



Operations Manager Frequently Asked Questions

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General Questions—The Basics

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What does Operations Manager do?

Cisco Unified Operations Manager (Operations Manager) monitors and evaluates the current status of both the IP communications infrastructure and the underlying transport infrastructure in your network. Operations Manager uses open interfaces such as Simple Network Management Protocol (SNMP) and Hypertext Transfer Protocol (HTTP) to remotely poll data from different devices in the IP communications deployment.

Cisco Unified Operations Manager increases productivity of network managers, enabling them to isolate problems more quickly using:

- **Contextual diagnostic tools:**
 - Diagnostic tests provide performance and connectivity details about different elements of the converged IP communications infrastructure.
 - Synthetic tests replicate end-user activity and verify gateway availability and other configuration and operational aspects of the IP communications infrastructure.
 - IP service-level agreement (SLA)-based diagnostic tests can measure the performance of WAN links and node-to-node network quality.
- **Clickable information in notification messages**—Includes context-sensitive links to more detailed information about service outages.
- **Context-sensitive links to other Cisco tools**—For managing IP communications implementations.

What is Operations Manager not meant to be used for?

- MIB browsing/compiling.
- Trap viewing/listening. (However, Operations Manager does listen for and process certain SNMP traps.)
- Server/desktop fault analysis, or network-wide/multivendor fault analysis.
- Alerting users to device configuration changes.

What IP phone protocols does Operations Manager support?

Operations Manager Components	Supported IP Phone Protocols
IP Phone Reports	SCCP
SRST Management	
Synthetic Testing	
IP Phone Status Testing	H.323 MGCP SCCP SIP
	Note Supports IP address and extension tracking for SCCP phones only.

Is Operations Manager SSL-compliant?

Yes. You can enable SSL using Common Services. See *User Guide for CiscoWorks Common Services 3.0*.

How can I gain remote access to the Operations Manager server?

Use VNC.

How do I restart the daemon manager?

```
net stop crmdmgtd
net start crmdmgtd
```



Note Wait 20 minutes between issuing the first and second command.

Where can I find the user guide for Operations Manager?

User guides for Operations Manager 1.0, 1.1, and later are available at this URL:

http://www.cisco.com/en/US/partner/products/ps6535/products_user_guide_list.html

Files and Databases

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Where are Operations Manager log files located?

`NMSROOT\log\itemLogs`

How do I know which log file to look at for a particular function?

See the “Accessing and Deleting Log Files” topic in the Operations Manager [user guide](#).

Where are node-to-node test data files located?

`NMSROOT\data\N2NTests\testname`

Where are performance polling data files located?

`NMSROOT\data\gsu_#GSUdata#_`

How long does Operations Manager retain files on the server?

File	Location	Retention Period	Purge Process
Node-to-node test data files	<i>NMSROOT\data\N2NTests\testname</i>	31 days	IPSLAPurgeTask
Performance Polling data files	<i>NMSROOT\data\gsu_#GSUdata#_</i>	3 days	GpfPurgeTask
Automatically Exported Reports			
IP Phone Status reports	User-defined location	Indefinitely	N/A
Service Quality Event History reports	User-defined location	Indefinitely	N/A
Personalized Report			SDRPurgeTask

What file maintenance should I do to maintain good system performance?

To maintain good system performance, back up the DFMServer log file (DFM.log) when it grows larger than 30 MB.

What data does Operations Manager purge from databases?

Database Name	Database Contents	Retention Period
itemFH.db	Alert and Event History	31 days
	Service Quality Events History	
pif.db	IP phone audit records	7 days

Which Operations Manager files are backed up when I run Common Services backup?

- Operations Manager databases.
- Selected property, initialization, and repository files.

Applications and Tools

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Why does a login screen appear when I try to launch Resource Manager Essentials, Campus Manager, or CiscoView from Operations Manager?

To avoid the need to log in, configure single sign-on across the LMS and Operations Manager servers. Use the instructions in Common Services online help.

1. From the Operations Manager home page, click the CiscoWorks link in the upper right-hand corner. Another window appears.
2. From the Common Services pane, select **Server > Security > Multi-Server Trust Management > Single Sign-On Setup**.
3. Click **Help**.



Note

Configuring single sign-on is a multiple-step process. It's important to read the online help to obtain the full instructions.

Why aren't there links from Operations Manager windows to CiscoView, RME, or Campus Manager?

Select **Administration > Preferences** and enter the CiscoWorks server information.

Why can't I launch the IPCC Administration URL?

You can launch the IP Contact Center (IPCC) Administration URL only when the IPCC web components are installed on the IPCC device.

Why can't I launch the performance graphing tool?

- Verify that polling is enabled for the Voice Utilization Settings for the device group. (Select **Administration > Polling and Thresholds > Polling Parameters**.)



Note

Voice Utilization Settings are disabled by default.

- Check the device state:
 - Monitored—Check whether the device credentials changed since the last inventory collection completed.
 - Partially Monitored and Suspended—Operations Manager does not poll devices in these states. (If possible, bring devices to the Monitored state; check for Cisco CallManager authentication failure and HTTP server down.)

Why can't I launch the performance graphing tool for an MGCP gateway?

Verify that:

- The Cisco CallManager that the gateway is registered to is managed in Operations Manager.
- Polling is enabled for Voice Utilization Settings for the gateway. (Select **Administration > Polling and Thresholds > Polling Parameters**, select the device group, and click **View**.)

Why can't I launch the performance graphing tool for a Cisco Catalyst 6000 Series Switch?

Verify that:

- The Cisco CallManager that each port or card is registered to is managed in Operations Manager.

- Polling is enabled for Voice Utilization Settings for the device and for the Cisco CallManager. (Select **Administration > Polling and Thresholds > Polling Parameters**, select the device group, and click **View**.)

Shouldn't there be more data points plotted on this performance graph?

If not all expected values are plotted on a graph, the most likely reason is that one or more values are very small in comparison to the maximum value. For example, for the values 250, 2, and 1, the smaller values, 2 and 1, will not be plotted.

How many performance graphs can I display?

For devices with H323 and MGCP capability, up to four graphs can be displayed in a single plot area. When polling is enabled for both H323 and MGCP capabilities, two graphs are shown for each selected metric. If you select more than two metrics for such a device, two graphs are shown for each of the first two selected metrics, only for a total of four graphs.

Installation and Initial Configuration

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What are the basics I should be aware of when installing Operations Manager?

For installation and upgrade guides, go to this URL:

http://www.cisco.com/en/US/products/ps6535/tsd_products_support_install_and_upgrade.html

For best practices, tutorials, and other presentations, go to this URL:

http://www.cisco.com/en/US/products/ps6535/prod_presentation_list.html

Can I install Operations Manager on a server with LMS?

No.

Can I install Operations Manager on a server with RME?

No.

Can I install Operations Manager on a server with HP OpenView?

No.

Can I install Operations Manager on a server with Netview?

No.

Can I install Operations Manager on a server with Cisco Secure ACS?

No.

Does Operations Manager support Terminal Services?

Not for installing Operations Manager. For running Operations Manager, Terminal Services is supported in remote administration mode only.

Should I install CiscoWorks Common Services patches and service packs on the Operations Manager server?

No. If available, install only patches or service packs that are designated specifically for Cisco Unified Operations Manager on Cisco.com.

Can I install a SMARTS Incharge server on an Operations Manager server?

No. Operations Manager requires a dedicated system. Installing additional software is not supported.

Should I enable NetBIOS over TCP/IP on the Operations Manager server?

No. If disabling NetBIOS is unacceptable, you must make sure that NetBIOS names are consistent with the DNS naming scheme.

