



Cisco CUCM: SL1 Dashboards PowerPack Release Notes

Version 100

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Overview

Version 100 is the initial version of the *Cisco CUCM: SL1 Dashboards* PowerPack. Version 100 includes Dashboards that present graphical representations of the configuration data and performance metrics that are collected for CUCM devices by the *Cisco: CUCM Cisco 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.

- **Minimum Required SL1 Version:** 8.8.0
- **Minimum Required AP2 Version:** 5.114.6
- **Minimum Required Widget Components Version:** 2.168.10
- **Minimum Required Cisco: CUCM Cisco Unified Communications Manager PowerPack Version:** 111
- **Support Status:** Beta

This document describes:

- [Pre-install information](#)
- [The installation process for the PowerPack](#)
- [The features included in version 100](#)
- [The known issues in Version 100](#)

Before You Install

Before installing the *Cisco CUCM: SL1 Dashboards* PowerPack version 100, you must first ensure that you are running version 8.8.0 or later of SL1, AP2 version 5.114.6 or later, and Widget Components version 2.168.10 or later.

NOTE: For details on upgrading SL1, see the appropriate SL1 [Release Notes](#).

You must also import and install the *Cisco: CUCM Cisco Unified Communications Manager* PowerPack version 111 or later before installing the *Cisco CUCM: SL1 Dashboards* PowerPack version 100.

Installation Process

To install version 100 of the *Cisco CUCM: SL1 Dashboards PowerPack*, perform the following steps:

1. Familiarize yourself with the [Known Issues](#) for this release.
2. If you have not done so already, upgrade your SL1 system to the 8.8.0 or later release.
3. If you have not done so already, install the *Cisco: CUCM Cisco Unified Communications Manager PowerPack* version 111 or greater.
4. Download version 100 of the *Cisco CUCM: SL1 Dashboards PowerPack* from the Customer Portal to a local computer.
5. Go to the **PowerPack Manager** page (System > Manage > PowerPacks). Click the **[Actions]** menu and choose *Import PowerPack*. When prompted, import version 100 of the *Cisco CUCM: SL1 Dashboards PowerPack*.
6. After importing the PowerPack, you will be prompted to install the PowerPack. Click the **[Install]** button to install the PowerPack.

Included Features

The following dashboards are included in version 100 of the *Cisco CUCM: SL1 Dashboards PowerPack*:

- A "Cisco: CUCM Active Calls" dashboard, which includes the following widgets that display overview data about your active CUCM calls:
 - Top 10 Call Managers by Active Calls
 - Total Active Calls by CUCM
 - Media Resources Active - MOH, SW, and HW Conference
 - PRI and T1 Active Channels
 - FXS, FXO, and BRI Active Calls
 - Top 10 Hunt List by Active Calls
 - Media Resources Active - VCB, Xcoders, MCU Conferences
 - Video Calls Active

- A "Cisco: CUCM Active Calls Per Trunk" dashboard, which includes the following widgets that display data about your active CUCM calls, per trunk:
 - Top 10 - SIP Trunks by Number of Active Calls
 - Selected Call Completion Rate per SIP Trunk
 - Selected Call Analysis per SIP Trunk
 - Selected Video Calls per SIP Trunk
 - Top 10 - H323 Trunks by Number of Active Calls
 - Selected H323 Completion Rate per Trunk
 - Selected H323 Call Analysis per Trunk
 - Selected H323 Video Calls per Trunk

- A "Cisco: CUCM Locations LBM" dashboard, which includes the following widgets that display data about your CUCM Location Bandwidth Manager services:
 - CUCM Call Manager List
 - Vitals
 - Out of Resources
 - Top 10 - Locations by Audio Bandwidth
 - Selected Location Audio Bandwidth Utilization
 - Bottom 10 - Locations by Available Bandwidth
 - Selected Location Available Bandwidth
 - Top 10 - Locations by Telepresence Bandwidth Utilization
 - Selected Location Telepresence Bandwidth Utilization
 - Top 10 - Locations by Video Bandwidth
 - Selected Location Video Bandwidth Utilization

