

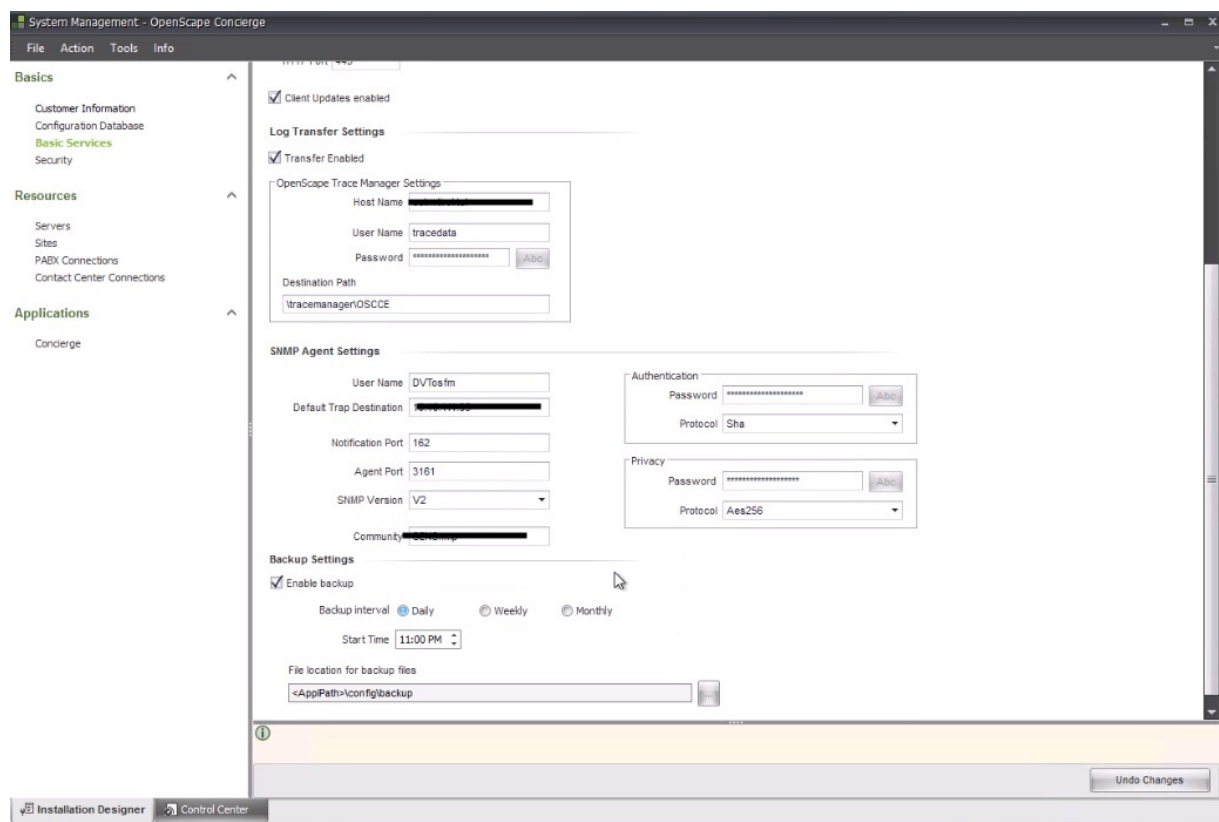
OpenScape FM - Monitoring of OpenScape Contact Center

OpenScape Contact Center supports SNMP. By configuring SNMP in the CC System Manager and activating the related SNMP MIB in OpenScape FM, the Contact Center can be integrated.

