Monitoring Cisco Unity Express

Beta Version

Cisco: Unity Express PowerPack version 100

Table of Contents

Introduction 3

What Does the Cisco: Unity Express PowerPack Monitor? 3

Installing the Cisco: Unity Express PowerPack 3

Configuration and Discovery 5

Prerequisites for Monitoring Cisco Unity Express 5

Creating an SNMP Credential for Cisco Unity Express 5

Discovering Cisco Unity Express Services 6

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:

What Does the Cisco: Unity Express PowerPack Monitor? 3
Installing the Cisco: Unity Express PowerPack 3

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 ***System Administration*** manual.)

IMPORTANT: The minimum required MySQL version is 5.6.0.

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

OverviewConfiguration and Discovery

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:

Prerequisites for Monitoring Cisco Unity Express 5

Creating an SNMP Credential for Cisco Unity Express 5

Discovering Cisco Unity Express Services 6

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.

To create an SNMP credential for Cisco Unity Express:

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 create and run a discovery session that will discover Cisco Unity Express services, perform the following steps:

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

© 2003 - 2024, ScienceLogic, Inc.

All rights reserved.

LIMITATION OF LIABILITY AND GENERAL DISCLAIMER

ALL INFORMATION AVAILABLE IN THIS GUIDE IS PROVIDED "AS IS," WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED. SCIENCELOGIC™ AND ITS SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT.

Although ScienceLogic™ has attempted to provide accurate information on this Site, information on this Site may contain inadvertent technical inaccuracies or typographical errors, and ScienceLogic™ assumes no responsibility for the accuracy of the information. Information may be changed or updated without notice. ScienceLogic™ may also make improvements and / or changes in the products or services described in this Site at any time without notice.

Copyrights and Trademarks

ScienceLogic, the ScienceLogic logo, and EM7 are trademarks of ScienceLogic, Inc. in the United States, other countries, or both.

Below is a list of trademarks and service marks that should be credited to ScienceLogic, Inc. The ® and ™ symbols reflect the trademark registration status in the U.S. Patent and Trademark Office and may not be appropriate for materials to be distributed outside the United States.

- ScienceLogic™
- EM7™ and em7™
- Simplify IT™
- Dynamic Application™
- Relational Infrastructure Management™

The absence of a product or service name, slogan or logo from this list does not constitute a waiver of ScienceLogic's trademark or other intellectual property rights concerning that name, slogan, or logo.

Please note that laws concerning use of trademarks or product names vary by country. Always consult a local attorney for additional guidance.

Other

If any provision of this agreement shall be unlawful, void, or for any reason unenforceable, then that provision shall be deemed severable from this agreement and shall not affect the validity and enforceability of any remaining provisions. This is the entire agreement between the parties relating to the matters contained herein.

In the U.S. and other jurisdictions, trademark owners have a duty to police the use of their marks. Therefore, if you become aware of any improper use of ScienceLogic Trademarks, including infringement or counterfeiting by third parties, report them to Science Logic's legal department immediately. Report as much detail as possible about the misuse, including the name of the party, contact information, and copies or photographs of the potential misuse to: legal@sciencelogic.com. For more information, see https://sciencelogic.com/company/legal.

800-SCI-LOGIC (1-800-724-5644)

International: +1-703-354-1010