- A "Cisco: CUCM Media Resources" dashboard, which includes the following widgets that display data about your CUCM media resources:
 - Announcement Servers - Most Utilized
 - Selected Announcement Server - Active vs. Total
 - Selected Announcement Server - Available vs. Out of Resources
 - Software Conference Bridges - Most Utilized
 - Selected Software Conference Bridges - Active vs. Total
 - Selected Software Conference Bridges - Available vs. Out of Resources
 - Music On Hold Servers - Most Utilized
 - Selected Music On Hold Servers - Active vs. Total
 - Selected Music on Hold Servers - Available vs. Out of Resources
 - MTPs - Most Utilized
 - Selected MTP - Usage vs. Total
 - Selected MTP - Available vs. Out of Resources
 - Video Conference Bridges - Most Utilized
 - Selected Video Conference Bridge - Active vs. Total
 - Selected Video Conference Bridge - Available vs. Out of Resources
 - Transcoders - Most Utilized
 - Selected Transcoder - Active vs. Total
 - Selected Transcoder - Available vs. Out of Resources.

- A "Cisco: CUCM Media Resources (Simple)" dashboard, which includes the following widgets that display data about your CUCM media resources:
 - SIP Trunks by Number of Active Calls
 - SIP Trunk Active Calls
 - Software Conference Bridge Utilization
 - Software Conference Bridge - Active Versus Total
 - Music On Hold Server Utilization
 - Music On Hold Servers - Active Versus Total
 - MTP Utilization
 - MTP Usage Versus Total
 - Announcement Utilization
 - Announcement Server Resources

- A "Cisco: CUCM Performance" dashboard, which includes the following widgets that display data about your CUCM devices:
 - Call Manager List
 - CUCM Vitals
 - Input/Output Per Second
 - Top Processes by Utilization
 - Average Input/Output Wait Time
 - SIP Signaling Performance
 - SIP Failures
 - Signaling Performance
 - System Performance Issues
 - SIP Station Performance Issues
 - TCP Performance

- A "Cisco: CUCM Tomcat" dashboard, which includes the following widgets that display data about your Cisco Tomcat services:
 - Top Servers by Number of Requests
 - Memory Utilization
 - Total
 - Connector - Total Sessions
 - Top 10 - Services by Number of Requests
 - Selected Services by Number of Requests
 - Top 10 - Services by Errors
 - Selected Services Errors
 - Top 10 - Services by Sessions Active
 - Selected Active Sessions
 - Top 10 - Connectors by Errors/Threads Busy
 - Selected Connectors Errors/Threads Busy

Known Issues

The following known issue affects *Cisco CUCM: SL1 Dashboards PowerPack* version 100:

- Dashboard widgets might be slow to load or display red bells. If this occurs, you can do the following to address the issue:
 1. Start an SSH session into your SL1 appliance.

2. At the shell prompt, enter the following to open the `em7_limits.conf` file for editing:

```
cd /etc/nginx/conf.d
sudo cp em7_limits.conf em7_limits.conf.backup
sudo vi em7_limits.conf
```

3. Locate the line that begins with "`limit_req zone=addr_req`" and update it to the following:

```
limit_req zone=addr_req burst=5000 nodelay;
```

4. Locate the lines that begin with "`limit_conn`" and update them to the following:

```
limit_conn perip 10000;
limit_conn perserver 10000;
```

5. Restart nginx. To do this, enter the following at the shell prompt:

```
sudo systemctl restart nginx
```

- Dashboards might not appear immediately in the SL1 user interface after you import the *Cisco CUCM: SL1 Dashboards PowerPack* using the PowerPack Importer. If this occurs, you can do the following to address the issue:

1. Type the following URL into your web browser:

```
https://<hostname or
ip>/graphql?query=mutation%20%7B%20importContentObjectsFromPowerPackQueue%20%7D%0
A
```

2. When prompted, enter your user credentials.
3. Click the GraphQL "play" button. If successful, a "true" message appears in the right-hand panel.
4. Verify that the dashboards now appear by returning to the **Dashboards** page and refreshing your web browser.

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