Which Java Plug-In (JPI) do I need on my client?

None.

Why doesn't the Operations Manager home page appear in my browser?

If Enhanced Security is enabled on the Windows 2003 system, you will not be able to access the Operations Manager home page until you add it to the Internet Explorer Trusted Sites Zone.

Why aren't voice-enabled devices being monitored?

For Operations Manager to work properly, the DNS name of the Operations Manager server must resolve to a fully qualified domain name (FQDN). Operations Manager provides a script to test whether the server name is resolvable; to run this script:

1. Log onto the Operations Manager server.
2. Change directory to *NMSROOT*\bin (where NMSROOT is the directory where Operations Manager is installed).
3. Enter **smNameRes**.

The following example shows the result of running this script when the server name resolves to an FQDN:

```
C:\Program Files\CSCOpX\bin>smNameRes
Checking name resolution for : AustinOM
Primary IP address : 10.89.154.53
Primary IP resolves to : AustinOM.cisco.com
AustinOM.cisco.com : 10.89.154.53
```

The following example shows the result of running this script when the server name does not resolve to an FQDN:

```
C:\PROGRA~1\CSCOpX>bin\smNameRes
Checking name resolution for : pink
Primary IP address : 10.70.102.148
Primary IP resolves to : pink.color.eng.cisco.co.jp
ERROR The requested name is valid, but no data of the requested type was found.
```

What should I do when Service Level View shows All Devices in the tree view and no devices under “All IP Communications Devices”?

Wait until 10 minutes after device discovery completes to launch Service Level View.

Devices—Discovery and Inventory Collection

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How can I add devices to Operations Manager?

A device must be in the Device Credentials Repository (DCR) before you can add it to Operations Manager inventory. Operations Manager supports automatic addition of devices as they are added to the DCR and supports manual selection of devices.

How can I add devices to the DCR?

Do either of the following:

- Run Operations Manager discovery.
- Use Common Services Device and Credentials. For more information, see Common Services online help.

How can I synchronize Operations Manager inventory with RME inventory?

Configure Operations Manager to use the same master DCR—located on a remote server—that RME uses. For more information, see the Device and Credential Administration topic in Common Services online help.



Note Servers using the same master DCR must run the same Common Services service pack number.

How can I import inventory from HP OpenView?

Configure Common Services Bulk Import to add devices from HP OpenView to the DCR; then add the devices to Operations Manager.

Can I share the DCR with LMS?

Yes. Configure Operations Manager to use a master DCR that is also used by an LMS application.



Note Do not install Operations Manager on a server where any LMS application is installed.

What does Operations Manager do after devices are added to its inventory?

Performs inventory collection for the devices and reconfigures data collectors.

What happens in the DCR when I delete a device from Operations Manager inventory?

The device remains in the DCR.

What happens to Operations Manager inventory when devices are deleted from the DCR?

The devices are also deleted from Operations Manager.

How is inventory collection different from auto-discovery?

- Inventory collection—Probes devices and updates components in Operations Manager inventory.
- Auto-discovery—Physically discovers devices and adds them to the DCR.

How do I start inventory collection and when does it run?

You can start inventory collection by:

- Scheduling it to run daily, weekly, or monthly at a set time of day. (Devices > Device Management > Inventory Collection > Device)
- Running it at any time for selected devices (Devices > Device Management > View/Rediscover/Delete).

The following events will also trigger inventory collection:

- A device is added to Operations Manager automatically, using automatic synchronization with the DCR, or manually, using the Device Management: Summary page.
- A device is updated in the DCR, such as with a change to credentials (IP address, SNMP credentials, MDF type).

How can I prevent inventory collection or discovery from timing out?

If device inventory collection or discovery is being performed over a slow network connection, or if the devices are unusually slow in responding to SNMP or HTTP requests, you can change the `ivr.properties` file to prevent Operations Manager from timing out during discovery or inventory collection. The file is located in the `NMSROOT/conf/ivr` folder. To increase the time allocated for discovery or inventory collection, change the property `messageFactor:6` to `messageFactor:10`. The higher the number, the longer Operations Manager waits before timing out.

You can also increase the SNMP timeout (Devices > Device Management > Inventory Collection > SNMP Configuration).

I removed a device from the network; why do I still see it as Monitored in Operations Manager?

If a monitored device is removed from the network, it continues to be in the Monitored state until the next inventory collection occurs, even though the device is unreachable. The only way that you will know that this device is unreachable is when an unreachable alert appears for the device in the Alerts and Events display.

After configuration changes are made on a device, when will I see the changes in Operations Manager?

Configuration changes on a device are discovered by Operations Manager only during the inventory collection process. Therefore, any changes to a device's configuration will not be shown by Operations Manager until the next inventory collection after the configuration change. (You can also initiate rediscovery to enable Operations Manager to display the change.)

Why does Operations Manager show a device as Unsupported when it is a supported device?

If CDP is not enabled on a device, Operations Manager does not discover the device properly and moves the device to Unsupported.

When I add a device using DNS name, is the name case-sensitive?

Yes. For more information on how Operations Manager resolves devices names, see the “How Operations Manager Identifies Devices Imported from the DCR” topic in the Operations Manager [user guide](#).

Why is a device I just deleted still displayed on the Group Management Membership Details page?

This could occur due to:

- One of the following:
 - Delay in Operations Manager removing the device from groups.
 - Group Management still caching old data.
- Inventory service deletes devices from the inventory database without waiting for the grouping service to also remove devices.

To fix the problem:

Wait a few minutes, then refresh the page that you are viewing.

Can I change the TCP port that Operations Manager uses to connect to Cisco CallManager for HTTP?

No. Operations Manager uses port 80.

Why must I provide a privileged (CCM Admin) username and password for Operations Manager to monitor Cisco CallManager?

Operations Manager requires read-only access to Cisco CallManager HTTP interfaces to get cluster-level connectivity information.



Note

If you disable the web server on Cisco CallManager subscribers—a Cisco best practice—you do not need to provide admin credentials for the subscribers.

For Cisco CallManager 4.0 and later with multilevel administration access (MLA), you can:

- Create a Cisco CallManager user with just “Read only” privileges.



Note A user with “Read only” privileges can access the CCMAdmin pages, but cannot perform any configuration tasks.

- Enter the username and password for this user in Operations Manager.

Which should I add to Operations Manager: Cisco CallManager subscribers or the Publisher only?

- Minimum—Add the Publisher and one Cisco CallManager with IIS responding on at least one of them (preferably, the Publisher).
- Recommended—Add the Publisher and all Cisco CallManagers with IIS responding on at least one of them (preferably, the Publisher).



Note Cisco CallManager subscribers with IIS disabled remain in the Partially Monitored state. However, as long as IIS responds on one Cisco CallManager in a cluster, you do not lose any Operations Manager functionality.

What credentials must I supply to Operations Manager 1.1 to enable performance polling on IP Conference Connection (IPCC) and Cisco Unity Connection?

Supply the username and password for a local administrator’s account on the server where the application is installed. (Create a user in the local administrator’s group with “Read only” access if desired and provide this username and password.)

Why aren't any of these capabilities listed for my devices: Cisco CallManager Express (CME), SRST, and Cisco Unity Express (CUE)?

Verify that the minimum supported software version is running where applicable:

- Cisco Unity Express version 2.2.1
- Cisco IOS 12.4(4)T on devices with CME and SRST

Why doesn't Operations Manager recognize my Cisco CallManager/Application Server?

Verify that the server has CDP enabled and that the CDP-MIB is responding correctly.

What are Operations Manager device states?

