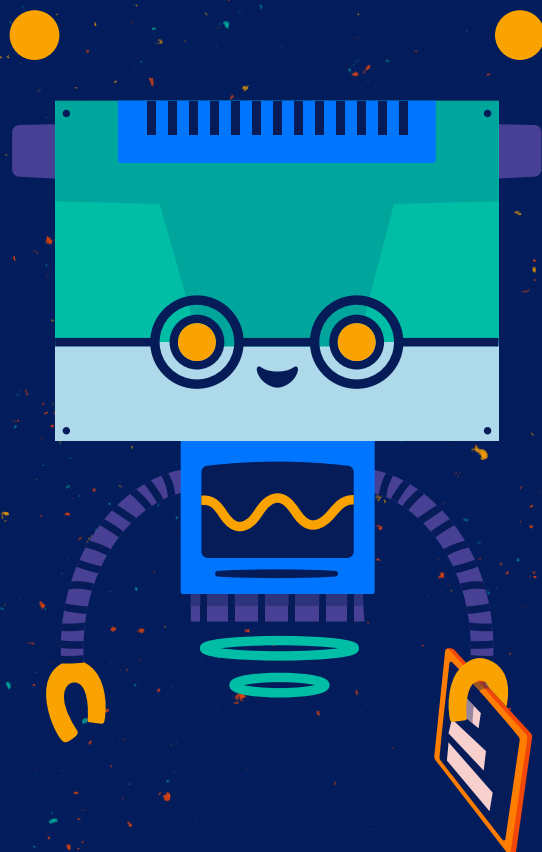




# Cisco Unified Communications



LogicMonitor platform solutions  
for Cisco Unified Communications



LogicMonitor provides a broad variety of out-of-the-box coverage for Cisco's Unified Communications platform. This document provides an overview of available modules and monitoring.



## Cisco Unified Communications Manager

### DATASOURCE

### DESCRIPTION

#### Cisco CUCM CTI Devices

Cisco Unified Communications Manager CTI device coverage allows for easy and quick determination of Computer Telephony Integrated (CTI) device status. While CTI has evolved over the years, it continues to play an integral function in many organizations. With LogicMonitor's Cisco Unified Communications Manager CTI integration, devices that lose registration or become rejected can be quickly identified.

#### Cisco CUCM Gateways

Cisco Unified Communications Manager Gateways are often essential for the proper termination of calls. With LogicMonitor's Cisco Unified Communications Manager Gateway monitoring this status can be easily seen and alerted on should a gateway fail or become unregistered.

#### Cisco CUCM Media Devices

Without media gateways, the processing of voice calls would be extremely difficult. Often these media devices are responsible for supporting IVR messaging, music on hold, media mixing, and more. Using LogicMonitor's Cisco Unified Communications Manager Media Device Monitoring, engineers can track the registration status of these critical components and be alerted should the status ever change.

**DATASOURCE**
**DESCRIPTION**
**Cisco CUCM Phones**

Registered endpoints are the crux of modern telephony. Without the ability to register securely and ultimately track current and average registrations telephony engineers would struggle when troubleshooting issues or performing capacity planning for the future. With LogicMonitor's Cisco Unified Communications Manager Phone registration status, engineers can clearly see current and past registration utilization of both desk sets and soft clients, while also being aware of changes or the loss of registration across the platform.

**Cisco CUCM Voice Mail Devices**

Voice mail and the ability to leave messages for users is a critical but often overlooked feature until that feature no longer functions as designed. With LogicMonitor's Cisco Unified Communications Manager Voice Mail monitoring the registration status of voice mail platforms like the Cisco Unity Voice Mail platform is constantly tracked with the ability to alert should registration ever be lost.

**Win CUCM Process Stats +  
Cisco CUCM Processes**

Regardless of what underlying host OS you are using for your Cisco Unified Communications Manager, the essential processes that work tirelessly in the background must continue to function for your user base. Any failure, of these processes, could cause unwanted downtime to the environment. Fortunately, LogicMonitor automatically and continuously monitors the status of the Cisco Unified Communications Manager processes to ensure better uptime and understanding of how the platform is behaving.