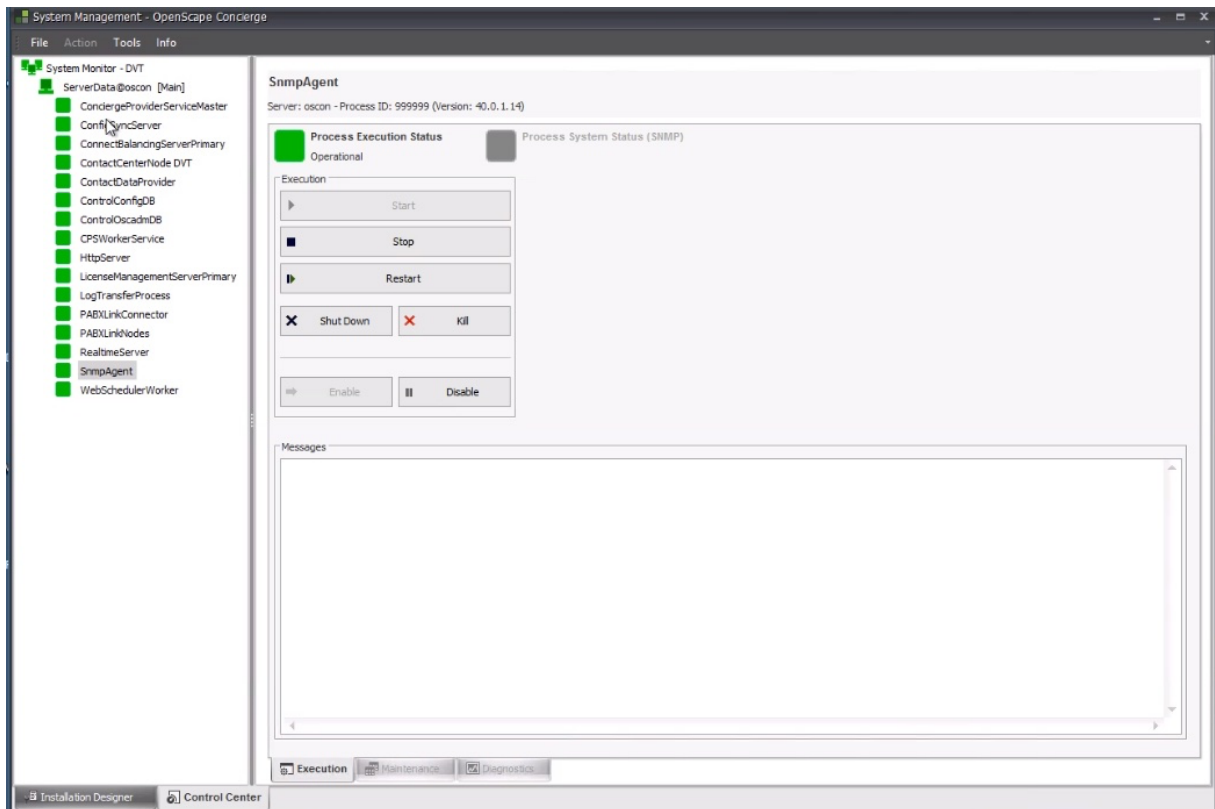
Activate SNMP with Contact Center system manager

Hints:

- Only V2 is working
- Port 3161 must be used because 161 is blocked by Windows SNMP agent. OSFM Discovery also checks 3161



Check in CC System Manager that SNMP Service is running

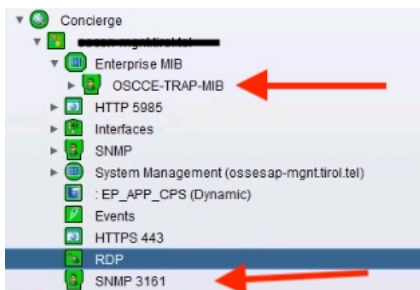


Activate OSCC MIB in OSFM:

Navigate to “SNMP / Enterprise MIB / MIB Definitionen...”, locate the OSCC-TRAP-MIB and activate it.