- Processing state:
 - Suspended—Operations Manager does not monitor the device; no polling, no alerts.
 - Active (resumed)—Operations Manager monitors the device.
- Discovery state:
 - *Monitored*—Device was successfully imported and is fully managed by Operations Manager.
 - *Partially Monitored*—Device has been successfully imported by some data collectors in Operations Manager, but not all.
 - *Monitoring Suspended*—Monitoring of the device is suspended.
 - *Inventory Collection in Progress*—Operations Manager is probing the device (when the device is first added or during periodic inventory collection).
 - *Unreachable*—Operations Manager cannot manage the device.



Note Verify device credentials; check SNMP timeout.

- *Unsupported*—Device is not supported by Operations Manager.



Note Verify device credentials; check SNMP timeout.

Why is a supported media server in the Unsupported state?

Possibly CDP is disabled or not responding.

Some Cisco CallManagers in a cluster are in the Partially Monitored state; will Operations Manager still provide a complete assessment of their health?

Yes. As long as one Cisco CallManager in the cluster has IIS enabled, Operations Manager monitors all Cisco CallManagers in that cluster.

Device Groups

What is a parent group?

A group from which you create a subgroup. Device groups are subsets (children) of larger groups (parents).

Why are some devices that match the rule for my User Defined Group not included as members?

The device matches the rules for the immediate group, but not for the [parent group](#).

Why isn't a device I added to Operations Manager showing up in the expected User Defined Group?

One of the following:

- The device is not a member of the [parent group](#).
- The user-defined membership type is Only Upon User Request. (If so, refresh the group membership manually.)

How can I create a User Defined Group that will automatically include new devices added to Operations Manager?

Edit the user-defined group, setting Membership Update to Automatic.

Why is a device that is logically connected to a Cisco CallManager not displayed under the appropriate cluster group?

The device is not registered to the cluster.

To fix the problem:

1. Check the Cisco CallManager registration to see if the device is registered to the cluster.
2. If the device is registered with the Cisco CallManager, rediscover the device.

Diagnostics

This topic includes the following:

- [Diagnostics—The Basics, page 14](#)
- [IP Phone Status Tests, page 15](#)
- [Node-to-Node Tests, page 15](#)
- [Synthetic Tests, page 16](#)

Diagnostics—The Basics

How frequently can I run diagnostic tests?

Diagnostic Test Type	Configurable intervals at which to start tests (in minutes)	Comments
Synthetic	1, 2, 3, 4, 5, 6, 7, 8, 9 10 15 20 25...and so on every 5 minutes through 60	Create no more than 100 end-to-end call tests that run at a 1-minute interval.
Node-to-Node	1, 2, 3, 4, 5 10, 15, 30, 45, 60	—
IP Phone Status	1, 1.5, 2, 3, 4, 5, 6, 7, 8, 9, 10	—

On what devices does Operations Manager configure Cisco IP Service Level Assurance (IP SLA) tests?

Device	User-Configured Operations Manager Test	IP SLA Test on the Device
Source Router	SRST polling	Jitter
Source Router	Node-to-node test	Jitter or echo
IP SLA-capable device (router, switch, or voice gateway) used to ping a phone	IP phone status test	Echo

On what devices do I need to enable IP SLA Responder?

On target or destination routers in SRST tests and node-to-node tests.



Note To discover exactly where problems occur, consider enabling IP SLA end-to-end. For example, if you have six routers, a-b-c-d-e-f, and you enable IP SLA only on a and f, when there is latency, jitter or loss, then you can only find out that the problem is somewhere between a and f. If you enable IP SLA on every router, you can obtain data to show exactly where the problem is.

How does Operations Manager maintain the IP SLA tests that it configures?

If a device is rebooted, Operations Manager reconfigures IP phone status and SRST tests as soon as the device comes back up.

Do I need to reset my routers to remove node-to-node, phone status, or SRST tests from them?

If you ever need to uninstall Operations Manager, be sure to delete all the node-to-node, phone status, and SRST tests from the application before you uninstall it. If you do not delete these tests, they will continue to run on the router.

**Note**

If you delete an IP SLA router from Operations Manager device inventory, any associated SRST poll settings are automatically deleted.

IP Phone Status Tests

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[What could cause an IP phone status test to fail?, page 15](#)

Can I get some help creating a seed file for IP phone status tests?

You can export information for all phones and edit it as follows:

1. Select **Reports > IP Phones and Applications > All IP Phones/Lines**.
2. Export the display to a CSV file.
3. Edit the CSV file to:
 - Include only the necessary information for desired phones.
 - Add any phones that you want to test that are not known to Operations Manager.

What devices must Operations Manager monitor to enable IP Phone Status testing?

The source device and the last hop router (the router closest to the phone). Ensure that IP SLA is enabled on the source device and on the last hop router.

What could cause an IP phone status test to fail?

- Bad MAC address:
 - Not added in Cisco CallManager and no auto-registration.
 - Added in Cisco CallManager, but configured incorrectly in the test.
- Too many registered phones on the Cisco CallManager.
- Cisco CallManager unreachable.
- IP SLA not enabled on the source device.

Node-to-Node Tests

Why is data not collected for some devices?

Sometimes, the data retrieved from IPSLA-capable devices contains excessively high values. Such values are only logged on each polling cycle.

Why do I see this error: "There is no data for the past 48 minutes for the selected view"?

This error occurs due to an incorrect system up time in the device and occurs in specific Cisco IOS versions. Upgrade the Cisco IOS version, or reboot the source device. For details, see CSCin66315 and CSCeb46870 using the Cisco Bug Toolkit at this URL:

<http://cisco.com/cgi-bin/Support/Bugtool/home.pl>

Synthetic Tests

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Does Operations Manager ever stop running synthetic tests?

Yes, when:

- [Apply Changes](#) is in progress.
- The associated application, for example Cisco CallManager, is suspended, not responding, or removed from Operations Manager.
- CPU utilization on the Operations Manager server is 85% or more.

How do I know the status of synthetic tests?

When a synthetic test is unsuccessful, it generates one of the following events:

- **SyntheticTestFailed**—Individual test failed.
- **TooManyFailedSyntheticTests**—Out of a sample of four tests, the actual percentage of tests that failed exceeds the value of [Synthetic Test Tolerance](#) threshold.
- **MWIONTimeExceeded**—Number of seconds in which the Unity message waiting indicator (MWI) light appears exceeds the value of the MWI on-time threshold.
- **SyntheticTestsNotRun**—Tests were not run for more than 10 minutes on the Operations Manager server (possibly due to insufficient CPU).



Note

Synthetic tests do not run while [Apply Changes](#) is in progress.

Will a Cisco Emergency Responder synthetic test actually dial 911?

No. You must configure a test Emergency Response Location in Cisco Emergency Responder and a synthetic phone for Operations Manager synthetic testing. For instructions, see [Cisco Emergency Responder Administration Guide 1.2](#).

What's required to configure Cisco Emergency Responder synthetic tests?

- [Synthetic phones](#) configured in Cisco Emergency Responder. See [Cisco Emergency Responder Administration Guide 1.2](#).

- Cisco Emergency Responder 1.2 or later only.

**Caution**

Running synthetic tests against Cisco Emergency Responder versions earlier than version 1.2 causes Cisco Emergency Responder to malfunction.

Why is there a reserved range of MAC addresses for synthetic tests?

- Supports easy identification of test cases.
- Simplifies configuration of firewalls to allow test cases through.

Are my synthetic phones set up correctly?

Synthetic phones are set up correctly after you complete all of the following tasks:

- For each synthetic test, set up synthetic phones to use for *that* test only.
- For each synthetic phone:
 - Set Cisco 7960 Phone type.



