

**Main page:** [Cisco Unified Presence, Release 7.x](#)

To access Cisco Unified Serviceability, you must browse to the application from a computer that runs a supported browser. Cisco supports the following browser with Cisco Unified Serviceability:

- Internet Explorer Release 6.0 and Release 7.0

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**Tip:** Cisco Unified Serviceability does not support the buttons in your browser. Do not use the browser buttons, for example, the Back button, when you perform configuration tasks.

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## Remote Serviceability Tools

To supplement the management and administration of the Cisco Unified Presence system, you can use remote serviceability tools. Using these tools, you can gather system and debug information for diagnostic help or remote troubleshooting. The tools can process and report on a collection of local or remote Cisco Unified Presence configuration information. With customer permission, technical support engineers log on to a Cisco Unified Presence node and get a desktop or shell that allows them to perform any function that could be done from a local logon session.

Cisco Unified Presence supports the following capabilities for remote serviceability:

- Simple Network Management Protocol (SNMP)-Provides remote management for managed devices such as Cisco Unified Presence.
- Show Command Line Interface-Displays Cisco Unified Presence system data.
- Syslog Analysis tools monitor and manage a wide range of events and error messages concurrently on each Cisco Unified Presence node and other Cisco devices at your site.

## Accessing Cisco Unified Serviceability

### Before You Begin

If you have already logged in to one of the applications that display in the Navigation list box (not Cisco Unified OS Administration or Disaster Recovery System), you can access Cisco Unified Serviceability without logging in. From the Navigation list box, select Cisco Unified Serviceability; then, click **Go**.

### Procedure

1. Perform the following actions using Internet Explorer 6.0 (or a later release):
  - ◆ Browse into Cisco Unified Presence where Cisco Unified Serviceability service runs.
  - ◆ In the supported browser, enter **<https://<server name or IP address>:8443>**, where the server name or IP address equals the server where the Cisco Unified Serviceability service runs and 8443 equals the port number for HTTPS.
2. Click **Cisco Unified Presence Administration**.
3. If the system prompts you about certificates, you must enable HTTPS to secure communications between the browser client and the web server.
4. The first time that the system prompts you for a user name and password, enter the application username and application user password that you specified during installation for the username and the password, respectively.
5. After Cisco Unified Presence Administration displays, **Cisco Unified Serviceability**

### Troubleshooting Tips

- Any user who has the Standard CCMUsers role assigned can access Cisco Unified Serviceability. For information about how to assign this role to a user, see the *Configuration and Maintenance Guide for Cisco Unified Presence*.
- If you enter <http://<server name or IP address>:8080> in the browser, the system redirects you to use HTTPS. HTTP uses the port number, 8080.
- After you log in to Cisco Unified Serviceability, you can access all applications that display in the Navigation list box without having to log in to each application. Select the application you require from the list box, and click **Go**.

### Related Topics

- [How to Use Hypertext Transfer Protocol over Secure Sockets Layer \(HTTPS\)](#)
- [Cisco Unified Serviceability Interface](#)
- [Getting More Information](#)