NetIQ® AppManager® for Microsoft OCS

Management Guide

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Legal Notice

NetIQ AppManager is covered by United States Patent No(s): 05829001, 05986653, 05999178, 06078324, 06397359, 06408335.

Contents

About this Book and the Library

The NetIQ AppManager for Microsoft OCS product (AppManager) is a comprehensive solution for managing, diagnosing, and analyzing performance, availability, and health for a broad spectrum of operating environments, applications, services, and server hardware.

AppManager for Microsoft OCS provides system administrators with a central, easy-to-use console to view critical server and application resources across the enterprise. With AppManager for Microsoft OCS, administrative staff can monitor computer and application resources, check for potential problems, initiate responsive actions, automate routine tasks, and gather performance data for real-time and historical reporting and analysis.

Intended Audience

This guide provides information for individuals responsible for installing an AppManager module and monitoring specific applications with AppManager.

Other Information in the Library

The library provides the following information resources:

Installation Guide for AppManager

Provides complete information about AppManager pre-installation requirements and step-by-step installation procedures for all AppManager components.

User Guide for AppManager Control Center

Provides complete information about managing groups of computers, including running jobs, responding to events, creating reports, and working with Control Center. A separate guide is available for the AppManager Operator Console.

Administrator Guide for AppManager

Provides information about maintaining an AppManager management site, managing security, using scripts to handle AppManager tasks, and leveraging advanced configuration options.

Upgrade and Migration Guide for AppManager

Provides complete information about how to upgrade from a previous version of AppManager.

Management guides

Provide information about installing and monitoring specific applications with AppManager.

Help

Provides context-sensitive information and step-by-step guidance for common tasks, as well as definitions for each field on each window.

The AppManager for Microsoft OCS library is available in Adobe Acrobat (PDF) format from the NetIQ Web site: www.netiq.com/support/am/extended/documentation/default.asp?version=AMDocumentation.

Conventions

The library uses consistent conventions to help you identify items throughout the documentation. The following table summarizes these conventions.

Convention	Use
Bold	• Window and menu items • Technical terms, when introduced
Italics	• Book and CD-ROM titles • Variable names and values • Emphasized words
`Fixed Font`	• File and folder names • Commands and code examples • Text you must type • Text (output) displayed in the command-line interface
Brackets, such as *[value*]	• Optional parameters of a command
Braces, such as {*value}*	• Required parameters of a command
Logical OR, such as *value1*|*value2*	• Exclusive parameters. Choose one parameter.

About NetIQ Corporation

NetIQ, an Attachmate business, is a global leader in systems and security management. With more than 12,000 customers in over 60 countries, NetIQ solutions maximize technology investments and enable IT process improvements to achieve measureable cost savings. The company's portfolio includes award-winning management products for IT Process Automation, Systems Management, Security Management, Configuration Audit and Control, Enterprise Administration, and Unified Communications Management. For more information, please visit www.netiq.com.

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Contacting the Online User Community

Qmunity, the NetIQ online community, is a collaborative network connecting you to your peers and NetIQ experts. By providing more immediate information, useful links to helpful resources, and access to NetIQ experts, Qmunity helps ensure you are mastering the knowledge you need to realize the full potential of IT investments upon which you rely. For more information, please visit http://community.netiq.com.

Chapter 1
Introducing AppManager for Microsoft OCS

Microsoft Office Communication Server (OCS) integrates enterprise-ready instant messaging, presence, conferencing, and unified communications in a single offering. OCS comes in a Standard Edition for smaller companies and an Enterprise Edition for larger companies.

AppManager for Microsoft OCS provides performance and availability management for the following OCS components:

Instant Messaging (IM) Conferencing server

This server provides server-managed instant messaging sessions for two users and instant message conferences for more than two users.

Audio/Video (A/V) Conferencing server

This server provides audio and video peer-to-peer and conferencing capabilities.

Web conferencing server

This server provides data collaboration and application-sharing capabilities.

Teleconferencing server

This server enables audio conference integration with audio conferencing providers, or ACPs.

Enterprise pool

An Enterprise Pool is a collection of Enterprise Edition servers running behind a load balancer for increased performance and availability.