Note Synthetic phones must be Cisco 7960 Phone type. However, real phones, supported in synthetic tests as destination phones only, can be any [supported type](#).

- Provide a one-phone-number, one-MAC-address combination that is unique across the Cisco CallManager cluster.
- Provide a MAC address in the [reserved range](#) from 00059a3b7700 to 00059a3b8aff.

Can I run Unity voice mail synthetic tests if Unity is configured with a third-party PBX?

No.

What could cause a dial-tone test to fail?

- Failure to register.
- Cisco CallManager is busy.
- High CPU usage on the Cisco CallManager.

What can I do when an end-to-end call test fails?

Try to determine the cause of the test failure:

- If destination phone is synthetic—Check whether:
 - Both source and destination are registered to the Cisco CallManager.
 - Destination number is correctly entered in the synthetic test.
- If destination phone is real—Check whether:
 - Source has registered.
 - Destination phone has calls forwarded to voicemail or personal assistant.
 - Destination phone number is correct.
- If it's an intercluster call, check whether there are adequate resources to support a call on the intercluster trunk or gateway.

What can I do when a Cisco Conference Connection Test fails?

To try to determine the cause of the test failure, check whether:

- A route pattern (of the form xxx.!#) that permits dial-in is and a conference ID (all digits) is available.
- Credentials exist for conference creation.
- Failures occurred as described for [End-to-End Call](#).
- Enough conference ports are available (synthetic testing needs two).
- A conflict exists over the meeting ID (ID is used by another test or a real meeting).

What can I do when a message-waiting indicator test fails?

To try to determine the cause of the test failure, check whether:

- The phone message button is linked to the voice-mail system.
- Credentials exist for the voice mailbox.
- Failures exist that are described in [End-to-End Call](#).
- Enough ports are available (synthetic testing needs two).
- The event log contains failures in the Cisco CallManager-Unity connection.

To clean up the voice mailbox after a test failure, connect a real phone and give it the same extension; then, delete all the voice mail manually.

What can I do when a Cisco Emergency Responder test fails?

To try to determine the cause of the test failure, check the following:

- [Configuration](#).
- Failures described in [End-to-End Call](#).
- Cisco Emergency Responder log—Check whether the call was intercepted and forwarded.
- CTI ports sometimes get locked; delete and add the ports back to Cisco CallManager.

IP Phones—Inventory Collection

[Do I need to import phones?, page 19](#)

[Which devices must Operations Manager monitor before IP phone inventory collection can find phones?, page 19](#)

[Does Operations Monitor keep phone information up-to-date between scheduled phone discovery jobs?, page 19](#)

[What information does IP Phone Move Tracking gather?, page 19](#)

[How can I suspend IP phone inventory collection?, page 19](#)

[How does IP phone inventory collection handle phones connected to trunk ports?, page 19](#)

[Why is information about switch, VLAN, and ports for Cisco Catalyst 3550 Series switches missing from IP Phone Reports and IP Phone Audit Reports?, page 19](#)

Do I need to import phones?

No:

- Operations Manager discovers phones that are connected to a switch or registered to a Cisco CallManager automatically.
- You can import IP phone status tests, specifying phones—whether discovered by Operations Manager or not—to be tested and IP SLA-capable routers close to the Cisco CallManager the phone is registered to.

Which devices must Operations Manager monitor before IP phone inventory collection can find phones?

- Media servers running Cisco CallManager.
- Routers running Cisco CallManager Express.
- Phone access switches.

Does Operations Monitor keep phone information up-to-date between scheduled phone discovery jobs?

Yes, by running IP Phone Move Tracking every 5 minutes.

What information does IP Phone Move Tracking gather?

Changes to the phone: phone moves and audit details (phones added, deleted, registered, unregistered).

How can I suspend IP phone inventory collection?

Delete all phone discovery schedules (**Devices > Device Management Inventory Collection > IP Phone**). To resume IP phone inventory collection, add a phone discovery schedule.

How does IP phone inventory collection handle phones connected to trunk ports?

Phone discovery does not discover phones connected to trunk ports. An exception is made for Cisco Catalyst 3500 series switches, because voice-VLAN configuration is not supported and configuration guidelines for these switches recommend trunk mode.

Why is information about switch, VLAN, and ports for Cisco Catalyst 3550 Series switches missing from IP Phone Reports and IP Phone Audit Reports?

The configuration guide for Cisco Catalyst 3550 Series switches specifies that ports to which IP phones are connected should be in *access* mode. Operations Manager supports IP phones connected to ports in access mode. Check whether the ports to which the IP phones are connected are in *trunk* mode.

Monitoring Dashboards

This topic includes the following:

- [Monitoring Dashboards—The Basics, page 20](#)
- [Service Level View, page 20](#)
- [Alerts and Events, page 22](#)
- [Phone Activities Display, page 26](#)
- [Detailed Device View, page 26](#)

Monitoring Dashboards—The Basics

What is a view?

A view is a collection of one or more devices that you want to monitor using the a Monitoring Dashboard. A view is:

- A user-defined collection of one or more devices (Select **Devices > Device Groups and Monitoring Dashboards > View Management**).
- An Operations Manager default collection of devices:
 - All Alerts (on all devices).
 - Suspended Devices.

Service Level View

- [When there is an alert on a device under an IPCC instance, why isn't the alert rolled up to the instance?, page 20](#)
- [Why does Service Level View show an IPT application as Down in a Cisco CallManager cluster to which the application is not even registered?, page 21](#)
- [Why don't I see a link to Campus Manager when I right-click a device in the Service Level View?, page 21](#)
- [What should I do when Service Level View Most Recent Alerts show alerts that are not present on the Alerts and Events display?, page 21](#)
- [Why is the total device count shown in Service Level View not the same as the total number of devices in Operations Manager?, page 21](#)
- [Why is the total phone count shown in Service Level View not the same as the number of phones in Operations Manager?, page 21](#)
- [How do the tree view and map view adjust when different numbers of Cisco CallManager Express are managed?, page 21](#)
- [Why don't the modifications I made to a device group show up in my user-defined views for Service Level View?, page 21](#)
- [A new virtual link was added to an existing user-defined view while the Service Level View window was open; why isn't the new link displayed in the map view?, page 21](#)
- [What can I do when I try to launch Connectivity Detail View and see this error: "Cannot load connectivity detail information for device"?, page 22](#)
- [Connectivity Detail View is open; why don't changes to alerts on the device show their effect?, page 22](#)

When there is an alert on a device under an IPCC instance, why isn't the alert rolled up to the instance?

An alert is rolled up to an IPCC instance only when the alert affects that instance. The alert on the device might not affect this IPCC instance.

Why does Service Level View show an IPT application as Down in a Cisco CallManager cluster to which the application is not even registered?

When changing an IP telephony (IPT) application's registration from one Cisco CallManager cluster to another, you must remove the registration of the IPT application to the old Cisco CallManager cluster in both the IPT application and the old Cisco CallManager cluster. If you do not do this, registration of the IPT application with the old Cisco CallManager cluster will continue to appear in the Service Level View in the Down state.

Why don't I see a link to Campus Manager when I right-click a device in the Service Level View?

There is no device-specific context. To launch Campus Manager, click the Campus Manager link in the upper right-hand corner of the Service Level View.

What should I do when Service Level View Most Recent Alerts show alerts that are not present on the Alerts and Events display?

Refresh the Service Level View window.

Why is the total device count shown in Service Level View not the same as the total number of devices in Operations Manager?

