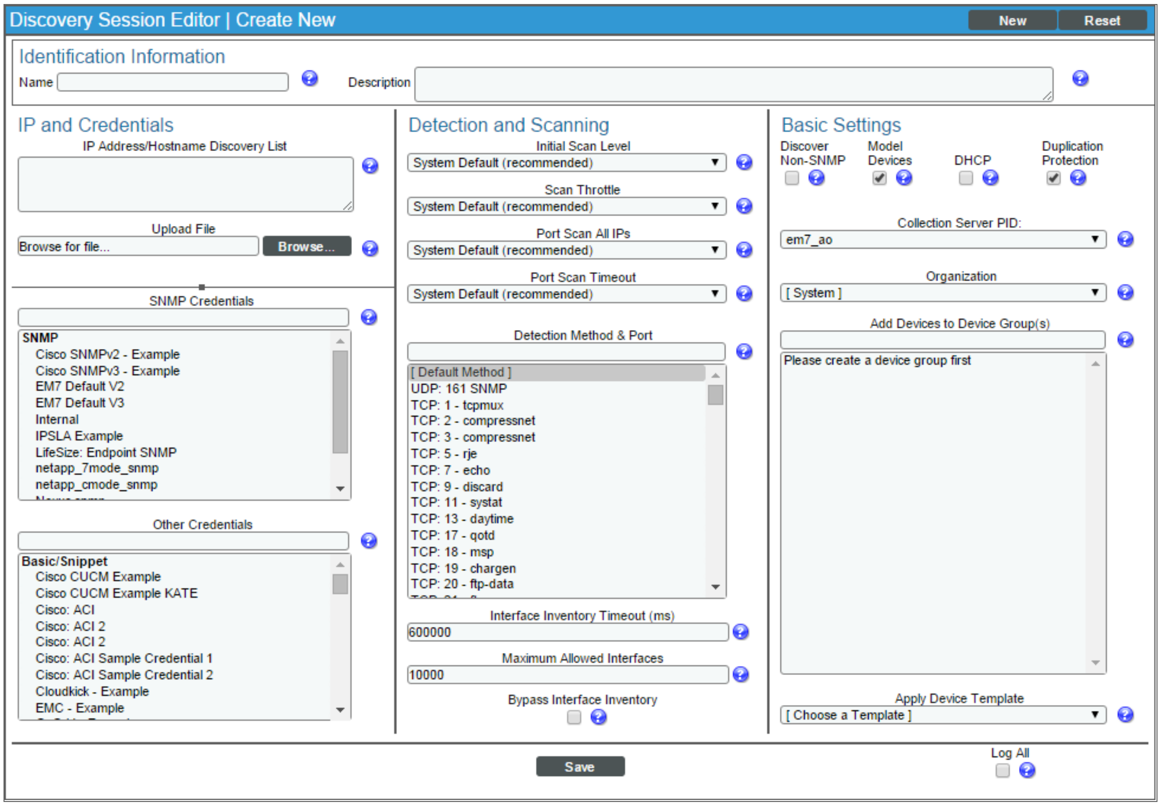
Discovering Component Devices in Cisco Unified Contact Center Enterprise

When you discover your Cisco Unified Contact Center Enterprise (UCCE) instance with the ScienceLogic platform, the platform auto-aligns a series of Dynamic Applications to discover, configure, and monitor UCCE, Customer Voice Portal (CVP), Cisco Unified Intelligence Center (CUIC), and/or Finesse services, and all the associated component devices.

To discover your UCCE instance, perform the following steps:

1. Go to the **Discovery Control Panel** page (System > Manage > Discovery).

2. Click the **[Create]** button. The **Discovery Session Editor** page appears:



Discovery Session Editor | Create New

Identification Information

Name:

Description:

IP and Credentials

IP Address/Hostname Discovery List:

Upload File: Browse for file... Browse...

SNMP Credentials:

- SNMP
  - Cisco SNMPv2 - Example
  - Cisco SNMPv3 - Example
  - EM7 Default V2
  - EM7 Default V3
  - Internal
  - IPSLA Example
  - LifeSize: Endpoint SNMP
  - netapp_7mode_snmp
  - netapp_cmode_snmp

Other Credentials:

- Basic/Snippet
  - Cisco CUCM Example
  - Cisco CUCM Example KATE
  - Cisco: ACI
  - Cisco: ACI 2
  - Cisco: ACI 2
  - Cisco: ACI Sample Credential 1
  - Cisco: ACI Sample Credential 2
  - Cloudkick - Example
  - EMC - Example

Detection and Scanning

Initial Scan Level: System Default (recommended)

Scan Throttle: System Default (recommended)

Port Scan All IPs: System Default (recommended)

Port Scan Timeout: System Default (recommended)

Detection Method & Port:

- [Default Method]
- UDP: 161 SNMP
- TCP: 1 - tcpmux
- TCP: 2 - compressnet
- TCP: 3 - compressnet
- TCP: 5 - rje
- TCP: 7 - echo
- TCP: 9 - discard
- TCP: 11 - systat
- TCP: 13 - daytime
- TCP: 17 - qotd
- TCP: 18 - msp
- TCP: 19 - chargen
- TCP: 20 - ftp-data

Interface Inventory Timeout (ms): 600000

Maximum Allowed Interfaces: 10000

Bypass Interface Inventory: □

Basic Settings

Discover Non-SNMP: □

Model Devices: ☑

DHCP: □

Duplication Protection: ☑

Collection Server PID: em7_ao

Organization: [System]

Add Devices to Device Group(s): Please create a device group first

Apply Device Template: [Choose a Template]

Log All: □

3. Supply values in the following fields:

   - ***IP Address/Hostname Discovery List***. Enter the IP address(es) or the range of IP addresses for the UCCE, CVP, CUIC, and/or Finesse services you want to discover.
   - ***SNMP Credentials***. Select the ***SNMP credential you created***.
   - ***Other Credentials***. Select the ***Basic/Snippet credential you created***.

4. Optionally, supply values in the other fields in this page. For a description of the fields in this page, see the ***Discovery & Credentials*** manual.

5. Click the **[Save]** button.

6. The **Discovery Control Panel** page refreshes. Click the lightning bolt icon ( ) for the discovery session you created.

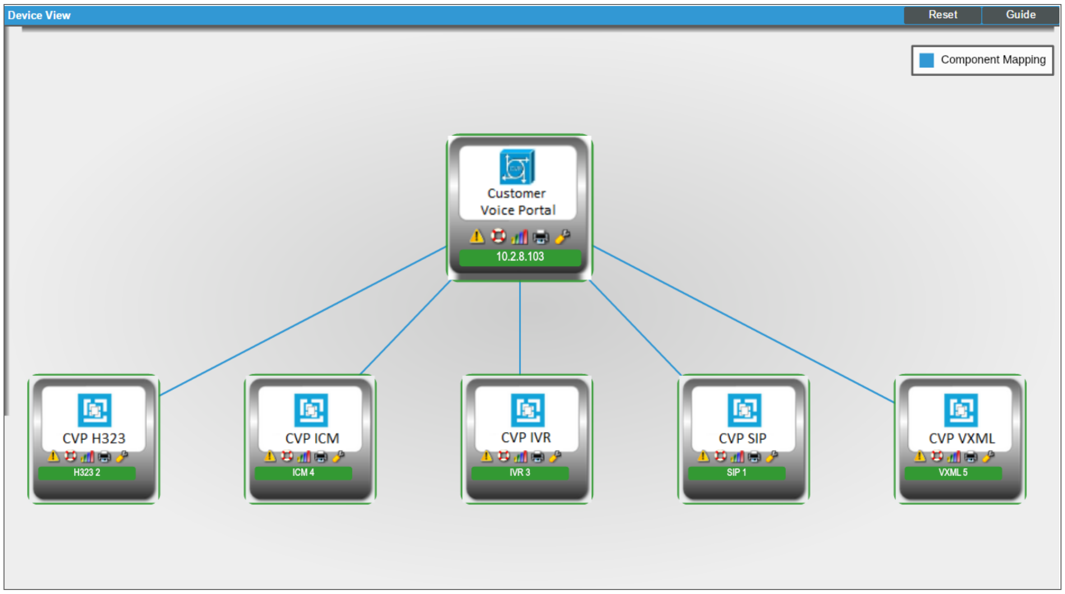
7. In the pop-up window that appears, click the **[OK]** button. The **Discovery Session** page displays the progress of the discovery session.

Viewing Cisco Unified Contact Center Enterprise Component Devices

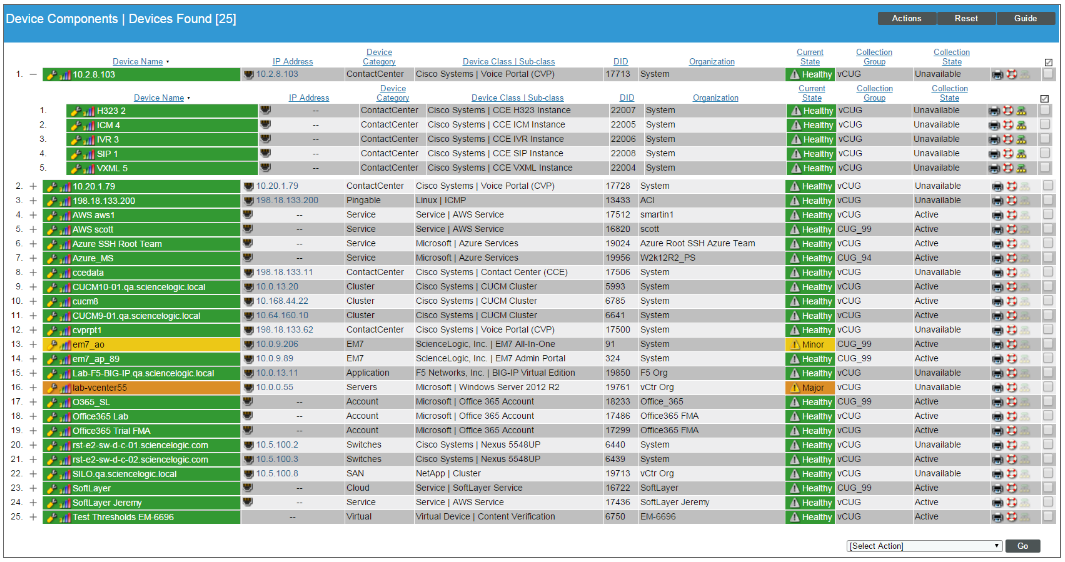
When the ScienceLogic platform discovers your Cisco Unified Contact Center Enterprise (UCCE), Customer Voice Portal (CVP), Cisco Unified Intelligence Center (CUIC), or Finesse services, the platform creates component devices that represent each component in those services.