Front-end server

This server hosts the various conference servers, which Microsoft calls Multipoint Control Units, or MCUs. The front-end server also hosts the following components:

Focus

This element functions as the conference state server.

Focus Factory

This element enables the scheduling of meetings.

Conferencing Server Factory

This element determines which conferencing server is available to service the conference request from the Focus and then returns the data for the available server to the Focus.

AppManager for Microsoft OCS also monitors the following optional components:

Mediation server

This server provides signaling and media translation between the enterprise voice infrastructure and a basic media gateway.

Edge server

This server connects external users with the system so they can participate in meetings and conferences. The following Edge servers allow specific types of multimedia conferences:

Access Edge server

This server handles Session Initiation Protocol (SIP) traffic for calls from Communicator users from outside the corporate firewall.

Web Conferencing Edge server

This server connects traffic between the Web Conferencing Server and external clients.

A/V Conferencing Edge server

This server provides a single, trusted connection point through which both inbound and outbound media traffic can securely traverse network address translators, or NATs, and firewalls.

Director

This element authenticates users. If Director is not present, the front-end server handles authentication.

Archiving server

This server archives instant messages for compliance purposes.

Monitoring server

This server gathers both call data record (CDR) data and Quality of Experience (QoE) data.

Back-end server

This server tracks all data and interactions. Supported versions include:

- 32-bit or 64-bit Microsoft SQL Server 2008 Enterprise or Standard Edition
- 32-bit or 64-bit Microsoft SQL Server 2005 Enterprise Edition SP2 or Standard Edition SP2

Communicator Web Access (CWA) server

This server provides access to the instant messaging, presence, and conferencing features of Microsoft OCS through a browser-based client.

Features and Benefits

The following are some of the features and benefits of using AppManager for Microsoft OCS:

- Monitors the health of all services running on OCS servers
- Tracks server uptime since last reboot
- Tracks the number, duration, and users involved in all sessions occurring on OCS servers
- Tracks the load placed on servers by ongoing conferences and sessions
- Monitors the availability of OCS servers
- Monitors the total CPU usage of a server using OCS
- Tracks any failed conferences or sessions

Understanding Features Specific to This Module

The following features will help you maximize your usage of AppManager for Microsoft OCS.

OCS Knowledge Script Group

A Knowledge Script Group, or **KSG**, is a set of scripts that have their parameters already set to recommended values. To run all of the recommended scripts in a KSG at one time, simply drag and drop the **KSG** group onto an OCS resource in the left pane.

The OCS KSG provides an easy way to get started, right out of the box. This KSG displays on the **RECOMMENDED** tab of the Knowledge Script pane, and it includes the following scripts:

- HealthCheck, which monitors the active status of services on an OCS server.
- MCUStatus, which monitors the health and draining state of a Multipoint Control Unit, or MCU.
- MediationServerHealth, which measures the global health and connectivity status of the Mediation server.
- SystemUptime, which monitors how long a server remains up and running after a reboot.
- SystemUsage, which monitors CPU usage of an OCS server and the processor time per service.

Call Activity Knowledge Script Group

Another Knowledge Script Group is the **CallActivity** KSG, which enables you to monitor call activity across all the server components that have been discovered. This KSG displays on the **OCS** tab, and it contains the following scripts:

- ArchivedVoIPCallActivity, which monitors the various VoIP call metrics contained in the Monitoring database.
- ConferenceCallActivity, which monitors conferences and users in conferences on an OCS server.
- EdgeServerCallActivity, which monitors current call activity metrics for the Edge server.
- MediationServerCallActivity, which monitors inbound and outbound calls on a Mediation server.
- SessionCallActivity, which monitors the number of current sessions for an OCS server.

New AppManager Tree View Objects

OCS discovery will generate a new application view in the operator console. All the new objects that can display as a result of discovery will rarely be contained under a single machine in the tree view of AppManager.

Please note that you must separately drag and drop the Discovery script on each server; each server hosting an OCS server component should be discovered separately.

For example, each Monitoring server has to be discovered separately. After the various OCS components have been discovered, those components will display under the server in the tree view on the left-hand side of the AppManager window.

