



CHAPTER 2

CWVM Administration and Management

The following topics describe CWVM administrative and management tasks:

- [CWVM Master Administration, page 2-1](#)
- [User Management, page 2-4](#)
- [CWVM Server Management, page 2-7](#)
- [CWVM Server Administration, page 2-8](#)
- [Network Management, page 2-11](#)
- [Trap Management, page 2-14](#)
- [Administering Traps, page 2-15](#)
- [CWVM Database Management, page 2-16](#)
- [Using the CLI, page 2-17](#)

Management tasks, such as adding, modifying, or deleting users, can be performed only by a master administrator. See [User Roles, page 2-4](#), for more information on the tasks that each type of user can perform.

CWVM Master Administration

The CWVM master is responsible for providing global user authentication, network access control, trap, and network partition information to all CWVM servers. See [CWVM Master and CWVM Server Overview, page 1-2](#), for more information.



Note

Only one master administrator can access master configuration options at a time. If another master administrator logs in, an error message appears, stating that another master administrator is logged in. You can try logging in again later.

Any user with the master administrator role can perform the tasks listed in the following table.

Table 2-1 CWVM Master Administrator Tasks

Task	Details
Add, modify, and delete users	See User Management, page 2-4
Add CWVM servers	See CWVM Server Management, page 2-7

Table 2-1 CWVM Master Administrator Tasks

Task	Details
Add networks	See Network Management, page 2-11
Add global traps	See Trap Management, page 2-14

Master administrators can also perform the following tasks:

- [Viewing CWVM Master Statistics, page 2-2](#)
- [Setting the Master Debug Level, page 2-3](#)
- [Setting the Client Debug Level, page 2-4](#)

After a master administrator has changed a CWVM server or network configuration, the status message window displays a message to all users who are logged into CWVM. (Changes to user configurations are sent only to the affected user).

When the server, user, or network configuration is changed, the Relogin button is enabled. Users can click the Relogin button to see any configuration changes that may have affected them. Clicking Relogin is the same as logging into CWVM again, but without having to re-enter your user name or password. The Relogin button is enabled when any of the following occurs:

- User profile changes (for affected clients only)
- Network changes
- CWVM server information changes

Viewing CWVM Master Statistics

You must have master administrator privileges to perform this task.

Procedure

-
- Step 1** From the Master menu, select **Statistics...**. The Master Statistics window appears. See [Interpreting CWVM Master Statistics, page 2-2](#), for more information.
- Step 2** Click **Refresh** to see current status.
- Step 3** Click **Finish**.
-

Interpreting CWVM Master Statistics

Use the following table to interpret the master statistics information.

Table 2-2 Master Statistic Fields

Field	Description
List of Registered CWVM Servers that are currently running	Number and list of servers currently running
Last Master Administrator that accessed Master Configuration	Username of last or current master administrator who accessed master configuration options

Table 2-2 Master Statistic Fields (continued)

Field	Description
Start Time	Time when the last master administrator started accessing master configuration options
End Time	Time when the last master administrator ended accessing master configuration options
CWVM Master Start Time	Time when the CWVM master came online
CWVM Master Up Time	How long the CWVM master has been running
CWVM Master Web Port	Web port number that the CWVM master is using
CWVM Master IP Address	IP address of CWVM master
Total Number of Users	Number of users registered with the CWVM master
Network Administrator(s)	Number of users with network operator privileges registered with the CWVM master
Server Administrator(s)	Number of users with server administrator privileges registered with the CWVM master
Master Administrator(s)	Number of users with master administrator privileges registered with the CWVM master
Total Number of CWVMs	Number of CWVM servers registered with the CWVM master
Total Number of Networks	Number of CWVM networks registered with the CWVM master

Related Topic

- [Viewing CWVM Master Statistics, page 2-2](#)

Setting the Master Debug Level

You can set CWVM master debug level. Setting a debug level is very useful when trying to troubleshoot a problem. The higher the debug level, the more details shown in the master log (CVMm.log).

