Cisco Prime Collaboration Assurance UCOD, 12.1

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PART I

Unified Communication Operations Dashboard

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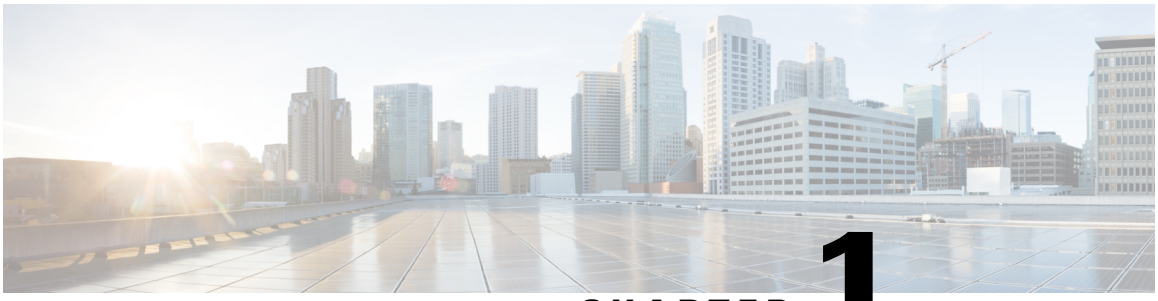


CHAPTER 1

Getting Started with Unified Communication Operations Dashboard

This chapter explains the following:

- Unified Communication Operations Dashboard, page 3

Unified Communication Operations Dashboard

This section provides information on the following:

Introduction to Unified Communication Operations Dashboard

Unified Communication Operations Dashboard (UCOD) collects all the unified cluster information from more than one PCA node. It supports a maximum of 10 responders. UCOD collects cluster information like critical alerts etc., from different PCA servers, registered to one particular master. So, each of the PCA is a **Responder** which is communicating with one node called the **Master**.

Install master in a PCA node, and you may or may not install the responder in the same PCA node. The master shows cluster information from one or more responder(s) registered to the corresponding master.

Install Responder in PCA

Install Responder in PCA to see the **UC Operations Dashboard** menu. You can install **Master** and **Responder** (optional) in the same PCA server or install only **Responders** in other PCA nodes.

Click on **UC Operations Dashboard** tab to find the below submenus.

a) UC Operations Dashboard - Navigates to UCOD Landing page (Landing page appears only after you register master successfully. If it is not registered, appropriate error message appears).

b) Responder Settings - Navigates to Responder Settings page .

What to Do Next

Launch UC Operations Dashboard, on page 4

Launch UC Operations Dashboard

Register the Master IP Address successfully to navigate the first sub menu, UC Operations Dashboard to the UCOD Landing page.

Note If you do not register the Master IP Address, an error message notifies 'UC Operations Dashboard Master IP Address is not registered properly. Please register the Master with the Responder in the Responder Settings Page'.

Register the Master IP Address

Log in to **PCA.**

Go to **UC Operations Dashboard** → click Responder Settings.

Enter Master IP address in **UCOD Master Node** field.

Check **Enable** click **Apply**.

Once you register the Responder Settings page successfully,

- Click on **UC Operations Dashboard** (first submenu) tab, which leads you to **UCOD Login** page.
- Enter the User Name as **globaladmin** (lowercase letters) and enter the same Password as your PCA's password, which leads you to the UCOD Landing Page.
- Any other user name except **globaladmin** is not valid and an error message notifies 'Invalid Username or Password. Please try again'.

What to Do Next

Unified Communication Operations Dashboard Landing page

Unified Communication Operations Landing page

This page consists of Unified Communication Manager Cluster Information, which displays following fields.

Field	Description
UCM Cluster	Name of the Cisco Unified CM Cluster (VCS Clusters are not supported).
Critical Alerts	Shows the Critical Alert count for the specified cluster
CPU Usage (Avg, Peak)	Shows the CPU Usage information based on the average and peak CPU Usage respectively of all the nodes that are part of the specified cluster.