SystemUptime Knowledge Script

To ensure that your monitored systems are being tracked after you have installed AppManager for Microsoft OCS, you should set up the parameters for the SystemUptime Knowledge Script immediately after installation.For more information, see "SystemUptime" on page 42.

Counting AppManager Licenses

AppManager for Microsoft OCS consumes one license for each resource that has OCS installed on it.

Chapter 2
Installing AppManager for Microsoft OCS

This chapter provides installation instructions and describes system requirements for AppManager for Microsoft OCS.

This chapter assumes you have AppManager installed. For more information about installing AppManager or about AppManager system requirements, see the *Installation Guide for AppManager*, which is available on the AppManager Documentation Web site: https://www.netiq.com/support/am/extended/documentation/default.asp.

System Requirements

AppManager for Microsoft OCS has the following system requirements:

Software	Version
NetIQ AppManager installed on the AppManager repository (QDB) computer, on the OCS computers you want to monitor (agents), and on all console computers.	7.0, at minimum Support for Windows Server 2008 requires hotfix 71704, or the most recent AppManager Windows Agent hotfix. For more information, see the AppManager Suite Hotfixes Web page.
Microsoft Windows operating system on agent computer	One of the following: • 64-bit Windows Server 2003 SP2 • 64-bit Windows Server 2003 R2 SP2 • 64-bit Windows Server 2008 SP2 • Windows Server 2008 R2 **Note** This release does not support the installation of Microsoft OCS on 32-bit Windows Server 2003 or 32-bit Windows Server 2008.
AppManager for Microsoft Windows module installed on repository, agent, and console computers	Support for Windows Server 2008 R2 requires version 7.6.170.0, at minimum. For more information, see the AppManager Module Upgrades & Trials Web page.
Microsoft Office Communications Server on the agent computer	2007 R2 only **Note** Customers with OCS 2007 R1 can use version 7.0 of this module.

Note
This release of AppManager for Microsoft OCS (version 7.1) does not support an upgrade from the previous version of the module (version 7.0).

For the latest information about supported software versions and the availability of module updates, visit the AppManager Supported Products page at www.netiq.com/support/am/supportedproducts/default.asp. If you encounter problems using this module with a later version of your application, contact NetIQ Technical Support.

Installing the Module

The setup program automatically identifies and updates all relevant AppManager components on a computer. Therefore, run the setup program only once on any computer. The pre-installation check also runs automatically when you launch the setup program.

You can install the module in one of the following ways:

- Run the module setup program, `AM70-OCS.x.x.0.msi`, which you downloaded from the Web. Save the module setup files on the distribution computer, and then delete the older versions of the module setup files. For more information about the distribution computer, see the *Installation Guide for AppManager*
- Use Control Center to install the module on the remote computer where an agent is installed. For more information, see "Deploying the Module with Control Center" on page 7.

To install the module:

1. Run the module setup program on all AppManager repository (QDB) computers to install the Knowledge Scripts and reports.
   - Run the setup program on the primary repository computer first. Then run the setup program on all other repository computers.
   - For repositories running in active/active and active/passive clusters, run the setup program on the active node. Then, copy the following Registry key to the non-active node.

     `HKEY_LOCAL_MACHINE\SOFTWARE\NetIQ\AppManager\4.0`
2. Install the module on the Microsoft OCS computer you want to monitor (agent computer). Use one of the following methods:
   - Run the module setup program.
   - Use Control Center to deploy the installation package.
3. Run the module setup program on all Operator Console and Control Center computers to install the Help and console extensions.
4. Set up the proper user permissions on the various OCS servers and SQL servers you will be using. For more information, see "Setting up User Permissions for OCS" on page 8.
5. *If you have not already discovered Microsoft OCS resources*, run the Discovery_OCS Knowledge Script on all agent computers where you installed the module. For more information, see "Discovering OCS Resources" on page 10.
6. Upgrade running jobs for any Knowledge Script changes. For more information, see "Upgrading Knowledge Script Jobs" on page 10.

After the installation has completed, you can find a record of problems encountered in the `OCS_Install.log` file, located in the `\NetIQ\Temp\NetIQ_Debug\<ServerName>` folder.