Name	Aktive Version	Default Vers...	Beschreibung	Autor	Aktiviert	MIB-
NET-SNMP-AGENT-MIB *	1.0	1.0	NET-SNMP-...	EPM Definiti...	<input checked="" type="checkbox"/>	
NOKIA-ALCHEMYOS-CLUSTER-MIB	1.0	1.0	NOKIA-ALC...	Bernd Syrow...	<input type="checkbox"/>	
NOKIA-ALCHEMYOS-HARDWARE-MIB	1.0	1.0	NOKIA-ALC...	Bernd Syrow...	<input type="checkbox"/>	
NOKIA-OID-REGISTRATION-MIB	1.0	1.0	NOKIA-OID-...	Bernd Syrow...	<input type="checkbox"/>	
NOKIAVPN-CONFIG-MIB	1.0	1.0	NOKIAVPN-...	Bernd Syrow...	<input type="checkbox"/>	
NOKIAVPN-MIB	1.0	1.0	NOKIAVPN-...	Bernd Syrow...	<input type="checkbox"/>	
NOKIAVPN-VPN-MIB	1.0	1.0	NOKIAVPN-...	Bernd Syrow...	<input type="checkbox"/>	
OPENScape-ACCOUNTING-FINANCENS...	1.0	1.0	OPENScape...	EPM MibCon...	<input type="checkbox"/>	
OPENScape-ACCOUNTING-MIB	1.0	1.0	OPENScape...	EPM MibCon...	<input type="checkbox"/>	
OPENScape-ACCOUNTING-SYSTEMNSM-...	1.0	1.0	OPENScape...	EPM MibCon...	<input type="checkbox"/>	
OPENScape4000-PLUGIN-MIB *	1.0	1.0	OPENScape...	EPM MibCon...	<input checked="" type="checkbox"/>	
OPENSTAGE-WL3-MIB	1.0.1	1.0.1	OpenScape ...	EPM MibCon...	<input type="checkbox"/>	
OPENSTAGEPHONE-MIB	1.0.1.0.1	1.0.1	OPENSTAGE...	EPM MibCon...	<input type="checkbox"/>	
OSCCE-TRAP-MIB	1.0	1.0	OSCCE-TRA...	EPM Definiti...	<input checked="" type="checkbox"/>	
OSCCE-TRAP-MIB-X	1.0	1.0	OSCCE-TRA...	Materna	<input type="checkbox"/>	
OSPF-MIB	1.0	1.0	OSPF-MIB E...	MATERNA In...	<input type="checkbox"/>	
OSPF-TRAP-MIB	1.0	1.0	OSPF-TRAP...	MATERNA In...	<input type="checkbox"/>	
PCASNMP-MIB	1.0.4	1.0.4	PETER Conn...	EPM MibCon...	<input type="checkbox"/>	
POWER-ETHERNET-MIB	1.0	1.0	POWER-ETH...	MATERNA In...	<input type="checkbox"/>	

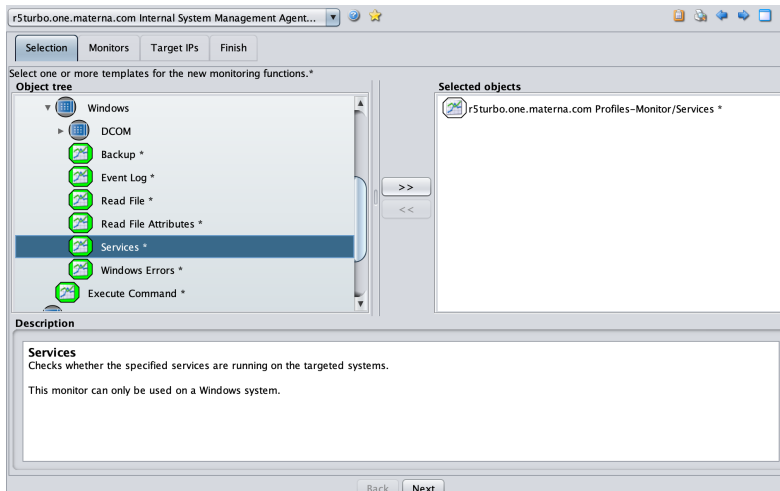
At the Popup-Menu of the related Host, select “Host / Discovery”. The SNMP agent on port 3161 and the OSCCE-TRAP-MIB should be discovered. If not, select “Configuration” from the Hosts Popup-Menu and check the SNMP Parameters (SNMP v2 and **Community string**)



Monitoring of Services

In addition to SNMP, a couple of Windows Services on the contact center can be monitored.

Activate the related System Management profile “Services”:



In the profile configuration, enter the services to be monitored (comma-separated list):

- License Agent
- MSSQLSERVER
- OscMainService
- SQL TELEMTRY
- SQL Writer

Hints:

- Windows services monitoring is based on WMI and works only if the System Management Agent is running on a Windows machine or is installed locally on the OpenScape Contact Center
- If the Contact Center is monitored remotely, a valid Windows account must be specified (contact center host, Popup-Menu “Configure”, Tab “System Management”). The account must have permissions to perform remote WMI queries.

Service monitoring looks like this in OpenScape FM:

