

User Guide for Cisco Unified Service Monitor

Cisco Unified Communications Management Suite

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User Guide for Cisco Unified Service Monitor

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Preface

This manual describes Cisco Unified Service Monitor (Service Monitor) and provides instructions for using and administering it.

Audience

The audience for this document includes:

- IP communications and IP telephony management personnel.
- Administrative personnel monitoring the overall service levels of their organization.
- Network engineering personnel who evaluate and design IP network infrastructures.

Conventions

This document uses the following conventions:

Item	Convention
Commands and keywords	boldface font
Variables for which you supply values	<i>italic font</i>
Displayed session and system information	screen font
Information you enter	boldface screen font
Variables you enter	<i>italic screen font</i>
Menu items and button names	boldface font
Selecting a menu item in paragraphs	Option>Network Preferences
Selecting a menu item in tables	Option>Network Preferences



Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

**Caution**

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Product Documentation

**Note**

We sometimes update the printed and electronic documentation after original publication. Therefore, you should also review the documentation on Cisco.com for any updates.

Table 1 describes the product documentation that is available.

Table 1 **Product Documentation**

Document Title	Available Formats
<i>Release Notes for Cisco Unified Service Monitor Release 1.1</i>	<ul style="list-style-type: none"> Printed document that was included with the product. On Cisco.com at http://www.cisco.com/en/US/products/ps6536/prod_release_note09186a0080629267.html
<i>Quick Start Guide for Cisco Unified Service Monitor 1.1</i>	<ul style="list-style-type: none"> PDF on the product CD-ROM. On Cisco.com at http://www.cisco.com/en/US/products/ps6536/prod_quick_installation_guide09186a0080629079.html..
<i>User Guide for Cisco Unified Service Monitor</i>	<ul style="list-style-type: none"> PDF on the product CD-ROM. On Cisco.com at http://www.cisco.com/en/US/products/ps6536/products_user_guide_book09186a0080628ace.html
Context-sensitive online help	<ul style="list-style-type: none"> Click the Help link in the upper-right hand corner of the window or the help button in any dialog box.

Related Documentation

**Note**

We sometimes update the printed and electronic documentation after original publication. Therefore, you should also review the documentation on Cisco.com for any updates.

Table 2 describes the additional documentation that is available.

Table 2 **Related Documentation**

Document Title	Available Formats
<i>Release Notes for Cisco Unified Operations Manager 1.1</i>	<ul style="list-style-type: none"> On Cisco.com at the following URL: http://cisco.com/en/US/products/ps6535/prod_release_note09186a0080627fa0.html
<i>Quick Start Guide for Cisco Unified Operations Manager 1.1</i>	<ul style="list-style-type: none"> On Cisco.com at the following URL: http://cisco.com/en/US/products/ps6535/products_quick_start09186a0080627fa3.html
<i>Installation Guide for Cisco Unified Operations Manager</i>	<ul style="list-style-type: none"> On Cisco.com at the following URL: http://www.cisco.com/en/US/products/ps6535/prod_installation_guides_list.html
<i>User Guide for Cisco Unified Operations Manager</i>	<ul style="list-style-type: none"> On Cisco.com at the following URL: http://www.cisco.com/en/US/products/ps6535/products_user_guide_list.html
<i>Release Notes for CiscoWorks Common Services 3.0.3 (Includes CiscoView 6.1.2) on Windows</i>	<ul style="list-style-type: none"> On Cisco.com at the following URL: http://www.cisco.com/en/US/products/sw/cscowork/ps3996/prod_release_note09186a00805af53a.html
<i>Installation and Setup Guide for Common Services (Includes CiscoView) on Windows</i>	<ul style="list-style-type: none"> On Cisco.com at the following URL: http://www.cisco.com/en/US/products/sw/cscowork/ps3996/products_installation_guide_book09186a00805305cb.html Printed document available by order (part number DOC-7817184=)¹
<i>User Guide for CiscoWorks Common Services</i>	<ul style="list-style-type: none"> On Cisco.com at the following URL: http://www.cisco.com/en/US/products/sw/cscowork/ps3996/products_user_guide_book09186a008053eabf.html Printed document available by order (part number DOC-7817182=)¹

1. See “Obtaining Documentation”.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/techsupport>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

Product Documentation DVD

The Product Documentation DVD is a comprehensive library of technical product documentation on a portable medium. The DVD enables you to access multiple versions of installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the same HTML documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .PDF versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at this URL:

<http://www.cisco.com/go/marketplace/>

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Registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

<http://www.cisco.com/go/marketplace/>

Nonregistered Cisco.com users can order technical documentation from 8:00 a.m. to 5:00 p.m. (0800 to 1700) PDT by calling 1 866 463-3487 in the United States and Canada, or elsewhere by calling 011 408 519-5055. You can also order documentation by e-mail at tech-doc-store-mkpl@external.cisco.com or by fax at 1 408 519-5001 in the United States and Canada, or elsewhere at 011 408 519-5001.

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You can rate and provide feedback about Cisco technical documents by completing the online feedback form that appears with the technical documents on Cisco.com.

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Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you will find information about how to:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For Emergencies only—security-alert@cisco.com

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For Nonemergencies—psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT at the aforementioned e-mail addresses or phone numbers before sending any sensitive material to find other means of encrypting the data.

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

**Note**

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—An existing network is down, or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of the network is impaired, while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco offerings. To order and find out more about the Cisco Product Quick Reference Guide, go to this URL:

<http://www.cisco.com/go/guide>

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

<http://www.cisco.com/go/marketplace/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

<http://www.cisco.com/packet>

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

or view the digital edition at this URL:

<http://cisoiq.texterity.com/cisoiq/sample/>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:
<http://www.cisco.com/ipj>
- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:
<http://www.cisco.com/en/US/products/index.html>
- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:
<http://www.cisco.com/discuss/networking>
- World-class networking training is available from Cisco. You can view current offerings at this URL:
<http://www.cisco.com/en/US/learning/index.html>



Using Cisco Unified Service Monitor

The following topics are included:

- [Getting Started with Service Monitor, page 1-1](#)
- [Managing Cisco 1040s, page 1-5](#)
- [Archiving Cisco 1040 Call Metrics, page 1-16](#)
- [Generating a Cisco 1040 Unreachable Trap, page 1-17](#)

Getting Started with Service Monitor

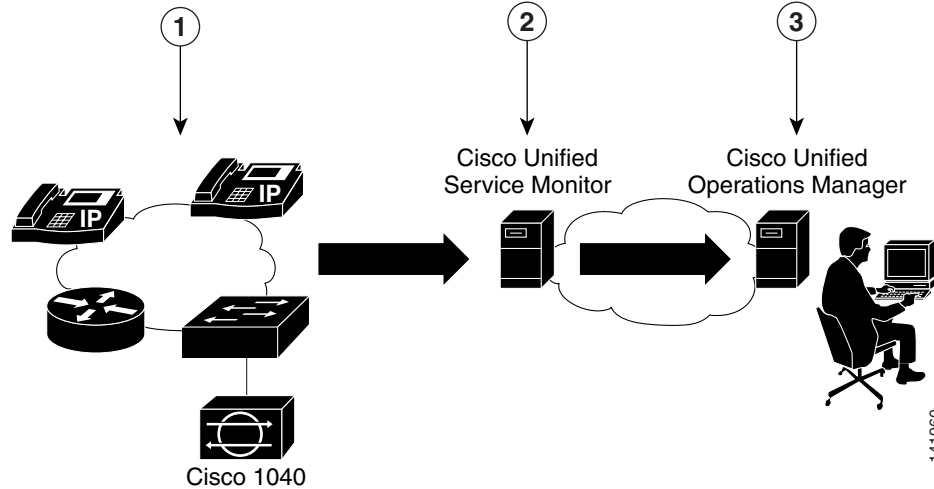
Cisco Unified Service Monitor (Service Monitor), a member of the Cisco Unified Communications Management Suite, analyzes data that it receives from Cisco 1040 Sensors (Cisco 1040s) installed in your voice network. Each licensed instance of Service Monitor acts as a primary Service Monitor for multiple Cisco 1040s. A Service Monitor can also be configured to act as a secondary and tertiary Service Monitor for Cisco 1040s that are managed by other licensed instances of Service Monitor. When a Service Monitor becomes unavailable, Cisco 1040s fail over to secondary or tertiary Service Monitors temporarily until the primary Service Monitor becomes available again.

Service Monitor examines the data it receives from Cisco 1040s, comparing Mean Opinion Scores (MOS)—computed by Cisco 1040s for each RTP stream—against a user-specified threshold value. When MOS drops below the threshold, Service Monitor generates SNMP traps and sends them to up to four trap receivers. Optionally, Service Monitor stores the call metrics it receives from Cisco 1040s to disk files.

To further analyze, display, and act on Service Monitor data, you can use Cisco Unified Operation Manager (Operations Manager), by configuring it as a trap receiver for Service Monitor. Operations Manager can generate events for Service Monitor traps, display the events on the Service Quality Alerts dashboard, and store event history for up to 31 days. For more information, see *User Guide for Cisco Unified Operations Manager*.

[Figure 1-1](#) shows Service Monitor and Cisco 1040s installed with Operations Manager.

Figure 1-1 Service Monitor Deployment



1	Cisco 1040 monitors actual voice calls.	3	Operations Manager presents alert information.
2	Service Monitor evaluates MOS values and sends SNMP traps when a threshold is violated. Service Monitor also sends an SNMP trap when a Cisco 1040 is unreachable.	—	—

For more information, see the following topics:

- [Generating a Cisco 1040 Unreachable Trap, page 1-17](#)
- [MIBs Used and SNMP Traps Generated, page A-1](#)

Starting Service Monitor

-
- Step 1** Enter `http://server_name:1741` into your browser, where `server_name` is the DNS name or the IP address of the server where Service Monitor is installed. A login page is displayed.
 - Step 2** Enter `admin` for the User ID.
 - Step 3** Enter the password that you entered for the admin user during installation and press Enter. The CiscoWorks home page appears.
 - Step 4** From the Cisco Unified Service Monitor pane, select **Service Monitor > Service Monitor Operations**. A new window opens, displaying the Service Monitor home page.
-

Setting Up Service Monitor

Step 1 From the Service Monitor home page, select **Setup**. The Setup page appears.

Step 2 Update data described in the following table.

GUI Element	Description/Action
Auto Registration radio buttons	<p>Select one of the following:</p> <ul style="list-style-type: none"> • Enable—As a Cisco 1040 joins the network, it automatically registers with a Service Monitor using information provided in the default configuration file. See Understanding Automatic Registration and Configuration Files, page 1-8 and Editing the Default Configuration (Automatic Registration), page 1-12. • Disable—As a Cisco 1040 joins the network, it registers with a Service Monitor only when you have created a configuration file specifically for that Cisco 1040. See Adding a Cisco 1040 (Manual Registration), page 1-9. <p>Default value is Disable.</p> <p>Note If the number of Cisco 1040s registered to Service Monitor equals the number allowed by the license, Service Monitor does not allow additional Cisco 1040s to register. See Licensing Overview, page B-1.</p>
Call Metrics Archiving radio buttons	<p>Select one of the following:</p> <ul style="list-style-type: none"> • Enable—After analysis, Service Monitor saves data from Cisco 1040s to disk files. • Disable—After analysis, Service Monitor discards data. <p>Default value is Disable.</p> <p>Note Call metrics are archived to the directory specified when you installed Service Monitor.</p>
Image File Directory field	<p>Directory on the Service Monitor server where binary image files and configuration files for the Cisco 1040 are stored. Grayed out because you cannot edit it.</p> <p>Note This directory was specified during the installation of Service Monitor.</p>
MOS Threshold field	<p>Enter the value below which you want Service Monitor to send an SNMP trap. Default value is 3.5. Minimum value is 1.0; maximum value is 5.0.</p>
Starting Cisco 1040 Sensor ID list and field	<p>Accept the default initial letter in the list and enter a 3-digit number in the field. A Cisco 1040 Sensor ID consists of a letter and a 3-digit number, for example: A100.</p> <p>Service Monitor assigns this ID to the first Cisco 1040 to register with it and increments from this ID to assign Cisco 1040 Sensor IDs subsequently.</p>
TFTP Server and Port fields	<p>Enter an IP address—or a DNS name—and a port number.</p>

GUI Element	Description/Action
Trap Forwarding Parameters	
SNMP Community String	Enter the SNMP community string for the trap receivers. Default is public.
Trap Receiver <i>n</i> and Port fields (where <i>n</i> is a number from 1 to 4)	<p>Enter up to 4 trap receivers:</p> <ul style="list-style-type: none"> Trap Receiver <i>n</i>—Enter the IP address or DNS name of a server. To use Operations Manager to act on and display data from Service Monitor—for example to use the Service Quality Alerts dashboard—specify the system with Operations Manager as a trap receiver. Port—Enter the port number on which the receiver listens for SNMP traps. The default is 162; however, a different port might be used for this purpose on this server. <p>Service Monitor generates SNMP traps and forwards them to these receivers.</p>

Step 3 Click **OK**.

Copying Image and Configuration Files to the TFTP Server

When you install Service Monitor, you supply the name of the image file directory that Service Monitor uses to store files for Cisco 1040s. Service Monitor installation creates the directory and stores the binary image and default configuration files for Cisco 1040s in it.

To enable you to enforce security procedures that you might have in place at your site, Service Monitor does not copy files to your TFTP server. You must manually copy binary image and configuration files for Cisco 1040s to the TFTP server as follows:

- Cisco 1040 binary image file—The filename format is SvcMon<vendor code><Cisco 1040 type><major version>_<minor version><bugfix version>.img. For example:
SvcMonAA2_24.img
- Cisco 1040 configuration files—Copy configuration files after you update them as shown in the following table.