The total device count in Service Level View:

- Does not include the devices present under All Devices (shown in the tree view).
- Includes devices that are part of a cluster, even those that are not managed by Operations Manager (shown grayed out).

Why is the total phone count shown in Service Level View not the same as the number of phones in Operations Manager?

Service Level View phone count does not include the suspected phones.

How do the tree view and map view adjust when different numbers of Cisco CallManager Express are managed?

- More than 10 Cisco CallManager Express:
 - Each Cisco CallManager Express cluster is displayed in the tree view.
 - One Cisco CallManager Express cloud is displayed in the map view, with each Cisco CallManager Express grouped under that cloud even when Cisco CallManager Express instances are in different clusters.
- Fewer than 10 Cisco CallManager Express:
 - Each Cisco CallManager Express is displayed in the tree view.
 - More than one Cisco CallManager Express cloud is displayed in the map view.



Note If no Cisco CallManager Express cloud is displayed, refresh the Service Level View window.

Why don't the modifications I made to a device group show up in my user-defined views for Service Level View?

Service Level View does not handle this case. To work around this problem, disable the view and enable it again. (Select Monitoring Dashboards > Manage Views.)

A new virtual link was added to an existing user-defined view while the Service Level View window was open; why isn't the new link displayed in the map view?

New virtual links are not automatically added to the map view. Refresh the Service Level View window.

What can I do when I try to launch Connectivity Detail View and see this error: “Cannot load connectivity detail information for device”?

- Enable CDP on the device and wait for the next IP phone discovery to complete.
- Verify that the immediate neighborhood of that device (within 5 hops) is not in Monitored/Partially Monitored state.

Connectivity Detail View is open; why don't changes to alerts on the device show their effect?

The Connectivity Detail View does not automatically refresh; refresh the window.

Alerts and Events

[How is the Alerts and Events display information organized?, page 22](#)

[What do the diamonds mean?, page 23](#)

[A device is currently unresponsive; where are the events that were previously displayed for it?, page 23](#)

[Why can I see alerts on a Cisco CallManager even though I am authorized only to access routers in Cisco Secure ACS?, page 23](#)

[Why are SRSTEntered events displayed for a device that has not entered SRST mode?, page 23](#)

[When I click an event, I see the value of MIB properties. What time do they reflect?, page 23](#)

[Why are cleared events still listed on the Alerts and Events display?, page 23](#)

[We know there is a fault on this device. Why doesn't it show up on the Alerts and Events display?, page 23](#)

[Why isn't Operations Manager reporting a fault on a device?, page 24](#)

[Why do I see alerts with a duration of 999 hours?, page 24](#)

[Why is the alert still active when I know the underlying problem with the device is fixed?, page 24](#)

[Does Operations Manager monitor the corresponding B-Channel interfaces for BRIs/PRIs?, page 24](#)

[How can I suppress events from B-Channel interfaces for PRIs?, page 24](#)

[How do I suspend monitoring for an interface?, page 24](#)

[Why do I see false operationally down alerts on D Channels?, page 25](#)

[Why does Operations Manager generate an ApplicationDown event for an IP telephony application that I have disabled?, page 25](#)

[How can I stop alerts for an IP telephony application that I have disabled?, page 25](#)

[How can I delete alerts?, page 25](#)

[What causes an event to show up as an Unidentified Trap?, page 25](#)




Also, see [Detailed Device View, page 26](#).

How is the Alerts and Events display information organized?

By severity, with last change listed first.

What do the diamonds mean?

Diamonds indicate how recently activity occurred on each alert. Alerts with more diamonds (up to a maximum of 3) have more recently experienced activity. Alerts are based on events. Alert activity is noted when events are updated; for example, when new events occur or existing events are acknowledged.

Number of Diamonds	Activity Occurred on the Alert
	Within last 15 minutes
	Within last 16-30 minutes
	Within last 31-45 minutes
No diamonds	More than 46 minutes ago

A device is currently unresponsive; where are the events that were previously displayed for it?

When a device becomes unresponsive, Operations Manager clears all existing events for the device and generates one unresponsive event for it. To obtain details for cleared events for the device, use Alert and Event History, which retains records for the previous 31 days.

Why can I see alerts on a Cisco CallManager even though I am authorized only to access routers in Cisco Secure ACS?

Device-based filtering is not performed at the Cisco CallManager cluster level. All users can see alerts and events that occur at the cluster level, such as the LostContactWithCluster event. All users can see Alert and Event History for cluster-level alerts and events.

Why are SRSTEntered events displayed for a device that has not entered SRST mode?

If you disable IP SLA Responder on the target router, spurious SRSTEntered events might occur.

When I click an event, I see the value of MIB properties. What time do they reflect?

The time the event first occurred. The only time the MIB values shown change is after the event has cleared but recurred.

Why are cleared events still listed on the Alerts and Events display?

The event was rolled up into an alert, and some other event in the alert is still occurring. Once the entire alert is cleared, it is removed from the Alerts and Events display.

We know there is a fault on this device. Why doesn't it show up on the Alerts and Events display?

This could happen when the device:

- Is in another [view](#)—Select the All Alerts view.
- Is in the Unsupported device state—Traps from devices that Operations Manager does not support are listed under the “Unidentified Trap” alert.
- Is not monitored by Operations Manager:
 - Check the device status.

- Check devices that are in the DCR but not in Operations Manager inventory.

To solve this problem:

- Check whether the All Alerts view is selected on the Alerts and Events display.
- Check whether the Device Management status is Known, Aware, Learning, or Questioned.
- Check whether faults for unknown devices are listed under the “Unidentified Trap” alert.

Why isn't Operations Manager reporting a fault on a device?

For one of these reasons:

- The device may not be instrumented to report that attribute.
- The device is not configured correctly.
- The device is not running the appropriate operating system.

Why do I see alerts with a duration of 999 hours?

The duration of an alert is calculated as the difference between the current server time and the start time for the *earliest* event that triggered the alert, whether or not that event is still active.

After an alert is active for more than 999 hours, the Alerts and Events display shows a duration of 999 hours as long as any event for that alert remains active.

Why is the alert still active when I know the underlying problem with the device is fixed?

An alert remains active until all events for the device are cleared.

- Check the list of events for this alert on the Alerts and Events Detail page.
- Check whether the polling period has elapsed (the default is 4 minutes).

Does Operations Manager monitor the corresponding B-Channel interfaces for BRIs/PRIs?

By default during initial inventory collection, Operations Manager handles all corresponding B-Channel interfaces for:

- BRIs—By:
 - Managing all those used for data.
 - Unmanaging all those used for voice.
- PRIs—By:
 - Managing all of them—Behavior in Operations Manager 1.0.
 - Unmanaging all of them—Behavior in Operations Manager 1.1.

How can I suppress events from B-Channel interfaces for PRIs?

Do either of the following:

- Disable threshold settings for Interface Groups > ISDN B channel group. (Select the Disable All Threshold Settings check box.) This affects all devices with ISDN B channel interfaces.
- Unmanage ISDN PRIs on specific devices.

How do I suspend monitoring for an interface?

Open the [Detailed Device View](#) for the device and do the following:

1. Select the interface type in the Interfaces folder.
2. Locate the specific interface in the table and change the value in the Managed State column to false.

3. Click **Submit**.

Why do I see false operationally down alerts on D Channels?

D-Channel status cannot be obtained if the D Channels are intentionally kept down. If the D Channels are intentionally kept down, suspend monitoring of the corresponding D-Channel interfaces through the Detailed Device View.

Why does Operations Manager generate an ApplicationDown event for an IP telephony application that I have disabled?