In addition to the **Device Manager** page, you can view all associated component devices in the following places in the user interface:

- The **Device View** modal page (click the bar-graph icon [📊] for a device, and then click the **Topology** tab) displays a map of the selected device and all of the devices with which it has parent-child relationships. Double-clicking any of the devices listed reloads the page to make the selected device the primary device:



- The **Device Components** page (Registry > Devices > Device Components) displays a list of all root devices and component devices discovered by the ScienceLogic platform, in an indented view, so you can easily view the hierarchy and relationships between child devices, parent devices, and root devices. To view the component devices associated with your service, find the UCCE, CVP, CUIC, or Finesse device and click its plus icon (+):



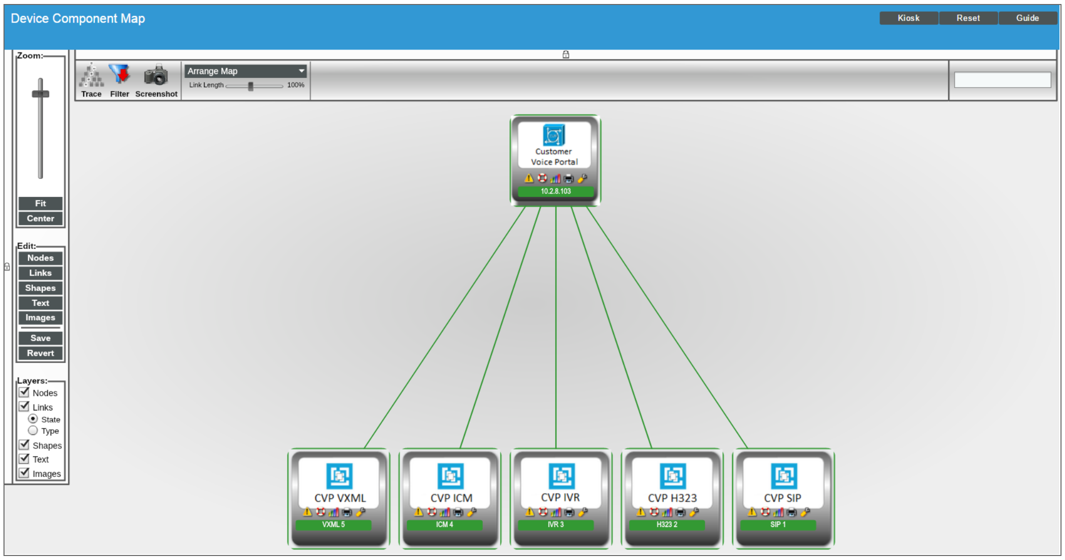
Device Components | Devices Found [25]

Actions | Reset | Guide

		Device Name	IP Address	Device Category	Device Class | Sub-class	DID	Organization	Current State	Collection Group	Collection State	☑
1.	–	10.2.8.103	10.2.8.103	ContactCenter	Cisco Systems | Voice Portal (CVP)	17713	System	Healthy	vCUG	Unavailable	□
		Device Name	IP Address	Device Category	Device Class | Sub-class	DID	Organization	Current State	Collection Group	Collection State	☑
1.		H323 2	--	ContactCenter	Cisco Systems | CCE H323 Instance	22007	System	Healthy	vCUG	Unavailable	□
2.		ICM 4	--	ContactCenter	Cisco Systems | CCE ICM Instance	22005	System	Healthy	vCUG	Unavailable	□
3.		IVR 3	--	ContactCenter	Cisco Systems | CCE IVR Instance	22006	System	Healthy	vCUG	Unavailable	□
4.		SIP 1	--	ContactCenter	Cisco Systems | CCE SIP Instance	22008	System	Healthy	vCUG	Unavailable	□
5.		VXML 5	--	ContactCenter	Cisco Systems | CCE VXML Instance	22004	System	Healthy	vCUG	Unavailable	□
2.	+	10.20.1.79	10.20.1.79	ContactCenter	Cisco Systems | Voice Portal (CVP)	17728	System	Healthy	vCUG	Unavailable	□
3.	+	198.18.133.200	198.18.133.200	Pingable	Linux | ICMP	13433	ACI	Healthy	vCUG	Unavailable	□
4.	+	AWS aws1	--	Service	Service | AWS Service	17512	smartin1	Healthy	vCUG	Active	□
5.	+	AWS scott	--	Service	Service | AWS Service	16820	scott	Healthy	CUG_99	Active	□
6.	+	Azure SSH Root Team	--	Service	Microsoft | Azure Services	19024	Azure Root SSH Azure Team	Healthy	vCUG	Active	□
7.	+	Azure_MS	--	Service	Microsoft | Azure Services	19956	W2k12R2_PS	Healthy	CUG_94	Active	□
8.	+	ccedata	198.18.133.11	ContactCenter	Cisco Systems | Contact Center (CCE)	17506	System	Healthy	vCUG	Unavailable	□
9.	+	CUCM10-01.qa.sciencelogic.local	10.0.13.20	Cluster	Cisco Systems | CUCM Cluster	5993	System	Healthy	vCUG	Active	□
10.	+	cucm8	10.168.44.22	Cluster	Cisco Systems | CUCM Cluster	6785	System	Healthy	vCUG	Active	□
11.	+	CUCM9-01.qa.sciencelogic.local	10.64.160.10	Cluster	Cisco Systems | CUCM Cluster	6641	System	Healthy	vCUG	Active	□
12.	+	cvprpt1	198.18.133.62	ContactCenter	Cisco Systems | Voice Portal (CVP)	17500	System	Healthy	vCUG	Unavailable	□
13.	+	em7_ao	10.0.9.206	EM7	ScienceLogic, Inc. | EM7 All-In-One	91	System	Minor	CUG_99	Active	□
14.	+	em7_ap_89	10.0.9.89	EM7	ScienceLogic, Inc. | EM7 Admin Portal	324	System	Healthy	CUG_99	Active	□
15.	+	Lab-F5-BIG-IP.qa.sciencelogic.local	10.0.13.11	Application	F5 Networks, Inc. | BIG-IP Virtual Edition	19850	F5 Org	Healthy	vCUG	Unavailable	□
16.	+	lab-vcenter55	10.0.0.55	Servers	Microsoft | Windows Server 2012 R2	19761	vCtr Org	Major	vCUG	Unavailable	□
17.	+	O365_SL	--	Account	Microsoft | Office 365 Account	18233	Office_365	Healthy	CUG_99	Active	□
18.	+	Office365 Lab	--	Account	Microsoft | Office 365 Account	17486	Office365 FMA	Healthy	vCUG	Active	□
19.	+	Office365 Trial FMA	--	Account	Microsoft | Office 365 Account	17299	Office365 FMA	Healthy	vCUG	Active	□
20.	+	rst-e2-sw-d-c-01.sciencelogic.com	10.5.100.2	Switches	Cisco Systems | Nexus 5548UP	6440	System	Healthy	vCUG	Unavailable	□
21.	+	rst-e2-sw-d-c-02.sciencelogic.com	10.5.100.3	Switches	Cisco Systems | Nexus 5548UP	6439	System	Healthy	vCUG	Active	□
22.	+	SILO.qa.sciencelogic.local	10.5.100.8	SAN	NetApp | Cluster	19713	vCtr Org	Healthy	vCUG	Unavailable	□
23.	+	SoftLayer	--	Cloud	Service | SoftLayer Service	16722	SoftLayer	Healthy	CUG_99	Active	□
24.	+	SoftLayer Jeremy	--	Service	Service | AWS Service	17436	SoftLayer Jeremy	Healthy	vCUG	Active	□
25.	+	Test Thresholds EM-6696	--	Virtual	Virtual Device | Content Verification	6750	EM-6696	Healthy	vCUG	Active	□

[Select Action] ▾ | Go

- The **Component Map** page (Views > Device Maps > Components) allows you to view devices by root node and view the relationships between root nodes, parent components, and child components in a map. This view makes it easy to visualize and manage root nodes and their components. The ScienceLogic platform automatically updates the **Component Map** as new component devices are discovered. The platform also updates each map with the latest status and event information. To view the map for your UCCE, CVP, CUIC, or Finesse service, go to the **Component Map** page and select the map from the list in the left NavBar. To learn more about the **Component Map** page, see the ***Views*** manual.



Chapter

4

Cisco Unified Contact Center Enterprise Dashboards

4

Overview

This chapter describes the dashboards that are included in the *Cisco: Contact Center Enterprise* PowerPack.

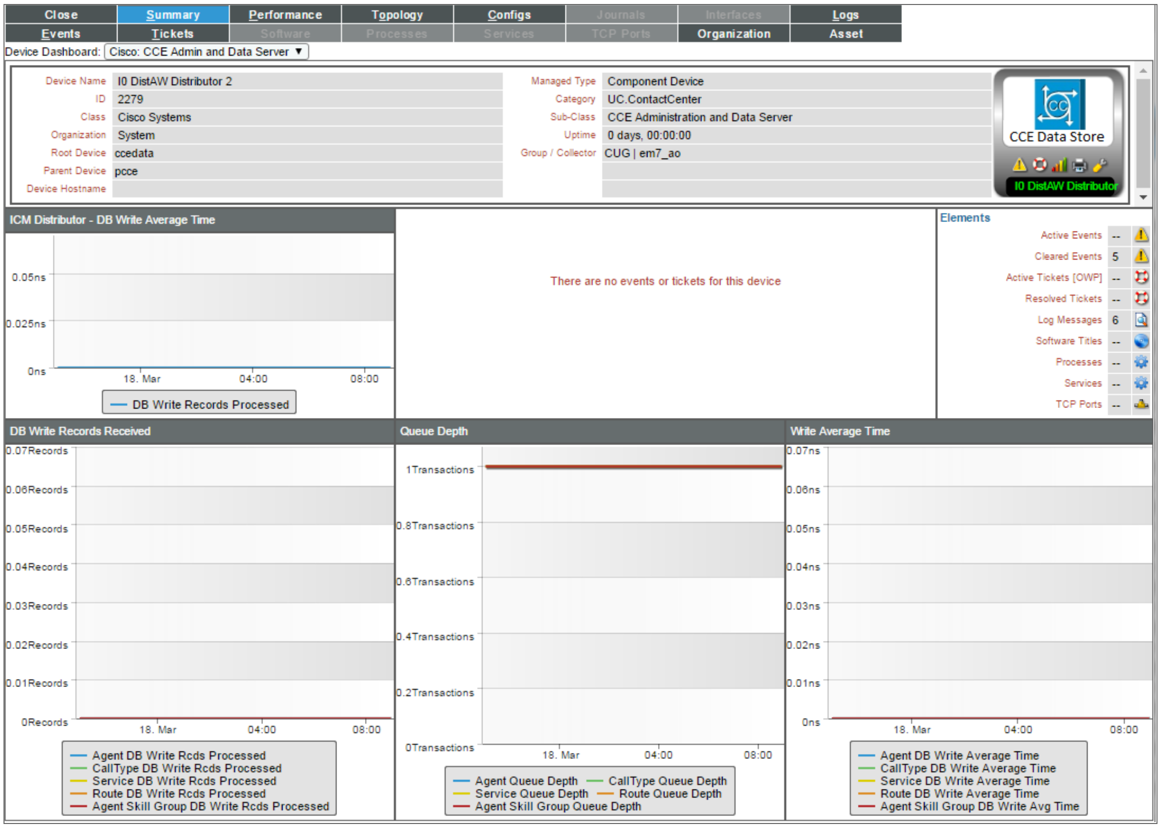
Device Dashboards

The *Cisco: Contact Center Enterprise* PowerPack includes device dashboards that provide summary information for Contact Center Enterprise component devices. The following device dashboards in the *Cisco: Contact Center Enterprise* PowerPack are aligned as the default device dashboard for the equivalent device class:

- *Cisco: CCE Admin and Data Server*
- *Cisco: CCE Call Router*
- *Cisco: CCE Campaign*
- *Cisco: CCE CTI Gateway*
- *Cisco: CCE CTI Object Server*
- *Cisco: CCE Dialer*
- *Cisco: CCE Logger*
- *Cisco: CCE Peripheral Gateway*
- *Cisco: CUIC*
- *Cisco: CVP H323*
- *Cisco: CVP ICM*

- *Cisco: CVP IVR*
- *Cisco: CVP Reporting*
- *Cisco: CVP SIP*
- *Cisco: CVP VXML*
- *Host Resource and IF MIBS+Topology*

Cisco: CCE Admin and Data Server



Device Dashboard: Cisco: CCE Admin and Data Server ▼

Device Name	I0 DistAW Distributor 2	Managed Type	Component Device
ID	2279	Category	UC.ContactCenter
Class	Cisco Systems	Sub-Class	CCE Administration and Data Server
Organization	System	Uptime	0 days, 00:00:00
Root Device	ccedata	Group / Collector	CUG | em7_ao
Parent Device	pcce		
Device Hostname			

Elements

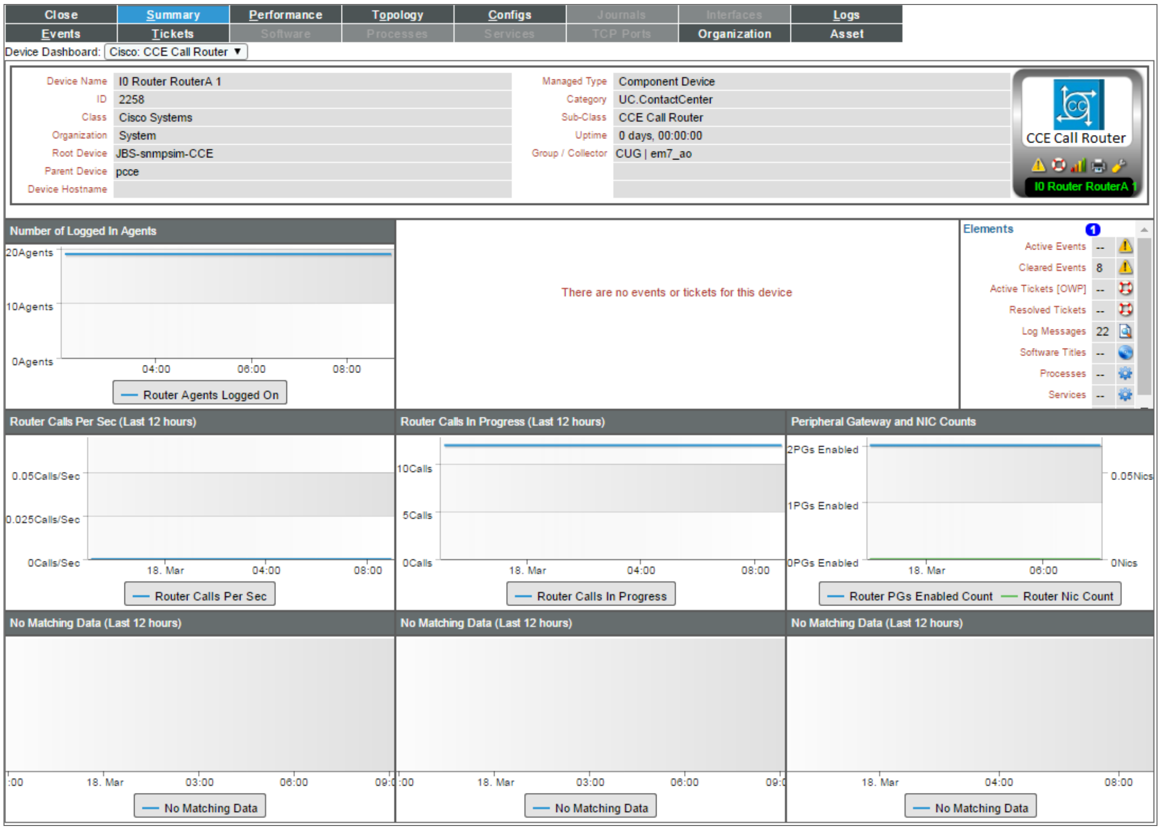
Active Events	--
Cleared Events	5
Active Tickets [OWP]	--
Resolved Tickets	--
Log Messages	6
Software Titles	--
Processes	--
Services	--
TCP Ports	--

The ***Cisco: CCE Admin and Data Server*** device dashboard displays the following information:

- The basic information about the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Four instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
  - DB Write Average Time
  - DB Write Records Processed

- Queue Depth
- Write Average Time

Cisco: CCE Call Router



Device Dashboard: Cisco: CCE Call Router ▼

Device Name	I0 Router RouterA 1	Managed Type	Component Device
ID	2258	Category	UC.ContactCenter
Class	Cisco Systems	Sub-Class	CCE Call Router
Organization	System	Uptime	0 days, 00:00:00
Root Device	JBS-snmpsim-CCE	Group / Collector	CUG | em7_ao
Parent Device	pcce		
Device Hostname			

There are no events or tickets for this device

Elements

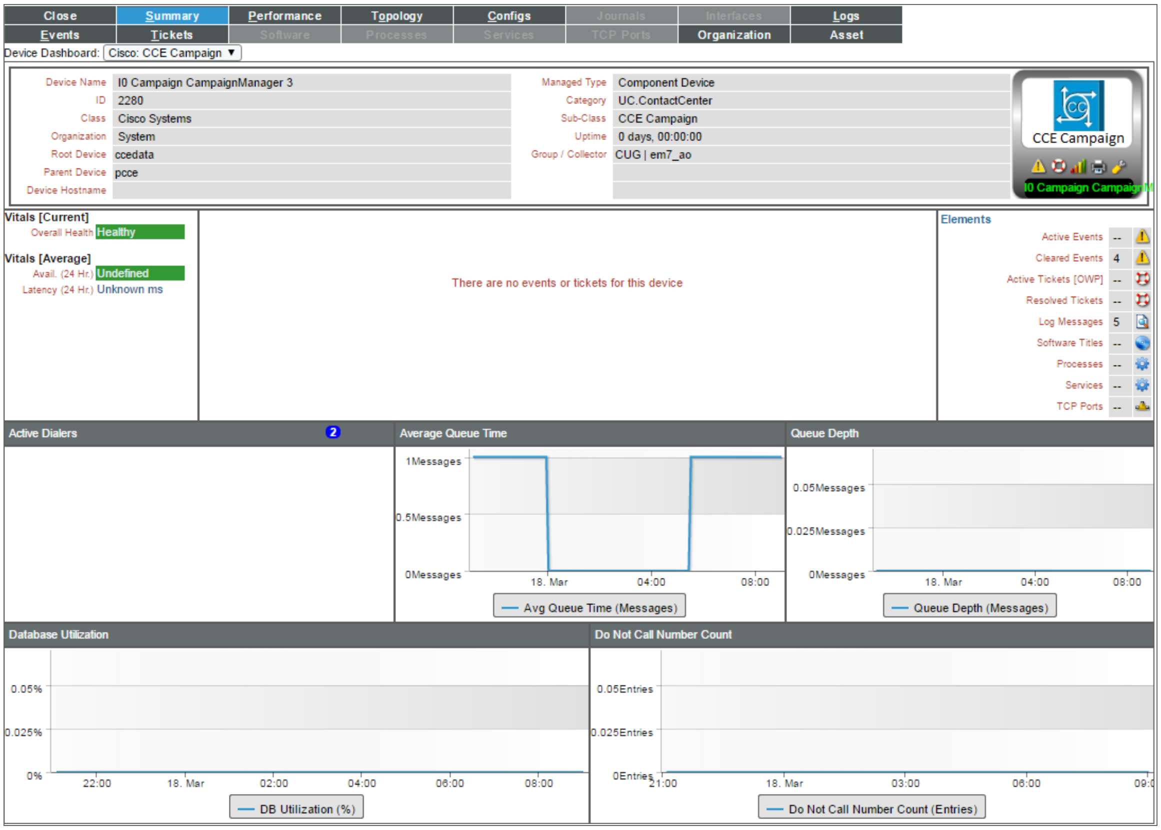
Active Events	--
Cleared Events	8
Active Tickets [OWP]	--
Resolved Tickets	--
Log Messages	22
Software Titles	--
Processes	--
Services	--

The ***Cisco: CCE Call Router*** device dashboard displays the following information:

- The basic information about the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Seven instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
  - Number of Logged In Agents
  - Router Calls Per Sec
  - Calls In Router and Calls In Queue
  - Router Calls In Progress
  - Pending PQA Agent Count

- ○ Peripheral Gateway and NIC Counts
- ○ Pending PQ Count

Cisco: CCE Campaign



Device Dashboard: Cisco: CCE Campaign ▼

Device Name	I0 Campaign CampaignManager 3	Managed Type	Component Device
ID	2280	Category	UC.ContactCenter
Class	Cisco Systems	Sub-Class	CCE Campaign
Organization	System	Uptime	0 days, 00:00:00
Root Device	ccedata	Group / Collector	CUG | em7_ao
Parent Device	pcce		
Device Hostname			