Copy configuration files after you...	File to copy from the image file directory to the TFTP server
Edit the default configuration file. (If you enable automatic registration, you must also edit the default configuration file.)	QOVDefault.CNF
Add a Cisco 1040 (manual registration). Edit the configuration file for a Cisco 1040.	QOVmacaddress.CNF—Configuration file for the Cisco 1040 with that MAC address.

The image file directory path and TFTP server IP address are displayed on the Setup page; see [Setting Up Service Monitor, page 1-3](#).

**Note**

- If you have configured multiple instances of Service Monitor to use the same TFTP server, and automatic registration is enabled, all Cisco 1040s register to the same primary Service Monitor. Update the configuration file for each Cisco 1040 that should register to another Service Monitor; see [Editing the Configuration for a Specific Cisco 1040, page 1-11](#).
- If you have configured multiple instances of Service Monitor to use multiple TFTP servers, see [Configuring Service Monitors and Cisco 1040s when Multiple TFTP Servers Are in Use, page 1-9](#).

Managing Cisco 1040s

**Note**



You must configure DHCP and DNS correctly for Cisco 1040s to work properly. For more information, see *Quick Start Guide for Cisco 1040 Sensor*.

The following information is available for managing Cisco 1040s:

- [Understanding the Cisco 1040 Sensor Details Page, page 1-6](#)
- [Registering Cisco 1040s to Service Monitors, page 1-8](#)
- [Resetting a Cisco 1040, page 1-13](#)
- [Setting the Time on Cisco 1040s, page 1-14](#)
- [Updating Image Files on Cisco 1040s, page 1-14](#)
- [Moving a Cisco 1040, page 1-15](#)
- [Deleting a Cisco 1040, page 1-15](#)
- [Using the Cisco 1040 Web Interface, page 1-15](#)

Understanding the Cisco 1040 Sensor Details Page

Step 1 From the Service Monitor home page, select **Cisco 1040 Sensor Management**. The Cisco 1040 Sensor Details page displays information listed in the following table.

GUI Element	Description/Action
	Exports data from the Cisco 1040 Sensor Details page to a CSV or PDF file. See Exporting Data to a CSV or PDF File, page 1-6 .
	Opens a printer-friendly version of the data in another window; for printing from a browser window.
Check box column	Select Cisco 1040s that you want to delete or reset, or on which you want to set the time.
ID column	Click the ID to launch an HTML page on the Cisco 1040. (See Using the Cisco 1040 Web Interface, page 1-15 .)
Status column	Displays one of the following: <ul style="list-style-type: none"> Not Registered—Not registered to any Service Monitor. Registered—Registered to the primary Service Monitor. Failover—Registered to a secondary or tertiary Service Monitor. Unreachable—Not responding.
Address column	Displays MAC and IP addresses for Cisco 1040.
Service Monitor columns	Displays both of the following: <ul style="list-style-type: none"> Assigned—IP address or hostname of the primary Service Monitor defined for the Cisco 1040. Active—IP address or hostname of the Service Monitor to which the Cisco 1040 is currently sending data. (Different from the assigned Service Monitor <i>only</i> when the Cisco 1040 has failed over to a secondary or tertiary Service Monitor.)
Last Reset Time column	The last date and time the Cisco 1040 was rebooted.
Edit column	Click (Edit) link to edit the Cisco 1040 configuration. See Editing the Configuration for a Specific Cisco 1040, page 1-11 .
View column	Click the (View) link to view details of the Cisco 1040 configuration.



Note

The Cisco 1040 Sensor Details page displays only those Cisco 1040s that are registered to the Service Monitor up to the number specified by the license, with 50 Cisco 1040s as the uppermost limit. For more information, see [Licensing Overview, page B-1](#).




Exporting Data to a CSV or PDF File

After you click the export icon, a dialog box appears.

-
- Step 1** Select one radio button: CSV (comma-separated values file) or PDF.
- Step 2** Browse to the location where you want to store the file and click **OK**.
-

Viewing Details for a Specific Cisco 1040

The Cisco 1040 Sensor Detail dialog box opens, displaying the Cisco 1040 Sensor Information table described here.

Field	Description/Action
	Exports data from the Cisco Information table to a CSV or PDF file. See Exporting Data to a CSV or PDF File, page 1-6 .
	Opens a printer-friendly version of the data in another window; for printing from a browser window.
	Opens context-sensitive online help.
ID link	Cisco 1040 Sensor ID—Click to open a web interface on the Cisco 1040. See Using the Cisco 1040 Web Interface, page 1-15 .
Status	Displays one of the following: <ul style="list-style-type: none"> Not Registered—Not registered to any Service Monitor. Registered—Registered to the primary Service Monitor. Failover—Registered to a secondary or tertiary Service Monitor. Unreachable—Not responding.
MAC Address	Cisco 1040 MAC address.
IP Address	Cisco 1040 IP address.
Primary Service Monitor	IP address or DNS name for the primary Service Monitor.
Secondary Service Monitor	IP address or DNS name for the secondary Service Monitor; blank if not set. (See Editing the Configuration for a Specific Cisco 1040, page 1-11 .)
Tertiary Service Monitor	IP address or DNS name for the tertiary Service Monitor; blank if not set. (See Editing the Configuration for a Specific Cisco 1040, page 1-11 .)

Field	Description/Action
Image File Name	Name of the image file installed on the Cisco 1040. Note If there is a more recent image file available on the TFTP server, you must edit the configuration file for the Cisco 1040, specifying the filename for the more recent image, you must copy the updated configuration file to the TFTP server, and you must reset the Cisco 1040. (See Editing the Configuration for a Specific Cisco 1040, page 1-11.)
Last Reset Time	Date and time that the Cisco 1040 was last reset. (See Resetting a Cisco 1040, page 1-13)
Description	User-entered description for the Cisco 1040. (See Editing the Configuration for a Specific Cisco 1040, page 1-11.)

Registering Cisco 1040s to Service Monitors

After it is connected to a switch, a Cisco 1040 uses DHCP to obtain the IP address of the TFTP server. The Cisco 1040 checks the TFTP server for a configuration file, using the first of the following files that it finds:

- QOV*macaddress*.CNF—Where MAC address is the MAC address of the Cisco 1040.



Note This configuration file is created by the automatic registration process and by adding a Cisco 1040 manually. You must copy this configuration file to the TFTP server. For more information, see [Adding a Cisco 1040 \(Manual Registration\), page 1-9](#) and [Copying Image and Configuration Files to the TFTP Server, page 1-4.](#)

- QOVDefault.CNF—Default configuration file; used when automatic registration is enabled on the Service Monitor (see [Setting Up Service Monitor, page 1-3.](#))



Note The default configuration file is installed on the server with Service Monitor. To enable a Cisco 1040 to use this file, you must enable automatic registration, edit the default configuration file (see [Editing the Default Configuration \(Automatic Registration\), page 1-12.](#)), and copy it to the TFTP server (see [Copying Image and Configuration Files to the TFTP Server, page 1-4.](#))



Note

Service Monitor continues to allow Cisco 1040s to register until the number of registered Cisco 1040s reaches the number specified by the license. For more information, see [Licensing Overview, page B-1.](#)

Understanding Automatic Registration and Configuration Files

When automatic registration is enabled, a newly connected Cisco 1040 registers to a Service Monitor using the default configuration file, QOVDefault.CNF. After a Cisco 1040 registers to a Service Monitor, a configuration file QOV<MAC address>.CNF is created in the image file directory. You must copy this

configuration file to the TFTP server. See [Copying Image and Configuration Files to the TFTP Server, page 1-4](#). Thereafter, every time that you reset the Cisco 1040, it uses QOV<MAC address>.CNF to register to a Service Monitor.

There can be only one default configuration file on the TFTP server. The default configuration file specifies the primary Service Monitor. Therefore, each Cisco 1040 that uses the same TFTP server registers to the same Service Monitor.

**Note**

When multiple Service Monitors share the same TFTP server, after automatic registration completes, you must edit the configuration file for any Cisco 1040 that you want to register to primary, secondary, and tertiary Service Monitors different from those listed in the default configuration file. See [Editing the Configuration for a Specific Cisco 1040, page 1-11](#).

Configuring Service Monitors and Cisco 1040s when Multiple TFTP Servers Are in Use

If you have multiple licensed instances of Service Monitor, you can configure them to use one TFTP server or multiple TFTP servers. When you use multiple TFTP servers, ensure that each TFTP server holds a current copy of the configuration file for each Cisco 1040. All QOV<macaddress>.CNF files on each TFTP server should be fully replicated to the other TFTP servers using any file replication mechanism.

Following this recommendation ensures that, when a Cisco 1040 fails over to a Service Monitor using a different TFTP server, the Cisco 1040 locates and loads the specific configuration file that was created for it. Access to the correct configuration file from any TFTP server enables the Cisco 1040 to retain its ID while registering with a failover Service Monitor that uses a different TFTP server.

**Note**

Copying a configuration file to a TFTP server does not cause a Cisco 1040 to load that configuration file. A Cisco 1040 loads a configuration file from a TFTP server only during failover or reset. (See [Understanding Cisco 1040 Failover to a Secondary or Tertiary Service Monitor, page 1-13](#) and [Resetting a Cisco 1040, page 1-13](#)).

Adding a Cisco 1040 (Manual Registration)

**Note**

If automatic registration is enabled, you can still add a Cisco 1040 to Service Monitor manually before you connect the Cisco 1040 if you want to do so.

Step 1 From the Service Monitor home page, select **Cisco 1040 Sensor Management**.

Step 2 Click **Add**. The Add a Cisco 1040 Sensor dialog box appears.

**Note**

The number of Cisco 1040s that you can add to Service Monitor depends on the limit specified by your license. If you already have reached the limit, an error message is displayed and you cannot proceed. You might be able to upgrade your license to support additional Cisco 1040s. For more information, see [Licensing Overview, page B-1](#).

Step 3 Enter data listed in the following table.

GUI Element	Description/Action
Cisco 1040 Sensor ID	Accept the default initial letter and enter a 3-digit number. A Cisco 1040 Sensor ID consists of a letter and a 3-digit number, for example: A100. Note If you enter an existing Cisco 1040 Sensor ID, Service Monitor displays an error message; in this case, you should enter a different 3-digit number.
Image Filename	Enter the binary image filename. The filename format is SvcMng<vendor code><Cisco 1040 type><major version>_<minor version><bugfix version>.img. For example: <code>SvcMonAA2_24.img</code> For more information, see Copying Image and Configuration Files to the TFTP Server, page 1-4 and Updating Image Files on Cisco 1040s, page 1-14 .
MAC Address	Enter the MAC address for the Cisco 1040 that you are adding.
Primary Service Monitor	Enter an IP address or DNS name of a host where Service Monitor is installed. The Cisco 1040 sends data to this Service Monitor unless it becomes unreachable.
Secondary Service Monitor	(Optional.) Enter an IP address or DNS name of a host where another instance of Service Monitor is installed. The Cisco 1040 sends data to this Service Monitor only if the primary Service Monitor becomes unreachable.
Tertiary Service Monitor	(Optional.) Enter an IP address or DNS name of a host where another instance of Service Monitor is installed. The Cisco 1040 sends data to this Service Monitor only if the primary and secondary Service Monitors become unreachable.
Description	Enter up to 80 characters.

Step 4 Click **OK**. The configuration file is saved on the server where Service Monitor is installed. The configuration file is named QOV<MAC address>.CNF, where <MAC address> is the MAC address for the Cisco 1040. (To view the MAC address, see [Using the Cisco 1040 Web Interface, page 1-15](#).)

Step 5 Copy the configuration file from the image file directory on the server where Service Monitor is installed to the TFTP server. When you plug the Cisco 1040 in and when you reset it, it will load this configuration file.



Note The image file directory path and the TFTP server address are displayed on the Setup page; [Setting Up Service Monitor, page 1-3](#).)

If you are using more than one TFTP server, see [Configuring Service Monitors and Cisco 1040s when Multiple TFTP Servers Are in Use, page 1-9](#).

Editing the Configuration for a Specific Cisco 1040



Note Do not edit a Cisco 1040 configuration file using a text editor. Edit a Cisco 1040 configuration file using this procedure only.

This procedure updates the configuration file for a Cisco 1040. After you edit the configuration file, you must copy it to the TFTP server and reset the Cisco 1040.

- Step 1** From the Service Monitor home page, select **Cisco 1040 Sensor Management**. (See [Understanding the Cisco 1040 Sensor Details Page, page 1-6.](#))
- Step 2** Click the **(Edit)** link for the Cisco 1040 that you want to modify.
- Step 3** Update any of the following fields.

GUI Element	Description/Action
Cisco 1040 Sensor ID	<p>If you want to change the ID, accept the default initial letter and enter a 3-digit number. A Cisco 1040 Sensor ID consists of a letter and a 3-digit number, for example: A100.</p> <p>Note If you enter an existing Cisco 1040 Sensor ID, Service Monitor displays an error message.</p>
Image Filename	<p>Enter the binary image filename. The filename format is SvcMon<vendor code><Cisco 1040 type><major version>_<minor version><bugfix version>.img. For example:</p> <pre>SvcMonAA2_24.img</pre> <p>Where:</p> <ul style="list-style-type: none"> • A is the vendor code for this Cisco 1040 (for internal use) • A is the Cisco 1040 type (for internal use) • 2 is the major release number • 1 is the minor release number • 6 is the bugfix number <p>For more information, see Copying Image and Configuration Files to the TFTP Server, page 1-4 and Updating Image Files on Cisco 1040s, page 1-14.</p>
Primary Service Monitor	Enter an IP address or DNS name of a host where Service Monitor is installed. The Cisco 1040 sends data to this Service Monitor unless it becomes unreachable.
Secondary Service Monitor	(Optional.) Enter an IP address or DNS name of a host where Service Monitor is installed. The Cisco 1040 sends data to this Service Monitor only if the primary Service Monitor becomes unreachable.
Tertiary Service Monitor	(Optional.) Enter an IP address or DNS name of a host where Service Monitor is installed. The Cisco 1040 sends data to this Service Monitor only if the primary and secondary Service Monitors become unreachable.
Description	Enter up to 80 characters.

