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Integrating with Network Management Systems

You can manage the status of the Cisco ER server remotely using CiscoWorks2000 or another SNMP-based network management system. CiscoWorks2000 is the standard Cisco network management system, but it is not bundled with Cisco ER. For more information about CiscoWorks2000, Campus Manager, and Topology Services, refer to the documentation, available at the following URL:

http://www.cisco.com/en/US/products/sw/netmgtsw/tsd_products_support_category_home.html

The following topics provide information to assist you in integrating Cisco ER with network management systems.

Understanding CDP Support

Cisco ER uses the Cisco Discovery Protocol (CDP) to periodically send out CDP messages, on the active interface, to a designated multicast address. These messages contain information such as device identification, interface name, system capabilities, SNMP agent address, and time-to-live. Any Cisco device with CDP support can locate a Cisco ER server by listening to these periodic messages.

Using information provided through CDP, the CiscoWorks2000 Server can detect the Cisco ER server, and the Campus Manager application, Topology Services, can build topology maps displaying the Cisco ER server.

In addition to sending out CDP messages, the Cisco ER server uses CDP to locate phones that support CDP. You must ensure CDP is enabled on your switches so that Cisco ER can obtain this information through SNMP queries to the switches.

Table: Cisco ER Hardware Platform OIDs shows the SNMP OIDs for the Cisco ER hardware platforms.

Table: Cisco ER Hardware Platform OIDs

| Hardware Platform | SNMP OID |
|-------------------|---------------------|
| Cisco MCS-7815-I | 1.3.6.1.4.1.9.1.582 |
| Cisco MCS-7825-H | 1.3.6.1.4.1.9.1.583 |
| Cisco MCS-7825-I | 1.3.6.1.4.1.9.1.746 |
| Cisco MCS-7835-H | 1.3.6.1.4.1.9.1.584 |
| Cisco MCS-7835-I | 1.3.6.1.4.1.9.1.585 |
| Cisco MCS-7845-H | 1.3.6.1.4.1.9.1.586 |
| Cisco MCS-7845-I | 1.3.6.1.4.1.9.1.587 |

Monitoring Cisco Emergency Responder Subsystem Status

Cisco ER supports the SYSAPPL-MIB that allows you to use CiscoWorks2000 or a third-party SNMP browser to remotely access information about the following Cisco ER components:

- Cisco ER Server
 - ◊ CERServer.exe
- Cisco PhoneTrackingEngine
 - ◊ CERPhoneTracking.exe
- MSQl Server-related Services

The SYSAPPL-MIB uses SNMP. Cisco ER supports the following SYSAPPL-MIB tables:

- SysApplInstallPkgTable?provides installed application information such as Manufacturer, Product Name, Version installed, Date installed, and Location, which is a partial URL for accessing the associated Application Administration web page (when applicable).
- SysApplRunTable?describes the application starting time and run-time status.
- SysApplInstallElmtTable?describes the individual application elements, or associated executables, which comprise the applications defined in the SysApplInstallPkgTable.
- SysApplElmtRunTable?describes the processes, or executables, that are currently running on the host system.

Collecting Information from Syslog

You can configure Cisco ER to use the Cisco Syslog Collector. Cisco Syslog Collector and Cisco Syslog Analyzer are offered with CiscoWorks2000 as part of the Resource Management Essentials package. You can also adapt Syslog output from Cisco ER for use with other network management systems.

The Cisco Syslog Collector keeps common system logs of messages reported to Cisco ER.

The Cisco Syslog Analyzer controls and displays all events efficiently so they can easily be read, interpreted, and used for system maintenance and problem solving.

To install and configure the Cisco Syslog Collector, refer to the CiscoWorks2000 documentation.

To enable syslog, follow these steps:

Procedure

Step 1 Select **System > Cisco ER Group Settings**.

Cisco ER opens the Cisco ER Group Settings page.

Step 2 Select enable in **Enable Syslog**.

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Step 3 Enter the fully-qualified DNS name of the server in the **Syslog Server** field, for example, server.domain.com.

Step 4 Click **Update Settings** to save your changes.

Cisco ER immediately begins writing messages to syslog.

Related Topics

- [Cisco ER Group Settings](#)