Deploying the Module with Control Center

You can use Control Center to deploy the module on a remote computer where an agent is installed. This topic briefly describes the steps involved in deploying a module and provides instructions for checking in the module installation package. For more information, see the *Control Center User Guide for AppManager*, which is available on the AppManager Documentation Web site: https://www.netiq.com/support/am/extended/documentation/default.asp.

Deployment Overview

This section describes the tasks required to deploy the module on an agent computer.

To deploy the module on an agent computer:

1. Verify the default deployment credentials.
2. Check in an installation package.
3. Configure an email address to receive notification of a deployment.
4. Create a deployment rule or modify an out-of-the-box deployment rule.
5. Approve the deployment task.
6. View the results.

Checking In the Installation Package

You must check in the installation package, `AM70-OCS-7.x.x.0.xml`, before you can deploy the module on an agent computer.

To check in a module installation package:

1. Log on to Control Center and navigate to the Administration pane.
2. In the Deployment folder, select **Packages**.
3. On the Tasks pane, click **Check in Packages**.
4. Navigate to the folder where you saved `AM70-OCS-7.x.x.0.xml` and select the file.
5. Click **Open**. The Deployment Package Check in Status dialog box displays the status of the package check in.

Silently Installing the Module

You can run the module setup program, `AM70-OCS-7.x.x.0.msi`, silently (without user intervention) from a command prompt on the local computer.

Run the following command from the directory in which you saved the module setup program. This command installs the module using default settings.

```
msiexec.exe /i "AM70-OCS-7.x.x.0.msi" /qn
```

where *x.x* is the actual version number of the module setup program.

To create a log file that describes the operations of the module setup program, add the following flag to the command noted above:

```
/L* "AM70-OCS-7.x.x.0.msi.log"
```

The log file is created in the directory in which you saved the module setup program.

For more information, see "Performing a Silent Installation" in the *Installation Guide for AppManager.*

Verifying Your Installed Module

To verify installation on many computers, run the ReportAM_CompVersion Knowledge Script. Ensure you discover a report-enabled agent before running this script. For more information, see the Help for the script.

To verify installation on one or only a few computers, use the Operator Console.

To verify your installed module with the Operator Console:

1. In the TreeView pane, select the computer for which you want to verify your installed module.
2. From the TreeView menu, select **Properties**. On the System tab, the System information pane displays the version numbers for all modules installed on the computer.
3. Verify that the version number from the *AppManager for Microsoft OCS Readme* matches the version number shown in the System information pane.

Setting up User Permissions for OCS

After installing AppManager for Microsoft OCS, you will need to establish special permissions for your user accounts.

Creating a New Account

Before you can begin discovering servers with AppManager for Microsoft OCS, you will need to create a domain-based account that is a member of the **RTCUniversalReadOnlyAdmins** group as a minimum permission. The account should also be a member of the Administrators group on the relevant OCS servers.

Setting up the NetIQmc Service

For every OCS server you are monitoring, you will need to configure the NetIQ AppManager Client Resource Monitoring service to run under the new account from "Creating a New Account" on page 8.

To set up the NetIQmc service:

1. On the OCS server, select the **Services** option from the Administrative Tools section of the Control Panel.
2. From the list of services, right-click **NetIQ AppManager Client Resource Monitor** and select **Properties**.

3. On the Log On tab, select **This account** and type the domain name and username of the user you created in the previous procedure, such as `OCSENT\NetIQService`. You can also use an account name that fits your company standards, as needed.

Note
You will need to be logged in as an administrator to update this setting.

4. Type the password you created for the new user and click **OK**.
5. Restart the service by right-clicking **NetIQ AppManager Client Resource Monitor** from the list of services and selecting **Restart**.
6. Repeat this procedure on all the OCS servers you will be monitoring.

Setting up SQL Servers

The final step for user configuration is to give your user account Read access to the relevant Microsoft SQL servers. You will need to repeat this procedure on every SQL server hosting a Monitoring database.