- Step 4** Click **OK**.
- Step 5** Copy the configuration file from the image file directory on the server where Service Monitor is installed to the TFTP server. When you plug the Cisco 1040 in and when you reset it, it will load this configuration file.



Note The image file directory path and the TFTP server address are displayed on the Setup page; [Setting Up Service Monitor, page 1-3.](#))

If you have multiple instances of Service Monitor and they are configured to use different TFTP servers, see [Configuring Service Monitors and Cisco 1040s when Multiple TFTP Servers Are in Use, page 1-9.](#)

- Step 6** Reset the Cisco 1040; see [Resetting a Cisco 1040, page 1-13.](#)

Editing the Default Configuration (Automatic Registration)

If you edit the default configuration file, Cisco 1040s can use the information that you specify to automatically register with a Service Monitor. Edit the default configuration file to specify the primary, secondary, and tertiary Service Monitors and the image filename for Cisco 1040s. After you edit the file, you must copy it to the TFTP server specified for the Service Monitor.



Note Do not edit the default configuration file using a text editor. Edit the default configuration file using this procedure only.

- Step 1** From the Service Monitor home page, select **Default Configuration**. The Cisco 1040 Default Configuration page appears.
- Step 2** Enter information in the following fields:
- Primary Service Monitor—Enter an IP address or DNS name of a host where Service Monitor is installed.
 - Secondary Service Monitor—(Optional.) Enter an IP address or DNS name of a host where another instance of Service Monitor is installed.
 - Tertiary Service Monitor—(Optional.) Enter an IP address or DNS name of a host where another instance of Service Monitor is installed.
 - Image Filename—Enter the binary image filename. The filename format is SvcMon<vendor code><Cisco 1040 type><major version>_<minor version><bugfix version>.img. For example:

```
SvcMonAA2_24.img
```
- Step 3** Click **OK**. Service Monitor saves your changes.
- Step 4** Copy the default configuration file, QOVDefault.CNF, from the image file directory on the server where Service Monitor is installed to the TFTP server.



Note The image file directory path and the TFTP server address are displayed on the Setup page; [Setting Up Service Monitor, page 1-3.](#))

Understanding Cisco 1040 Failover to a Secondary or Tertiary Service Monitor

This topic explains how a Cisco 1040 determines that a primary Service Monitor is unreachable and how the Cisco 1040 fails over to a secondary or tertiary Service Monitor.

A Cisco 1040 sends keepalive messages to the Service Monitor to which it is registered and receives acknowledgements from the Service Monitor. After sending three keepalives without receiving any acknowledgement, a Cisco 1040 starts a failover process to a secondary—or tertiary—Service Monitor:

1. The Cisco 1040 sends a keepalive to the secondary Service Monitor that is listed in its configuration file and, upon acknowledgement, registers with that Service Monitor.



Note The Cisco 1040 retains the same ID. If you are using more than one TFTP server, see [Configuring Service Monitors and Cisco 1040s when Multiple TFTP Servers Are in Use, page 1-9.](#)

2. The secondary Service Monitor obtains the latest configuration file for this Cisco 1040 from the TFTP server, registering the Cisco 1040 as a failover Cisco 1040.
3. The Cisco 1040 starts sending syslog messages to the secondary Service Monitor while continuing to send keepalives to the primary Service Monitor to determine whether it is back up. The secondary Service Monitor processes the syslog messages from the failed over Cisco 1040.
4. When the primary Service Monitor is back up, the Cisco 1040 unregisters from the secondary Service Monitor and registers to the primary Service Monitor again.

Resetting a Cisco 1040

Use this procedure to boot a Cisco 1040. After a Cisco 1040 boots, it first uses DHCP to obtain the IP address of the TFTP server. From the TFTP server, Cisco 1040 obtains a configuration file. If the configuration file specifies a binary image file that is different from the currently installed image, Cisco 1040 also obtains the binary image file from the TFTP server.

-
- Step 1** From the Service Monitor home page, select **Cisco 1040 Sensor Management**. (See [Understanding the Cisco 1040 Sensor Details Page, page 1-6.](#))
- Step 2** Select check boxes for the Cisco 1040s that you want to reset.
- Step 3** Click **Reset Cisco 1040**.
-

Setting the Time on Cisco 1040s



Note Make sure that Windows Time service is properly configured and running on the server where Service Monitor is installed.

This procedure takes the current time from the server where Service Monitor is installed and uses it to set the time on each Cisco 1040 that you select.

Step 1 From the Service Monitor home page, select **Cisco 1040 Sensor Management**. (See [Understanding the Cisco 1040 Sensor Details Page, page 1-6.](#))

Step 2 Select check boxes for the Cisco 1040s for which you want to set the time.



Note If Failover is displayed in the Status column for any Cisco 1040, deselect it; you cannot set the time on it now.

Step 3 Click **Set Time**.



Note To set the time on a Cisco 1040 that has failed over to a secondary or tertiary Service Monitor, do one of the following:

- Wait until the status is Registered; this indicates that the Cisco 1040 is once again managed by the primary Service Monitor; you can set the time.
- Edit the configuration for the Cisco 1040, setting the primary Service Monitor to the active Service Monitor; see [Editing the Configuration for a Specific Cisco 1040, page 1-11](#). Then set the time on the Cisco 1040.

Updating Image Files on Cisco 1040s

Step 1 When a new image file becomes available, download it from the Cisco software download site:

- a. Point your browser to <http://www.cisco.com>.
- b. Select **Technical Support & Documentation > Downloads**.
- c. Click the link for Cisco Unified Service Monitor to see and download available images.

Step 2 Copy the image file to both of the following:

- The image file directory specified when you installed Service Monitor—Copy the image file here to retain a local copy as a backup. For the image file directory path, see [Setting Up Service Monitor, page 1-3.](#))
- The TFTP server—Copy the file here to provide access to it for Cisco 1040s that are configured to use the image. For the TFTP server address, see [Setting Up Service Monitor, page 1-3.](#)

**Note**

The image filename format is SvcMon<vendor code><Cisco 1040 type><major version>_<minor version><bugfix version>.img. For example, SvcMonAA2_24.img.

- Step 3** Modify the configuration for each Cisco 1040, entering the new image filename; see [Editing the Configuration for a Specific Cisco 1040, page 1-11](#).

Moving a Cisco 1040

- Step 1** (Optional.) Perform this step if you want to configure the Cisco 1040 to point to a new primary Service Monitor. Edit the configuration file for the Cisco 1040 and copy it to the TFTP server. (See [Editing the Configuration for a Specific Cisco 1040, page 1-11](#).)
- Step 2** Unplug Cisco 1040.
- Step 3** Plug Cisco 1040 in at new location. The Cisco 1040 downloads its configuration file from the TFTP server.

**Note**

The Cisco 1040 retains its ID after the move.

Deleting a Cisco 1040

- Step 1** Delete the configuration file for the Cisco 1040 (QOVmacaddress.CNF) from the TFTP server.
- Step 2** From the Service Monitor home page, select **Cisco 1040 Sensor Management**. (See [Understanding the Cisco 1040 Sensor Details Page, page 1-6](#).)
- Step 3** Select check boxes for the Cisco 1040s that you want to delete.
- Step 4** Click **Delete**.

Using the Cisco 1040 Web Interface

To use the web interface to view the contents of the configuration file for this Cisco 1040 on the TFTP server, see [Viewing the Configuration File on the TFTP Server, page 1-16](#).

You can open a web interface to view the information stored on a Cisco 1040 in one of the following ways:

- Click (**View**) on the Cisco 1040 Sensor Details page. See [Understanding the Cisco 1040 Sensor Details Page, page 1-6](#).
- Enter `http://<IP address>` in your browser where IP address is the address of your Cisco 1040.

The Cisco 1040 web interface displays a Device Information window with the following information:

- **ID**—Cisco 1040 Sensor ID.

- **MAC Address**—Cisco 1040 MAC address.
- **Time stamp**—Current time on the Cisco 1040.
- **Status**—Status of the Cisco 1040; one of the following:
 - operational—Cisco 1040 is receiving RTP streams, analyzing data, and sending data to Service Monitor.
 - not communicating with receiver—The Service Monitor is unreachable.
- **Current Service Monitor**—Name of the Service Monitor to which the Cisco 1040 is sending data; this could be the primary, secondary, or tertiary Service Monitor.
- **TFTP IP Address**—TFTP server from which the Cisco 1040 downloads its binary image file and configuration file.
- **Software Version**—Name of the binary image file installed on the Cisco 1040. See [Updating Image Files on Cisco 1040s, page 1-14](#).
- **Last Updated**—Last time that the configuration for the Cisco 1040 was updated on Service Monitor. See [Editing the Configuration for a Specific Cisco 1040, page 1-11](#).

Viewing the Configuration File on the TFTP Server

- Step 1** From your browser, enter `http://<IP address or DNS name>/Communication` where IP address is the address of your Cisco 1040 and DNS name is the DNS name for the Cisco 1040. For example:

```
http://Cisco-1040-sj/Communication
```

- Step 2** The Communication Log File window displays the following information from the configuration file on the TFTP server for this Cisco 1040:
- Receiver—IP address or DNS name of each Service Monitor—primary, secondary, and tertiary—defined in the configuration file, separated by semicolons.
 - ID—ID of the Cisco 1040 that uses this configuration file.
 - Image—Name of the binary image file that the Cisco 1040 should download and run from the TFTP server.
 - Last Updated—The last time that this configuration file was updated on the Service Monitor system.

Archiving Cisco 1040 Call Metrics

To enable or disable call metrics archiving, see [Setting Up Service Monitor, page 1-3](#). By default, Service Monitor does not save the data it receives from Cisco 1040s. However, if you have enabled call metrics archiving, Service Monitor saves the data in a directory on the server. The directory is specified during Service Monitor installation.

Service Monitor creates a new data file in this directory daily at midnight. The data filename is `QoV_YYYYMMDD.csv` where `YYYY` is the 4-digit year, `MM` is the two-digit month and `DD` is the two-digit day. For example, `QOV_20061101.csv` is a data file for November 1, 2006. Service Monitor also backs up data files that exceed a size limit and deletes older data files; for more information, see [Managing Service Monitor Data, page 2-1](#).

You can use the data for further analysis or you can turn archiving off. (Service Monitor does not send the archived data to other applications.) [Table 1-1](#) lists the format for call metrics data files.

Table 1-1 Service Monitor Archived Call Metrics Data Format

Description	Value
Cisco 1040 Sensor ID	A Cisco 1040 Sensor ID consists of a letter and a 3-digit number, for example: A100
Time stamp	Date and time
Flag indicating actual or sampled data	0: Actual 1: Sampled
Source device IP address	IPv4 address, for example: 172.020.119.043
Destination device IP address	IPv4 address, for example: 172.020.119.025
Codec of call data record	2: G711Alaw 64k 6: G722 64k 9: G7231 10: G728 11: G729
Calculated MOS score	2-digit number with an implied decimal point between the first and second digit
Primary cause of call degradation	J: Jitter P: Packet Loss
Actual packet loss in the previous minute	<numeric value>
Actual jitter, in milliseconds, in the previous minute	<numeric value>



Note

Call metrics data files remain on disk for 30 days. Service Monitor deletes them thereafter. If you would like to save these files, you must back them up using whatever method you normally use to back up your disk. For more information, see [Managing Service Monitor Data, page 2-1](#).

Generating a Cisco 1040 Unreachable Trap

When a Service Monitor stops receiving keepalives from a Cisco 1040 that is registered to it, the Service Monitor generates a Cisco 1040 Unreachable SNMP trap. The Service Monitor sends this trap to up to four recipients. For more information, see [Setting Up Service Monitor, page 1-3](#) and [MIBs Used and SNMP Traps Generated, page A-1](#).



Note

If you configure Operations Manager to receive traps from Service Monitor, the Cisco 1040 Unreachable trap is displayed on the Alerts and Events monitoring dashboard under the unidentified trap device type.



Data Management and System Administration

This section contains the following topics:

- [Managing Service Monitor Data, page 2-1](#)
- [Managing Log Files, page 2-3](#)
- [Configuring Users \(ACS and Non-ACS\), page 2-5](#)
- [Starting and Stopping Service Monitor Processes, page 2-8](#)
- [Using SNMP to Monitor Service Monitor, page 2-8](#)
- [Changing the Hostname on the Service Monitor Server, page 2-10](#)
- [Changing the IP Address on the Service Monitor Server, page 2-13](#)

Managing Service Monitor Data

Cisco Unified Service Monitor (Service Monitor) receives and processes call metrics data from the Cisco 1040s that are registered to it. Optionally, Service Monitor archives call metrics data to files in the directory specified for that purpose at the time of installation. To enable and disable archiving, see [Setting Up Service Monitor, page 1-3](#).

When archiving is enabled, by default, Service Monitor does the following:

- Creates a new data file daily at midnight.
- Creates a new data file whenever the current data file size exceeds 3 MB. When a file reaches this limit, Service Monitor does the following:
 - Backs it up—Appends *.n* to the filetype; for example, *.csv.1*, *.csv2*, and so on up to the limit of 50 per day.
 - Creates a new data file—Retains the original filetype: *(.csv)*.
- Retains the data files for 30 days before deleting them. If you want to retain the data files for a longer period, you can back up the Service Monitor data files using the same method you use to back up your file system. (Common Services backs up the Service Monitor database only and does not include Service Monitor data files.)

