Main page: Cisco Unified Presence, Release 7.x

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Cisco Unified Serviceability

Cisco Unified Serviceability, a web-based troubleshooting tool for Cisco Unified Presence, provides the following functionality:

- Saves alarms and events for troubleshooting and provides alarm message definitions.
- Saves trace information to various log files for troubleshooting.
- Monitors real-time behavior of components through the Cisco Unified Presence Real-Time Monitoring Tool (RTMT).
- Provides feature services that you can activate, deactivate, and view through the Service Activation window.
- Provides an interface for starting and stopping feature and network services.
- Generates and archives daily reports; for example, alert summary or server statistic reports.
- Allows Cisco Unified Presence to work as a managed device for SNMP remote management and troubleshooting.
- Monitors the disk usage of the log partition on a node (or all nodes in the cluster).
- Monitors the number of threads and processes in the system; uses cache to enhance the performance.

Tip: Cisco RIS Data Collector provides Process and Thread statistic counters in the Cisco Unified Presence RTMT. To configure the maximum number of processes and threads that are allowed, so Cisco RIS Data Collector can provide these associated counters, access the Maximum Number of Threads and Process service parameter for the Cisco RIS Data Collector service in Cisco Unified Presence Administration.

Related Topics

- Getting More Information

What To Do Next

- How To Access Cisco Unified Serviceability

Cisco Unified Serviceability Interface

In addition to performing troubleshooting and service-related tasks in Cisco Unified Serviceability, you can perform the following tasks:

- To display documentation for a single window, select **Help > This page** in Cisco Unified Serviceability.
- To display a list of documents that are available with this release of Cisco Unified Presence (or to access the online help index), select **Help > Contents > Contents and Index** in Cisco Unified Serviceability.
- To go directly to the home page in Cisco Unified Serviceability from a configuration window, click the **Home** link in the upper, right corner of the window.
- To access Cisco Unified Presence Administration or other applications, select the appropriate application from the **Navigation** list box in the upper, right corner of the window.
- To use the icons in Cisco Unified Serviceability, see Table 1: Icons in Cisco Unified Serviceability.

Table 1: Icons in Cisco Unified Serviceability

Icon	Purpose
	Adds a new configuration
	Cancels the operation
	Clears the configuration that you specify
	Deletes the configuration that you select
	Shows the online help for the configuration
	Refreshes the window to display the latest configuration
	Restarts the service that you select
	Saves the information that you entered
	Sets the default for the configuration
	Starts the service that you select
	Stops the service that you select

Accessibility Features

Cisco Unified Serviceability provides functionality for users that allows them to access buttons on the window without using a mouse. These navigation shortcuts assist visually impaired or blind attendants to use the application.

Use the table below to navigate the interface using keyboard shortcuts.

Table 2: Navigation Shortcuts for Cisco Unified Serviceability

Keystroke	Action
Alt	Moves focus to the browser menu bar.
Enter	Selects the item with focus (menu option, button, and so on.)
Alt, arrow keys	Moves between browser menus.
Spacebar	Toggles control
Tab	Moves focus to the next item in the tab order or to next control group
Shift+Tab	Moves focus to the previous item or group in the tab order
Arrow keys	Moves among controls within a group
Home	Moves to the top of the window if more than one screenful of information exists. Also, moves to the beginning of a line of user-entered text.
End	Moves to the end of a line of user-entered text. Moves to the bottom of the window if more than one screenful of information exists.
Page Up	Scrolls up one screen.
Page Down	Scrolls down one screen.

Related Topics

- About How To Access Cisco Unified Serviceability
- How to Use Hypertext Transfer Protocol over Secure Sockets Layer (HTTPS)
- Getting More Information