To set up SQL servers:

1. In SQL Server Management Studio or SQL Server Configuration Manager, navigate to the **Logins** directory from the Security directory of the relevant SQL server.
2. Right-click **Logins** and select **New Login**.
3. On the General page of the Login - New dialog box, type the domain name and username of the user you created in the previous procedure, such as `OCSENT\NetIQService`.
4. Select **Windows authentication**.
5. In the Default database drop list, select the name of the Monitoring database, such as **LcsLog**, the default name for the Monitoring database.
6. On the User Mappings page of the Login - New dialog box, select the **LcsLog** database from the **Users mapped to this login** table.
7. Select the **db_datareader access** and click **OK**.
8. Repeat this procedure for all the SQL servers hosting Monitoring databases you will be using with OCS.

Verifying Your Installed Module

To verify installation on many computers, run the ReportAM_CompVersion Knowledge Script. Ensure you discover a report-enabled agent before running this script. For more information, see the Help for the script.

To verify installation on one or only a few computers, use the Operator Console.

To verify your installed module with the Operator Console:

1. In the TreeView pane, select the computer for which you want to verify your installed module.
2. From the TreeView menu, select **Properties**. On the System tab, the System information pane displays the version numbers for all modules installed on the computer.

3. Verify that the version number from the *AppManager for OCS Readme* matches the version number shown in the System information pane.

Discovering OCS Resources

Use the Discovery_OCS Knowledge Script to discover all known resources on an OCS server. The script discovers OCS Enterprise and Standard editions, Media servers, and Edge servers. When AppManager discovers an OCS component, that component displays under the relevant server in the tree view on the left-hand side of the AppManager window.

Before running discovery, ensure you have set up the proper user permissions on the various OCS servers and SQL servers you will be using. For more information, see "Setting up User Permissions for OCS" on page 8.

The default interval for this script is weekly; the default is Sundays at 3 A.M.

Set the Values tab parameters as needed:

Description	How To Set It
General Settings	
Job Failure Notification	
Event severity when job fails	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the discovery job fails. The default is 5.
Raise event if discovery succeeds?	Set to **Yes** to raise an event when the discovery process is successful. The default is unchecked.
Event severity when discovery succeeds	If you set this Knowledge Script to raise an event when the job succeeds, set the event severity level for a successful discovery. The default is 25.
Raise event if discovery succeeds with warnings?	Set to **Yes** to raise an event when the discovery process is succeeds, but generates some warnings. The default is Yes.
Event severity when discovery succeeds with warnings	If you set this Knowledge Script to raise an event when the job succeeds, but with warnings, set the event severity level for a successful discovery. The default is 15.
Raise event if discovery fails?	Set to **Yes** to raise an event when the discovery process fails. The default is Yes.
Event severity when discovery fails	If you set this Knowledge Script to raise an event when the job fails, set the event severity level for a failed discovery. The default is 10.

Upgrading Knowledge Script Jobs

This release of AppManager for Microsoft OCS may contain updated Knowledge Scripts. You can push the changes for updated scripts to running Knowledge Script jobs in one of the following ways:

- Use the AMAdmin_UpgradeJobs Knowledge Script.
- Use the Properties Propagation feature.

Running AMAdmin_UpgradeJobs

The AMAdmin_UpgradeJobs Knowledge Script can push changes to running Knowledge Script jobs. Your AppManager repository (QDB) must be at version 7.0 or later. In addition, the repository computer must have hotfix 72040 installed, or the most recent AppManager Repository hotfix. To download the hotfix, see the AppManager Suite Hotfixes Web page.

Upgrading jobs to use the most recent script version allows the jobs to take advantage of the latest script logic while maintaining existing parameter values for the job.

For more information, see the Help for the AMAdmin_UpgradeJobs Knowledge Script.

Propagating Knowledge Script Changes

You can propagate script changes to jobs that are running and to Knowledge Script Groups, including recommended Knowledge Script Groups and renamed Knowledge Scripts.

Before propagating script changes, verify that the script parameters are set to your specifications. Customized script parameters may have reverted to default parameters during the installation of the module. New parameters may need to be set appropriately for your environment or application.

You can choose to propagate only properties (specified in the Schedule and Values tabs), only the script (which is the logic of the Knowledge Script), or both. Unless you know specifically that changes affect only the script logic, you should propagate both properties and the script.