I0 Campaign CampaignM

Vitals [Current]
Overall Health Healthy

Vitals [Average]
Avail. (24 Hr.) Undefined
Latency (24 Hr.) Unknown ms

There are no events or tickets for this device

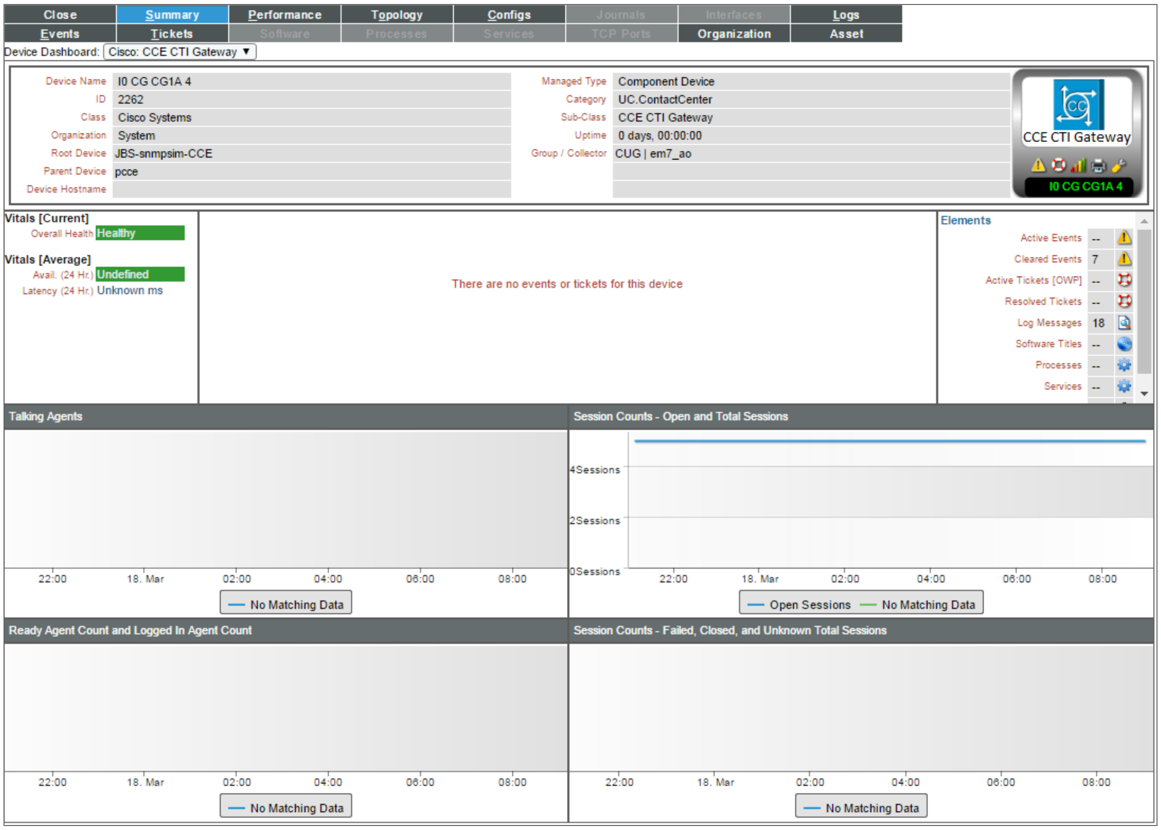
Elements

Active Events	--
Cleared Events	4
Active Tickets [OWP]	--
Resolved Tickets	--
Log Messages	5
Software Titles	--
Processes	--
Services	--
TCP Ports	--

The ***Cisco: CCE Campaign*** device dashboard displays the following information:

- The basic information about the device
- The current health, availability, and latency for the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Five instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
    - ○ Active Dialers
    - ○ Average Queue Time
    - ○ Queue Depth
    - ○ Database Utilization
    - ○ Do Not Call Number Count

Cisco: CCE CTI Gateway



Device Dashboard: Cisco: CCE CTI Gateway ▼

Device Name	I0 CG CG1A 4	Managed Type	Component Device
ID	2262	Category	UC.ContactCenter
Class	Cisco Systems	Sub-Class	CCE CTI Gateway
Organization	System	Uptime	0 days, 00:00:00
Root Device	JBS-snmpsim-CCE	Group / Collector	CUG | em7_ao
Parent Device	pcce		
Device Hostname			

Vitals [Current]

Overall Health Healthy

Vitals [Average]

Avail. (24 Hr.) Undefined

Latency (24 Hr.) Unknown ms

There are no events or tickets for this device

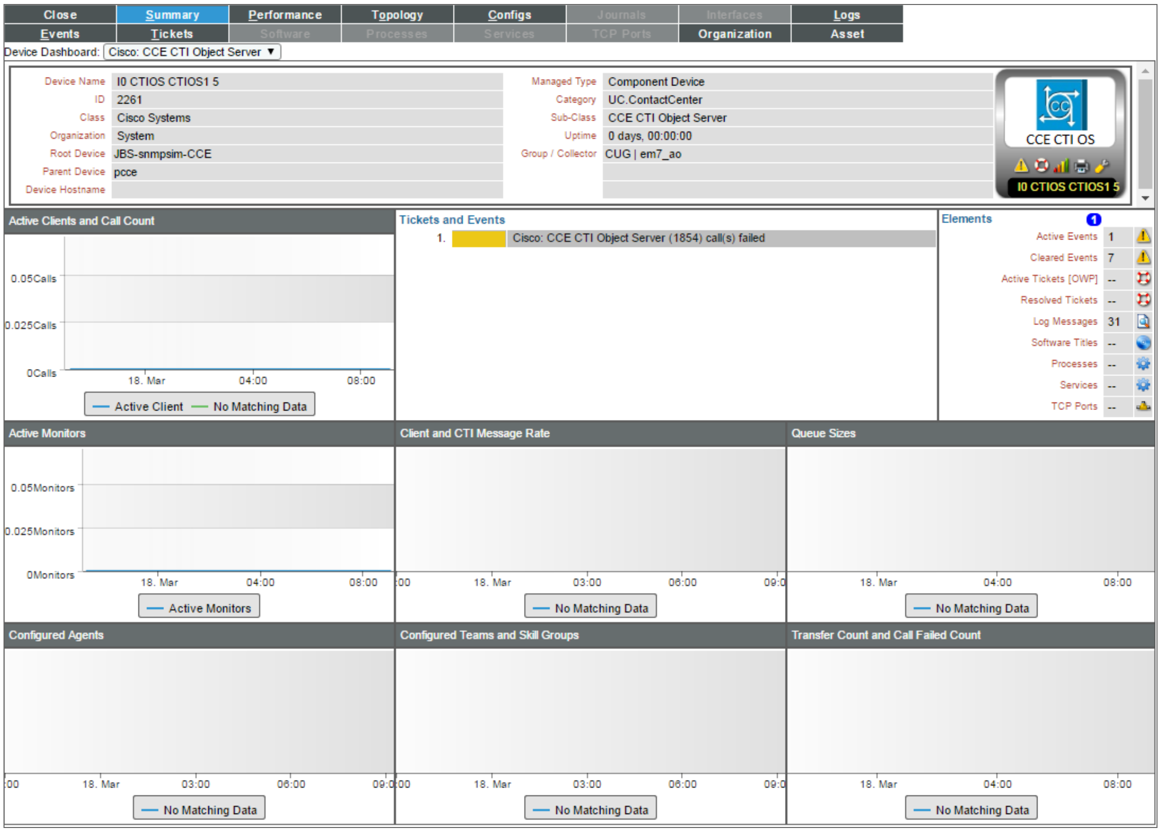
Elements

Active Events	--
Cleared Events	7
Active Tickets [OWP]	--
Resolved Tickets	--
Log Messages	18
Software Titles	--
Processes	--
Services	--

The ***Cisco: CCE CTI Gateway*** device dashboard displays the following information:

- The basic information about the device
- The current health, availability, and latency for the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Four instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
  - Talking Agents
  - Ready Agent Count and Logged In Agent Count
  - Session Counts - Open and Total Sessions
  - Session Counts - Failed, Closed and Unknown Sessions

Cisco: CCE CTI Object Server



Device Dashboard: Cisco: CCE CTI Object Server ▼

Device Name	I0 CTIOS CTIOS1 5	Managed Type	Component Device
ID	2261	Category	UC.ContactCenter
Class	Cisco Systems	Sub-Class	CCE CTI Object Server
Organization	System	Uptime	0 days, 00:00:00
Root Device	JBS-snmpsim-CCE	Group / Collector	CUG | em7_ao
Parent Device	pcce		
Device Hostname			

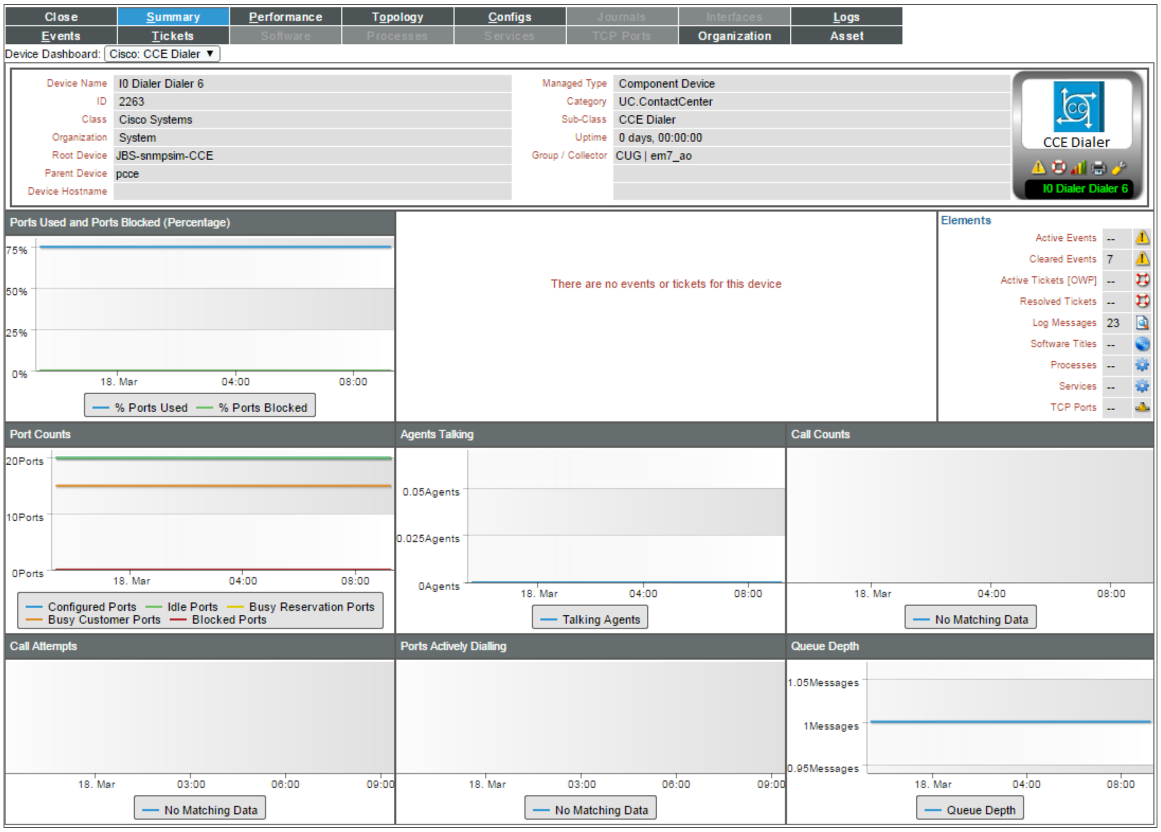
1. Cisco: CCE CTI Object Server (1854) call(s) failed

Active Events	1
Cleared Events	7
Active Tickets [OWP]	--
Resolved Tickets	--
Log Messages	31
Software Titles	--
Processes	--
Services	--
TCP Ports	--

The ***Cisco: CCE CTI Object Server*** device dashboard displays the following information:

- The basic information about the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Seven instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
    - Active Clients and Call Count
    - Active Monitors
    - Configured Agents
    - Client and CTI Message Rate
    - Configured Teams and Skill Group
    - Queue Sizes
    - Transfer Count and Call Failed Count

Cisco: CCE Dialer



Device Dashboard: Cisco: CCE Dialer ▼

Device Name	I0 Dialer Dialer 6	Managed Type	Component Device
ID	2263	Category	UC.ContactCenter
Class	Cisco Systems	Sub-Class	CCE Dialer
Organization	System	Uptime	0 days, 00:00:00
Root Device	JBS-snmpsim-CCE	Group / Collector	CUG | em7_ao
Parent Device	pcce		
Device Hostname			