To set debug levels for individual CWVM servers, see [Configuring the CWVM Server, page 2-8](#). To set the debug level for the client, see [Setting the Client Debug Level, page 2-4](#).

**Caution**

High debug levels slow CWVM performance and produce large log files.

You must be a master administrator to perform this task.

Procedure

-
- Step 1** Select **Master > Debug...** The Master Configuration Debug Level window appears.
 - Step 2** Enter a number in the debug level field. You can enter any number between 1 and 5, with 5 being the highest debug level.
 - Step 3** Click **Finish**. The debug level is set.
-

Setting the Client Debug Level

You can control the amount of detail shown in the Java console by setting the client debug level.

Procedure

-
- Step 1** From the Options menu, select **Client Logging...**. The Client Logging window appears.
- Step 2** Enter the client debug level (1 - 5).
- Step 3** Click **Finish**. The debug level is set.
-

User Management

When CWVM is installed, a username and a password are assigned for the master administrator. The master administrator can then add users (clients) to CWVM.

The following topics provide you with information about:

- [User Roles, page 2-4](#)
- [Adding a User, page 2-5](#)
- [Modifying a User Profile, page 2-5](#)
- [Deleting a User, page 2-6](#)

User Roles

Three CWVM user roles are available.

User Role	Description
Master Administrator	The master administrator has access and privileges to all CWVM master and server configurations. The master administrator is the only user who can add other users and determine the types of access those users can have. Note When installing master and server on one machine, the default username is superadmin.
Server Administrator	The server administrator has access and privileges to CWVM server configurations. The server administrator also has access (may be read-only or read-write access) to networks that the master administrator has assigned.
Network Operator	The network operator has access (may be read-only or read-write access) only to networks that the master administrator has assigned.

Related Topics

- [Adding a User, page 2-5](#)
- [Modifying a User Profile, page 2-5](#)
- [Deleting a User, page 2-6](#)

Adding a User

You must be a master administrator to perform this task.


Note

The CWVM master administrator must provide the CiscoWorks IP address and port number to users, who use this information to start CiscoWorks and CWVM.

Procedure

- Step 1** From the Master menu, select **Configuration....** The Master Configuration window appears.
- Step 2** Select **User**. The User Configuration table appears.
- Step 3** Click **Add**. A blank row is added to the table.
- Step 4** Click the row and enter the appropriate information.

Field	Action
Name	Enter the username
Role	From the drop-down list, select the type of access the user should have
Password	Enter up to 11 alphanumeric characters
Confirm Password	Enter the same alphanumeric pattern you entered in the previous cell

- Step 5** Assign the networks that the new user should have access to. See [Assigning Networks to Users, page 2-12](#), for information on how to assign a network to a user.
- Step 6** Click **Apply**. A message appears, stating that the operation was successful.
- Step 7** Click **Close** to exit the screen.


Note

When another master administrator is added, that user is given read-write access to all existing networks. Similarly, when a network is added, all existing master administrators are given read-write access to the new network.

Related Topics

- [User Roles, page 2-4](#)
- [Modifying a User Profile, page 2-5](#)
- [Deleting a User, page 2-6](#)

Modifying a User Profile

A user profile is the combination of a user's assigned username, password, and specific access rights to devices and traps in the network.

**Note**

Superadmin users can change any user password except their own. All other master administrators can change any user password except their own and that of the superadmin user.

Procedure

-
- Step 1** From the Master menu, select **Configuration...**
- Step 2** Select **User**, if not already selected.
- Step 3** From the User table, select the user you want to modify.
- Step 4** Click the appropriate fields to modify the following:
- Username
 - Profile
 - Password
- Step 5** Click **Apply** to apply the changes.
- Step 6** Click **Close** to exit the screen.
-

Related Topics

- [User Roles, page 2-4](#)
- [Adding a User, page 2-5](#)
- [Deleting a User, page 2-6](#)

Deleting a User

When you delete a user, the username, password, and access types for the selected user are automatically deleted from the CWVM database.

**Note**

The superadmin user cannot be deleted.

