Monitoring Cisco Unity Express

Beta Version

Cisco: Unity Express PowerPack version 100

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Chapter 1

Introduction

Overview

The following sections provide an overview of Cisco Unity Express and the "Cisco: Unity Express" PowerPack:

This chapter covers the following topics:

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What Does the Cisco: Unity Express PowerPack Monitor?

To monitor Cisco Unity Express voice mailboxes using SL1, you must install the "Cisco: Unity Express" PowerPack. This PowerPack enables you to discover, model, and collect data about Unity Express voicemail services.

The "Cisco: Unity Express" PowerPack includes:

- Dynamic Applications to discover and monitor the Unity Express voice mailboxes
- Event policies and corresponding alerts that are triggered when Unity Express voice mailboxes meet certain status criteria

Installing the Cisco: Unity Express PowerPack

Before completing the steps in this manual, you must import and install version 100 of the "Cisco: Unity Express" PowerPack.

NOTE: To install version 100 of the "Cisco: Unity Express" PowerPack, your SL1 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 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 section on *Global Settings*.

NOTE: For details on upgrading SL1, see the relevant *SL1 Platform Release Notes*.

To download and install the PowerPack:

1. Search for and download the PowerPack from the **PowerPacks** page (Product Downloads > PowerPacks & SyncPacks) at the ScienceLogic Support Site.
2. In SL1, go to the **PowerPacks** page (System > Manage > PowerPacks).
3. Click the **[Actions]** button and choose *Import PowerPack*. The **Import PowerPack** dialog box appears.
4. Click **[Browse]** and navigate to the PowerPack file from step 1.
5. Select the PowerPack file and click **[Import]**. The **PowerPack Installer** modal displays a list of the PowerPack contents.
6. Click **[Install]**. The PowerPack is added to the **PowerPacks** page.

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

Chapter 2

Configuration and Discovery

Overview

The following sections describe how to configure and discover Cisco Unity Express voice mailboxes for monitoring by SL1 using the "Cisco: Unity Express" PowerPack:

This chapter covers the following topics:

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Prerequisites for Monitoring Cisco Unity Express

To configure the SL1 system to monitor Cisco Unity Express voice mailboxes using the "Cisco: Unity Express" PowerPack, you must first have the following information about the Unity Express voice mailboxes that you want to monitor:

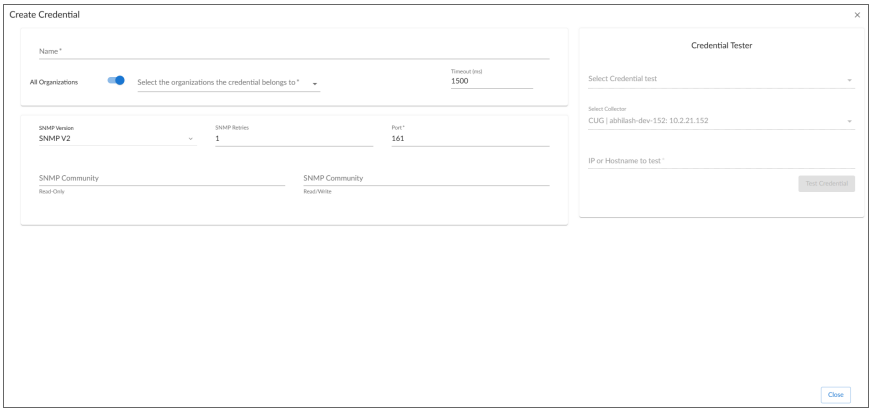
- IP addresses for the voice mailboxes
- SNMP community strings for the voice mailboxes

Creating an SNMP Credential for Cisco Unity Express

SL1 uses SNMP to collect information about Cisco Unity Express services. To monitor Unity Express , you must first create an SNMP credential that enables SL1 to communicate with these services.

1. Go to the **Credentials** page (Manage > Credentials).
2. Click the **[Create New]** button and select *Create SNMP Credential* from the drop-down list that appears.

3. Complete the following fields:



- ***Name***. Enter a new name for the credential. This field is required.
- ***All Organizations***. Toggle on (blue) to align the credential to all organizations, or toggle off (gray) and then select one or more specific organizations from the ***Select the organizations the credential belongs to*** drop-down field to align the credential with those specific organizations.
- ***Timeout (ms)***. Enter the time, in milliseconds, after which SL1 will stop trying to communicate with the Cisco Unity Express device. The default value is *1500*. This field is required.
- ***SNMP Version***. Select *SNMP V2* from the drop-down list.
- ***SNMP Retries***. Keep the default. The default value is "1".
- ***Port***. Keep the default. The default port is "161".
- ***SNMP Community (Read Only)***. Enter the community string for the Cisco Unity Express voice mailbox you want to monitor.
- ***SNMP Community (Read/Write)***. Optional. Enter the community string for the Cisco Unity Express to grant Read/Write permissions.

4. Click **[Close]**.

Creating an SNMP Credential for Cisco Unity Express in the SL1 Classic User Interface

SL1 uses SNMP to collect information about Cisco Unity Express services. To monitor Unity Express in the classic user interface, you must first create an SNMP credential that enables SL1 to communicate with these services.

To create an SNMP credential for Cisco Unity Express in the classic user interface:

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.
4. In the ***Profile Name*** field, enter a name for the credential.
5. In the ***SNMP Version*** field, select *SNMP V2*.