There are no events or tickets for this device

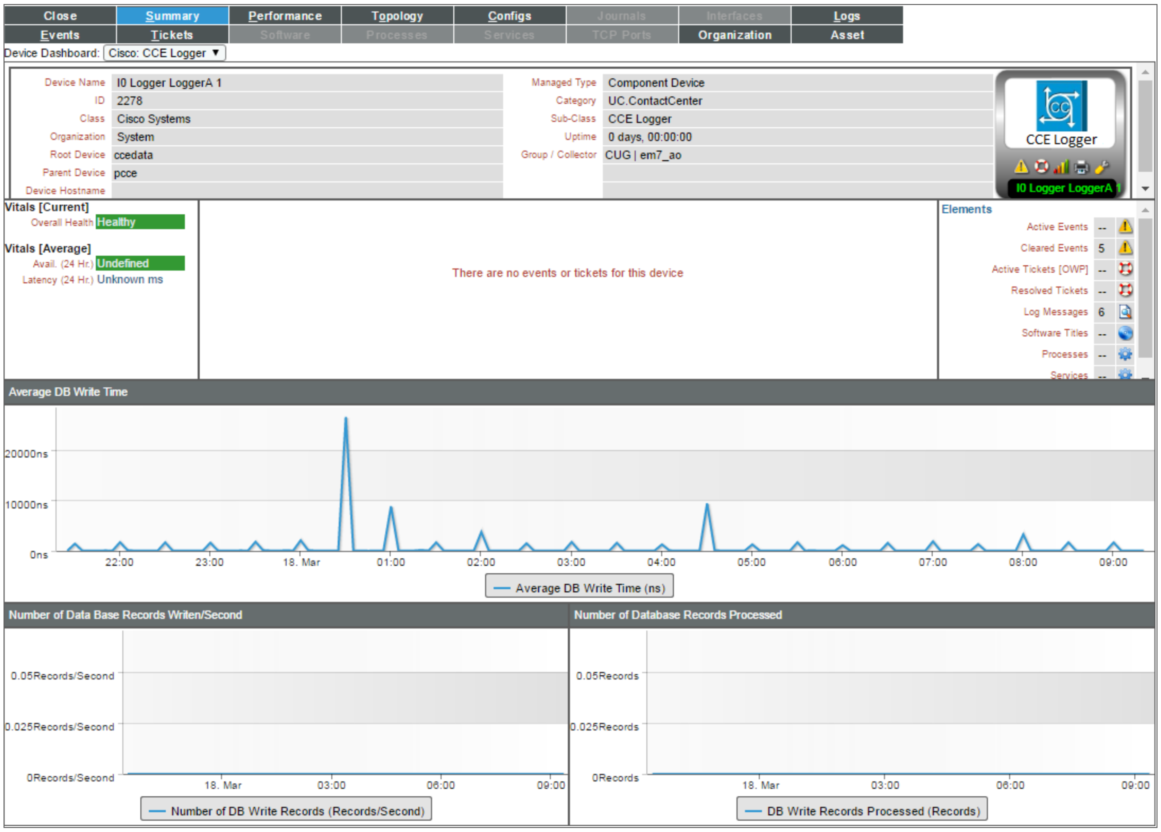
Elements

Active Events	--
Cleared Events	7
Active Tickets [OWP]	--
Resolved Tickets	--
Log Messages	23
Software Titles	--
Processes	--
Services	--
TCP Ports	--

The ***Cisco: CCE Dialer*** device dashboard displays the following information:

- The basic information about the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Seven instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
    - Ports Used and Ports Blocked
    - Port Counts
    - Call Attempts
    - Agents Talking
    - Ports Actively Dialing
    - Call Counts
    - Queue Depth

Cisco: CCE Logger



Device Dashboard: Cisco: CCE Logger

Device Name	I0 Logger LoggerA 1	Managed Type	Component Device
ID	2278	Category	UC.ContactCenter
Class	Cisco Systems	Sub-Class	CCE Logger
Organization	System	Uptime	0 days, 00:00:00
Root Device	ccedata	Group / Collector	CUG | em7_ao
Parent Device	pcce		
Device Hostname			

Vitals [Current]

Overall Health Healthy

Vitals [Average]

Avail. (24 Hr.) Undefined

Latency (24 Hr.) Unknown ms

There are no events or tickets for this device

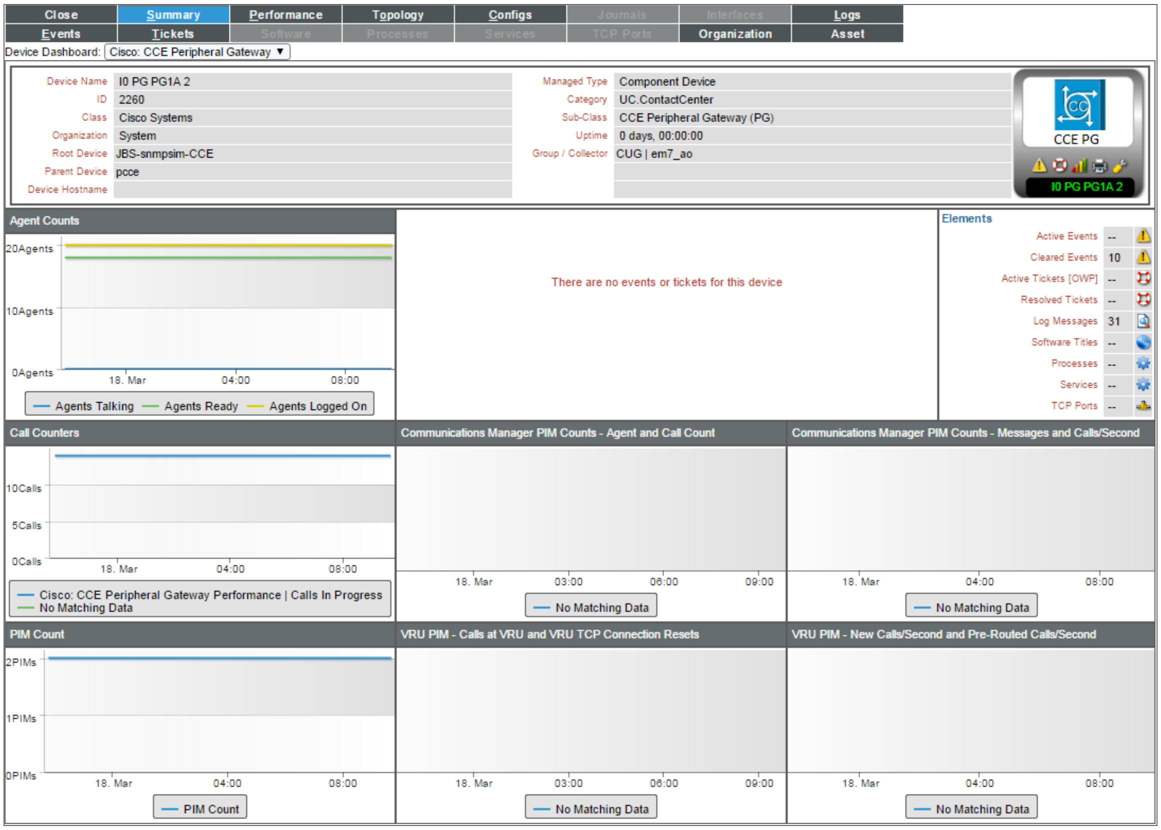
Elements

Active Events	--
Cleared Events	5
Active Tickets [OWP]	--
Resolved Tickets	--
Log Messages	6
Software Titles	--
Processes	--
Services	--

The ***Cisco: CCE Logger*** device dashboard displays the following information:

- The basic information about the device
- The current health, availability, and latency for the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Three instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
    - Average DB Write Time
    - Number of Database Records Written/Second
    - Number of Database Records Processed

Cisco: CCE Peripheral Gateway



Device Dashboard: Cisco: CCE Peripheral Gateway ▼

Device Name	I0 PG PG1A 2	Managed Type	Component Device
ID	2260	Category	UC.ContactCenter
Class	Cisco Systems	Sub-Class	CCE Peripheral Gateway (PG)
Organization	System	Uptime	0 days, 00:00:00
Root Device	JBS-snmpsim-CCE	Group / Collector	CUG | em7_ao
Parent Device	pcce		
Device Hostname			

There are no events or tickets for this device

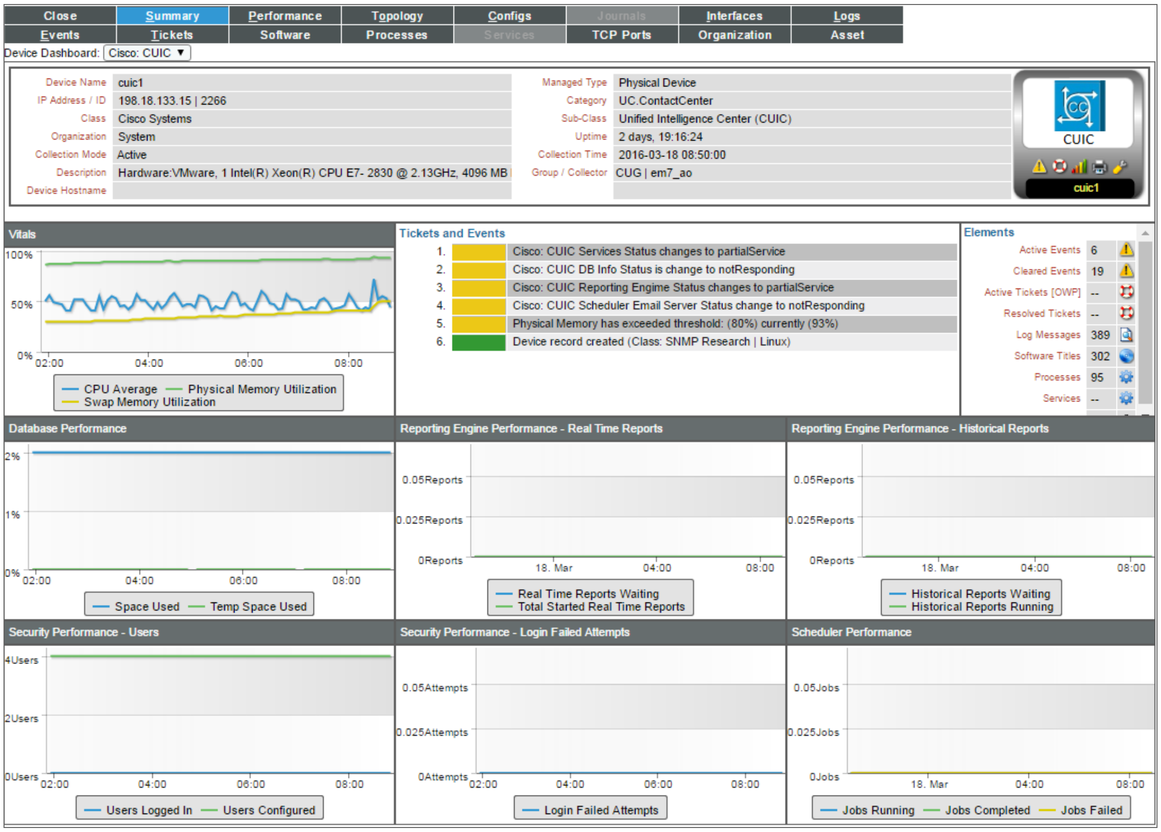
Elements

Active Events	--
Cleared Events	10
Active Tickets [OWP]	--
Resolved Tickets	--
Log Messages	31
Software Titles	--
Processes	--
Services	--
TCP Ports	--