Procedure

-
- Step 1** From the Master menu, select **Configuration...**
- Step 2** Select **User**, if not already selected.
- Step 3** From the User table, select the user whose profile you want to modify.
- Step 4** Check the **Delete** column.
- Step 5** Click **Apply** to apply the changes.
- Step 6** Click **Close** to exit the screen.
-

Related Topics

- [User Roles, page 2-4](#)
- [Adding a User, page 2-5](#)
- [Modifying a User Profile, page 2-5](#)

CWVM Server Management

The master administrator is the only user who can add, modify, or delete a CWVM server. The following topics provide information about:

- [Adding or Modifying a CWVM Server, page 2-7](#)
- [Deleting a CWVM Server, page 2-8](#)
- [Configuring the CWVM Server, page 2-8](#)
- [Viewing CWVM Server Statistics, page 2-10](#)

Adding or Modifying a CWVM Server

Before you can manage a CWVM server, you must add the server to the CWVM master. You must be a master administrator to perform this task. Also, you can modify a CWVM server only if the server status is currently “down”. Note that a CWVM server is considered “down” whenever the CWVM master cannot communicate with it.

Procedure

-
- Step 1** From the Master menu, select **Configuration...** The Master Configuration window appears.
- Step 2** Select **CWVM**. The CWVM Configuration table appears.
- Step 3** To add a CWVM server, click **Add**. A new row is added to the table.
- Step 4** Click the row you want to edit and enter the appropriate information for the CWVM server.

Field	Description
Name	CWVM server name.
IP address	IP address of CWVM server.
Description	Purpose or description of CWVM server.
Web Server port	Port of web server. Default is 1741.
Status	Shows the current status of the CWVM server. Automatically updated as the server status changes. The status is “no install” until the CWVM master can communicate with the CWVM server. As soon as communication is successful, the Status changes to “up”. Status is “down” whenever the CWVM master cannot communicate with the CWVM server (including cases where the CWVM server has been uninstalled).

- Step 5** Assign a network to the CWVM server. See [Assigning Networks to the CWVM Server, page 2-12](#), for more information.

- Step 6** Click **Apply** to apply changes. The CWVM server is now registered with the CWVM master.
- Step 7** Click **Close** to exit the screen.
-

Related Topic

- [Deleting a CWVM Server, page 2-8](#)

Deleting a CWVM Server

You must be a master administrator to perform this task. You can delete a CWVM server only if the server status is “down” or “no install.”

Procedure

- Step 1** From the Master menu, select **Configuration...**. The Master Configuration window appears.
- Step 2** Select **CWVM**. The CWVM Configuration table appears.
- Step 3** To delete a CWVM server, click the **Delete** column. The row is deleted from the table.
- Step 4** Click **Close**.
-

Related Topic

- [Adding or Modifying a CWVM Server, page 2-7](#)

CWVM Server Administration

The CWVM server administrator monitors and configures CWVM server-specific functions. The following topics provide information about:

- [Configuring the CWVM Server, page 2-8](#)
- [Viewing CWVM Server Statistics, page 2-10](#)

**Note**

The server and the server administrator must be registered with the CWVM master prior to performing any of these tasks.

Configuring the CWVM Server

The CWVM server administrator can modify the CWVM server to change the default configuration. For example, you would modify the configuration when you want to change the maximum number of clients that can access CWVM at one time.

Procedure

- Step 1** From the tree view, select the CWVM server you want to configure.
-

- Step 2** From the CWVM menu, select **Server > Configuration....** The Server Configuration window displays the default settings for the CWVM server.
- Step 3** You can modify any of the default parameters on the server. See [Interpreting Server Configuration Parameters, page 2-9](#) for more information.
- Step 4** Click **Close** to exit the screen.

Related Topics

- [Adding or Modifying a CWVM Server, page 2-7](#)
- [Viewing CWVM Server Statistics, page 2-10](#)

Interpreting Server Configuration Parameters

Table 2-3 describes all server configuration parameters.