Backing Up and Restoring the Service Monitor Database

The Service Monitor database stores information about Cisco 1040 configuration.

Starting a Database Backup

Use this procedure to perform an immediate backup or a scheduled backup of the Service Monitor database.

-
- Step 1** Click the CiscoWorks link in the upper righthand corner of the Service Monitor home page. A new window opens.
- Step 2** In the Common Services pane, select **Server > Admin > Backup**, click Help, and follow the instructions.
-

Restoring the Database

To restore the database, you must use the command-line interface (instructions are available in online help) and you need to know the backup directory structure.

-
- Step 1** Click the CiscoWorks link in the upper righthand corner of the Service Monitor home page. A new window opens.
- Step 2** In the Common Services pane, select **Server > Admin > Backup**, click Help, and click the Help link to the Restoring Data topic.
-



Note

When you restore the database, Logging settings return to the default value. As a result, error messages only are written to the log files. If you need additional information written to your log files to debug a problem, reset your logging settings. See [Managing Log Files and Enabling and Disabling Debugging, page 2-4](#).

The backup directory structure for the Service Monitor database includes the suite name, which is *qovr*:

- Format—*/generation_number/suite[/directory]/filename*
- Example—*/1/qovr/qovr.db*

The backup directory structure is described in [Table 2-1](#).

Table 2-1 Service Monitor Backup Directory Structure

Option	Description	Usage Notes
generationNumber	Backup number	For example, 1, 2, and 3, with 3 being the latest database backup.
suite	Application, function, or module	When you perform a backup, data for all suites is backed up. The Service Monitor application suite is <i>qovr</i> .

Table 2-1 Service Monitor Backup Directory Structure (continued)

Option	Description	Usage Notes
directory	What is being stored	Suite applications (if applicable).
filename	Specific file that has been backed up	Files include database (.db). For Service Monitor, the following file is listed directly under <i>generationNumber/suite</i> : qovr.db

Changing the Password for the Service Monitor Database

A command line script is available to change database passwords, including the password for the Service Monitor database, qovr.db. Instructions are available in online help.

-
- Step 1** Click the CiscoWorks link in the upper righthand corner of the Service Monitor home page. A new window opens.
- Step 2** Click Help. The help window opens.
- Step 3** Select the Index tab, scroll down to the entries for D, and select *database password changes*.
-

Managing Log Files

This section includes the following topics:

- [Understanding Service Monitor Syslog Handling, page 2-3](#)
- [Maintaining the History Log File, page 2-4](#)
- [Managing Log Files and Enabling and Disabling Debugging, page 2-4](#)

Understanding Service Monitor Syslog Handling

Service Monitor receives and processes syslog messages from Cisco 1040s. After processing syslog messages, Service Monitor writes them to the syslog file, syslog.log, in *NMSROOT*\qovr.



Caution

Service Monitor does not use the CWCS syslog service; do not try to start this service, and do not run crmlog.exe. Doing so will cause Service Monitor to function incorrectly.

Maintaining the History Log File

The history log file, ServiceMonitorHistory.log, contains records of Cisco 1040 events such as Cisco 1040 reset, configuration update, and errors. The history log file accumulates records and grows in size. If the file becomes too large, you should rename it to enable Service Monitor to start a fresh history log file.


Note

Service Monitor does not back up the history log file. If you want to back it up, use the same method you use to back up your file system.

Managing Log Files and Enabling and Disabling Debugging

This information is provided for troubleshooting purposes. Service Monitor log files (see [Table 2-2](#)) are located in the *NMSROOT*\log\qovr directory.


Note

NMSROOT is the folder where Service Monitor is installed on the server. If you selected the default directory during installation, it is C:\Program Files\CSCOpX.

Use this procedure to increase or decrease the type—and quantity—of messages written to log files.

Step 1 From the Service Monitor home page, select **Logging**. The Logging: Level Configuration page appears.


Note

You cannot disable logging. Service Monitor always writes error and fatal messages to application log files.

Step 2 For each Service Monitor functional module, the Error check box is always selected; you cannot deselect it. For a list of modules and related log files, see [Table 2-2](#).

To set all modules to Error, which is the default logging level:

- a. Click the **Default** button. A confirmation page is displayed.
- b. Click **OK**.

To change the logging level for individual modules:

- a. For each module that you want to change, select one (or deselect all) of the following logging levels:
 - Warning—Log error messages and warning messages
 - Informational—Log error, warning, and informational messages
 - Debug—Log error, warning, informational, and debug message


Note

Deselecting all check boxes for a module returns it to Error, the default logging level.

- b. Review your changes. To cancel your changes, click the **Cancel** button. Otherwise, click the **Apply** button. Clicking the **Apply** button starts immediately resetting the changed logging levels for the Service Monitor functional modules.

Table 2-2 lists Service Monitor log files by function or module. If you request assistance, the Technical Assistance Center (TAC) might ask you to send them some of these log files.

Table 2-2 Service Monitor Log Files by Module

Function/Module	Log Files
Data Handler	DataHandler.log DataHandler_stdout.log DataHandler_sterr.log dhError.log LicenseCheck.log ServiceMonitorHistory.log tftpmanager.log trapgen.log
Skinny Server	SkinnyServer.log
User Interface	QovrUI.log

Configuring Users (ACS and Non-ACS)

What Service Monitor users can see and do is determined by their user role. There are two different mechanisms or *modes* for authenticating users:

- Non-ACS—You select a supported login module to provide authentication and authorization. By default, Common Services uses the CiscoWorks Local login module to assign roles, along with privileges associated with those roles, as described in the Permission Report. (You can generate a Permission Report by clicking the CiscoWorks link in the upper righthand corner of the Service Monitor home page and selecting **Common Services > Server > Reports > Permission Report > Generate Report.**) For more information, refer to [Configuring Users Using Non-ACS Mode \(CiscoWorks Local Login Module\)](#), page 2-5.
- ACS—In ACS mode, authentication and authorization is provided by Cisco Secure Access Control Server (ACS). Cisco Secure ACS specifies the privileges associated with roles; however, Cisco Secure ACS also enables you to perform device-based filtering, so that users only see authorized devices. To use ACS mode, Cisco Secure ACS must be installed on your network and Service Monitor must be registered with Cisco Secure ACS. For more information, refer to [Configuring Users Using ACS Mode](#), page 2-6.

If Operations Manager uses ACS mode for authentication and authorization and Service Monitor is running on the same system, Service Monitor must also use ACS mode; otherwise, Service Monitor users will not have any permissions.

Configuring Users Using Non-ACS Mode (CiscoWorks Local Login Module)

To add a user and specify their user role using CiscoWorks Local login module, select **Administration > Add Users**. After the Common Services Local User Setup window opens, click the Help button for information on the configuration steps.

Use the Permission Report to understand how each user role relates to tasks in Service Monitor.

-
- Step 1** Click the CiscoWorks link in the upper righthand corner of the Service Monitor home page. A new window opens.
- Step 2** Select **Common Services > Server > Reports > Permission Report > Generate Report**.
- Step 3** Scroll down until you find Cisco Unified Service Monitor.
-

Configuring Users Using ACS Mode

To use ACS mode for authentication and authorization, Cisco Secure ACS must be installed on your network and Service Monitor must be registered with Cisco Secure ACS.

-
- Step 1** Verify the AAA mode:
- Click the CiscoWorks link in the upper righthand corner of the Service Monitor home page. A new window appears.
 - Select **Server > Security > AAA Mode Setup** and check which Type radio button is selected: ACS or Non-ACS.
- Step 2** Verify whether Service Monitor is registered with Cisco Secure ACS (if ACS is selected) by logging in to Cisco Secure ACS.
- Step 3** To modify ACS roles, refer to the Cisco Secure ACS online help (on the Cisco Secure ACS server) for information on modifying roles.



Note If you modify Service Monitor roles using Cisco Secure ACS, your changes will be propagated to all other instances of Service Monitor that are registered with the same Cisco Secure ACS server.

Using Service Monitor in ACS Mode

Before performing any tasks that are mentioned here, you must ensure that you have successfully completed configuring Cisco Secure ACS with Service Monitor. If you have installed Service Monitor after configuring the CiscoWorks Login Module to the ACS mode, then Service Monitor users are not granted any permissions. However, the Service Monitor application is registered to Cisco Secure ACS.



Note The System Identity Setup user, defined when you installed Service Monitor, must be added to the Cisco Secure ACS, and this user must have Network Administrator privilege. For more information, click the CiscoWorks link in the upper righthand corner of the Service Monitor home page and select **Common Services > Server > Security > Multi-Server Trust Management > System Identity Setup**.

CiscoWorks login modules enable you to add new users using a source of authentication other than the native mechanism (that is, the CiscoWorks Local login module). You can use the Cisco Secure ACS server for this purpose.

By default, the CiscoWorks Local login module authentication scheme has five roles in the ACS mode. They are listed here from least privileged to most privileged:

Help Desk	User with this role has the privileges to access network status information from the persisted data. User does not have the privilege to contact any device or schedule a job that will reach the network. Example: View details for Cisco 1040, setup, and default configuration. (Cannot perform modifications.)
Approver	User with this role does not have any privileges. (Service Monitor does not assign any tasks to this user role.)
Network Operator	User with this role has the privilege to perform all tasks that involve collecting data from the network. User does not have write access on the network. Example: Set up Service Monitor, add, modify, delete Cisco 1040s.
Network Administrator	User with this role has the privilege to change the network. User can also perform Network Operator tasks. Example: Same as Network Operator.
System Administrator	User with this role has the privilege to perform all system administration tasks. See the Permission Report. (Click the CiscoWorks link in the upper righthand corner of the Service Monitor home page and select Common Services > Server > Reports > Permission Report > Generate Report). Example: Enable and disable debugging; set logging level.

Cisco Secure ACS allows you to modify the privileges to these roles. You can also create custom roles and privileges that help you customize Service Monitor to best suit your business workflow and needs. To modify the default privileges, see Cisco Secure ACS online help. (On Cisco Secure ACS, click **Online Documentation > Shared Profile Components > Command Authorization Sets**.)

Modifying Roles and Privileges in Cisco Secure ACS

If another instance of Service Monitor is registered with the same Cisco Secure ACS, your instance of Service Monitor will inherit those role settings. Furthermore, any changes you make to Service Monitor roles will be propagated to other instances of Service Monitor through Cisco Secure ACS. If you reinstall Service Monitor, your Cisco Secure ACS settings will automatically be applied upon Service Monitor restart.

-
- Step 1** Select **Shared Profile Components > Cisco Unified Service Monitor** and click the Service Monitor roles that you want to modify.
 - Step 2** Select or deselect any of the Service Monitor tasks that suit your business workflow and needs.
 - Step 3** Click **Submit**.
-

Starting and Stopping Service Monitor Processes

To start and stop Service Monitor processes, select the CiscoWorks link from the upper righthand corner of the Service Monitor home page, select **Common Services > Server > Admin > Processes**, and click **Help** for instructions. [Table 2-3](#) provides a complete list of Service Monitor-related processes.

Table 2-3 Service Monitor-Related Processes

Name	Description	Dependency
QOVR	Service Monitor server.	QOVRDbMonitor
QOVRDbMonitor	Service Monitor database monitor.	QOVRDbEngine
QOVRDbEngine	Service Monitor database.	—
QOVRMultiProcLogger	Service Monitor process logging.	—

Using SNMP to Monitor Service Monitor

Service Monitor supports the system application MIB. This support enables you to monitor Service Monitor using a third-party SNMP management tool, so that you can:

- Consistently monitor multiple platforms—One platform on which Service Monitor resides and one or more on which applications in the Cisco Unified Management Suite reside.
- Assess the application health using the system application MIB, which provides the following information:
 - Applications that Service Monitor installed.
 - Processes associated with applications and current process status.
 - Processes that ran previously and application exit state.

For MIB implementation details and sample MIB walk, see [Appendix C, “Service Monitor Support for SNMP MIBs.”](#)



Note

You cannot uninstall the MIB support; however, you can stop Windows SNMP service and set the startup type to either Manual or Disabled. See [Enabling and Disabling Windows SNMP Service, page 2-9](#).

Configuring Your System for SNMP Queries

To enable SNMP queries, SNMP service must be installed and enabled.

-
- Step 1** Verify that SNMP service is installed and enabled on the server where Service Monitor is installed. See [Determining the Status of Windows SNMP Service, page 2-9](#).
- Step 2** If you determined that SNMP service was not installed, install Windows SNMP Service; see [Installing and Uninstalling Windows SNMP Service, page 2-9](#).
-

Determining the Status of Windows SNMP Service

Windows SNMP service is a Windows component that you can add or remove when you want to. To enable SNMP queries against the MIB that Service Monitor supports, SNMP service must be installed and enabled. You can verify the status of Windows SNMP service as follows.

Step 1 Open the Windows administrative tool Services window.

Step 2 Verify the following:

- SNMP Service is displayed on the Windows administrative tool Services window; if so, Windows SNMP service is installed.



Note To install Windows SNMP service, see [Installing and Uninstalling Windows SNMP Service, page 2-9](#).

- SNMP Service startup type is Automatic or Manual; if so, Windows SNMP service is enabled.



Note To enable Windows SNMP service, see [Enabling and Disabling Windows SNMP Service, page 2-9](#).