The ***Cisco: CCE Peripheral Gateway*** device dashboard displays the following information:

- The basic information about the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Seven instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
    - Agent Counts
    - Call Counters
    - PIM Count
    - Communications Manager PIM Counts (Agent and Call Counts)
    - Communications Manager PIM Counts (Messages/sec and Calls/Second)
    - VRU PIM - Calls at VRU and VRU TCP Connection Resets
    - VRU PIM - New Calls/Second and Pre-Routed Calls/Second

Cisco: CUIC



Device Dashboard: Cisco: CUIC ▼

Device Name	cuic1	Managed Type	Physical Device
IP Address / ID	198.18.133.15 | 2266	Category	UC.ContactCenter
Class	Cisco Systems	Sub-Class	Unified Intelligence Center (CUIC)
Organization	System	Uptime	2 days, 19:16:24
Collection Mode	Active	Collection Time	2016-03-18 08:50:00
Description	Hardware:VMware, 1 Intel(R) Xeon(R) CPU E7- 2830 @ 2.13GHz, 4096 MB	Group / Collector	CUG | em7_ao
Device Hostname			

Tickets and Events

1. 🟨 Cisco: CUIC Services Status changes to partialService
2. 🟨 Cisco: CUIC DB Info Status is change to notResponding
3. 🟨 Cisco: CUIC Reporting Engine Status changes to partialService
4. 🟨 Cisco: CUIC Scheduler Email Server Status change to notResponding
5. 🟨 Physical Memory has exceeded threshold: (80%) currently (93%)
6. 🟩 Device record created (Class: SNMP Research | Linux)

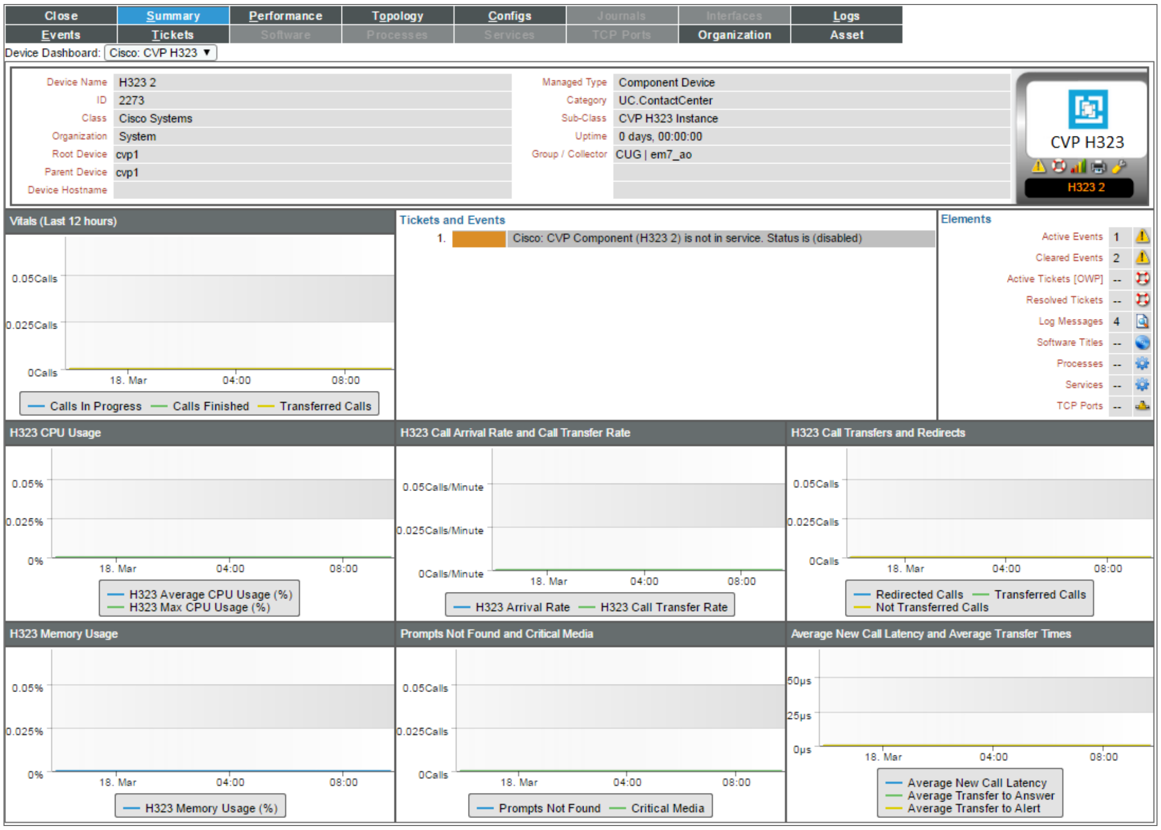
Elements

Active Events	6
Cleared Events	19
Active Tickets [OWP]	--
Resolved Tickets	--
Log Messages	389
Software Titles	302
Processes	95
Services	--

The ***Cisco: CUIC*** device dashboard displays the following information:

- The basic information about the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Seven instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
  - Vitals
  - Database Performance
  - Security Performance - Users
  - Reporting Engine Performance - Real Time Reports
  - Security Performance - Login Failed Attempts
  - Reporting Engine Performance - Historical Reports
  - Scheduler Performance

Cisco: CVP H323



Device Dashboard: Cisco: CVP H323

Device Name	H323 2	Managed Type	Component Device
ID	2273	Category	UC.ContactCenter
Class	Cisco Systems	Sub-Class	CVP H323 Instance
Organization	System	Uptime	0 days, 00:00:00
Root Device	cvp1	Group / Collector	CUG | em7_ao
Parent Device	cvp1		
Device Hostname			

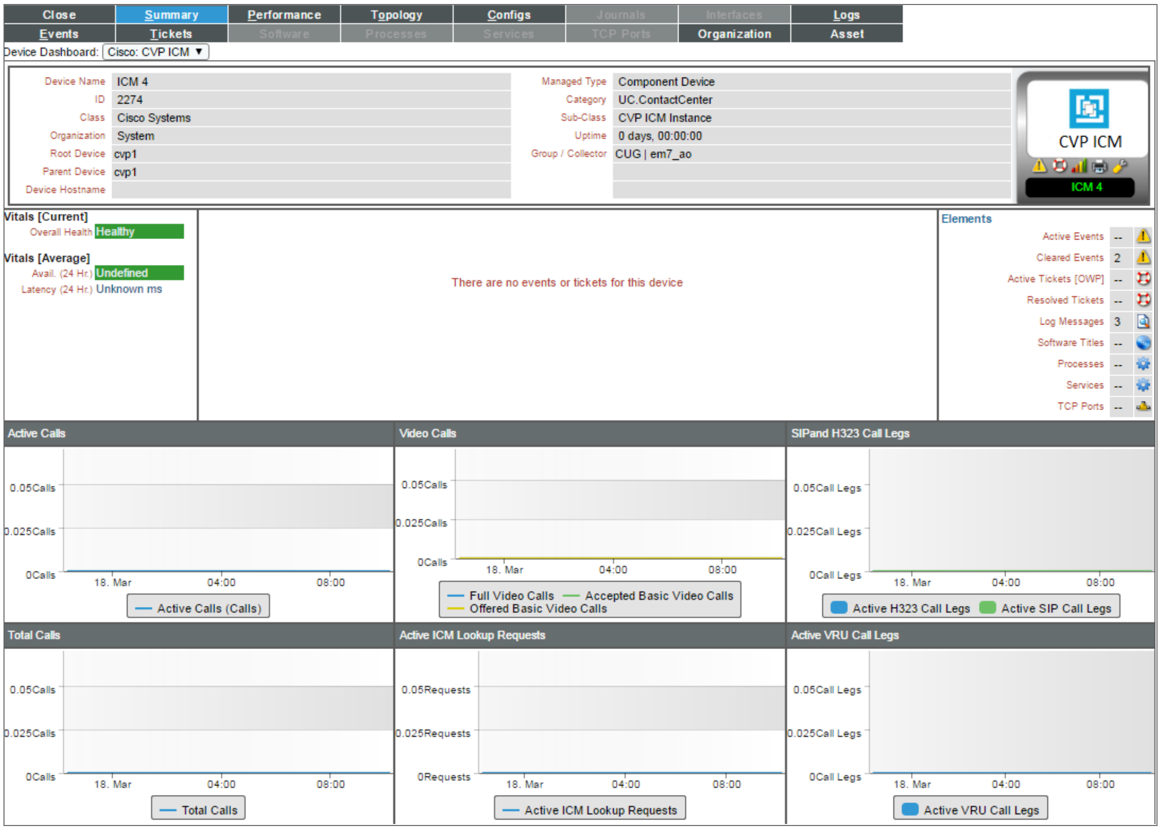
1. Cisco: CVP Component (H323 2) is not in service. Status is (disabled)

Active Events	1
Cleared Events	2
Active Tickets [OWP]	--
Resolved Tickets	--
Log Messages	4
Software Titles	--
Processes	--
Services	--
TCP Ports	--

The ***Cisco: CVP H323*** device dashboard displays the following information:

- The basic information about the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Seven instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
  - Vitals
  - H323 CPU Usage
  - H323 Memory Usage
  - H323 Call Arrival Rate and Call Transfer Rate
  - Prompts Not Found and Critical Media
  - H323 Call Transfers and Redirects
  - Average New Call Latency

Cisco: CVP ICM



Device Dashboard: Cisco: CVP ICM ▼

Device Name	ICM 4	Managed Type	Component Device
ID	2274	Category	UC.ContactCenter
Class	Cisco Systems	Sub-Class	CVP ICM Instance
Organization	System	Uptime	0 days, 00:00:00
Root Device	cvp1	Group / Collector	CUG | em7_ao
Parent Device	cvp1		
Device Hostname			

Vitals [Current]

Overall Health Healthy

Vitals [Average]