When you manually stop or disable an application on a media server:

- The corresponding entry is deleted from SYS-APPL-MIB. (The MIB cannot store the state of a manually stopped or disabled application.)
- When Operations Manager queries the sysAppRunCurrentState MIB variable in SYSAPPL-MIB, it reports the status as ApplicationDown.

How can I stop alerts for an IP telephony application that I have disabled?

Open the [Detailed Device View](#) for the media server that runs the voice applications that you want to suspend.

In the Detailed Device View, do the following:

1. Select **Voice Services** from the Applications folder.
2. Locate the specific voice application in the table and change the value in the Managed State column to false.
3. Click **Submit**.

The voice application will no longer be monitored.

How can I delete alerts?

You cannot delete alerts, but you can reduce the number and types of alerts that you see on the Alerts and Events display in any of the following ways:

- Suspend monitoring for the device or device component.
- Use a different [view](#) with Alerts and Events.
- Filter the alerts displayed on Alerts and Events.
- Update thresholds; for example, disable thresholds for interfaces.

What causes an event to show up as an Unidentified Trap?

- Unsupported device—Check Device Management discovery status.
- Nonpass-through traps and other unexpected Operations Manager events:
 - Event on device while it is in the process of being discovered by Operations Manager.
 - Operations Manager develops problems in its operation.
 - Operations Manager server is busy; synthetic tests cannot run.



Note SyntheticTestNotRun event does not relate to a specific device.

Phone Activities Display

Why don't I see an alert yet for a phone that was disconnected 3 minutes ago?

The Phone Activity display queries the database every 5 minutes. Expect a delay of 5 to 10 minutes.

I have some phones that are connected to a switch but not registered to a Cisco CallManager; shouldn't I be able to see these phones on the Phone Activity display?

No. However, you should see them in the Suspect Phones report.

Why is the switch name N/A for some unregistered phones?

Check whether the switch that the phone is connected to is managed in Operations Manager.

Detailed Device View

[How do I launch the Detailed Device View?, page 26](#)

[What does the Device Capability device attribute show?, page 26](#)

[Why doesn't the Detailed Device View appear when I click a particular device?, page 27](#)

[Why can't I suspend or resume a device or its components?, page 27](#)

[What should I know about Suspend and Resume?, page 27](#)

[Why does the Detailed Device View show blank registration status for Cisco CallManager-related devices?, page 27](#)

[Why does the Detailed Device View show registration status NotFound for Cisco CallManager-related devices?, page 28](#)

[Why can't I find details for a voice gateway with registration rejected by Cisco CallManager?, page 28](#)

How do I launch the Detailed Device View?

- From a device report, click the device name link. (To open a device report, select **Devices > Device Management** and click the total number of devices.)
- From the Alerts and Events display, click the name of the device.

What does the Device Capability device attribute show?

Device Capability displays information that Operations Manager discovers by probing the device. This information can include:

- Object type of the device—Operations Manager groups devices by object type. Examples of object types are Router, Switch, and VoiceGateway.
- Applications on the device.
- Functions of the device—A device might serve more than one function.

Here is an example of information for Device Capability:

MediaServer, CiscoCallManager, VoiceServices, Host

In this example:

- MediaServer is the object type.
- CiscoCallManager and VoiceServices are applications on the device.
- Host is a function of the device.

Why doesn't the Detailed Device View appear when I click a particular device?

The device status might have changed or the device might have been deleted.

To determine whether the device has been deleted or has changed status, do the following:

1. Open the View Discovery Status page.
2. Check for any of the following:
 - Suspended (from Operations Manager Processing).
 - Deleted (not displayed on the page).
 - Rediscovery triggered.
 - Status—No longer Known.

Why can't I suspend or resume a device or its components?

This can occur when:

- Device status has been changed.
- Device has been deleted.

Check the status of the device from the View/Rediscover/Delete page.

What should I know about Suspend and Resume?

- Suspend devices—After you suspend devices, they:
 - Are no longer polled.
 - Have alerts that do not expire.
 - Have alerts in the Suspended Devices [view](#) on the Alerts and Events display.
- Suspend components—After you suspend components, they:
 - Are no longer polled.
 - Have alerts that expire.
 - Cannot be resumed unless an alert occurs on the device.
- Resume devices:

After you resume devices, you must select **Administration > Polling and Thresholds > Apply Changes** to resume polling and to enable alerts to expire.
- Resume components:
 - If the device is also suspended, resume the component before resuming the device.
 - After you resume components, you must apply changes (select **Administration > Polling and Thresholds > Apply Changes**) to resume polling them.

Why does the Detailed Device View show blank registration status for Cisco CallManager-related devices?

This problem can occur when the media server with the Cisco CallManager that the devices are registered to has not been added to Operations Manager.

To fix the problem, add the media server to Operations Manager.

Why does the Detailed Device View show registration status NotFound for Cisco CallManager-related devices?

There could be a problem with Internet Information Service (IIS) on the media server where the Cisco CallManager runs.

Probable Causes	Suggestions
No Cisco CallManager in the cluster runs IIS	Try one of the following: <ul style="list-style-type: none"> • Add a Cisco CallManager to Operations Manager that: <ul style="list-style-type: none"> – Belongs to the cluster. – Has IIS up and running. • Enable IIS on a Cisco CallManager in the cluster.
Cisco CallManager credentials are either: <ul style="list-style-type: none"> • Not added to Operations Manager • Added to Operations Manager but incorrect 	Input proper credentials for the media server and rediscover the media server on which the Cisco CallManager runs.
IIS not running properly or is in an inconsistent state	On the Cisco CallManager server: <ol style="list-style-type: none"> 1. Restart IIS service. 2. Open the ccmAdmin page to check whether IIS responds properly.

Why can't I find details for a voice gateway with registration rejected by Cisco CallManager?

- Cisco CallManager version is earlier than 3.3.
- Cisco CallManager is not configured to forward the trap to Operations Manager.

To resolve this problem, configure Cisco CallManager to forward the CiscoCallManagerGatewayFailed trap to Operations Manager.

Notifications

[There's an alert on a device. Why wasn't a trap notification sent?, page 29](#)

[I saw an alert \(on the Alerts and Events display\), but I didn't get an e-mail notification; how should I proceed?, page 29](#)

[Why aren't URLs to Operations Manager tools included in notifications?, page 29](#)

[Why are there no notifications for devices I just added to Operations Manager?, page 29](#)

[Why don't I receive notification when an alert or event has cleared?, page 29](#)

[Why do I receive notifications for devices to which I don't have access in ACS?, page 29](#)

[Does Operations Manager send notifications for alerts only or will it also send notifications for events?, page 29](#)

[Why did a subscription that I suspended become active again later?, page 30](#)

There's an alert on a device. Why wasn't a trap notification sent?

This problem could be caused by one of the following:

- Trap receiver logs the trap but doesn't display it—Check the trap receiver.
- Connectivity issue between Operations Manager server and trap recipient system—Check connectivity.
- Incorrect or inactive subscription—Check whether:
 - Device is part of trap subscription with status Running.
 - Trap recipient IP address/DNS name and destination port both correct.

Verify that Operations Manager sends trap packets:

1. Set logging to debug for Notifications.
2. Search for the following type of message in nos.log:

```
19-Dec-2006|12:45:20.640|DEBUG|NOS|Thread-60|Pdu|run()|.|Trap set to host:171.69.71.61
with port#162
```

I saw an alert (on the Alerts and Events display), but I didn't get an e-mail notification; how should I proceed?

Verify the following:

- Device is part of:
 - E-mail subscription with status Running (Operations Manager 1.0)
 - Notification Group with status Running (Operations Manager 1.1)
- SMTP server information is valid.
- You can send e-mail from Operations Manager server using the configured SMTP server.
- Recipient e-mail address is valid.