Table 2-3 *Server Configuration Parameters*

Parameter	Description
Max Number of Clients	Maximum number of clients that you want to be able to access CWVM at one time. Default value is 20; maximum is 100.
Number Poller Threads	Number of poller threads used by CWVM poller. Default value is 5. Increasing this value increases CWVM performance, but also increases the amount of CPU and memory resources used.
CWVM Port (Read-only)	Port used by CWVM clients to access CWVM server. Default port is 10000. This is set during installation; cannot be changed from this window. Value can be changed only by reinstalling CWVM.
Poller Port (Read-only)	Default poller port used by CWVM server and poller. Default port is 10001. Set during installation; cannot be changed from this window. Value can be changed only by reinstalling CWVM.
DB Threshold	Percentage of disk space that the CWVM database can use before triggering database usage notification. Default value is 80%.
Disk Threshold	Percentage of disk space (on disk partition where CWVM is installed) that CWVM can use before triggering a disk trap. Default value is 80%.
Trap Forward Host (optional)	IP address that CWVM uses to forward all the traps it receives. Default value is null.
Trap Forward Port (optional)	Port used by CWVM to forward traps to another system. Default value is null. Value can be entered only if Trap Forward Host is set.
SMTP Server (optional)	IP address or host name of the SMTP server that CWVM uses to send email notifications. Default value is null.
Disk Monitor Interval	How often CWVM checks the amount of disk space used, to determine if it exceeds Disk Threshold. Default value is 30 minutes.
CWVM Trap Port	Default trap port used by CWVM. Default value is the port number that was set during installation.
SNMP Timeout	Number of seconds before an SNMP request times out. Default value is 10 seconds.
SNMP Interval	Number of seconds before retrying a failed SNMP request. Default value is 15 seconds.
SNMP Retry	Number of times to retry a failed SNMP request. Default value is 3 times.

Table 2-3 Server Configuration Parameters (continued)

Parameter	Description
Debug Level	One of five debug mode levels. Debug details are shown in CWVM.log. Default value is 1.
Merge Digits	Maximum number of right-justified digits CWVM will merge when it propagates dial plan information to other routers. Default value is 4.
Auto Sync Routers with CWVM	If enabled, CWVM automatically schedules a job to synchronize its database with all devices for which it has received syslog messages informing it of configuration changes.
Auto Sync Delay	Amount of time that elapses between when CWVM receives the first syslog configuration change message and when it runs the synchronization job. Default value is 10 minutes.
Forward traps to CWVM	Forwards gateway traps to CWVM. Default is disabled. This option can be changed for individual gateways when they are added. See Adding a Gateway in CWVM, page 3-24 , for more information. Note If a gateway is manually configured (outside of the CWVM application) to send traps to CWVM, CWVM may receive traps even if this option is not selected. However, CWVM will accept those traps only if the gateway has been added to CWVM.
CWVM to Poll Gateways	Specifies whether CWVM is polling the gateways in your network. Default is enabled. This option can be changed for individual gateways when they are added. See Adding a Gateway in CWVM, page 3-24 , for more information.
Poll Ds0 & Ds1 Usage	Specifies whether you want to poll Ds0 and Ds1 usage. Default is enabled.
Configure Routers Using TFTP	If enabled, CWVM uses TFTP to download and upload gateway configuration. Default is disabled. Note TFTP is faster than Telnet, but it is difficult to pinpoint which commands generate errors.
Poll CPU & Memory Usage	Specifies whether you want performance polling. Default is enabled.
Poll Cisco UBE gatekeeper Statistics	Specifies whether you want to poll Cisco UBE gatekeeper statistics. Default is enabled.
Poll DSP Usage	Specifies whether you want to poll DSP usage. Default is enabled.

Related Topic

- [Configuring the CWVM Server, page 2-8](#)

Viewing CWVM Server Statistics

Procedure

- Step 1** From the CWVM menu, select **Server > Statistics....** The Server Statistics window displays the following information.

