



## MONITORS

- 100's of UCM health checkpoints, including:
  - Device pools, IP phones, and gateways
  - Voice mail and media devices
  - CTI and H.323 devices
  - Overall UCM status, CPU, and memory
  - UCM processes, services, and uptime
  - Availability and performance events

## FEATURES

- Single view into the entire unified communications platform, from the handset or mobile device, through to the server farm
- Robust, intuitive management interface makes all administrative tasks fast and easy
- Extensive quality of service metrics can be tracked—and automated alerts generated if any elements exceed performance or availability thresholds

## BENEFITS

- Enjoy cost and time savings through streamlined administration of complex voice, data, and video applications
- Improve Cisco UCM performance and availability through enhanced infrastructure visibility
- Ensure SLA compliance of vital communications services

## NIMSOF DATASHEET

# Nimsoft for Cisco Unified Communications Manager

## Maximizing Collaboration Investments

### Introduction

As organizations strive to improve the cost efficiency and reliability of voice, video, data, and mobile applications, integrating the management of these disparate functions can represent a significant breakthrough. Toward that end, many organizations are looking to Cisco Unified Communications (UCM), which can help simplify business processes, reduce costs, and foster improved collaboration by managing virtually all communication applications from a single platform.

When UCM is used, it functions as the central hub for a host of core business communications. As a result, ensuring the performance and availability of this key component takes on paramount importance.

### The Solution

With the Nimsoft Monitoring Solutions (NMS), formerly known as NimBUS, Cisco UCM probe, administrators can monitor key health and performance metrics for the entire unified communication system. The NMS solution enables the management of all disparate components through a single, intuitive console—significantly streamlining administration, and enabling administrators to far more easily identify and address issues before they affect service quality.

The NMS UCM probe uses Cisco UCM's native AXL-Serviceability interface. Consequently, NMS provides a more granular and holistic view of the UCM environment than traditional systems management solutions, which tend to focus on specific components and which are both complicated and restricted by their use of SNMP.

This comprehensive, tightly integrated approach allows network managers to cohesively monitor and report on the entire collaborative entity, from the handset or mobile device through the network to the server.

Name	Value	Unit	C	Threshold	Message	Interval	Alerts	On
% Busy Used	3	%	>=	63	Msg/W...	no	no	<D
% Busy Used	3	%	>=	63	Msg/W...	no	no	<D
Accounting/Processing	19		>=	19	Msg/W...	no	no	<D
Accounting/Processing/Sub...	426		>=	426	Msg/W...	no	no	<D
Accounting/Processing/Sub...	1		>=	1	Msg/W...	no	no	<D
Accounting/Processing/Sub...	103		>=	103	Msg/W...	no	no	<D
Accounting/Processing/Sub...	39		>=	39	Msg/W...	no	no	<D
Accounting/Processing/Sub...	6		>=	6	Msg/W...	no	no	<D
Accounting/Processing/Sub...	34		>=	34	Msg/W...	no	no	<D
Accounting/Processing/Sub...	3372215		>=	3372215	Msg/W...	no	no	<D
Accounting/Processing/Sub...	4999626		>=	4999626	Msg/W...	no	no	<D
Accounting/Processing/Sub...	2960		>=	2960	Msg/W...	no	yes	<D
Accounting/Processing/Sub...	25		<	25	Msg/W...	no	yes	<D
Accounting/Processing/Sub...	236		<	236	Msg/W...	no	yes	<D
Accounting/Processing/Sub...	2934		>=	2934	Msg/W...	no	no	<D
Accounting/Processing/Sub...	87		>=	87	Msg/W...	no	no	<D
Accounting/Processing/Sub...	39		>=	39	Msg/W...	no	no	<D
Accounting/Processing/Sub...	303631	KB	>=	303631	Msg/W...	no	yes	<D
Accounting/Processing/Sub...	4		>=	4	Msg/W...	no	no	<D
Accounting/Processing/Sub...	26		>=	26	Msg/W...	no	no	<D
Accounting/Processing/Sub...	1790		>=	1790	Msg/W...	no	no	<D
Accounting/Processing/Sub...	1790		>=	1790	Msg/W...	no	no	<D
Accounting/Processing/Sub...	39		>=	39	Msg/W...	no	no	<D



## Part of the NMS Family

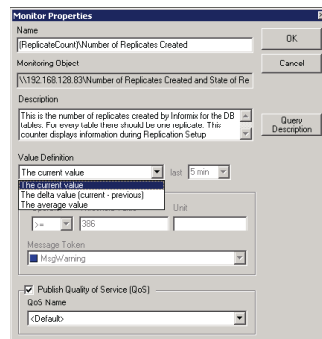
In addition to the Cisco UCM probe, the Nimsoft suite supports the entire converged network infrastructure, including Cisco Unity, Cisco SAA/IPSLA, Cisco switches and routers, and network interface traffic.

The NMS product suite provides scalable, reliable capabilities for monitoring and proactively managing critical IT resources—including a broad range of application servers, Web application servers, databases, and network devices—across all standard operating systems.

## Monitoring Devices, Hosts, Processes, and More

The NMS UCM probe monitors the status of essential processes and resources, ensuring core components are available and running optimally at all times. With NMS, warnings or alarms are generated based on user defined thresholds and quality-of-service metrics are collected for historical graphing and SLA reporting purposes

When integrated with the broader NMS systems management suite, the NMS UCM probe enables network and VOIP owners to gain a complete, 360 degree view of the status, availability, and performance of service delivery.



## Product Specifics

### Platform Support

- Supports Cisco UCM versions 5.x and 6.x

### Administrative Features

- Enables definition of hosts to be monitored, including the ability to create folders and place hosts in logical groups
- Intuitive interface for assigning checkpoints to be monitored and setting monitoring conditions for checkpoints

## About Nimsoft

Nimsoft is the fastest growing provider of next-generation performance and availability monitoring solutions for the complete physical, virtual, and cloud-based IT infrastructure. Nimsoft solutions redefine the standards for ease of use and speed of deployment—providing outstanding return on investment and unparalleled customer satisfaction. Over 800 customers in 36 countries rely on Nimsoft solutions to monitor their IT-based business applications and services, including cloud environments. These customers include mid-market and global organizations, such as Barclays Capital, Amway Corporation, Bay Area Rapid Transit, Ladbroke's, MTU Aero Engines, TriNet, and TRW Automotive, and hundreds of leading managed service providers, such as CDW Hosting Services, ENKI, Thomas Duryea, Easynet, and Rackspace Managed Hosting. For more information, visit [www.nimsoft.com](http://www.nimsoft.com).

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- Capabilities for creating alarm messages
- Provides intuitive graphs of monitoring checkpoints

### Monitoring Coverage

- IP phones and devices, gateways, gatekeepers, voice mail devices, and media devices
- Device pools, including metrics for time zone, TFTP servers, regions, and inter-region bandwidths
- CTI and H.323 devices, including configuration and status history
- Overall UCM application and host status, including memory, CPU usage, uptime, and process count
- Number of each device type, such as registered, rejected, active
- Availability events for changes in managed device status
- Performance events with configurable thresholds

### Monitored Elements

- Analog access
- Annunciator device
- Call manager
- CTI manager
- Mobility
- Gatekeeper
- Hunt lists
- HW conference bridge
- Lines
- Locations
- Media streaming
- MGCP
- Mobility manager
- Phones
- SIP
- SW conference bridge
- Tomcat
- Video conference bridge
- DB change
- Enterprise replication
- IP
- Memory
- Network interface
- Partition
- Process
- Processor
- Services
- System
- TCP
- Thread