Why aren't URLs to Operations Manager tools included in notifications?

It's configurable; enable the option to send URLs from the Notification Criteria page.

Why are there no notifications for devices I just added to Operations Manager?

- When using Operations Manager 1.0, check the subscription definition; Operations Manager updates existing subscriptions only if the Include updates to group membership check box is selected. If necessary, update the subscription.
- When using Operations Manager 1.1, check the notification group definition; Operations Manager updates existing notification groups only if the Include updates to group membership check box is selected. If necessary, update the notification group.

Why don't I receive notification when an alert or event has cleared?

The severity of a cleared event or alert is informational. Select Informational alert severity and event severity when adding and editing notification criteria.

Why do I receive notifications for devices to which I don't have access in ACS?

If you update device access in ACS, Operations Manager does not update running notifications. Therefore, after updating device access in ACS, you should update notifications for those devices.

Does Operations Manager send notifications for alerts only or will it also send notifications for events?

You can define whether Operations Manager sends out notification based on alerts or events in your Notification Criteria.

Why did a subscription that I suspended become active again later?



Note

This applies to Operations Manager 1.0 only.

Subscriptions that you suspend remain suspended until the Active From time.

To work around this problem, make the Active From and To times the same before you suspend the subscription.

Polling and Thresholds

[Which polling and threshold settings are applied to a particular device?, page 30](#)

[Can I modify device group priority for Polling and Thresholds?, page 31](#)

[How are device groups prioritized for Polling and Thresholds?, page 31](#)

[How many groups can a device belong to?, page 31](#)

[What is an Overriding Group?, page 31](#)

[Why do I need to perform Apply Changes?, page 31](#)

[When do I need to perform Apply Changes?, page 31](#)

[What is the Relative Temperature Threshold relative to?, page 31](#)

[Why is a particular device not being polled?, page 32](#)

[Where can I see the default values for thresholds?, page 32](#)

[Why aren't all groups that I see on Group Management pages displayed on Polling and Thresholds pages?, page 32](#)

[Why is application and connectivity polling not happening?, page 32](#)

[Changes are not in effect for some devices in this group even after I modified settings in Polling and Thresholds. Why?, page 32](#)

[How can I set timeout and retry values for Application Polling Settings for a media server?, page 32](#)

[How should I set the Synthetic Test Tolerance threshold?, page 33](#)

[A device was down for two minutes; why was there no event?, page 33](#)

[When there are nearly identical settings within Data Settings and Voice Health Settings, which one should I set?, page 33](#)

[Why do some settings seem to be missing from the Thresholds: Edit window?, page 34](#)

Which polling and threshold settings are applied to a particular device?

A device takes the settings of the highest **priority** group (called Overriding Group) to which it belongs. A device can belong to one Overriding Group for polling and another one for thresholds. For more information, see the following reports:

- Polling Parameter—Lists devices and overriding polling group for each.
- Threshold—Lists devices and overriding threshold group for each.

Can I modify device group priority for Polling and Thresholds?

Yes, you can set the priority for each of the following:

- Polling groups:
 - Device Polling Groups
- Threshold groups:
 - Device Threshold Groups
 - Interface Threshold Groups
 - Access Port Threshold Groups
 - Trunk Port Threshold Group

How are device groups prioritized for Polling and Thresholds?

Threshold groups from highest to lowest priority:

- Access Port Threshold Group and Trunk Port Threshold Group
- Interface Threshold Groups
- Device Threshold Groups

Polling groups are prioritized within Device Polling Groups.

For more information, see the Operations Manager [user guide](#).

How many groups can a device belong to?

A device belongs to at least one polling group and at least one threshold group and can belong to multiple groups, depending on the device's function in Operations Manager.

What is an Overriding Group?

The highest [priority](#) group to which a [device belongs](#). A device can belong to different overriding polling and threshold groups. The priority determines which polling and threshold settings are applied to a device or device element, such as a port or interface.

Why do I need to perform Apply Changes?

If you do not, your changes to polling settings and thresholds do not take effect.

When do I need to perform Apply Changes?

After you change polling settings and thresholds for all groups that you want to change at one time, apply changes by selecting **Administration > Polling and Thresholds > Apply Changes**. (It is a CPU-intensive operation.)



Note Operations Manager does not support applying changes if Apply Changes is already in progress or when it is not required.

You must also apply changes after you resume monitoring for a suspended device or device component.

What is the Relative Temperature Threshold relative to?

The Relative Temperature Threshold is relative to the temperature threshold value for the temperature sensor. Operations Manager discovers temperature sensors during inventory collection and obtains temperature threshold values for them from a MIB, if supported, on the device.

Why is a particular device not being polled?

This problem could be caused by any of the following:

- The device is not monitored by Operations Manager because its processing state is Suspended or its discovery state is not Monitored.
- The device is not in any polling group (not a normal occurrence).
- An interprocess communication failure occurred.

To solve these problems:

- Resume the device or determine whether you can take steps to ensure that the device becomes Monitored.
- Rediscover the device.
- Stop, then, [restart](#) all daemon processes.
- If all processes are running normally, delete the device, then add it to Operations Manager again.

Where can I see the default values for thresholds?

On a Thresholds report. (Select **Administration > Polling and Thresholds > Thresholds**, select the device group that you are interested in, and click **View**.)

Why aren't all groups that I see on Group Management pages displayed on Polling and Thresholds pages?

Polling and Thresholds pages do not display device groups unless they contain members.

Why is application and connectivity polling not happening?

Application and connectivity polling processes do not start until the media server is added to Operations Manager.

Changes are not in effect for some devices in this group even after I modified settings in Polling and Thresholds. Why?

This occurs for one of the following reasons:

- Settings you modified belong to a group that is not the [Overriding Group](#) for these devices.
- [Apply Changes](#) was not performed.

To fix this problem:

- Update the settings for the [Overriding Group](#).
- Perform [Apply Changes](#) if you did not already do it.

How can I set timeout and retry values for Application Polling Settings for a media server?

You cannot set these values on the Polling Parameters: Edit page because Operations Manager uses the global SNMP timeout and retry values. Change global SNMP timeout and retry values as follows:

1. Select **Devices > Device Management > SNMP Configuration**.
2. Change the values of SNMP Timeout and Number of Retries.
3. Click **Apply**.

**Note**

Changing the global SNMP timeout and retry values changes the settings for all device management operations, including discovery and inventory collection.

How should I set the Synthetic Test Tolerance threshold?

Operations Manager applies the Synthetic Test Tolerance threshold to a sample size of four tests. When the percentage of actual failures *exceeds* the threshold value, Operations Manager generates a `TooManyFailedSyntheticTests` event.

To trigger an event for these actual failures...	Set the Synthetic Test Tolerance threshold value in this range
1 out of 4 (25%)	1–24%
2 out of 4 (50%)	25–49%
3 out of 4 (75%)	50–74%
4 out of 4 (100%)	75–99%

A device was down for two minutes; why was there no event?

By default, Operations Manager polls devices every 4 minutes; for this case, set the polling interval for the Data Polling Reachability setting to less than 120 seconds (two minutes). For information about minimum and maximum polling intervals, see the Operations Manager [user guide](#).

When there are nearly identical settings within Data Settings and Voice Health Settings, which one should I set?

[Table 2](#) lists similar settings in Data Settings and Voice Health Settings.