For more information about propagating Knowledge Script changes, see the "Running Monitoring Jobs" chapter of the *Operator Console User Guide for AppManager*.

Propagating Changes to Ad Hoc Jobs

You can propagate the properties and the logic (script) of a Knowledge Script to ad hoc jobs started by that Knowledge Script. Corresponding jobs are stopped and restarted with the Knowledge Script changes.

To propagate changes to ad hoc Knowledge Script jobs:

1. In the Knowledge Script view, select the Knowledge Script for which you want to propagate changes.
2. Click **Properties Propagation > Ad Hoc Jobs**.
3. Select the components of the Knowledge Script that you want to propagate to associated ad hoc jobs:

Select	To propagate
Script	The logic of the Knowledge Script.
Properties	Values from the Knowledge Script Schedule and Values tabs, such as schedule, monitoring values, actions, and advanced options.

Propagating Changes to Knowledge Script Groups

You can propagate the properties and logic (script) of a Knowledge Script to corresponding Knowledge Script Group members.

After you propagate script changes to Knowledge Script Group members, you can propagate the updated Knowledge Script Group members to associated running jobs. For more information, see "Propagating Changes to Ad Hoc Jobs" on page 11.

To propagate Knowledge Script changes to Knowledge Script Groups:

1. In the Knowledge Script view, select the Knowledge Script Group for which you want to propagate changes.
2. On the KS menu, select **Properties propagation > Ad Hoc Jobs**.
3. ***If you want to exclude a Knowledge Script member from properties propagation***, deselect that member from the list in the Properties Propagation dialog box.
4. Select the components of the Knowledge Script that you want to propagate to associated Knowledge Script Groups:

Select	To propagate
Script	The logic of the Knowledge Script.
Properties	Values from the Knowledge Script Schedule and Values tabs, including the schedule, actions, and Advanced properties.

5. Click **OK**. Any monitoring jobs started by a Knowledge Script Group member are restarted with the job properties of the Knowledge Script Group member.

Chapter 3
OCS Knowledge Scripts

Microsoft OCS combines enterprise-ready instant messaging, presence capabilities, conferencing, unified communications, and administrative controls in a single offering. OCS adds real-time conferencing hosted on servers inside the corporate firewall to existing features such as federation and public instant-messaging connectivity.

AppManager for Microsoft OCS provides the following Knowledge Scripts for monitoring Microsoft OCS resources. From the Knowledge Script view of Control Center, you can access more information about any NetIQ-supported Knowledge Script by selecting it and clicking **Help**. In the Operator Console, click any Knowledge Script in the Knowledge Script pane and press **F1**.

Knowledge Script	What It Does
ArchivedVoIPCallActivity	Monitors the various VoIP call metrics contained in the Monitoring database.
ConferenceCallActivity	Monitors the number of active conferences and how many users are in those conferences.
CWAIMFailures	Monitors the current IM session failures on the CWA server.
CWAIMSessionActivity	Monitors the current IM sessions on the Communicator Web Access (CWA) server.
CWAServerStatus	Monitors the CWA server status for throttling states.
CWAUserSessionActivity	Monitors the current user sessions on the CWA server.
CWAUserSessionFailures	Monitors the current session failures on the CWA server.
EdgeServerCallActivity	Monitors current call activity metrics for the Edge server.
EdgeServerCallFailures	Monitors current call failure metrics for the Edge server.
HealthCheck	Monitors the running status of primary services of the OCS server.
MCUStatus	Monitors the status of various services installed on the OCS server.
MediationServerCallActivity	Monitors inbound and outbound call activities on the Mediation server.
MediationServerCallFailures	Monitors the MediaRelay engine components of the Mediation server.
MediationServerHealth	Monitors server health metrics for the Mediation server.
MediationServerUsage	Monitors server resource usage for the Mediation server.
SessionCallActivity	Monitors data about the number of current sessions.
SessionCallFailures	Queries the Call Detail Record server to find any known session failures.
SystemUptime	Monitors the length of time a system has been up and running since a reboot.
SystemUsage	Monitors the total CPU usage of the server using OCS.