CUCM coverage can be extended considerably when making use of LogicMonitor's larger overall library of LogicModules and the Cisco AXL API interface:

**DATASOURCE**
**DESCRIPTION**
**CUCM Call Manager System Performance**

General system metrics related to throttling, activity, and delay.

**CUCM Device Status**

Providing a breakdown of the types of devices that are provisioned with the Cisco Unified Communications Manager cluster.

**CUCM Extension Mobility Statistics**

This datasource uses the Cisco Mobility Manager object to provide information on registered Cisco Unified Mobility Manager devices.

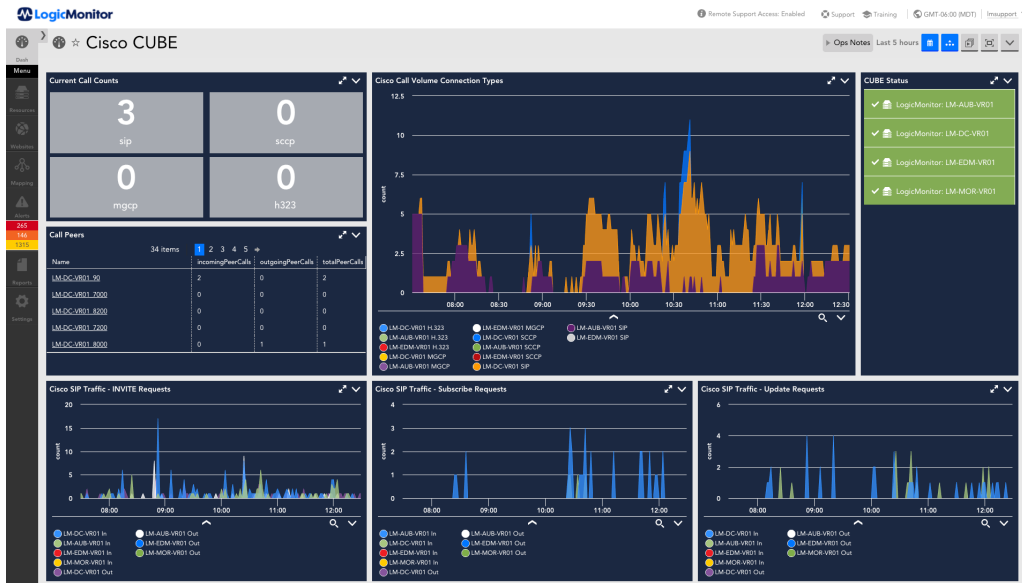
**CUCM Location RSVP Statistics**

The Cisco Location RSVP object provides information about RSVP that is defined in the Cisco Unified Communications Manager.

**CUCM Locations Statistics**

Using the Cisco Location Bandwidth Manager service, this datasource retrieves data about the effective path from the source location to the destination location.

