



# Configure CUCM 8 to be used with NetQoS UC Monitor

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NetQoS Unified Communication Monitor is a network-based voice and video monitoring product that tracks the quality of end user experience, provides alerts on performance problems, and isolates performance issues to speed troubleshooting and MTTR. In order to use NetQoS UC Monitor with Cisco Call Manager you have to configure some parameters.

## Verify if Web server is enabled,

Just type the IP Address of the phone in question in your web browser, and you should get access to the web page

Cisco Systems, Inc. IP Phone CP-7940G ( SEP00115C98C2DA )	
Device Information	MAC Address 00115C98C2DA
Network Configuration	Host Name SEP00115C98C2DA
Network Statistics	Phone DN 1007
Ethernet	App Load ID P00308000500
Port 1 (Network)	Boot Load ID PC0303010100
Port 2 (Access)	Version 8.0(5.0)
Port 3 (Phone)	DSP 4.0(4.0)[A0]
Device Logs	Expansion Module 1
Debug Display	Expansion Module 2
Stack Statistics	Hardware Revision 4.3
Status Messages	Serial Number INM08241QRW
Streaming Statistics	Model Number CP-7940G
Stream 1	Codec ADLCodec
Stream 2	Amps 5V Amp
	C3PO Revision 2
	Message Waiting NO

By default, the Web server is enabled on Cisco IP phones.

In the case to enable the Web server on all IP phones. Access each call server to change this setting (the Web Access parameter) to "Enabled" for the phones that connect to it.

Click on **System -> Enterprise Phone Configuration -> Product Specific Configuration Layout**

And find **Web Access**

Web Access\*

You may also want to verify, if HTTP is allowed. This can be found at the end of Product Specific Configuration Page

HTTPS Server\*



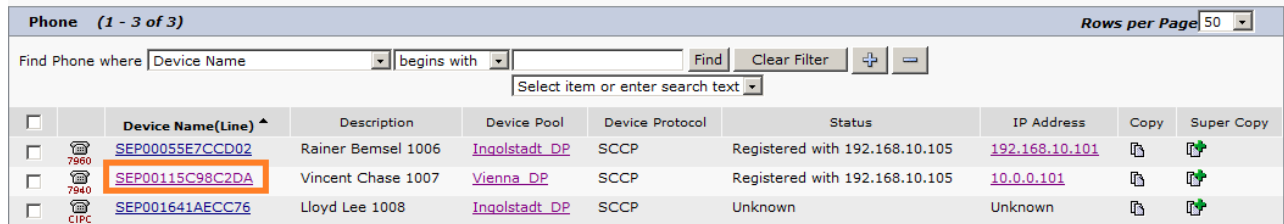
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Although I believe the information provided in this document to be accurate at the time of writing, I reserve the right to modify, update, retract or otherwise change the information contained within for any reason and without notice. This technote has been created after studying the material and / or practical evaluation by myself. All liability for use of the information presented here remains with the user.