ArchivedVoIPCallActivity

Use this Knowledge Script to monitor the various Voice over IP (VoIP) call metrics contained in the Monitoring database. This script monitors the number of total VoIP calls made, the types of calls made, the average duration of calls, the number of redirected calls, and the number of calls per gateway.

A **gateway** is third-party hardware that connects Microsoft OCS with a public switched telephone network (PSTN), private branch exchange (PBX), or other phone system.

Resource Objects

OCS_ArchivingandCDRFolder

OCS_CDRObject

Default Schedule

The default interval for this script is **15 minutes**.

Setting Parameter Values

Set the following parameters as needed:

Description	How to Set It
General Settings	
Job Failure Notification	
Event severity when job fails	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the job fails. The default is 5.
Monitor Total Number of VoIP Calls	
Event Notification	
Raise event if total number of VoIP calls exceeds the threshold?	Set to **Yes** to raise an event if the number of VoIP calls exceeds the threshold. The default is Yes.
Threshold - Maximum total number of VoIP calls	Specify the maximum number of VoIP calls that can be active before an event is raised. The default is 20.
Event severity when total number of VoIP calls exceeds the threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of VoIP calls exceeds the threshold. The default is 15.
Data Collection	
Collect data for total number of VoIP calls?	Set to **Yes** to collect data about the number of VoIP calls. The default is Yes.
Monitor Total Number of UC to PSTN Calls	
Event Notification	
Raise event if total number of UC to PSTN calls exceeds threshold?	Set to **Yes** to raise an event if the number of unified communications (UC) calls to public switched telephone network (PSTN) calls exceeds the threshold. The default is Yes.
Threshold - Maximum total number of UC to PSTN calls	Specify the maximum number of UC to PSTN calls that can be active before an event is raised. The default is 20.

Description	How to Set It
Event severity when total number of UC to PSTN calls exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of calls exceeds the threshold. The default is 15.
Data Collection	
Collect data for total number of UC to PSTN calls?	Set to **Yes** to collect data about the number of UC to PSTN calls. The default is Yes.
Monitor Total Number of PSTN to UC Calls	
Event Notification	
Raise event if total number of PSTN to UC calls exceeds threshold?	Set to **Yes** to raise an event if the number of PSTN to UC calls exceeds the threshold. The default is Yes.
Threshold - Maximum total number of PSTN to UC calls	Specify the maximum number of PSTN to UC calls that can be active before an event is raised. The default is 20.
Event severity when total number of PSTN to UC calls exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of calls exceeds the threshold. The default is 15.
Data Collection	
Collect data for total number of PSTN to UC calls?	Set to **Yes** to collect data about the number of PSTN to UC calls. The default is Yes.
Monitor Average Duration of Calls	
Event Notification	
Raise event if average duration of calls exceeds threshold?	Set to **Yes** to raise an event if the average duration of calls exceeds the threshold. The default is Yes.
Threshold - Maximum average duration of calls	Specify the maximum average call duration that can occur before an event is raised. The default is 20.
Event severity when the average duration of calls exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the average duration of calls exceeds the threshold. The default is 15.
Data Collection	
Collect data for average duration of calls?	Set to **Yes** to collect data about the average duration of calls. The default is Yes.
Monitor Number of Redirected Calls	
Event Notification	
Raise event if total number of redirected calls exceeds threshold?	Set to **Yes** to raise an event if the number of **redirected**, or transferred, calls exceeds the threshold. The default is Yes.
Threshold - Maximum total number of redirected calls	Specify the maximum number of calls that can be redirected before an event is raised. The default is 20.
Event severity when total number of redirected calls exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of redirected calls exceeds the threshold. The default is 15.
Data Collection	
Collect data for number of redirected calls?	Set to **Yes** to collect data about the number of redirected calls. The default is Yes.
Monitor Number of Calls per Gateway	

Description	How to Set It
Event Notification	
Raise event if total number of calls per gateway exceeds threshold?	Set to Yes to raise an event if the number of calls per gateway exceeds the threshold. The default is Yes.
Threshold - Maximum total number of calls per gateway	Specify the maximum number of calls that the gateway can handle before an event is raised. The default is 20.
Event severity when total number of calls per gateway exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of calls exceeds the threshold. The default is 15.
Data Collection	
Collect data for number of calls per gateway?	Set to **Yes** to collect data about the number of calls per gateway. The default is Yes.