Table 2-4 Server Statistic Fields

Field	Description
Number of Logged-On Clients	Number of clients accessing server
DB Usage (%)	Percentage of disk space used by database

Table 2-4 Server Statistic Fields (continued)

Field	Description
Disk Usage (%)	Percentage of disk space used
Total Number of Gateways	Number of gateways managed by CWVM server
Total Number of Cisco UBE gatekeepers/DGK	Number of Cisco UBE gatekeepers and Cisco UBE directory gatekeepers assigned to server
Total Number of Groups	Number of groups assigned to server
CWVM Server Start Time	Time at which server started
CWVM Server Up Time	Length of time server has been running

Step 2 Click **Refresh** to view the current server status.

Step 3 Click **Finish** when you are done viewing the server status.

Related Topic

- [Viewing CWVM Master Statistics, page 2-2](#)

Network Management

A network is a logical partition of a set of user-specified devices. One network can be shared among multiple CWVM servers. One CWVM server can also manage multiple networks.

The following topics provide information about:

- [Adding or Modifying a Network, page 2-11](#)
- [Assigning Networks to the CWVM Server, page 2-12](#)
- [Assigning Networks to Users, page 2-12](#)
- [Deleting a Network, page 2-13](#)

Adding or Modifying a Network

You must be a master administrator to perform this task.



Note

When another master administrator is added, that user is given read-write access to all existing networks. In the same way, when a network is added, all existing master administrators are given read-write access to the new network.

Procedure

Step 1 From the Master menu, select **Configuration...** The Master Configuration window appears.

Step 2 Select **Network**. The Network Configuration table appears.

Step 3 To add a network, click **Add**. A new row is added to the table.

- Step 4** Click the row you want to edit and enter the name and description of the network.
 - Step 5** Click **Apply** to apply changes.
 - Step 6** Assign the network to a user. See [Assigning Networks to Users, page 2-12](#), for more information.
 - Step 7** Assign the network to a CWVM server. See [Assigning Networks to the CWVM Server, page 2-12](#), for more information.
 - Step 8** Click **Close** to exit the screen.
-

Assigning Networks to the CWVM Server

You can choose from two different procedures to assign networks to the CWVM server.

Procedure A

This task is typically performed after a server has been added to CWVM master.

- Step 1** If the CWVM Configuration window is not open, select **Master > Configuration** and click the **CWVM** radio button. The CWVM Configuration window appears.
 - Step 2** Select the server you want to assign a network to.
 - Step 3** Designate networks you want assigned to the server by clicking the right and left arrow buttons.
 - Step 4** Click **OK** to save assignments and close the Assign Network window.
 - Step 5** Click **Close** to exit the screen.
-

Procedure B

This task is typically performed after a network has been created in CWVM.

- Step 1** If the Network Configuration window is not open, select **Master > Configuration** and click **Network**. The Network Configuration window appears.
 - Step 2** If not already selected, select the network you want to assign a server to.
 - Step 3** Click **Assign CWVM**. The Assign CWVM window appears.
 - Step 4** Designate servers you want assigned to the network by clicking on the right and left arrow buttons.
 - Step 5** Click **OK** to save assignments and close the Assign CWVM window.
 - Step 6** Click **Apply** to apply the changes you have made.
 - Step 7** Click **Close** to exit the screen.
-

Assigning Networks to Users

You can choose from two different procedures to assign networks to users.

Procedure A

This task is typically performed after a user has been added to CWVM.

-
- Step 1** If the User Configuration window is not open, select **Master > Configuration** and click **User**. The User Configuration window appears.
- Step 2** Select the user you want to assign a network to.
- Step 3** Click **Assign Network**. The Assign Network window appears.
- Step 4** Move networks to the column that designates the type of access you want the user to have by clicking the right and left arrow buttons:
- For networks that you want the user to have read-only access to, move the network to the RO Networks column.
 - For networks that you want the user to have read-write access to, move the network to the RW Networks column.
- Step 5** Click **OK** to close the Assign Network window.
- Step 6** Click **Apply** to apply all changes.
- Step 7** Click **Close** to exit the screen.
-

Procedure B

This task is typically performed after a network has been created in CWVM.