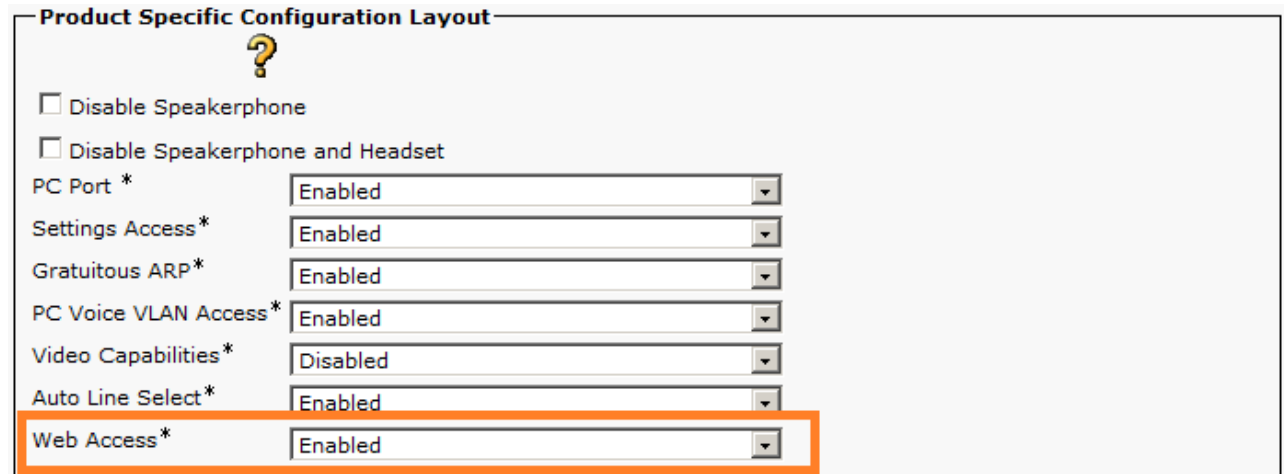
To enable the Web server on a specific IP phones, access the call server where the phone is registered with.

Click on Device -> Phone -> and find the IP Phone. Click on the Device Name and the configuration page will appear.



Phone (1 - 3 of 3)		Rows per Page 50						
Find Phone where		Device Name	begins with	Find	Clear Filter	+	-	
Select item or enter search text								
<input type="checkbox"/>	Device Name(Line) ^	Description	Device Pool	Device Protocol	Status	IP Address	Copy	Super Copy
<input type="checkbox"/>	SEP00055E7CCD02	Rainer Bemsel 1006	Ingolstadt_DP	SCCP	Registered with 192.168.10.105	192.168.10.101		
<input type="checkbox"/>	SEP00115C98C2DA	Vincent Chase 1007	Vienna_DP	SCCP	Registered with 192.168.10.105	10.0.0.101		
<input type="checkbox"/>	SEP001641AEC76	Lloyd Lee 1008	Ingolstadt_DP	SCCP	Unknown	Unknown		

Scroll down to Product Specific Configuration Layout (at the end of the phone setting screen)



**Product Specific Configuration Layout**

?  
 Disable Speakerphone  
 Disable Speakerphone and Headset  
PC Port \* Enabled  
Settings Access\* Enabled  
Gratuitous ARP\* Enabled  
PC Voice VLAN Access\* Enabled  
Video Capabilities\* Disabled  
Auto Line Select\* Enabled  
**Web Access\* Enabled**

Enable the Web server on all IP phones. Access each call server to change this setting (the Web Access parameter) to Enabled for the phones that connect to it.

## Enable Call Diagnostics (CMRs)

In CUCM 5.0 and above, you can enable CMRs without enabling CDRs. In previous version, you will have to enable CDR and CMR collection.

To enable Call Diagnostics, in Cisco Unified Communications Manager, click **System > Service Parameters**.

On the Service Parameters Configuration page, select the CallManager server from the **Server** list.

Select the **Cisco CallManager** service from the **Service** list.

System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

**Service Parameter Configuration** Related Links: Parameters for All Servers ▾ Go

Save Set to Default Advanced

**Status**  
Status: Ready

**Select Server and Service**  
Server\* 192.168.10.105 (Active) ▾  
Service\* Cisco CallManager (Active) ▾  
All parameters apply only to the current server except parameters that are in the cluster-wide group(s).

Under **Clusterwide Parameters**, find the **Call Diagnostics Enabled** field. Select **Enabled Regardless of CDR Enabled Flag**.

**Clusterwide Parameters (Device - General)**  
[Call Diagnostics Enabled](#) \*  
Enabled Regardless of CDR Enabled Flag ▾  
Disabled  
Enabled Only When CDR Enabled Flag is True  
Enabled Regardless of CDR Enabled Flag

This setting is propagated to all Subscribers automatically.