Avail. (24 Hr.) Undefined

Latency (24 Hr.) Unknown ms

There are no events or tickets for this device

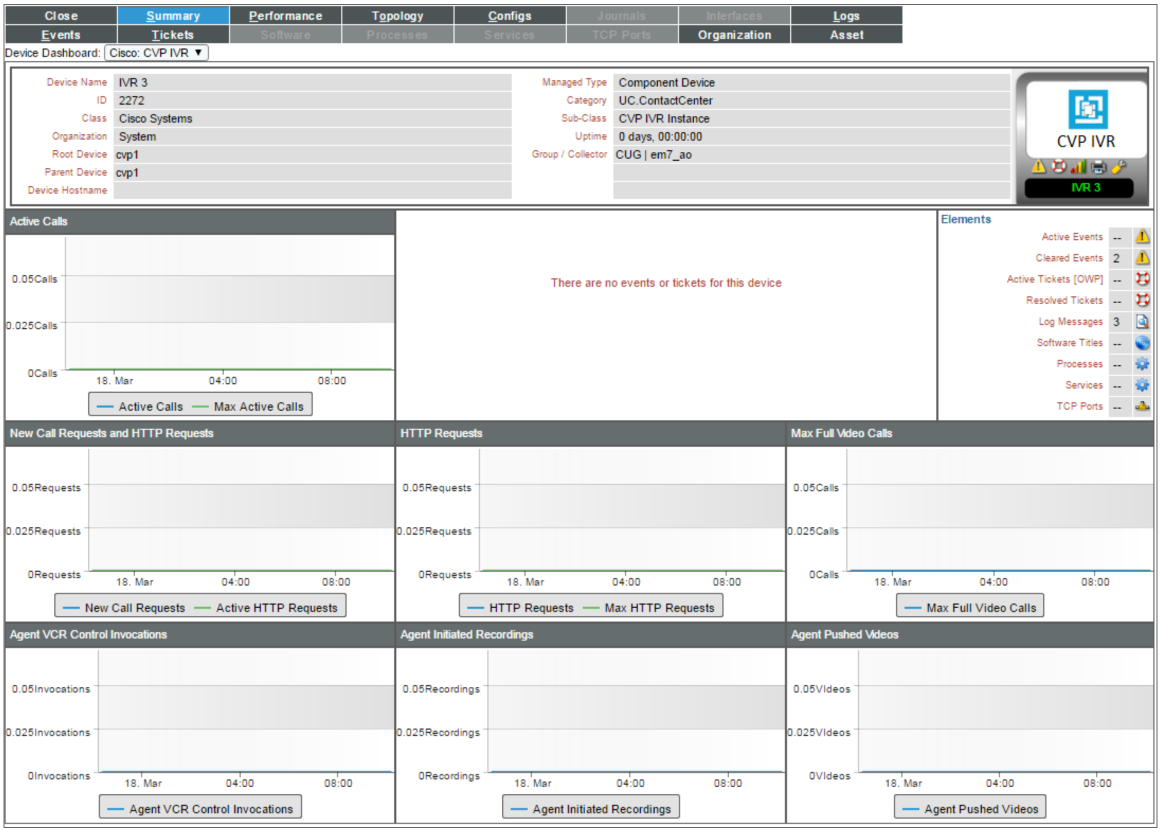
Elements

Active Events	--
Cleared Events	2
Active Tickets [OWP]	--
Resolved Tickets	--
Log Messages	3
Software Titles	--
Processes	--
Services	--
TCP Ports	--

The ***Cisco: CVP ICM*** device dashboard displays the following information:

- The basic information about the device
- The current health, availability, and latency for the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Six instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
    - Active Calls
    - Total Calls
    - Video Calls
    - Active ICM Lookup Requests
    - SIP and H323 Call Legs
    - Active VRU Call Legs

Cisco: CVP IVR



Device Dashboard: Cisco: CVP IVR ▼

Device Name	IVR 3	Managed Type	Component Device
ID	2272	Category	UC.ContactCenter
Class	Cisco Systems	Sub-Class	CVP IVR Instance
Organization	System	Uptime	0 days, 00:00:00
Root Device	cvp1	Group / Collector	CUG | em7_ao
Parent Device	cvp1		
Device Hostname			

There are no events or tickets for this device

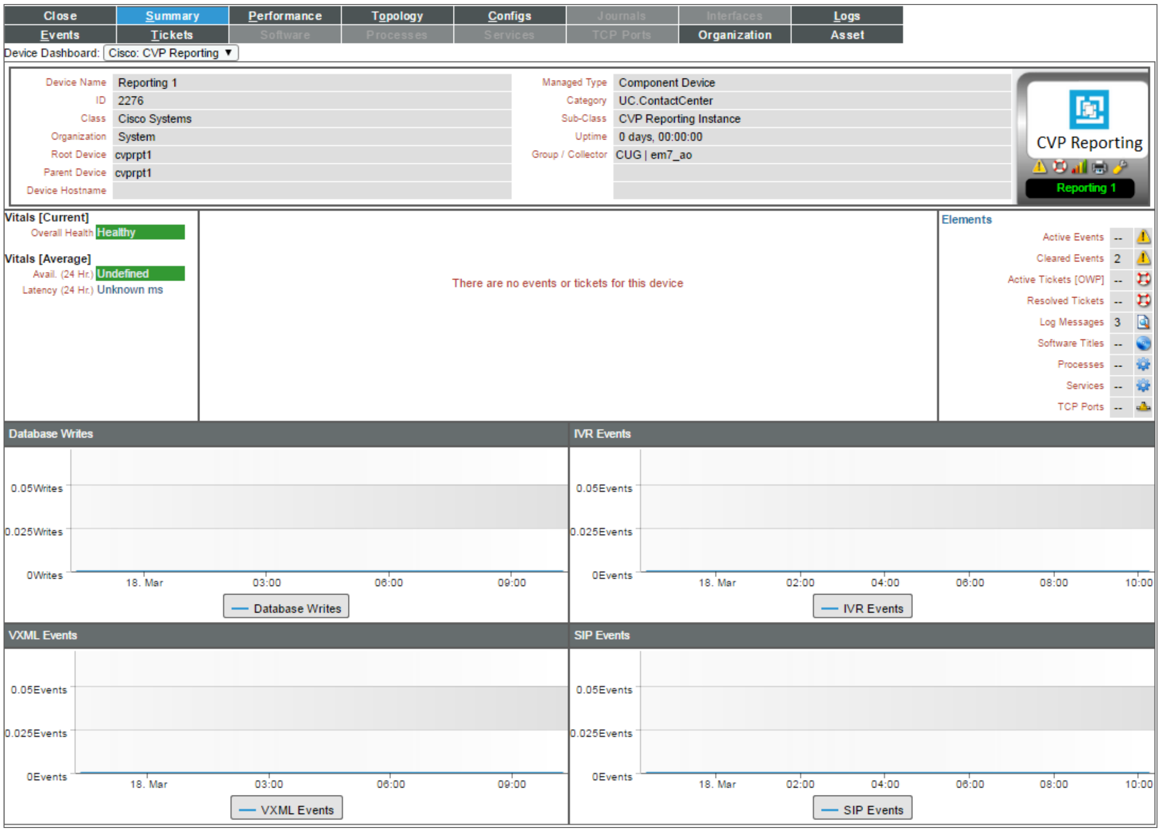
Elements

Active Events	--
Cleared Events	2
Active Tickets [OWP]	--
Resolved Tickets	--
Log Messages	3
Software Titles	--
Processes	--
Services	--
TCP Ports	--

The ***Cisco: CVP IVR*** device dashboard displays the following information:

- The basic information about the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Seven instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
  - Active Calls
  - New Call Requests and HTTP Requests
  - Agent VCR Control Invocations
  - HTTP Requests
  - Agent Initiated Recording
  - Max Full Video Calls
  - Agent Pushed Video

Cisco: CVP Reporting



Device Name	Reporting 1	Managed Type	Component Device
ID	2276	Category	UC.ContactCenter
Class	Cisco Systems	Sub-Class	CVP Reporting Instance
Organization	System	Uptime	0 days, 00:00:00
Root Device	cvprpt1	Group / Collector	CUG | em7_ao
Parent Device	cvprpt1		
Device Hostname			

Vitals [Current]

Overall Health Healthy

Vitals [Average]

Avail. (24 Hr.) Undefined

Latency (24 Hr.) Unknown ms

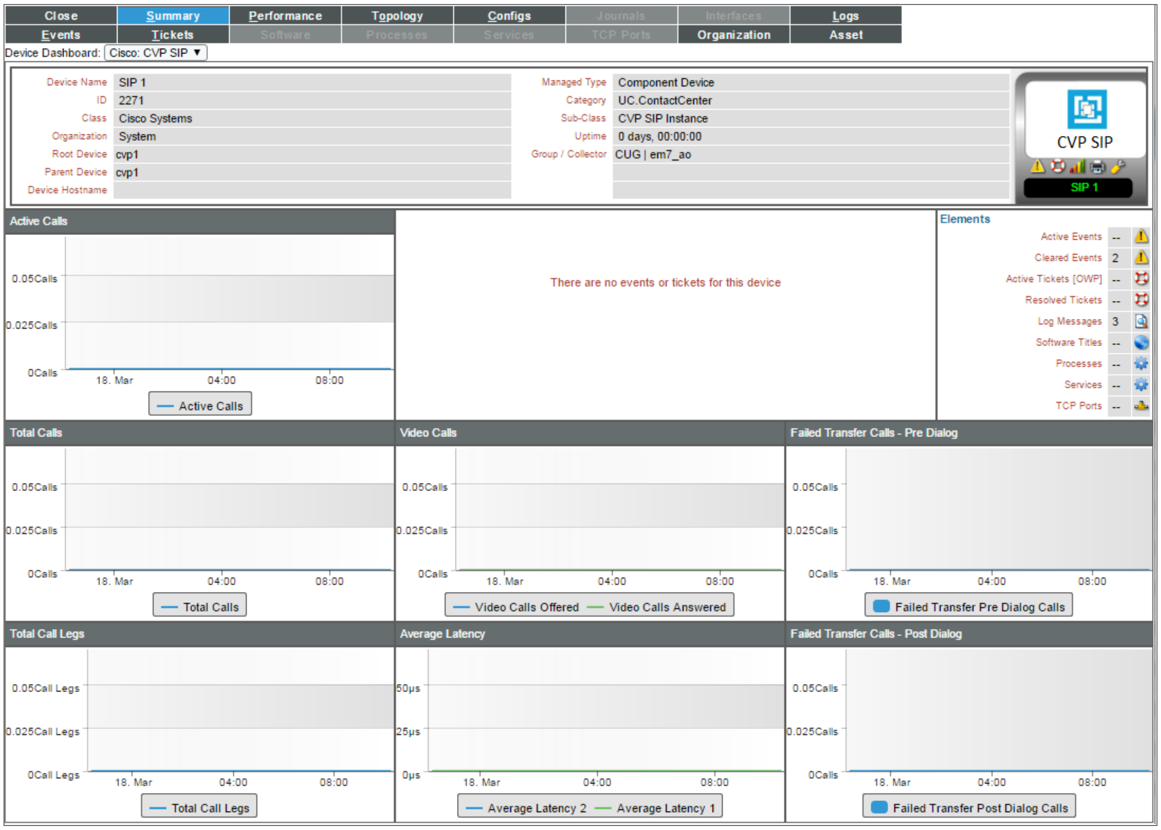
There are no events or tickets for this device