Installing and Uninstalling Windows SNMP Service

Windows online help provides instructions for adding and removing Windows components, such as Windows SNMP service. To locate the instructions, try selecting the Index tab in Windows online help and entering a keyword or phrase, such as *installing SNMP service*.

To uninstall Windows SNMP service, follow instructions in Windows help for removing Windows components.

Enabling and Disabling Windows SNMP Service

You can enable or disable Windows SNMP service using the Windows administrative tool Services. For instructions to open the Services window, see Windows online help.

Step 1 Locate SNMP Service in the Services window. The status and startup type are displayed.



Note If SNMP Service is not displayed, Windows SNMP service is not installed; see [Installing and Uninstalling Windows SNMP Service, page 2-9](#).

Step 2 Right-click SNMP Service and select Properties. The SNMP Service Properties window opens:

- To disable SNMP service, set Startup Type to Disable and click **OK**.
- To enable SNMP service, set Startup Type to Automatic or Manual and click **OK**.



Note To start SNMP service after you enable it, right-click SNMP Service and select Start.

Configuring Security for SNMP Queries

To improve security, the SNMP set operation is not allowed on any object ID (OID). You should also modify the credentials for SNMP service to not use a default or well-known community string.



Note You do not need to restart SNMP service to modify credentials for it.

You can modify SNMP service credentials using the Windows administrative tool Services.

- Step 1** Locate SNMP Service in the Services window
- Step 2** Right-click SNMP Service and select Properties. The SNMP Service Properties window opens.
- Step 3** Select the Security tab.
- Step 4** Edit the accepted community names and click **OK**.

Viewing the System Application MIB Log File

The system application MIB log file, SysAppl.log, is located on the server where Service Monitor is installed in *NMSROOT*\log.



Note NMSROOT is the directory where Service Monitor is installed on your system. If you selected the default directory during installation, it is C:\Program Files\CSCOpX.

Changing the Hostname on the Service Monitor Server




To change the hostname for the Service Monitor server, you must update several files, reboot the server, and regenerate the self-signed security certificate. Afterward, you must update the configuration on Service Monitor.

Changing the Hostname, Rebooting the Server, and Regenerating the Certificate



Note You will reboot the server twice during this procedure. You will also stop the daemon manager to perform some steps.

-
- Step 1** Change the hostname on the server as follows:
- Stop the daemon manager by entering the following command:


```
net stop crmdmngtd
```
 - Change the hostname at **My Computer > Properties > Computer Name > Change**.
 - Prevent the daemon manager service from restarting after reboot. From Control panel, or from Start, open Services and change the startup mode to Manual for the CW2000 Daemon Manager service.
 - Reboot the server.
- Step 2** Change the hostname in the md.properties file (*NMSROOT\lib\classpath\md.properties*).
-  **Note** NMSROOT is the directory where you installed Service Monitor. If you selected the default, it is C:\Program Files\CSCOpX.
-
- Step 3** Change the hostname in the following registry entries:
- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet.
 - HKEY_LOCAL_MACHINE\SOFTWARE\Cisco\Resource Manager.
-  **Note** Look for all the instances of the old hostname under these registry entries, and replace them with the new hostname.
-
- Step 4** Change the hostname in these files:
- regdaemon.xml (*NMSROOT\MDC\etc\regdaemon.xml*):
 - Note the old hostname. You will need it to complete [Step 5](#).
 - Enter the new hostname in uppercase.
 - web.xml (*NMSROOT\MDC\tomcat\webapps\classic\WEB-INF\web.xml*).
- Step 5** Create a file, *NMSROOT\conf\cmic\changehostname.info*, containing the old hostname and new hostname in uppercase in the following format:
- ```
OLDHOSTNAME:NEWHOSTNAME
```
-  **Note** Hostnames in this file are case-sensitive; they must be entered in uppercase; the new hostname must exactly match the hostname entered in regdaemon.xml.
- 
- Step 6** Delete the gatekeeper.ior file from this directory:
- ```
NMSROOT\www\classpath
```
- Step 7** If Service Monitor alone is installed on the server, skip to [Step 8](#). If Service Monitor is installed on the same server with Operations Manager, change all occurrences of the old hostname in the following files:
- NMSROOT\objects\vhmsmarts\local\conf\runcmd_env.sh*
 - NMSROOT\conf\dfm\Broker.info*
- Step 8** If you do not know the password for the cmf database, reset the password as follows:
- Open a Command Prompt and go to *NMSROOT\bin*.
 - Enter the following command:

```
perl dbpasswd.pl dsn=cmf npwd=newpassword
```

where newpassword is the new password.



Note Remember this password. You will need it to complete [Step 9](#).

Step 9 To ensure that devices added before you changed the hostname are properly classified in Device Center, enter the following command:

```
dbisqlc -c "uid=cmfDBA;pwd=dbpassword;eng=cmfEng;dsn=cmf;dbf=NMSROOT\databases\cmf\cmf.db"
-q update PIDM_app_device_map SET app_hostname='NewhostName' where
app_hostname='OldhostName'
```

where:

- dbpassword is the Common Services database password.
- NMSROOT is the directory where you installed Service Monitor.
- NewhostName is the new hostname.
- OldhostName is the old hostname.

Step 10 From the Control panel, or from Start, open Services and change the startup mode to Automatic for the CW2000 Daemon Manager service.

Step 11 Reboot the server.

Step 12 Replace the old hostname with the new hostname in the self-signed security certificate and regenerate it:

- a. Select **Common Services > Server > Security > Certificate Setup**.
- b. For more information, click Help.

Step 13 Reconfigure Service Monitor. See [Reconfiguring Service Monitor after a Hostname Change, page 2-12](#).

Reconfiguring Service Monitor after a Hostname Change

You must complete this procedure after you complete the procedure [Changing the Hostname, Rebooting the Server, and Regenerating the Certificate, page 2-10](#).

Step 1 Change the IP address or hostname in each of the following configuration files:

- The default configuration file—See [Editing the Default Configuration \(Automatic Registration\), page 1-12](#).
- The specific configuration file for each Cisco 1040 managed by the Service Monitor—See [Editing the Configuration for a Specific Cisco 1040, page 1-11](#).

Step 2 Copy the updated configuration files from the Service Monitor server to the TFTP server. See [Copying Image and Configuration Files to the TFTP Server, page 1-4](#).

- Step 3** Reset the Cisco 1040s. See [Resetting a Cisco 1040, page 1-13](#).
- Step 4** If Service Monitor is configured to send traps to Operations Manager:
- If Operations Manager is installed on the same server as Service Monitor, set up Service Monitor to send traps to the new hostname or IP address. See [Setting Up Service Monitor, page 1-3](#).
 - If Operations Manager is installed on another server, on Operations Manager, delete the Service Monitor and add it again. For more information, see Operations Manager online help.
-

Changing the IP Address on the Service Monitor Server

- Step 1** Stop the daemon manager by entering the following command:

```
net stop crmdmgtd
```

- Step 2** Delete the gatekeeper.ior file from this directory:

```
NMSROOT\www\classpath
```



Note NMSROOT is the folder where Service Monitor is installed on the server. If you selected the default directory during installation, it is C:\Program Files\CSCOpX.

- Step 3** Change the IP address of the Service Monitor server.
- Step 4** Allow 15 minutes to elapse from the time you completed step 1, then restart the daemon manager by entering the following command:
- ```
net start crmdmgtd
```
- Step 5** Reconfigure Service Monitor. See [Reconfiguring Service Monitor after a Hostname Change, page 2-12](#).
-





## MIBs Used and SNMP Traps Generated

### MIBs Used

Service Monitor uses the CISCO-SYSLOG-MIB to generate SNMP traps.

### SNMP Traps Generated

Cisco Unified Service Monitor (Service Monitor) generates the following traps:

- MOS violation
- Cisco 1040 unreachable

Trap details are provided as name-value pairs in clogHistMsgText field of the clogMessageGenerated notification. [Table A-1](#) lists details of the MOS violation SNMP trap.

**Table A-1** MOS Violation Trap Details

| TAG | Description                            | Value                                                                            |
|-----|----------------------------------------|----------------------------------------------------------------------------------|
| TT  | Trap type                              | 1                                                                                |
| 01  | Cisco 1040 ID                          | <letter><3-digit numeric value less than 1000>                                   |
| 02  | Timestamp                              | <YYYYMMDDhhmm>                                                                   |
| 03  | Threshold value                        | 2-digit number with an implied decimal point between the first and second digits |
| A   | Flag indicating actual or sampled data | 0: Actual<br>1: Sampled                                                          |
| B   | Source device IP address               | IPv4 address, for example:<br>F0.F0.F0.58                                        |
| C   | Recipient device IP address            | IPv4 address, for example:<br>F0.F0.F0.58                                        |
| D   | Codec of call data record              | 2: G711Alaw 64k<br>6: G722 64k<br>9: G7231<br>10: G728<br>11: G729               |
| E   | Calculated MOS score                   | 2-digit number with an implied decimal point between the first and second digit  |

**Table A-1** MOS Violation Trap Details (continued)

| <b>TAG</b> | <b>Description</b>                           | <b>Value</b>                |
|------------|----------------------------------------------|-----------------------------|
| F          | Primary cause of call degradation            | J: Jitter<br>P: Packet Loss |
| G          | Actual packet loss in the previous minute    | <numeric value>             |
| H          | Actual jitter in msec in the previous minute | <numeric value>             |

Table A-2 lists details of the Cisco 1040 unreachable SNMP trap.

**Table A-2** Cisco 1040 Unreachable Trap Details

| <b>TAG</b> | <b>Description</b> | <b>Value</b>                                   |
|------------|--------------------|------------------------------------------------|
| TT         | Trap type          | 2                                              |
| 01         | Cisco 1040 ID      | <letter><3-digit numeric value less than 1000> |
| 02         | Timestamp          | <YYYYMMDDhhmm>                                 |





## Licensing

---

This appendix provides licensing information for Cisco Unified Service Monitor (Service Monitor). It contains the following sections:

- [Licensing Overview, page B-1](#)
- [Licensing Reminders, page B-4](#)

### Licensing Overview

Licensing ensures that you possess a licensed copy of Service Monitor and enables you to increase the number—up to 50—of Cisco 1040s that Service Monitor supports. To determine whether Service Monitor is licensed, see [Verifying Service Monitor License Status, page B-1](#). If you do not have a license or you want to upgrade your license, see [Licensing Scenarios, page B-2](#).

### Verifying Service Monitor License Status

Use this procedure to determine the status of the Service Monitor license and the number of Cisco 1040s that Service Monitor supports.

- 
- Step 1** Select the CiscoWorks link in the upper righthand corner of the Service Monitor home page. A new window opens.
  - Step 2** Select **Common Services > Server > Admin > Licensing**. The Licensing Information page appears, displaying the information in the following table.

| Column          | Description                                                                                                                                                                                                                            |
|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name            | Abbreviated product name—For Service Monitor, this is SM.                                                                                                                                                                              |
| Version         | Product version— <i>A.b.c</i> , where <i>A</i> is the major version number, <i>b</i> is the minor version number, and <i>c</i> is the service pack number. For example, SM 1.1.0 indicates version 1.1 without service packs.          |
| Size            | Limit—Number of Cisco 1040s that Service Monitor supports.<br><b>Note</b> Service Monitor supports a maximum of 50 Cisco 1040s.                                                                                                        |
| Status          | One of the following: <ul style="list-style-type: none"> <li>• Purchased—You have a registered, licensed product.</li> <li>• Evaluation—This license will expire on the expiration date; Service Monitor will stop running.</li> </ul> |
| Expiration Date | Date on which Service Monitor stops running. Applies to evaluation licenses.                                                                                                                                                           |

## Licensing Scenarios

Table B-1 describes what to do in different scenarios if you do not have a licensed, registered copy of Service Monitor or if you want to increase device support.



**Note**

When you purchase Service Monitor software, it comes with a PAK that enables support for up to 10 Cisco 1040 Sensors. You can purchase additional upgrade licenses in increments of 10 to support up to 50 Cisco 1040 Sensors on a single Service Monitor server.

**Table B-1** How to Obtain and Register a License

| Scenario                                                        | What to do                                                                                                                                                                            |
|-----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service Monitor included with Operations Manager                | See <a href="#">Licensing Process, page B-3</a> .                                                                                                                                     |
| Service Monitor standalone installation                         | See <i>Quick Start Guide for Cisco Unified Service Monitor 1.1</i> .                                                                                                                  |
| Service Monitor installed standalone with an evaluation license | Obtain a PAK and license file for the installed version of Service Monitor to upgrade an evaluation license to a purchased license. See <a href="#">Licensing Process, page B-3</a> . |
| Service Monitor support for additional Cisco 1040s              | See <a href="#">Licensing Process, page B-3</a> .<br><b>Note</b> Each time you register a license for additional device support, you license size increases correspondingly.          |
| Moving Service Monitor to another server                        | Call Cisco Technical Assistance Center (TAC) for assistance.                                                                                                                          |

## Licensing Process

For information on when it is appropriate to use this process, see [Licensing Scenarios, page B-2](#). To license Service Monitor, do the following:

1. Obtain a Product Authorization Key (PAK)—You need a PAK, along with the MAC address of the server where you will install Service Monitor, to obtain a license file. See [Obtaining a PAK, page B-3](#).
2. Obtain a license file—You need a license file to register your product or upgrade on the server where Service Monitor is installed. See [Obtaining a License File, page B-3](#).
3. Copy the license file to the server where Service Monitor is installed and register the license file. See [Registering a License File, page B-3](#).