Field	Description
Virtual Memory (Avg, Peak)	Shows the Virtual Memory information based on the average and peak Virtual Machine usage respectively of all the nodes that are part of the specified cluster based on the severity.
Disk Usage (Avg, Peak)	Shows the Disk Usage information based on the average and peak Disk Usage respectively of all the nodes that are part of the specified cluster.
Calls (Attempted + Completed)	Shows the consolidated number of Attempted and Completed Calls for the specified cluster.
Unregistered Endpoints (%, Actual)	Shows the consolidated number of unregistered hard and soft endpoints for the specified cluster in percentage and the actual number of unregistered endpoints in this cluster . The symbols against the values represent the severity.
Unregistered Gateways (%, Actual)	Shows the number of Unregistered MGCP gateways for the specified cluster in percentage and actual number of unregistered endpoints in this cluster. The symbols against the values represent the severity.
Unregistered Media Resources (%, Actual)	Shows the number of Unregistered Media Resources for the specified cluster in percentage and actual number of unregistered endpoints in this cluster. The symbols against the values represent the severity.

Note CPU Usage (Avg, Peak), Virtual Memory (Avg, Peak) and Disk Usage (Avg, Peak) have symbols against the values, and these values are sorted based on severity.

All the above fields have few symbols against the values, and they represent the **severity**.

These symbols hover the respective Threshold Criteria as well.

These hover message change accordingly based on any changes done in Threshold Settings

The symbols and hover messages are explained below-

Symbols

1. Red cross-Critical
2. Yellow triangle - Warning
3. Green circle check - Information

Hover Messages

1. Threshold between 0 and 50% (inclusive

2 Threshold between 50 and 70% (inclusive)

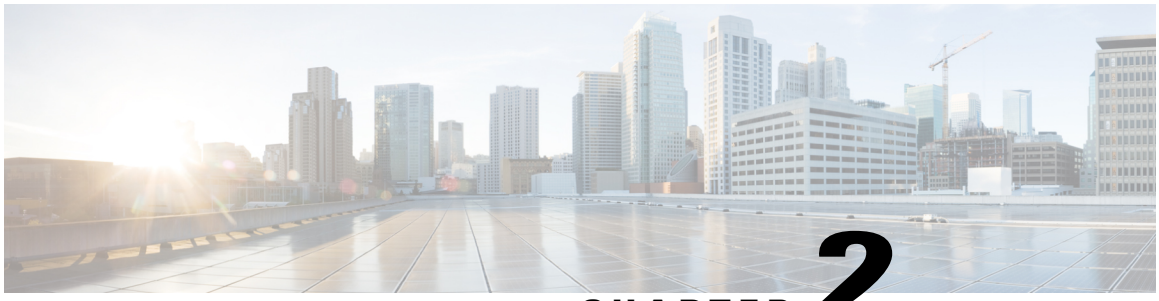
3 Threshold above 70%

How to access the submenus below settings on the UCOD Landing page

Click **Settings** icon on the top right corner of the **UCOD Landing** page to see the submenus below.

1 Threshold Settings

2 System Settings



CHAPTER 2

Threshold Settings

This chapter explains the following:

- Introduction to Threshold Settings, page 7

Introduction to Threshold Settings

The Threshold Settings page shows the criteria of threshold parameters like **CPU Usage**, **Virtual Memory**, **Disk Usage**, **Unregistered Endpoints**, **Unregistered Gateways**, and **Unregistered Media Resources** in percentile.

Threshold settings in the table shows default values and you can choose to override these default values and define which parameter you want to call as how critical. The data you set here reflects the data shown in the dashboard.

Threshold Settings

To set the threshold parameters severity

Step 1 Click **Reset to Default** below the table to restore the threshold parameter values to default.

Step 2 Click **Save** to save the settings successfully.
After saving successfully, navigate back to the landing page to find the columns showing criticality updated, based on these threshold values saved.

Note **Save**button appears disabled if you provide any invalid data and the relevant error message appears against each field. Error message is different for each column.

Threshold Parameters

The threshold parameters are of three severities -

1 Critical

2 Warning

3 Information

You can view the rules below. When you enter an invalid data the severity appears in the field.

Severity	Description
Critical	Critical Min threshold should be greater than or equal to Warning Max threshold.
Information	Information Max threshold should be less than Warning Min threshold.
Warning-Max Threshold	Warning Max threshold should be less than Critical Max threshold and greater than Warning Min threshold.
Warning-Min threshold	Warning Min threshold should be greater than or equal to Information Min threshold and less than Warning Max threshold.

