

Troubleshooting

General

- Define The Problem
- Gather Facts
- Consider Possibilities
 - define possible causes
- create Action Plan
 - start with most likely cause
 - only one action at the time
- Implement Action plan
 - dont improvise
- observe Results

CAR

- CDR Analysis and Reporting
 - uses CDR + CMR
- Reports for
 - Admins
 - Manager
 - user reporting to
 - Users
 - himself
- reports
 - Bills
 - Top N
 - Manager Assistant
 - System utilisation
 - Phone Service
 - QoS
 - Traffic

CUC

- Unity Serviceability Reports
 - reports
 - Web Page
 - output formats
 - CSV
 - PDF
 - Phone Interface Failed Logon
 - User Lockout
 - Port Activity
 - Mailbox Store
 - Unused Voice Mail Accounts
 - Billing
 - Transfer Call Billing
 - Outcall Billing Detail
 - Outcall Billing summary
- Serviceability Reports Archive
 - activate service /ccmservice
 - CUC Admin->System->Adv->Reports settings
 - Access over /ccmservice Tools->Reports Archive
 - Reports
 - Alert Report
 - Summary on type
 - use RTMT to see details
 - Server Report
 - usage

CME

- dial plan
 - show dial-peer voice summary
 - debug voip dialpeer

Phone

- reset Phone may help
- verify IP Settings on Phone
 - DHCP/VLAN
- verify option 150
- on phone SETtings->status messages TFTP
- CUE Phone config
- check MAC
- try auto registration
- "Registration Rejected"

RTMT

- Realtime Monitoring Tool
- on admin WS
- System health
- traces
- logs
- performance counters
- monitor
- email alerts

CUCM

- when using auto registration
- No DNs in Pool
- Delete old DNs
- "Error DB Config"
- "route Plan Report" -> "unassigned DNs"

QoS

- delay <150m
- jitter <30ms
- loss < 1%
- targets
- CAR Reports
- Phone Stats
 - press help Button twice during call

DRS

- Disaster Recovery System
- CUCM
- CUC
- CUPS
- creates Backups
- incl webinterface
- /drf
- Master Agent on Publisher
- local tape
- SFTP share
- Backup Device

CU Reporting Tool

- RTMT counters
- CDR
- CUCM
- Logs
- Sources
- Realtime Information Server
- /cureports