Table 2 *Similar Data and Voice Health Settings*

Data Settings	Voice Health Settings
Environment Settings	Environment - Temperature Sensor Settings
Disk Usage and Virtual Memory Settings	Disk Usage and Virtual Memory Settings
Processor and Memory Settings	Processor and Memory Settings

To determine which to set, check device capabilities (run a Devices report). If device capabilities include:

- Switch, for example:
 Voice Gateway; PhoneAccessSwitch; MGCP; [Switch](#); Switches and Hubs
 then configure the Data Settings.
- Router, for example:
 Voice Gateway; SRST Enabled Router; IPSLA; H323; [Router](#); Routers
 then configure the Data Settings.
- Host, for example:
 Media Server; CiscoCallManager; VoiceServices; [Host](#); Voice and Telephony
 then configure the Voice Health Settings.
- Both of the following:
 - Switch or Router
 - Host
 then configure both the Data Settings and the Voice Health Settings.

Why do some settings seem to be missing from the Thresholds: Edit window?

Verify that they are not on the Inactive Settings list; click Customize Settings and scroll through the list for each parameter type.

Reports

This topic includes the following:

[Alert History, page 34](#)

[IP Phone Status Changes, page 34](#)

[Personalized Report, page 34](#)

[Service Impact Report, page 35](#)

[System Status Report, page 35](#)

Alert History

When I click an Alert ID in an Alert History display, why do I get a message about annotations?**When I click an Alert ID in an Alert History display, why aren't event details displayed?**

After you click an Alert ID on an Alert History Alerts and Events display, Operations Manager should display a popup window with annotations for the alert. If no annotations exist, Operations Manager should display a message: `There is no annotation for alert ID=<xxxxxxx>`

To see event details for an alert, open an Event History report. (Start by selecting **Reports > Alert and Event History**.)

IP Phone Status Changes

Why do the automatically exported reports sometimes not generate, or consist of 0 bytes?

If there is no data for the time period, the IP Phone Audit report is 0 bytes and other IP phone status change reports are not generated.

Personalized Report

When I configure a Personalized Report, why does it overwrite the previously configured Personalized Report?

Only one Personalized Report can be configured and generated per user. If you update the report configuration, the next time the report runs it will produce a report that reflects the new configuration.

Why is the date 1970 displayed in the Personalized Report?

This happens the first time the Personalized Report is generated after the report service (ITMDiagServer) is restarted. To solve this problem, generate another report.

Service Impact Report

Why aren't any route patterns shown in the Service Impact Report for an unreachable event on gateways that are registered to a Cisco CallManager?

Operations Manager cannot retrieve route pattern information in these cases:

- The Cisco CallManager version is earlier than 4.0.
- HTTP credentials for the Cisco CallManager are incorrect.

Why aren't the affected phones listed in the Service Impact Report when Cisco CallManager service is down or the Cisco CallManager is unreachable?

If it is a failover condition, then all phones may have failed over successfully.

Does the Service Impact Report include information on Cisco Unity and Cisco Emergency Responder voice applications that are registered with multiple clusters?

Yes, provided that all Cisco CallManagers in all the clusters are managed in Operations Manager.

System Status Report

Why don't I see any failed processes in the System Status Report?

Operations Manager reports failed processes only when Windows SNMP service is installed and enabled.

Service Quality

I have Service Monitor and Operations Manager installed on the same server. Must I add Service Monitor to Operations Manager?

Yes. Operations Manager processes traps only for Service Monitors that have been added.

Why aren't all Service Quality events being displayed on the Service Quality Alerts display?

During periods of high CPU utilization, Operations Manager limits the number of Service Quality events that it processes and displays a related message on the Service Quality Alerts display. To see the unprocessed events, look in the `<NMSROOT>\logs\itemlogs\SQTraps\Traps.log` file.

Why does a login screen appear when I launch Service Monitor?

If this happens, it means both of the following:

- Service Monitor is installed on a server other than the one that Operations Manager is installed on.
- [Single sign-on](#) is not configured across the Service Monitor and Operations Manager servers.

SNMP Traps

[Does Operations Manager report all SNMP traps?, page 36](#)

[How does Operations Manager handle SNMP traps?, page 36](#)

[What version of SNMP traps does Operations Manager support?, page 36](#)

[What types of generated traps does Operations Manager send?, page 36](#)

[How do I configure Operations Manager to receive traps?, page 36](#)

[How do I configure Operations Manager to forward traps?, page 36](#)

Does Operations Manager report all SNMP traps?

No. Operations Manager processes certain traps that are relevant to the operational health of IP telephony. See the “Processed and Pass-through Traps, and Unidentified Traps” and the “Events Processed” appendixes in the Operations Manager [user guide](#).

How does Operations Manager handle SNMP traps?

For certain SNMP traps, Operations Manager will either:

- Process the SNMP traps, or
- Treat the SNMP traps as pass-through traps and display them on the Alerts and Events display.

For more information, see the “Processed and Pass-through Traps, and Unidentified Traps” and the “Events Processed” appendixes in the Operations Manager [user guide](#).

What version of SNMP traps does Operations Manager support?

Operations Manager supports SNMP version 1 (SNMPv1), SNMPv2, and SNMPv3 (authNoPriv only) traps for polling and receiving. Operations Manager forwards traps as SNMPv1 traps.

What types of generated traps does Operations Manager send?

Operations Manager generates one type of external SNMP trap, ciscoEpmNotificationAlarm, using the trap structure defined in CISCO-EPM-NOTIFICATION-MIB.

Operations Manager can generate SNMP traps for all alerts that it generates. For information on how Operations Manager generates alerts and events, see the “Processed and Pass-through Traps, and Unidentified Traps” and the “Events Processed” appendixes in the Operations Manager [user guide](#).

How do I configure Operations Manager to receive traps?

Operations Manager is already configured to receive SNMP traps, but you can specify a different SNMP trap receiving port. For more information, see the “Configuring SNMP Trap Receiving and Forwarding” topic in the Operations Manager [user guide](#).

How do I configure Operations Manager to forward traps?

To forward unprocessed traps, fill in the Trap Forwarding Parameters table on the System Preferences page. For more information, see the “Setting System-Wide Parameters Using System Preferences” topic in the Operations Manager [user guide](#).

SRST Polling

[Why are some SRST phones missing from phone reports?, page 37](#)

[The WAN link is up and all phones in the branch office are unregistered with the central Cisco CallManager. Why don't I see an SRSTSuspected event?, page 37](#)

[Why did the SRST test status change from Active to Suspended?, page 37](#)

[Why did an SRST test “disappear” from the SRST Operations page?, page 37](#)

[IP Phone reports already display the new extension for an SRST phone. Why isn't SRST information available for it?, page 37](#)

Why are some SRST phones missing from phone reports?

If you imported tests, the following could be the case:

- The phone in the SRST seed file is not known to Operations Manager.
- The MAC address format in the SRST seed file is incorrect.

The WAN link is up and all phones in the branch office are unregistered with the central Cisco CallManager. Why don't I see an SRSTSuspected event?

Operations Manager generates an SRSTSuspected event only after all SRST phones remain unregistered for two [IP Phone Move Tracking](#) cycles.

Why did the SRST test status change from Active to Suspended?

The source or target router might be suspended from Operations Manager monitoring. (Check using the Suspended Devices view of the Alerts and Events display.)



Note After monitoring for the device is resumed, Operations Manager updates the SRST test status to Active.

Why did an SRST test "disappear" from the SRST Operations page?

The source or target router might have been deleted from Operations Manager.

IP Phone reports already display the new extension for an SRST phone. Why isn't SRST information available for it?

Operations Manager tracks SRST information only for the IP phone MAC addresses and extensions that you supply. If you change MAC addresses and extensions, you should update the seed file and reimport the SRST information.