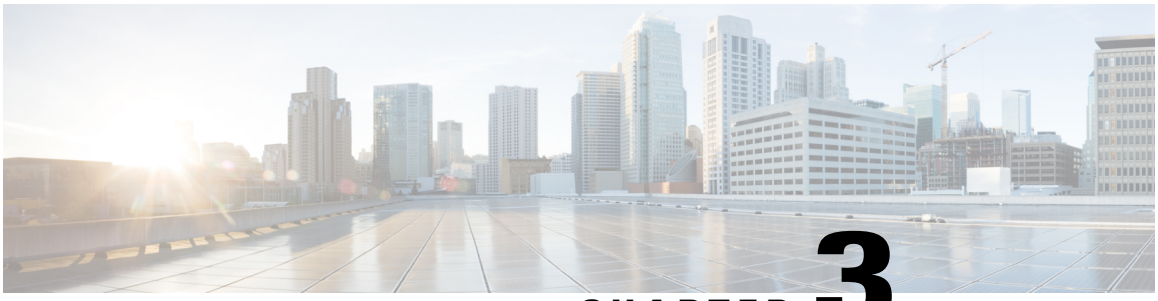
The table lists the default Threshold Criteria.

Criteria	Range
Critical	Greater than or equal to 70% and less than 100%
Warning	Greater than or equal to 50% and less than 70%
Information	Greater than or equal to 0% and less than 50%

Note Any custom range specified must be continuous and must not overlap. For example, Critical range - 80 to 100 and Warning range - 60 to 70 is not valid.

1 Click on **Settings** on the top most right corner of the **UCOD Landing** page.

2 Click on **System Settings** from the drop-down list. The **System Settings** page appears.



CHAPTER 3

System Settings

This chapter explains the following:

- System Settings, page 9

System Settings

In **System Settings** page configure the Master application. In this page, you can add the responders (PCA nodes) that you wish to monitor.

- Click Yes to Enable Master Node.
- Click No to Disable Master Node. A message notifies 'Do you want to disable the UC operations Dashboard Master Node?
- Click YES to confirm deleting the Master Node.

Note The default Enable Master State is 'Yes'. On disabling master, any communication does not takes place between master and the associated responders.

Add or Delete Associated Responders

The table provides a list of associated responders.

Field	Description
Host Name	Hostname of the Responder Node.
IP Address	IP Address of the Responder Node.
Number of Managed Clusters	Number of clusters managed in the associated Responder Node.
Responder Status	Shows the status of the Responder registration with Master.

Field	Description
Registered At	The date and time at which the Responder is Registered/Unregistered with master.
Status Reason	Shows respective registration status reasons of the Responder registration with Master and below are the different reasons shown. **1** Registration Rejected **Reason** - Master IP is not authorized at the Responder **2** Registered Successfully **3** Responder is in Suspended mode **4** Unable to Contact the Responder **5** Responder initiated unregistration **6** Data not received data for the past two cycles

To Add or Delete an Associated Responder

1. Click **Add** to add an associated responder.

   Enter either comma separated Master IP Address(es) or Host Names you want to add in the **Responder IP** field that pops up.

2. Check the box against the responder(s) you want to delete to **delete** associated responders.

   A message notifies 'Do you want to delete the selected Responder(s)'.

   Click **Yes** to delete the selected Responder(s).

   Click **No** to retain the added Responder(s).

Note Deleting the responder in **System Settings** page deletes the corresponding cluster data as well.

Set the Job Frequency

Set the job frequency of the cluster summary using the drop down box of 'Cluster Summary Job Frequency' as 1, 3, 5 or 10 minutes as per your preference.

Note The default time interval is **5** minutes.

Click **Apply**.

Note

1. The job frequency is applicable for all Responders. For every respective minute(s) chosen, the responder will send the aggregated cluster summary information to the Master.
2. For mega cluster, the bigger the interval (>5 minutes) better would be the accuracy. Smaller frequency should be applicable for small clusters (number of nodes - 3 to 5) and less number of PCAs (<= 5).

Set the Shared Secret Key

- Enter the same Shared Secret Key that was set earlier in the Responder settings page while setting up for the Master.
- You must provide the same key for both Master and associated Responder(s).
- Click ‘Apply’ once every field in System Settings page is set.