DATASOURCE	DESCRIPTION
<b>CUCM MGCP FXO Interface Statistics</b>	This will monitor the FXO interface statistics at each individual MGCP Gateway.
<b>CUCM MGCP FXS Interface Statistics</b>	This will monitor the FXS interface statistics at each individual MGCP Gateway.
<b>CUCM MGCP Gateway Statistics</b>	The Cisco MGCP Gateways object provides information about MGCP Gateways that are defined in the Cisco Unified Communications Manager.
<b>CUCM MGCP PRI Interface Statistics</b>	This will monitor the MGCP PRI interface statistics at each individual PRI interface on each individual MGCP Gateway.
<b>CUCM MGCP T1 CAS Device Statistics</b>	This will monitor the MGCP T1 CAS interface statistics at each individual MGCP Gateway.
<b>CUCM Mobility Manager Statistics</b>	This datasource uses the Cisco Mobility Manager object to provide detailed information on registered Cisco Unified Mobility Manager devices.
<b>CUCM MOH Device Statistics</b>	The Cisco Mobility Manager object provides information on registered Cisco Unified Mobility Manager devices.
<b>CUCM MTP Device Statistics</b>	This datasource gets statistics about the MTP Devices by Device Pool Name.
<b>CUCM Phone Device Registration Status</b>	Device registration status including the number of lines, and registration attempts.
<b>CUCM Replication Status</b>	Cisco Unified Communications Manager number of replicates created and the state of replication.
<b>CUCM Route Group List</b>	Gets the list of Route Groups in the Cisco Unified Communications Manager cluster.
<b>CUCM Route Lists Stats</b>	Gets the list of Route Groups in the Cisco Unified Communications Manager cluster with route list status.
<b>CUCM Route Pattern Mappings</b>	Gets information on Route Patterns and maps them to Route Groups and Routing Lists.
<b>CUCM Service Status</b>	This datasource gets the status of the Service and returns service status codes and uptime.
<b>CUCM SIP Trunk Registration</b>	Gets the registration status of Sip Trunks in the Cisco Unified Communications Manager cluster.
<b>CUCM SIP Trunk Statistics</b>	This datasource gets statistics on the Sip Trunks in the Cisco Unified Communications Manager cluster.
<b>CUCM Statistics</b>	General system statistics related to services, resource totals, and call control.



# CUBE

LogicMonitor provides a variety of out-of-the-box coverage for Cisco's Unified Border Element:

DATASOURCE	DESCRIPTION
Cisco SIP Overview	Informational overview about calls from/to SIP clients 1XX.
Cisco SIP Traffic	Summary of SIP traffic.
Cisco SIP Connections	Monitors active SIP connections and TCP/UDP errors.
Cisco SIP Global Fail	Global 6XX fail statistics.
Cisco SIP Client Errors	Summary of 4XX client errors received.
Cisco SIP Server Errors	Summary of 5XX SIP server errors.
Cisco SIP Successes	Monitors the number of 2XX, OK and Accepted messages.
Cisco SIP Redirect	Returns the number of 3XX redirects.
Cisco SIP Retries	Statistics on SIP retries.
Cisco Call Rate	Monitors general call rate statistics.
Cisco Connection Call Volume	Indicates the number of active calls for a call connection type on the voice gateway.
Cisco Call Volume Interfaces	Call active statistics per interface on devices.
Cisco Call Volume Peers	Summary of call volume by dial-peer for devices.

# Cisco Call Manager - Call Detail Records

LogicMonitor provides the ability to read call detail records from Cisco Unified Communications Manager allows users to get in-depth historical call data.

DATASOURCE	DESCRIPTION
<b>Cisco Call Manager: Monthly Call Totals</b>	Provides per-user call totals over the course of a month to monitor usage trends. Data resets at the start of each month.
<b>Cisco Call Manager: File Cache</b>	CDR / CMR Data Collection Statistics -- for troubleshooting Call Manager data collection.
<b>Cisco Call Manager: Device Type Detail</b>	Provides metrics on calls generated from soft-clients vs calls generated by physical devices.
<b>Cisco Call Manager: Device Type Averages</b>	Provides metrics on calls generated from soft-clients vs calls generated by physical devices averaged over a 24-hour period.
<b>Cisco Call Manager: CSF Call Totals</b>	Provides metrics on calls generated by different devices types.
<b>Cisco Call Manager: Cause Codes</b>	Provides Cause Code counts across the cluster.
<b>Cisco Call Manager: Call Detail Overview</b>	Provides details such as call length, jitter, latency, MOS scoring, and total packet transmission from the perspective of the CUCM CDR.
<b>Cisco Call Manager: Call Codec Totals</b>	Provides details on Codec utilization on calls.
<b>Cisco Call Manager: Cached Call Totals</b>	Provides per-user call totals over the course of the cached duration to monitor usage trends.
<b>Cisco Call Manager: 24-Hour Details</b>	CDR/CMR details for any call made in the last 24 hours

**LogicMonitor's unified monitoring platform  
expands possibilities for businesses by  
advancing the technology behind them.**

Learn more at [LogicMonitor.com](https://LogicMonitor.com)