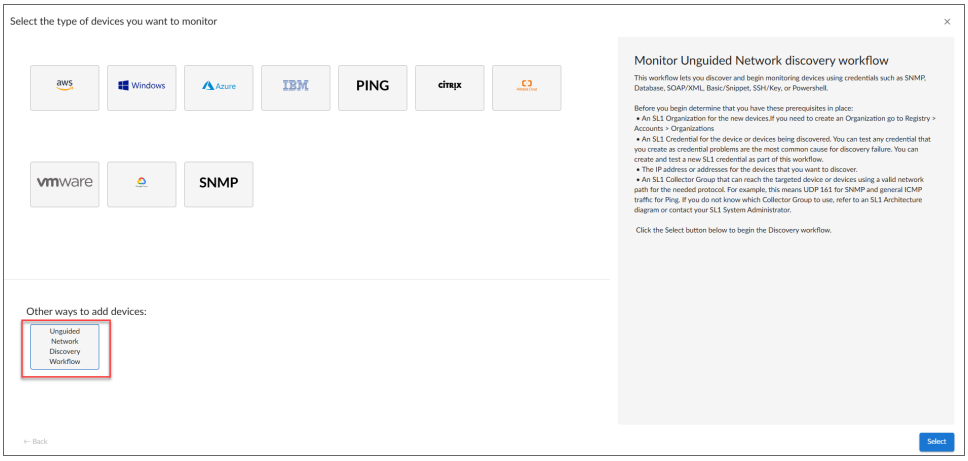
6. In the ***SNMP Community (Read Only)*** field, enter the community string for the Cisco Unity Express voice mailbox you want to monitor.
7. Optionally, supply values in the other fields in this page. In most cases, you can accept the default values for the other fields.
8. Click the **[Save]** button.

Discovering Cisco Unity Express Services

To monitor your Cisco Unity Express system, you must run a discovery session to discover the server on which Cisco Unity Express is installed.

To create and run a discovery session that will discover a Cisco Unity Express appliance:

1. Go to the **Devices** page ( ) or the **Discovery Sessions** page (Devices > Discovery Sessions) and click the **[Add Devices]** button.
2. Click the **[Unguided Network Discovery Workflow]** button. Additional information about that requirements for discovery appears in the **General Information** pane to the right.



3. Click **[Select]**. The three-step wizard appears starting with the **[Step 1 Basic Information]** tab.
4. Complete the following fields:
    - ***Discovery Session Name***. Type a unique name for this discovery session. This name is displayed in the list of discovery sessions on the **[Discovery Sessions]** tab.
    - ***Description***.Optional. Type a short description of the discovery session. You can use the text in this description to search for the discovery session on the **[Discovery Sessions]** tab.
    - ***Select the organization to add discovered devices to***. Select the name of the organization to which you want to add the discovered devices.
5. Click **[Next]**. The **[Step 2 Credential Selection]** tab of the wizard appears.
6. On the **[Credential Selection]** tab, locate and select the SNMP credential you created for Cisco Unity Expressappliances.

7. Click **[Next]**. The **[Step 3 Discovery Session Details]** tab of the wizard appears.
8. Complete the following fields:
    - ***List of IP/Hostnames***. Type the IP address for the Cisco Unity Express appliance.
    - ***Which collector will discover these devices?***. Required. Select an existing collector to monitor the discovered devices.
    - ***Run after save***. Toggle on (blue) to run this discovery session as soon as you save the session.
    - ***Advanced options***. Click the down arrow (⌄) to complete the following fields:
        - ***Discover Non-SNMP***. Toggle on (blue) to enable this setting.
        - ***Model Devices***. Toggle on (blue) to enable this setting.
        - ***Select Device Template***. If you configured a Cisco Unity Express device template, select it here. Otherwise, leave the default selection.
9. If you enabled the ***Run after save*** option, click the**[Save and Run]** button. The discovery session will run and the **Discovery Logs** page will display any relevant log messages. If the discovery session locates and adds any devices, the **Discovery Logs** page will include a link to the **Device Investigator** page for the discovered device.
10. If you did not enable the ***Run after save*** option, click the **[Save and Close]** button. The **Discovery Sessions** page (Devices > Discovery Sessions) will display the new discovery session.

Discovering Cisco Unity Express Services in the SL1 Classic User Interface

To create and run a discovery session that will discover Cisco Unity Express services in the classic user interface, perform the following steps:

1. Go to the **Discovery Control Panel** page (System > Manage > Classic Discovery or System > Manage > Discovery in the classic user interface).
2. Click the **[Create]** button to create a new discovery session. The **Discovery Session Editor** page appears.
3. Enter values in the following fields:
    - ***IP Address Discovery List***. Enter the IP address(es) for the Cisco Unity Express voice mailbox(es).
    - ***SNMP Credential***. Select the *SNMP credential that you created for Cisco Unity Express*.
4. You can enter values in the other fields on this page, but are not required to and can simply accept the default values. For more information about the other fields on this page, see the ***Discovery and Credentials*** manual.
5. Click **[Save]** and then close the **Discovery Session Editor** window.
6. The discovery session you created appears at the top of the **Discovery Control Panel** page. Click its lightning bolt icon (⚡) to run the discovery session.
7. The **Discovery Session** window appears.
8. When the Cisco Unity Express voice mailbox is discovered, click its device icon (🖥) to view its **Device Properties** page.

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