-
- Step 1** If the Network Configuration window is not open, select **Master > Configuration** and click **Network**. The Network Configuration window appears.
- Step 2** If not already selected, select the network you want to assign a user to.
- Step 3** Click **Assign User**. The Assign User window appears.
- Step 4** Move users to the column that designates the type of access you want them to have by clicking the right and left arrow buttons:
- For networks that you want the user to have read-only access to, move the user to the RO Users column.
 - For networks that you want the user to have read-write access to, move the network to the RW Users column.
- Step 5** Click **OK** to close the Assign User window.
- Step 6** Click **Apply** to apply all changes.
- Step 7** Click **Close** to exit the screen.
-

Deleting a Network

You must move all associated devices before deleting a network.

Procedure

-
- Step 1** From the Master menu, select **Configuration...** The Master Configuration window appears.
 - Step 2** Select **Network**. The Network Configuration table appears.
 - Step 3** Select the row that contains the network you want to delete.
 - Step 4** Click the **Delete** check box.
 - Step 5** Click **Apply**. The network is deleted.
-

Trap Management

The master administrator is the only user who can add, modify, or delete global traps. The following topics provide information about:

- [Adding a Trap, page 2-14](#)
- [Deleting a Trap, page 2-15](#)
- [Administering Traps, page 2-15](#)
- [Viewing Traps, page 2-15](#)
- [Interpreting Traps, page 2-16](#)

**Note**

Call information type traps (dialCtlPeerCallInformation and dialCtlPeerCallSetup) are generated for each call. If CWVM is configured to receive these traps, users could experience severe performance issues on the CWVM server.

Adding a Trap

You must be a master administrator to perform this task.

Procedure

-
- Step 1** From the Master menu, select **Configuration...**
 - Step 2** Select **Trap**.
 - Step 3** Click **Add**.
 - Step 4** Enter the OID or SNMP MIB variable name for the trap you want to add in the OID field.
 - Step 5** Enter a description for the trap in the Description field (optional).
 - Step 6** Click **Apply** to apply all changes.
 - Step 7** Click **Close**. The trap is added with the MIB name even if the user enters the OID.
-

Related Topics

- [Administering Traps, page 2-15](#)

- [Viewing Traps, page 2-15](#)
- [Deleting a Trap, page 2-15](#)

Deleting a Trap

You must be a master administrator to perform this task.

Procedure

- Step 1** From the Master menu, select **Configuration....**
 - Step 2** Select **Trap**.
 - Step 3** Select the trap that you want to delete.
 - Step 4** Select **Delete**.
 - Step 5** Click **Apply** to apply all changes.
 - Step 6** Click **Close** to exit the screen.
-

Administering Traps

CWVM is a trap monitoring tool. If a gateway is configured to forward traps to CWVM, the following traps are sent:

- linkDown
- linkUp
- coldStart
- warmStart
- cvdcPoorQoVNotification
- reload

You must enable all other traps on the gateway. The master administrator can add global traps. See [Adding a Gateway in CWVM, page 3-24](#) for information on how to add a gateway and configure it to forward traps.

Viewing Traps

The latest 1,000 traps are displayed along with the total number of traps received.

Procedure

- Step 1** From the tree view, right-click the gateway on which you want to view traps. A popup menu appears.
- Step 2** Select **View Traps for....** The View Traps window appears.
- Step 3** Select a trap and click **Acknowledge** if you want to acknowledge a trap, or select **Acknowledge All** to acknowledge all traps.

- Step 4** Click **Apply** to apply all changes.
- Step 5** Click **Finish**. The View Traps window closes.



Note Master and server administrators are the only users who can acknowledge traps on a server.

Procedure

- Step 1** From the tree view, right-click the server on which you want to view traps. A popup menu appears.
- Step 2** Select **Server > All Received Traps...**. The All Received Traps window appears.
- Step 3** Select a trap and click **Acknowledge** if you want to acknowledge a trap, or select **Acknowledge All** to acknowledge all traps.
- Step 4** Click **Apply** to apply all changes.
- Step 5** Click **Finish**. The All Received Traps window closes.