Elements	
Active Events	--
Cleared Events	2
Active Tickets [OWP]	--
Resolved Tickets	--
Log Messages	3
Software Titles	--
Processes	--
Services	--
TCP Ports	--

The ***Cisco: CVP Reporting*** device dashboard displays the following information:

- The basic information about the device
- The current health, availability, and latency for the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Four instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
    - Database Writes
    - VXML Events
    - IVR Events
    - SIP Events

Cisco: CVP SIP



Device Name	SIP 1	Managed Type	Component Device
ID	2271	Category	UC.ContactCenter
Class	Cisco Systems	Sub-Class	CVP SIP Instance
Organization	System	Uptime	0 days, 00:00:00
Root Device	cvp1	Group / Collector	CUG | em7_ao
Parent Device	cvp1		
Device Hostname			

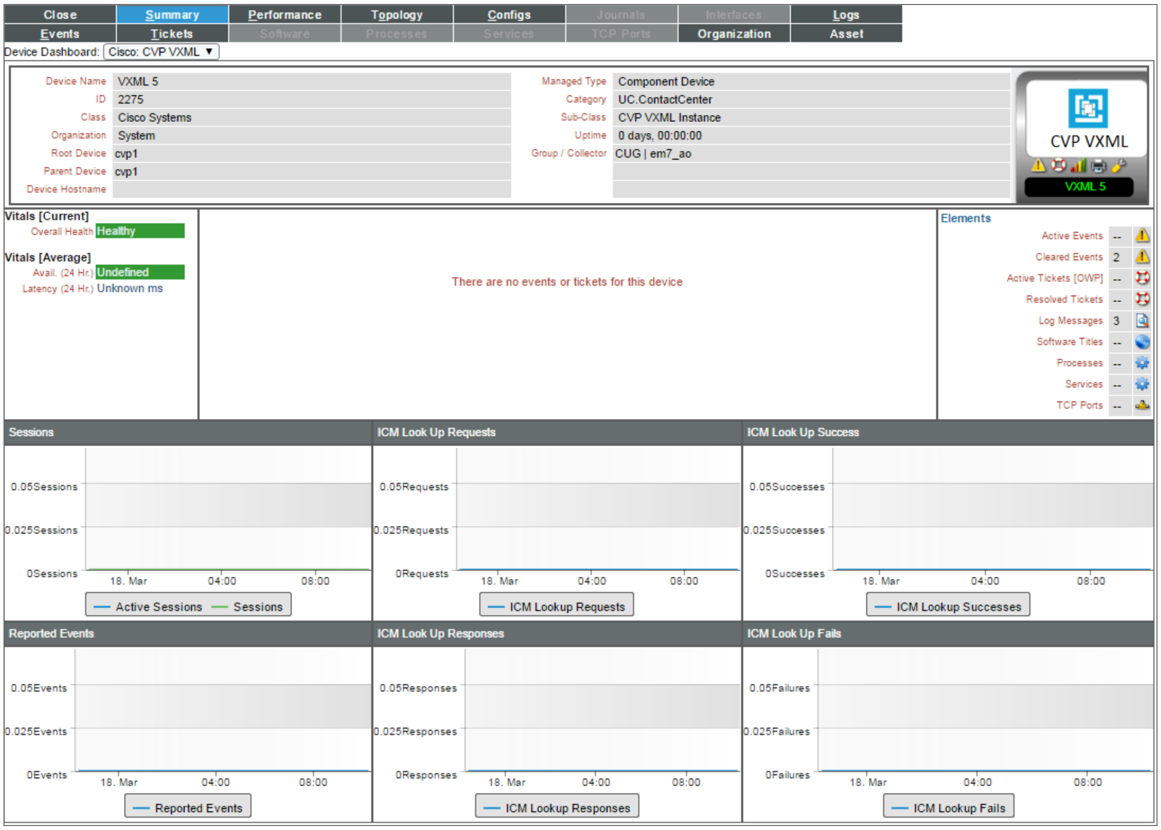
There are no events or tickets for this device

Active Events	--
Cleared Events	2
Active Tickets [OWP]	--
Resolved Tickets	--
Log Messages	3
Software Titles	--
Processes	--
Services	--
TCP Ports	--

The ***Cisco: CVP SIP*** device dashboard displays the following information:

- The basic information about the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Seven instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
  - Active Calls
  - Total Calls
  - Total Call Legs
  - Video Calls
  - Average Latency
  - Failed Transfer Calls - Pre Dialog Calls
  - Failed Transfer Calls - Post Dialog Calls

Cisco: CVP VXML



Device Dashboard: Cisco: CVP VXML

Device Name	VXML 5	Managed Type	Component Device
ID	2275	Category	UC.ContactCenter
Class	Cisco Systems	Sub-Class	CVP VXML Instance
Organization	System	Uptime	0 days, 00:00:00
Root Device	cvp1	Group / Collector	CUG | em7_ao
Parent Device	cvp1		
Device Hostname			

Vitals [Current]
Overall Health: Healthy

Vitals [Average]
Avail. (24 Hr.): Undefined
Latency (24 Hr.): Unknown ms

There are no events or tickets for this device

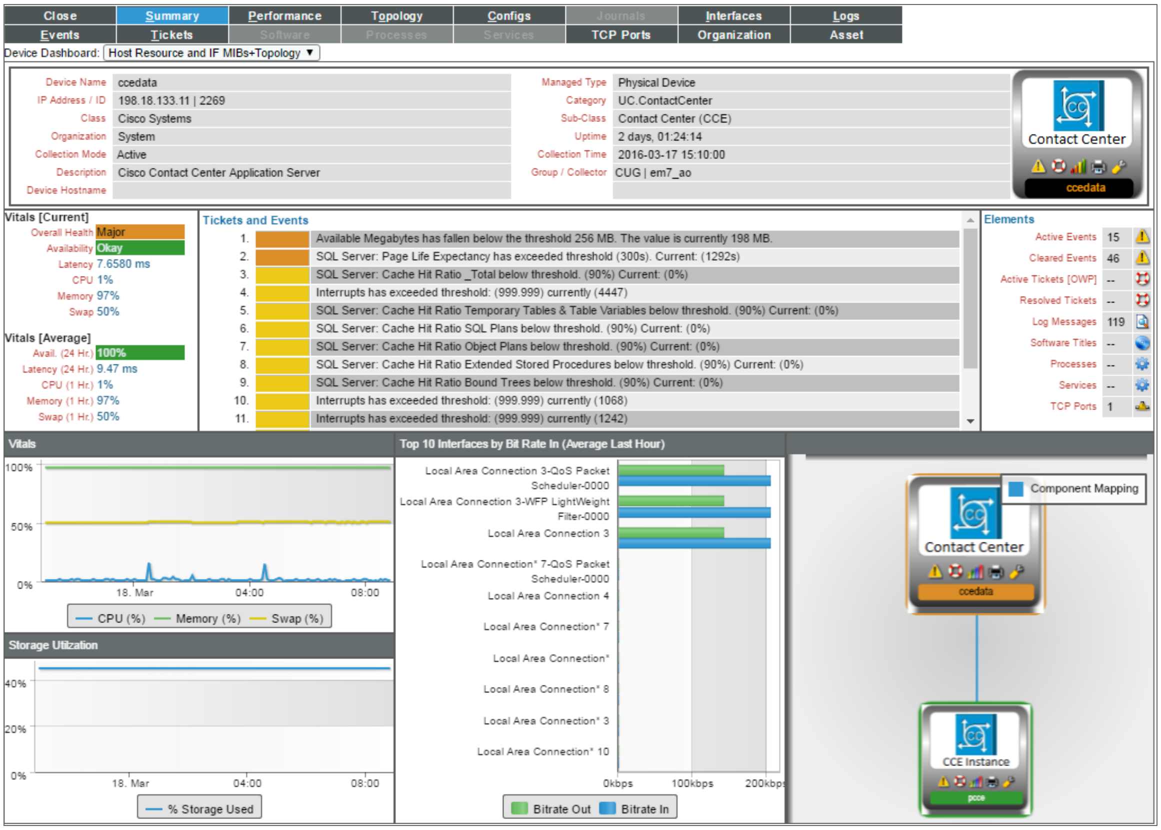
Elements

Active Events	--
Cleared Events	2
Active Tickets [OWP]	--
Resolved Tickets	--
Log Messages	3
Software Titles	--
Processes	--
Services	--
TCP Ports	--

The ***Cisco: CVP VXM***L device dashboard displays the following information:

- The basic information about the device
- The current health, availability, and latency for the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Six instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
    - Sessions
    - Reported Events
    - ICM Look Up Requests
    - ICM Look Up Responses
    - ICM Look Up Success
    - ICM Look Up Fails

Host Resource and IF MIBS+Topology



Device Dashboard: Host Resource and IF MIBs+Topology ▼

Device Name	ccedata	Managed Type	Physical Device
IP Address / ID	198.18.133.11 | 2269	Category	UC.ContactCenter
Class	Cisco Systems	Sub-Class	Contact Center (CCE)
Organization	System	Uptime	2 days, 01:24:14
Collection Mode	Active	Collection Time	2016-03-17 15:10:00
Description	Cisco Contact Center Application Server	Group / Collector	CUG | em7_ao
Device Hostname			

Vitals [Current]

Overall Health	Major
Availability	Okay
Latency	7.6580 ms
CPU	1%
Memory	97%
Swap	50%

Vitals [Average]

Avail. (24 Hr.)	100%
Latency (24 Hr.)	9.47 ms
CPU (1 Hr.)	1%
Memory (1 Hr.)	97%
Swap (1 Hr.)	50%

Tickets and Events

1. Available Megabytes has fallen below the threshold 256 MB. The value is currently 198 MB.
2. SQL Server: Page Life Expectancy has exceeded threshold (300s). Current: (1292s)
3. SQL Server: Cache Hit Ratio _Total below threshold. (90%) Current: (0%)
4. Interrupts has exceeded threshold: (999.999) currently (4447)
5. SQL Server: Cache Hit Ratio Temporary Tables & Table Variables below threshold. (90%) Current: (0%)
6. SQL Server: Cache Hit Ratio SQL Plans below threshold. (90%) Current: (0%)
7. SQL Server: Cache Hit Ratio Object Plans below threshold. (90%) Current: (0%)
8. SQL Server: Cache Hit Ratio Extended Stored Procedures below threshold. (90%) Current: (0%)
9. SQL Server: Cache Hit Ratio Bound Trees below threshold. (90%) Current: (0%)
10. Interrupts has exceeded threshold: (999.999) currently (1068)
11. Interrupts has exceeded threshold: (999.999) currently (1242)

Elements

Active Events	15
Cleared Events	46
Active Tickets [OWP]	--
Resolved Tickets	--
Log Messages	119
Software Titles	--
Processes	--
Services	--
TCP Ports	1

The ***Host Resource and IF MIBS + Topology*** device dashboard displays the following information:

- The basic information about the device
- The current health, availability, and latency for the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Two instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
    - Vitals
    - Storage Utilization
- Two additional widgets that display the following information:
    - Top 10 Interfaces by Bit Rate (Average Last Hour)
    - A topology map displaying the component device and its parent-child relationships

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