## Obtaining a PAK

| Obtain a PAK for...                                | By                                                                                                                                                                                                                                                   |
|----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service Monitor included with Operations Manager   | Purchasing Service Monitor software.                                                                                                                                                                                                                 |
| Service Monitor installed standalone               | Locating it on the software claim certificate that is shipped with the Service Monitor product CD.                                                                                                                                                   |
| Service Monitor support for additional Cisco 1040s | Purchasing one or more licenses to add support to Service Monitor for additional Cisco 1040s up to a maximum of 50.<br><b>Note</b> Licenses for additional device support are sold in increments of 10. See the Cisco ordering tool for information. |

## Obtaining a License File

- 
- Step 1** Enter the PAK and the MAC address of the system where Service Monitor is installed at the following URL  
<http://www.cisco.com/go/license>.  
The license file will be e-mailed to you.
- 

After you obtain a license file, register the license on the server where Service Monitor is installed.

## Registering a License File

- 
- Step 1** Copy the license file to the Service Monitor server with read permission for casuser.



**Note** Service Monitor uses casuser to perform tasks that require Administrator privilege.

---



**Note** If you copy a folder that contains the license file to the Service Monitor server, be sure to provide read permission for casuser on the folder as well as on the license file.

**Step 2** Enter the license file location:

- a. Click the CiscoWorks link from the upper righthand corner of the Service Monitor home page.
- b. Select **Common Services > Server > Admin > Licensing**. For more information, click **Help**.



**Note** If you registered a license for additional device support, the size displayed on the Licensing Information page increases. See [Verifying Service Monitor License Status, page B-1](#).

## Licensing Reminders

Service Monitor provides reminders in the following circumstances:

- [Evaluation Version: Before Expiry, page B-4](#)
- [License Size Exceeded, page B-4](#)

### Evaluation Version: Before Expiry

If you have installed the evaluation version of Service Monitor, you must obtain the license file from Cisco.com before expiry of the default evaluation license. For details, see [Licensing Process, page B-3](#).

When you start Service Monitor, a licensing reminder is displayed. Before expiry of the evaluation license, you will see the following prompt for 1 day:

Go to Cisco.com and purchase Service Monitor

This message is displayed as an alert after you log in and try to access Service Monitor. If you fail to upgrade your evaluation license within 1 day, access to Service Monitor functionality will be prohibited.

### License Size Exceeded

Service Monitor supports only the number of Cisco 1040s specified by your license. (See [Verifying Service Monitor License Status, page B-1](#).) After the number of Cisco 1040s registered to Service Monitor matches the number specified by your license:

- If you try to add a Cisco 1040 manually, an error message is displayed and you cannot proceed.
- If automatic registration is enabled and a Cisco 1040 tries to register with Service Monitor, Service Monitor does not allow the registration and writes error messages to the LicenseCheck.log file located in `NMSROOT\log\qovr`; examples of the error messages follow:

```
07-Feb-2006|12:52:08.351|ERROR|LicenseCheck|Thread-3|Checking for License...
07-Feb-2006|12:52:08.507|ERROR|LicenseCheck|Thread-3|License Passed. Max count is:10
07-Feb-2006|12:55:08.570|ERROR|LicenseCheck|Thread-3|The number of sensors added to system
are:13
07-Feb-2006|12:55:08.570|ERROR|LicenseCheck|Thread-3|The maximum licensed sensor count
```

```
is:10
07-Feb-2006|12:55:08.570|ERROR|LicenseCheck|Thread-3|Purchase incremental License to
support more Cisco 1040 sensors
07-Feb-2006|12:55:08.570|ERROR|LicenseCheck|Thread-3|Auto registration disabled until
space available
07-Feb-2006|12:55:08.617|ERROR|LicenseCheck|Thread-3|Due to lack of sufficient license
will drop sensor:MacAddress:001120FFCF5E
Id:A111
IPAddress:172.20.4.72
PrimaryReceiver:171.69.69.179
SecondaryReceiver:null
ImageFileName:null
LastResetTime:1139345651898
Status:Registered
Description:null
07-Feb-2006|12:55:08.648|ERROR|LicenseCheck|Thread-3|Due to lack of sufficient license
will drop sensor:MacAddress:001120FFCF5C
Id:A112
IPAddress:172.20.4.66
PrimaryReceiver:171.69.69.179
SecondaryReceiver:null
ImageFileName:null
LastResetTime:1139345654757
Status:Registered
Description:null
07-Feb-2006|12:55:08.679|ERROR|LicenseCheck|Thread-3|Due to lack of sufficient license
will drop sensor:MacAddress:001120FFCF64
Id:A113
IPAddress:172.20.4.73
PrimaryReceiver:171.69.69.179
SecondaryReceiver:null
ImageFileName:null
LastResetTime:1139345659867
Status:Registered
Description:null
```





## Service Monitor Support for SNMP MIBs

---

Service Monitor implements the system application MIB using SNMP v2 and supplies an an SNMP subagent. You can use simple SNMP queries to monitor the health of applications in the Cisco Unified Communications Management suite that supports the MIBs.

For information about configuring your system to use SNMP to manage Service Monitor and other Cisco Unified applications, see [Using SNMP to Monitor Service Monitor, page 2-8](#).

### System Application MIB Implementation

The system application MIB, defined in RFC 2287, provides applications installed, processes running for an application, and past run information. You can use the information in the system application MIB to determine the overall health of Service Monitor and drill down to the actual processes running for the application.

For more information about the system application MIB, you can browse MIB information at the following URL:

<http://www.cisco.com/cgi-bin/Support/Mibbrowser/mibinfo.pl?tab=4>

For an example of the data stored in this MIB, see the [Sample MIB Walk for System Application MIB, page C-8](#).

### System Application Resource MIB Tables

This section describes MIB tables that contain the following information:

- [Installed Packages, page C-2](#)
- [Installed Elements, page C-2](#)
- [Package Status Information, page C-3](#)
- [Element Status Information, page C-4](#)
- [Status of Packages When They Ran Previously, page C-5](#)
- [Status of Elements When They Ran Previously, page C-5](#)
- [Process Map, page C-7](#)
- [Scalar Variables, page C-6](#)

## Installed Packages

Table C-1 stores information for installed packages for Service Monitor and other applications in the Cisco Unified Management Suite that support the system application MIB.

**Table C-1** *sysApplInstallPkgTable*

| MIB Row Entry                 | Description from the MIB                                                                                                                                   | Cisco Unified Communications Management Suite Usage                                                                                                                                  |
|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| sysApplInstallPkgIndex        | Part of the index for this table. An integer used only for indexing purposes. Generally monotonically increasing from 1 as new applications are installed. | Running number for each application registered with the SNMP subagent.                                                                                                               |
| sysApplInstallPkgManufacturer | The manufacturer of the software application package.                                                                                                      | Cisco Systems, Inc.                                                                                                                                                                  |
| sysApplInstallPkgProductName  | The name assigned to the software application package by the manufacturer.                                                                                 | Name provided when the application was registered with the SNMP subagent, such as Cisco Unified Service Monitor 1.0.<br><b>Note</b> Use this name to select an application to watch. |
| sysApplInstallPkgVersion      | The version number assigned to the application package by the manufacturer of the software.                                                                | Version number such as 1.0.2, where 1 is the major version, 0 is the minor version, and 2 is the patch version or incremental device update (IDU) number.                            |
| sysApplInstallPkgSerialNumber | The serial number of the software assigned by the manufacturer.                                                                                            | “n/a”                                                                                                                                                                                |
| sysApplInstallPkgDate         | The date and time this software application was installed on the host.                                                                                     | —                                                                                                                                                                                    |
| sysApplInstallPkgLocation     | The complete pathname where the application package is installed.                                                                                          | <i>NMSROOT</i> —Directory where Service Monitor is installed. If you selected the default directory during installation, it is C:\Program~1\CSCOPx.                                  |

## Installed Elements

For each entry in the installed packages table, Table C-1, there can be many entries in the installed element table, Table C-2. The number of installed elements for a package corresponds to the number of processes being monitored for that package.

Table C-2 lists the contents of sysApplInstallElmtTable.



Table C-2 *sysApplInstallElmtTable*

| MIB Row Entry                     | Description from the MIB                                                                                                                    | Cisco Unified Communications Management Suite Usage                                                                                                                                                                   |
|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| sysApplInstallPkgIndex            | Part of the index for this table. This value identifies the installed software package for the application of which this process is a part. | Value from <a href="#">sysApplInstallPkgTable</a> , <a href="#">Table C-1</a> .                                                                                                                                       |
| sysApplInstallElmtIndex           | Unique number across the applications.                                                                                                      | Running number.                                                                                                                                                                                                       |
| sysApplInstallElmtName            | The name assigned to the software element package by the manufacturer.                                                                      | Process name used in the daemon manager (not a file or executable name as specified in RFC 2287).                                                                                                                     |
| sysApplInstallElmtType            | The type of element that is part of the installed application.                                                                              | Default application(5).                                                                                                                                                                                               |
| sysApplInstallElmtDate            | The date and time that this component was installed on the system.                                                                          | <b>Note</b> All dates and times are formatted using SNMPv2 textual conventions.                                                                                                                                       |
| sysApplInstallElmtPath            | Install location for this application                                                                                                       | <i>NMSROOT</i> —Directory where Service Monitor is installed. If you selected the default directory during installation, it is C:\Program~1\CSCOpx.                                                                   |
| sysApplInstallInstallElmtSizeHigh | The installed file size in $2^{32}$ byte blocks.                                                                                            | Default 0 (not implemented).                                                                                                                                                                                          |
| sysApplInstallInstallElmtSizeLow  | The installed file size in $2^{32}$ byte blocks.                                                                                            | Default 0 (not implemented).                                                                                                                                                                                          |
| sysApplInstallElmtRole            | An operator-assigned value used in the determination of application status.                                                                 | Value used in determining application status: <ul style="list-style-type: none"> <li>required(3)—Process that must run for the application to be considered running.</li> <li>unknown(5)—Optional process.</li> </ul> |
| sysApplInstallElmtModifyDate      | The date and time that this element was last modified.                                                                                      | <b>Note</b> All dates and times are formatted using SNMPv2 textual conventions.                                                                                                                                       |
| sysApplInstallCurSizeHigh         | The current file size in $2^{32}$ byte blocks.                                                                                              | Default 0 (not implemented).                                                                                                                                                                                          |
| sysApplInstallCurSizeLow          | The current file size in $2^{32}$ byte blocks.                                                                                              | Default 0 (not implemented).                                                                                                                                                                                          |

## Package Status Information

[Table C-3](#) supplies current application status for Service Monitor and other applications in the Cisco Unified Management Suite that support the system application MIB.

Table C-3 *sysApplRunTable*

| MIB Row Entry          | Description from the MIB                                                                                                                                                                                                        | Cisco Unified Communications Management Suite Usage                                                                                                                                                                                                                                                                                 |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| sysApplInstallPkgIndex | Part of the index for this table. This value identifies the installed software package for the application of which this process is a part.                                                                                     | Value from <a href="#">sysApplInstallPkgTable</a> , Table C-1.                                                                                                                                                                                                                                                                      |
| sysApplRunIndex        | Part of the index for this table. An arbitrary integer used only for indexing purposes. Generally, monotonically increasing from 1 as new applications are started on the host, it uniquely identifies application invocations. | Running number.                                                                                                                                                                                                                                                                                                                     |
| sysApplRunStarted      | The date and time that the application was started.                                                                                                                                                                             | <b>Note</b> All dates and times are formatted using SNMPv2 textual conventions.                                                                                                                                                                                                                                                     |
| sysApplRunCurrentState | The current state of the running application instance. The possible values are running(1), runnable(2) but waiting for a resource such as CPU, waiting(3) for an event, exiting(4), or other(5).                                | This value is the measure of application health: <ul style="list-style-type: none"> <li>• running(1)—All required processes are running.</li> <li>• other(5)—One or more required processes are not running.</li> </ul> When all required processes stop or the daemon manager stops, this entry moves to the sysApplPastRun table. |

## Element Status Information

Table C-4 provides current status for processes that belong to each application that is currently running.

Table C-4 *sysApplElmtRunTable*

| MIB Row Entry            | Description from the MIB                                                                                                                    | Cisco Unified Communications Management Suite Usage                                                             |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| sysApplElmtRunInstallPkg | Part of the index for this table. This value identifies the installed software package for the application of which this process is a part. | Value from <a href="#">sysApplInstallPkgTable</a> , Table C-1.                                                  |
| sysApplElmtRunInvocID    | Part of the index for this table. This value identifies the invocation of an application of which this process is a part.                   | Default 0.<br><b>Note</b> Service Monitor processes run independently and are not invoked by any other process. |
| sysApplElmtRunIndex      | Part of the index for this table. A unique value for each process running on the host.                                                      | Process ID in the operating system.                                                                             |

**Table C-4** *sysAppElmtRunTable (continued)*

| MIB Row Entry            | Description from the MIB                                                                                                                                                              | Cisco Unified Communications Management Suite Usage                                                                                                            |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| sysAppElmtRunInstallID   | Part of the index for this table. The value of this object is the same value as sysAppInstallElmtIndex for the application element of which this entry represents a running instance. | Value from <a href="#">sysAppInstallElmtTable</a> , <a href="#">Table C-2</a> .                                                                                |
| sysAppElmtRunTimeStarted | The time the process was started.                                                                                                                                                     | —                                                                                                                                                              |
| sysAppElmtRunState       | The current state of the running process. The possible values are running(1), runnable(2) but waiting for a resource such as CPU, waiting(3) for an event, exiting(4), or other(5).   | If all processes are running successfully, value is running(1).<br><b>Note</b> If the process terminates, the process entry moves to the sysElmtPastRun table. |
| sysAppElmtRunName        | The full path and filename of the process.                                                                                                                                            | —                                                                                                                                                              |
| sysAppElmtRunParameters  | The starting parameters for the process.                                                                                                                                              | —                                                                                                                                                              |
| sysAppElmtRunCPU         | Hundredths of a second of the total system CPU resources consumed by this process.                                                                                                    | Obtained from the operating system.                                                                                                                            |
| sysAppElmtRunMemory      | The total amount of real system memory, measured in kilobytes, currently allocated to this process.                                                                                   | Obtained from the operating system.                                                                                                                            |
| sysAppElmtRunNumFiles    | The number of regular files that the process currently has open.                                                                                                                      | Default 0 (not implemented).                                                                                                                                   |
| sysAppElmtRunUser        | The process owner's login name.                                                                                                                                                       | Either casuser or SYSTEM.                                                                                                                                      |

## Status of Packages When They Ran Previously

[Table C-5](#) contains the status of applications when they ran previously.

**Table C-5** *sysAppIPastRunTable*

| MIB Row Entry         | Description from the MIB                                                                                                                                                                                                       |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| sysAppInstallPkgIndex | Value from <a href="#">sysAppInstallPkgTable</a> , <a href="#">Table C-1</a> .                                                                                                                                                 |
| sysAppIPastRunIndex   | Part of the index for this table. An arbitrary integer used only for indexing purposes. Generally monotonically increasing from 1 as new applications are started on the host, it uniquely identifies application invocations. |
| sysAppIPastRunStarted | The date and time that the application started.<br><b>Note</b> All dates and times are formatted using SNMPv2 textual conventions.                                                                                             |
| sysAppIPastExitState  | The state of the application instance when it was terminated.                                                                                                                                                                  |
| sysAppIPastRunEnded   | The date and time the application instance was determined to be no longer running.<br><b>Note</b> All dates and times are formatted using SNMPv2 textual conventions.                                                          |

## Status of Elements When They Ran Previously

[Table C-6](#) contains the status of processes when they ran previously.

**Table C-6** *sysAppElmtPastRunTable*

| <b>MIB Row Entry</b>         | <b>Description from the MIB</b>                                                                                                                                                           |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| sysAppElmtPastRunInvocID     | Part of the index for this table. Identifies the invocation of an application of which this process is a part.                                                                            |
| sysAppElmtPastRunIndex       | Part of the index for this table. A unique value for each process running on the host.                                                                                                    |
| sysAppElmtPastRunInstallID   | Part of the index for this table. The value of this object is the same value as the sysAppInstallElmtIndex for the application element of which this entry represents a running instance. |
| sysAppElmtPastRunTimeStarted | The time the process was started.                                                                                                                                                         |
| sysAppElmtPastRunTimeEnded   | The time the process was ended.                                                                                                                                                           |
| sysAppElmtPastRunName        | The full path and filename of the process.                                                                                                                                                |
| sysAppElmtPastRunParameters  | The starting parameters for the process.                                                                                                                                                  |
| sysAppElmtPastRunCPU         | The last known number of hundredths of a second of the total system CPU resources consumed by this process.                                                                               |
| sysAppElmtPastRunMemory      | The last known total amount of real system memory, measured in kilobytes, allocated to this process before it terminated.                                                                 |
| sysAppElmtPastRunNumFiles    | The number of regular files that the process currently has open.                                                                                                                          |
| sysAppElmtPastRunUser        | The process owner's login name.                                                                                                                                                           |

## Scalar Variables

These variables are used to control MIB table size. You cannot update them.

**Table C-7** *Scalars*

| <b>MIB Row Entry</b>           | <b>Description from the MIB</b>                                                                                                           | <b>Default Value</b>  |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
| sysAppIPastRunMaxRows          | Maximum number of entries allowed in the sysAppIPastRun table.                                                                            | 2000                  |
| sysAppIPastRunTableRemItems    | Counter for entries removed from the sysAppIPastRun table after the maximum number (sysAppIPastRunMaxRows) of entries are exceeded.       | 20 entries            |
| sysAppIPastRunTblTimeLimit     | Maximum time that an entry in the sysAppIPastRun table can exist before being removed.                                                    | 86400 seconds (1 day) |
| sysAppElmtPastRunMaxRows       | Maximum number of entries allowed in the sysAppElmtPastRun table.                                                                         | 2000 entries          |
| sysAppElmtPastRunTableRemItems | Counter for entries removed from the sysAppElmtPastRun table after the maximum number (sysAppElmtPastRunMaxRows) of entries are exceeded. | 20 entries            |
| sysAppElmtPastRunTblTimeLimit  | Maximum time that an entry in the sysAppElmtPastRunTable can exist before being removed.                                                  | 86400 seconds (1 day) |
| sysAppAgentPollInterval        | Minimum interval at which polling to obtain the status of the managed resources occurs.                                                   | 60 seconds            |

## Process Map

The sysApplMapTable contains one entry for each process currently running on the system. Table C-8 provides the index mapping from a process identifier to the invoked application, installed element, and installed application package.

**Table C-8** *sysApplMapTable*

| <b>MIB Row Entry</b>       | <b>Description from the MIB</b>                         |
|----------------------------|---------------------------------------------------------|
| sysApplElmtRunIndex        | Process identification number.                          |
| sysApplElmtRunInvocID      | Invoked application (sysApplRunIndex).                  |
| sysApplMapInstallElmtIndex | Installed element (sysApplInstallElmtIndex).            |
| sysApplMapInstallPkgIndex  | Installed application package (sysApplInstallPkgIndex). |

## Sample MIB Walk for System Application MIB

This example shows abridged output from a MIB walk of the SYS-APPL-MIB on a system where Cisco Unified Operations Manager and Service Monitor are installed.

```

***** SNMP QUERY STARTED *****
1: sysApplInstallPkgManufacturer.1 (octet string) Copyright (c) 2004 by Cisco Systems,
 Inc.
 [43.6F.70.79.72.69.67.68.74.20.28.63.29.20.32.30.30.34.20.62.79.20.43.69.73.63.6F.20.5
 3.79.73.74.65.6D.73.2C.20.49.6E.63.2E (hex)]
2: sysApplInstallPkgManufacturer.2 (octet string) Copyright (c) 2004 by Cisco Systems,
 Inc.
 [43.6F.70.79.72.69.67.68.74.20.28.63.29.20.32.30.30.34.20.62.79.20.43.69.73.63.6F.20.5
 3.79.73.74.65.6D.73.2C.20.49.6E.63.2E (hex)]
3: sysApplInstallPkgProductName.1 (octet string) Cisco Unified Service Monitor
 [49.50.20.43.6F.6D.6D.75.6E.69.63.61.74.69.6F.6E.73.20.53.65.72.76.69.63.65.20.4D.6F.6
 E.69.74.6F.72 (hex)]
4: sysApplInstallPkgProductName.2 (octet string) Cisco Unified Operations Manager
 [49.50.20.43.6F.6D.6D.75.6E.69.63.61.74.69.6F.6E.73.20.4F.70.65.72.61.74.69.6F.6E.73.2
 0.4D.61.6E.61.67.65.72 (hex)]
5: sysApplInstallPkgVersion.1 (octet string) 1.0.0 [31.2E.30.2E.30 (hex)]
6: sysApplInstallPkgVersion.2 (octet string) 2.0.0 [32.2E.30.2E.30 (hex)]
7: sysApplInstallPkgSerialNumber.1 (octet string) n/a [6E.2F.61 (hex)]
8: sysApplInstallPkgSerialNumber.2 (octet string) n/a [6E.2F.61 (hex)]
9: sysApplInstallPkgDate.1 (octet string) 2005-8-30,21:18:32 [07.D5.08.1E.15.12.20 (hex)]
10: sysApplInstallPkgDate.2 (octet string) 2005-8-30,21:18:32 [07.D5.08.1E.15.12.20 (hex)]
11: sysApplInstallPkgLocation.1 (octet string) D:\PROGRA~1\CSCOPx
 [44.3A.5C.50.52.4F.47.52.41.7E.31.5C.43.53.43.4F.70.78 (hex)]
12: sysApplInstallPkgLocation.2 (octet string) D:\PROGRA~1\CSCOPx
 [44.3A.5C.50.52.4F.47.52.41.7E.31.5C.43.53.43.4F.70.78 (hex)]
13: sysApplInstallElmtName.1.1 (octet string) QOVR [51.4F.56.52 (hex)]
14: sysApplInstallElmtName.1.2 (octet string) QOVRDbEngine
 [51.4F.56.52.44.62.45.6E.67.69.6E.65 (hex)]
15: sysApplInstallElmtName.1.3 (octet string) QOVRDbMonitor
 [51.4F.56.52.44.62.4D.6F.6E.69.74.6F.72 (hex)]
16: sysApplInstallElmtName.1.4 (octet string) Apache [41.70.61.63.68.65 (hex)]
17: sysApplInstallElmtName.1.5 (octet string) CmfDbEngine
 [43.6D.66.44.62.45.6E.67.69.6E.65 (hex)]
18: sysApplInstallElmtName.1.6 (octet string) JRunProxyServer
 [4A.52.75.6E.50.72.6F.78.79.53.65.72.76.65.72 (hex)]
19: sysApplInstallElmtName.1.7 (octet string) Tomcat [54.6F.6D.63.61.74 (hex)]
20: sysApplInstallElmtName.1.8 (octet string) WebServer [57.65.62.53.65.72.76.65.72 (hex)]
21: sysApplInstallElmtName.2.9 (octet string) AdapterServer
 [41.64.61.70.74.65.72.53.65.72.76.65.72 (hex)]
22: sysApplInstallElmtName.2.10 (octet string) Apache [41.70.61.63.68.65 (hex)]
23: sysApplInstallElmtName.2.11 (octet string) CmfDbEngine
 [43.6D.66.44.62.45.6E.67.69.6E.65 (hex)]
24: sysApplInstallElmtName.2.12 (octet string) DCRServer [44.43.52.53.65.72.76.65.72
 (hex)]
25: sysApplInstallElmtName.2.13 (octet string) DfmBroker [44.66.6D.42.72.6F.6B.65.72
 (hex)]
26: sysApplInstallElmtName.2.14 (octet string) DfmServer [44.66.6D.53.65.72.76.65.72
 (hex)]
27: sysApplInstallElmtName.2.15 (octet string) EDS [45.44.53 (hex)]
28: sysApplInstallElmtName.2.16 (octet string) EPMDbEngine
 [45.50.4D.44.62.45.6E.67.69.6E.65 (hex)]
29: sysApplInstallElmtName.2.17 (octet string) EPMServer [45.50.4D.53.65.72.76.65.72
 (hex)]
30: sysApplInstallElmtName.2.18 (octet string) ESS [45.53.53 (hex)]
31: sysApplInstallElmtName.2.19 (octet string) FHDbEngine [46.48.44.62.45.6E.67.69.6E.65
 (hex)]
32: sysApplInstallElmtName.2.20 (octet string) FHServer [46.48.53.65.72.76.65.72 (hex)]

```

```

33: sysApplInstallElmtName.2.21 (octet string) GPF [47.50.46 (hex)]
34: sysApplInstallElmtName.2.22 (octet string) INVDbEngine
 [49.4E.56.44.62.45.6E.67.69.6E.65 (hex)]
35: sysApplInstallElmtName.2.23 (octet string) IVR [49.56.52 (hex)]
36: sysApplInstallElmtName.2.24 (octet string) IPIUDbEngine
 [49.50.49.55.44.62.45.6E.67.69.6E.65 (hex)]
37: sysApplInstallElmtName.2.25 (octet string) IPSLAServer
 [49.50.53.4C.41.53.65.72.76.65.72 (hex)]
38: sysApplInstallElmtName.2.26 (octet string) ITMDiagServer
 [49.54.4D.44.69.61.67.53.65.72.76.65.72 (hex)]
39: sysApplInstallElmtName.2.27 (octet string) Interactor [49.6E.74.65.72.61.63.74.6F.72
 (hex)]
40: sysApplInstallElmtName.2.28 (octet string) InventoryCollector
 [49.6E.76.65.6E.74.6F.72.79.43.6F.6C.6C.65.63.74.6F.72 (hex)]
41: sysApplInstallElmtName.2.29 (octet string) IPIUDataServer
 [49.50.49.55.44.61.74.61.53.65.72.76.65.72 (hex)]
42: sysApplInstallElmtName.2.30 (octet string) ITMOGSServer
 [49.54.4D.4F.47.53.53.65.72.76.65.72 (hex)]
43: sysApplInstallElmtName.2.31 (octet string) jrm [6A.72.6D (hex)]
44: sysApplInstallElmtName.2.32 (octet string) LicenseServer
 [4C.69.63.65.6E.73.65.53.65.72.76.65.72 (hex)]
45: sysApplInstallElmtName.2.33 (octet string) NOTSServer [4E.4F.54.53.53.65.72.76.65.72
 (hex)]
46: sysApplInstallElmtName.2.34 (octet string) PTMServer [50.54.4D.53.65.72.76.65.72
 (hex)]
47: sysApplInstallElmtName.2.35 (octet string) PIFServer [50.49.46.53.65.72.76.65.72
 (hex)]
48: sysApplInstallElmtName.2.36 (octet string) QoVMServer [51.6F.56.4D.53.65.72.76.65.72
 (hex)]
49: sysApplInstallElmtName.2.37 (octet string) SRSTServer [53.52.53.54.53.65.72.76.65.72
 (hex)]
50: sysApplInstallElmtName.2.38 (octet string) SIRServer [53.49.52.53.65.72.76.65.72
 (hex)]
51: sysApplInstallElmtName.2.39 (octet string) STServer [53.54.53.65.72.76.65.72 (hex)]
52: sysApplInstallElmtName.2.40 (octet string) Tomcat [54.6F.6D.63.61.74 (hex)]
53: sysApplInstallElmtName.2.41 (octet string) TISServer [54.49.53.53.65.72.76.65.72
 (hex)]
54: sysApplInstallElmtName.2.42 (octet string) TopoServer [54.6F.70.6F.53.65.72.76.65.72
 (hex)]
55: sysApplInstallElmtName.2.43 (octet string) VsmServer [56.73.6D.53.65.72.76.65.72
 (hex)]
56: sysApplInstallElmtName.2.44 (octet string) VHMIntegrator
 [56.48.4D.49.6E.74.65.67.72.61.74.6F.72 (hex)]
57: sysApplInstallElmtName.2.45 (octet string) VHMServer [56.48.4D.53.65.72.76.65.72
 (hex)]
58: sysApplInstallElmtName.2.46 (octet string) ITMCTMStartup
 [49.54.4D.43.54.4D.53.74.61.72.74.75.70 (hex)]
59: sysApplInstallElmtName.2.47 (octet string) IPSLAPurgeTask
 [49.50.53.4C.41.50.75.72.67.65.54.61.73.6B (hex)]
60: sysApplInstallElmtName.2.48 (octet string) GpfPurgeTask
 [47.70.66.50.75.72.67.65.54.61.73.6B (hex)]
61: sysApplInstallElmtName.2.49 (octet string) FHPurgeTask
 [46.48.50.75.72.67.65.54.61.73.6B (hex)]
62: sysApplInstallElmtType.1.1 (integer) application(5)

111: sysApplInstallElmtDate.1.1 (octet string) 2005-8-30,21:18:32 [07.D5.08.1E.15.12.20
 (hex)]
112: sysApplInstallElmtDate.1.2 (octet string) 2005-8-30,21:18:32 [07.D5.08.1E.15.12.20
 (hex)]

160: sysApplInstallElmtPath.1.1 (octet string) D:\PROGRA~1\CSCOpX
 [44.3A.5C.50.52.4F.47.52.41.7E.31.5C.43.53.43.4F.70.78 (hex)]

```

```

209: sysApplInstallElmtSizeHigh.1.1 (integer) 0
258: sysApplInstallElmtSizeLow.1.1 (integer) 0
307: sysApplInstallElmtRole.1.1 (integer) required(3)
356: sysApplInstallElmtModifyDate.1.1 (octet string) 2005-8-30,21:18:32
 [07.D5.08.1E.15.12.20 (hex)]
357: sysApplInstallElmtModifyDate.1.2 (octet string) 2005-8-30,21:18:32
 [07.D5.08.1E.15.12.20 (hex)]
405: sysApplInstallElmtCurSizeHigh.1.1 (integer) 0
454: sysApplInstallElmtCurSizeLow.1.1 (integer) 0
503: sysApplRunStarted.1.4 (octet string) 2005-9-27,15:51:53 [07.D5.09.1B.0F.33.35 (hex)]
505: sysApplRunCurrentState.1.4 (integer) running(1)
507: sysApplPastRunStarted.1.2 (octet string) 2005-9-27,14:43:4 [07.D5.09.1B.0E.2B.04
 (hex)]
509: sysApplPastRunExitState.1.2 (integer) complete(1)
511: sysApplPastRunTimeEnded.1.2 (octet string) 2005-9-27,15:43:42 [07.D5.09.1B.0F.2B.2A
 (hex)]
513: sysApplElmtRunInstallID.0.0.2468 (integer) 0
569: sysApplElmtRunTimeStarted.0.0.2468 (octet string) 2005-9-27,15:54:12
 [07.D5.09.1B.0F.36.0C (hex)]
625: sysApplElmtRunState.0.0.2468 (integer) running(1)
681: sysApplElmtRunName.0.0.2468 (octet string) D:\PROGRA~1\CSCOpX\bin\cwjava.exe
 [44.3A.5C.50.52.4F.47.52.41.7E.31.5C.43.53.43.4F.70.78.5C.62.69.6E.5C.63.77.6A.61.76.6
 1.2E.65.78.65 (hex)]
737: sysApplElmtRunParameters.0.0.2468 (octet string) -DNMSROOT=D:\PROGRA~1\CSCOpX -cp:a
 lib\classpath\servlet.jar -Dvbroker.agent.port=42342
 com.inprise.vbroker.gatekeeper.GateKeeper -props
 D:\PROGRA~1\CSCOpX\lib\vbroker\gatekeeper.cfg
 [2D.44.4E.4D.53.52.4F.4F.54.3D.44.3A.5C.50.52.4F.47.52.41.7E.31.5C.43.53.43.4F.70.78.2
 0.2D.63.70.3A.61.20.6C.69.62.5C.63.6C.61.73.73.70.61.74.68.5C.73.65.72.76.6C.65.74.2E.
 6A.61.72.20.2D.44.76.62.72.6F.6B.65.72.2E.61.67.65.6E.74.2E.70.6F.72.74.3D.34.32.33.34
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 47.52.41.7E.31.5C.43.53.43.4F.70.78.5C.6C.69.62.5C.76.62.72.6F.6B.65.72.5C.67.61.74.65
 .6B.65.65.70.65.72.2E.63.66.67 (hex)]
793: sysApplElmtRunCPU.0.0.2468 (timeticks) 0 days 00h:00m:03s.33th (333)
849: sysApplElmtRunMemory.0.0.2468 (integer) 4716
905: sysApplElmtRunNumFiles.0.0.2468 (integer) 0
961: sysApplElmtRunUser.0.0.2468 (octet string) casuser [63.61.73.75.73.65.72 (hex)]
1017: sysApplElmtPastRunInstallID.0.0.1132 (integer) 0
1064: sysApplElmtPastRunTimeStarted.0.0.1132 (octet string) 2005-9-27,14:43:45
 [07.D5.09.1B.0E.2B.2D (hex)]

```



```
1111: sysApplElmtPastRunTimeEnded.0.0.1132 (octet string) 2005-9-27,15:43:42
 [07.D5.09.1B.0F.2B.2A (hex)]

1158: sysApplElmtPastRunName.0.0.1132 (octet string) D:\PROGRA~1\CSCOpX\bin\cwjava.exe
 [44.3A.5C.50.52.4F.47.52.41.7E.31.5C.43.53.43.4F.70.78.5C.62.69.6E.5C.63.77.6A.61.76.6
 1.2E.65.78.65 (hex)]

1206: sysApplElmtPastRunParameters.0.0.2060 (octet string) itemIpiu -app IPIUdbMonitor
 -dbserver IPIUdbEngine -sleep 1200 -error 90 -retry 10 -sterror 10 -stretry 5
 [69.74.65.6D.49.70.69.75.20.2D.61.70.70.20.49.50.49.55.44.62.4D.6F.6E.69.74.6F.72.20.2
 D.64.62.73.65.72.76.65.72.20.49.50.49.55.44.62.45.6E.67.69.6E.65.20.2D.73.6C.65.65.70.
 20.31.32.30.30.20.2D.65.72.72.6F.72.20.39.30.20.2D.72.65.74.72.79.20.31.30.20.2D.73.74
 .65.72.72.6F.72.20.31.30.20.2D.73.74.72.65.74.72.79.20.35 (hex)]

1252: sysApplElmtPastRunCPU.0.0.1132 (timeticks) 0 days 00h:00m:00s.26th (26)

1299: sysApplElmtPastRunMemory.0.0.1132 (integer) 7488

1346: sysApplElmtPastRunNumFiles.0.0.1132 (integer) 0

1393: sysApplElmtPastRunUser.0.0.1132 (octet string) casuser [63.61.73.75.73.65.72 (hex)]

1440: sysApplPastRunMaxRows.0 (integer) 2000
1441: sysApplPastRunTableRemItems.0 (integer) 20
1442: sysApplPastRunTblTimeLimit.0 (integer) 86400
1443: sysApplElemPastRunMaxRows.0 (integer) 2000
1444: sysApplElemPastRunTableRemItems.0 (integer) 20
1445: sysApplElemPastRunTblTimeLimit.0 (integer) 86400
1446: sysApplAgentPollInterval.0 (integer) 60
1447: sysApplMap.2.752.0.1 (integer) 1

1502: sysApplMap.2.10596.0.9 (integer) 2
***** SNMP QUERY FINISHED *****
```





## Configuring Service Monitor with Cisco Secure ACS

This section describes how to configure Service Monitor with Cisco Secure ACS:

- [Before You Begin: Integration Notes, page D-1](#)
- [Configuring Service Monitor on Cisco Secure ACS, page D-3](#)
- [Verifying the Service Monitor and Cisco Secure ACS Configuration, page D-3](#)

### Before You Begin: Integration Notes



#### Note

You can integrate Service Monitor with Cisco Secure ACS only if they are installed on separate systems because Service Monitor must be configured as an AAA client for Cisco Secure ACS.

For information about Common Services login modules and user roles, see [Configuring Users \(ACS and Non-ACS\), page 2-5](#).

This section contains the following notes, which you should read before you begin Cisco Secure ACS and Service Monitor integration:

- Multiple instances of the same application using the same Cisco Secure ACS will share settings. Any changes will affect all instances of that application.
- If an application is configured with Cisco Secure ACS and then that application is reinstalled, it will inherit the old settings.



**Note** This is applicable if you are using Cisco Secure ACS version 3.2.3 or earlier.

- You must create roles in Cisco Secure ACS for each Cisco Unified Communications Management Suite application that is running on the Service Monitor server.

For example: You must create roles in Cisco Secure ACS for Service Monitor. These roles are not shared by any other Cisco Unified Communications Management Suite application.

- The roles that you create in Cisco Secure ACS are shared across all Service Monitor servers that are configured to the same Cisco Secure ACS.

For example: You have configured three Service Monitor servers with a Cisco Secure ACS, and you have created a role in Cisco Secure ACS for Service Monitor (say, *SMSU*). This role is shared by licensed versions of Service Monitor running on all three servers.

- A user can have different access privileges for different Cisco Unified Communications Management Suite applications.

For example: A user, *SMSU*, can have the following privileges:

- System Administrator for Service Monitor
  - Network Operator for Operations Manager
  - Network Administrator for Service Monitor
  - Help Desk for Operations Manager
- Using Common Services, you must do the following:
    - Set AAA Mode to ACS—You will need to supply the following information obtained from Cisco Secure ACS to complete this task: IP address or hostname, port, admin username and password, and shared secret key.




---

**Note** When you set Common Services AAA mode to ACS, all Cisco Unified Communications Management Suite applications running on the same server register with Cisco Secure ACS and use it for authentication and authorization. If Service Monitor and Operations Manager are installed on a server in ACS mode, all of the following use Cisco Secure ACS: Service Monitor, Operations Manager, and Common Services.

---

- Set up System Identity Setup username. This user was configured during Service Monitor installation. For more information, click the CiscoWorks link on the Service Monitor home page and select **Common Services > Server > Security > Multi-Server Trust Management > System Identity Setup**.
- On Cisco Secure ACS, you must configure a user with the same username as the System Identity Setup user. For Service Monitor, that user must have Network Administrator privileges on Cisco Secure ACS.
- In ACS mode, fallback is provided for authentication only. (Fallback options allow you to access Service Monitor if the login module fails, or you accidentally lock yourself or others out.) If authentication with ACS fails, Service Monitor does the following:
  1. Tries authentication using non-ACS mode (CiscoWorks local mode).
  2. If non-ACS authentication is successful, presents you with a dialog box with instructions to change the login mode to CiscoWorks local. (You can do so only if you have permission to perform that operation in non-ACS mode.)




---

**Note** You will not be allowed to log in if authentication fails in non-ACS mode.

---

For details on configuring ACS mode, click the CiscoWorks link on the Service Monitor home page and select **Common Services > Server > Security > AAA Mode** and click **Help**.

## Configuring Service Monitor on Cisco Secure ACS

After you complete setting the CiscoWorks server to ACS mode with Cisco Secure ACS, perform the following tasks on Cisco Secure ACS:

1. Click **Shared Profile Components** to verify that the Cisco Unified Service Monitor (Service Monitor) application entry is present.
2. Based on your authentication setting (per user or per group) on Cisco Secure ACS, click either User Setup or Group Setup.

On Cisco Secure ACS, verify the per user or per group setting for Cisco Unified Service Monitor using **Interface Configuration > TACACS + (Cisco IOS)**.

3. Assign the appropriate Service Monitor privileges to the user or group.

For Service Monitor, you must ensure that a user with the same name as the System Identity Setup user is configured on Cisco Secure ACS and has Network Administrator privileges.



**Note** You configured the System Identity Setup user during Service Monitor installation. For more information, click the CiscoWorks link on the Service Monitor home page and select **Common Services > Server > Security > Multi-Server Trust Management > System Identity Setup**.

You can modify roles on Cisco Secure ACS.

- 
- Step 1** Select **Shared Profile Components > Cisco Unified Service Monitor**.
  - Step 2** Click the Service Monitor role that you want to modify.
  - Step 3** Select the Service Monitor tasks that suit your business workflow and needs.
  - Step 4** Click **Submit**.
- 



**Note** If desired, you can also create new roles on Cisco Secure ACS.

---

## Verifying the Service Monitor and Cisco Secure ACS Configuration

After performing the tasks in [Configuring Service Monitor on Cisco Secure ACS, page D-3](#), verify the configuration as follows:

1. Log in to Service Monitor with the username defined in Cisco Secure ACS.
2. Try to perform tasks, to ensure that you can perform only those tasks that you are entitled to perform based on your privileges on Cisco Secure ACS.

For example: If your privilege is Help Desk, then:

- You should be able to view the Cisco 1040s that are managed by Service Monitor.

- You should not be able to add Cisco 1040s for Service Monitor to manage, and you should not be able to delete them.



---

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