Related Topics

- [Administering Traps, page 2-15](#)
- [Interpreting Traps, page 2-16](#)
- [Adding a Trap, page 2-14](#)
- [Deleting a Trap, page 2-15](#)

Interpreting Traps

Use the following table to interpret trap information.

Column	Description
Trap OID	Object ID of trap
Trap Message	Description of trap
First TS	Time at which first instance of this trap occurred.
Last TS	Time at which last instance of this trap occurred.
Count	Number of times trap has occurred

CWVM Database Management

It is good practice to back up the CWVM database periodically in case the database becomes corrupted. If this happens, the superadmin can later restore the database using CiscoWorks.

The superadmin can also change the CWVM database password in case of security issues, and back up and restore the database. For detailed instructions on all of these functions, click **Help** on the CiscoWorks Common Services Home Page, then select **Server > Admin > Backup** from the Online Help Table of Contents.

Using the CLI

You can use CLI commands to:

- Start, stop, and view CWVM processes
- Collect CWVM system information
- Display CWVM log files

For information on performing these tasks, see the following topics:

- [Starting CWVM Server and Poller Processes, page 2-17](#)
- [Stopping CWVM Server and Poller Processes, page 2-18](#)
- [Starting and Stopping CWVM Poller Processes Only, page 2-19](#)
- [Viewing CWVM Process Status, page 2-19](#)
- [Collecting CWVM System Information, page 2-20](#)
- [Viewing CWVM Log Files, page 2-21](#)

You must also use a device's CLI to do the following:

- Prepare gateways for CWVM (See [Preparing a Gateway for CWVM, page 3-21](#))
- Add gateways to Cisco UBE gatekeepers (See [Adding a Gateway to a Cisco UBE Gatekeeper, page 3-23](#))

**Note**

All commands, except when noted, must be issued from the scripts directory; for example, `\PROGRA-1\CSCOpX\CVM\scripts` (on a Windows environment) or `/opt/CSCOpX/CVM/scripts` (from a Solaris environment).

Starting CWVM Server and Poller Processes

You can use either of the following procedures to start the CWVM server and poller processes.

Procedure A

- Step 1** Start a command prompt.
- Step 2** From the scripts directory where CWVM is installed, enter `startcvm` (from Windows environment) or `startcvm.sh` (from Solaris environment).
- Step 3** Press **Enter**. CWVM server and poller processes are started.

Example from a Windows environment:

```
C:\PROGRA-1\CSCOpX\CVM\scripts>startcvm
```

The following message appears:

```
Starting CiscoWorks Voice Manager ...
Done
Press any key to continue ...
```

Procedure B

- Step 1** Select **Start > Programs > CiscoWorks > Voice Manager**.
- Step 2** Select **Start Daemon**.
-

Related Topics

- [Stopping CWVM Server and Poller Processes, page 2-18](#)
- [Starting and Stopping CWVM Poller Processes Only, page 2-19](#)

Stopping CWVM Server and Poller Processes

You can use either of the following procedures to stop the CWVM server and poller processes.

Procedure A

- Step 1** Open a command prompt.
- Step 2** From the scripts directory where CWVM is installed, enter `stopCVM` (from Windows environment) or `stopCVM.sh` (from Solaris environment).
- Step 3** Press **Enter**. CWVM server and poller processes are stopped.

Example from a Windows environment:

```
C:\PROGRA~1\CSCOpX\CVM\scripts>stopCVM
```

The following message appears:

```
Stopping CiscoWorks Voice Manager ...
Done
Press any key to continue ...
```

Procedure B

Use this procedure in the Windows environment only.

- Step 1** Select **Start > Programs > CiscoWorks > Voice Manager**.
- Step 2** Select **Stop Daemon**.
-

Related Topics

- [Starting CWVM Server and Poller Processes, page 2-17](#)
- [Starting and Stopping CWVM Poller Processes Only, page 2-19](#)

Starting and Stopping CWVM Poller Processes Only

Procedure

-
- Step 1** Start a command prompt.
- Step 2** From the bin directory where CWVM is installed, enter `pdexec CVMpoller` (to start poller process) or `pdterm CVMpoller` (to stop poller process).
- Step 3** Press **Enter**.
- Example from a Solaris environment:
- ```
/opt/CSCOpX/CVM/bin> pdterm CVMpoller
```
- 

**Related Topics**

- [Starting CWVM Server and Poller Processes, page 2-17](#)
- [Stopping CWVM Server and Poller Processes, page 2-18](#)

## Viewing CWVM Process Status

**Procedure**

- 
- Step 1** Start a command prompt.
- Step 2** Enter `pdshow | more`.
- Step 3** Click **Enter**. The command interface displays text output like that shown in [Example 2-1](#).
- 

**Example 2-1 Typical CWVM Process Status**

```
D:D:\>pdshow | more

Process= CVMdbEngine
State = Program started - No mgt msgs received
Pid = 240
RC = 0
Signo = 0
Start = 08/03/01 09:59:57 AM
Stop = Not applicable
Core = Not applicable
Info = Application started by administrator request.

Process= CVMdbMonitor
```

```

State = Running normally
Pid = 898
RC = 0
Signo = 0
Start = 08/03/01 10:00:01 AM
Stop = Not applicable
Core = Not applicable
Info = DbMonitor Running Normally.

Process= CVMpoller
State = Program started - No mgt msgs received
Pid = 744
RC = 0
Signo = 0
Start = 08/03/01 10:00:05 AM
Stop = Not applicable
Core = Not applicable
Info = Server started by admin request

Process= CVMServer
State = Program started - No mgt msgs received
Pid = 760
RC = 0
Signo = 0
Start = 08/03/01 10:00:05 AM
Stop = Not applicable
Core = Not applicable
Info = Server started by admin request

```

---

## Collecting CWVM System Information

When obtaining technical assistance from Cisco, it is helpful to send your CWVM system information. You can use either of the following procedures to collect CWVM system information.

### Procedure A: All Environments

- 
- Step 1** Start a command prompt.
  - Step 2** From the scripts directory where CWVM is installed, enter `collect_info` (from Windows environment) or `CollectSysInfo.sh` (from Solaris environment).
  - Step 3** Click **Enter**. CWVM server and poller processes are stopped.

Example from a Windows environment:

```
C:\PROGRA~1\CSCOpX\CVM\scripts>collect_info
```

The following message appears:

```

C:\PROGRA~1\CSCOpX\CVM\scripts>echo off
Collecting debug information ...

Debug info has been saved in logfiles\collect_info.log
Please check this file for details.
Press any key to continue ...

```

- Step 4** Navigate to the `collect_info.log` file to view the results.
-

**Procedure B: Windows Only**

Use this procedure in the Windows environment only.

- 
- Step 1** Select **Start > Programs > CiscoWorks > Voice Manager**.
- Step 2** Select **Collect Sys Info**.
- 

## Viewing CWVM Log Files

All log files are located in the CWVM logfiles directory; for example, D:\Program Files\CSCOpX\CVM\logfiles or /PROGRA~1/CSCOpX/CVM/logfiles. The logs shown are poller.log, CVM.log, and AuditLog.log. The master logs (CVMm.log and CVMMAuditLog.log) are not shown.

**Procedure A: All Environments**

- 
- Step 1** Start a command prompt.
- Step 2** From the scripts directory where CWVM is installed, enter **monitor** (from Windows environment) or **startlogm.sh** (from Solaris environment).
- Step 3** Click **Enter**. The CWVM log window appears.
- 

**Procedure B: Windows Only**

Use this procedure in the Windows environment only.

- 
- Step 1** Select **Start > Programs > CiscoWorks > Voice Manager**.
- Step 2** Select **Log Monitor**. The CWVM log window appears.
-