ConferenceCallActivity

Use this Knowledge Script to monitor the number of active conferences, and the number of users involved in those conferences, on an OCS server. The conference type can be instant message (IM), telephony, A/V, or Web.

Resource Object

OCS_ConferenceObject

Default Schedule

The default interval for this script is five minutes.

Setting Parameter Values

Set the following parameters as needed:

Description	How to Set It
General Settings	
Job Failure Notification	
Event severity when job fails	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the job fails. The default is 5.
Monitor IM Conferences	
Event Notification	
Raise event if number of IM conferences exceeds threshold?	Set to **Yes** to raise an event if the number of instant message conferences exceeds the threshold. The default is Yes.
Threshold - Maximum IM conferences	Specify the maximum number of IM conferences that can be active before an event is raised. The default is 25.
Event severity when number of IM conferences exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of IM conferences exceeds the threshold. The default is 15.
Data Collection	
Collect data for IM conferences?	Set to **Yes** to collect data about the number of IM conferences. The default is No.
Monitor A/V Conferences	
Event Notification	
Raise event if number of A/V conferences exceeds threshold?	Set to **Yes** to raise an event if the number of A/V conferences exceeds the threshold. The default is Yes.
Threshold - Maximum A/V conferences	Specify the maximum number of A/V conferences that can be active before an event is raised. The default is 25.
Event severity when number of A/V conferences exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of A/V conferences exceeds the threshold. The default is 15.
Data Collection	

Description	How to Set It
Collect data for A/V conferences?	Set to **Yes** to collect data about the number of A/V conferences. The default is No.
Monitor Telephony Conferences	
Event Notification	
Raise event if number of telephony conferences exceeds threshold?	Set to **Yes** to raise an event if the number of telephony conferences exceeds the threshold. The default is Yes.
Threshold - Maximum telephony conferences	Specify the maximum number of telephony conferences that can be active before an event is raised. The default is 25.
Event severity when number of telephony conferences exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of telephony conferences exceeds the threshold. The default is 15.
Data Collection	
Collect data for telephony conferences?	Set to **Yes** to collect data about the number of telephony conferences. The default is Yes.
Monitor Web Conferences	
Event Notification	
Raise event if number of Web conferences exceeds threshold?	Set to **Yes** to raise an event if the number of Web conferences exceeds the threshold. The default is Yes.
Threshold - Maximum Web conferences	Specify the maximum number of Web conferences that can be active before an event is raised. The default is 25.
Event severity when number of Web conferences exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of Web conferences exceeds the threshold. The default is 15.
Data Collection	
Collect data for Web conferences?	Set to **Yes** to collect data about the number of Web conferences. The default is Yes.
Monitor IM Conference Users	
Event Notification	
Raise event if number of IM conference users exceeds threshold?	Set to **Yes** to raise an event if the number of IM conference users exceeds the threshold. The default is Yes.
Threshold - Maximum number of IM conference users	Specify the maximum number of IM conference users that can be active before an event is raised. The default is 10.
Event severity when number of IM conference users exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of IM conference users exceeds the threshold. The default is 15.
Data Collection	
Collect data for number of IM conference users?	Set to **Yes** to collect data about the number of IM conference users. The default is Yes.
Monitor A/V Conference Users	
Event Notification	
Raise event if number of A/V conference users exceeds threshold?	Set to **Yes** to raise an event if the number of A/V conference users exceeds the threshold. The default is Yes.

Description	How to Set It
Threshold - Maximum number of A/V conference users	Specify the maximum number of A/V conference users that can be active before an event is raised. The default is 10.
Event severity when number of A/V conference users exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of A/V conference users exceeds the threshold. The default is 15.
Data Collection	
Collect data for number of A/V conference users?	Set to **Yes** to collect data about the number of A/V conference users. The default is Yes.
Monitor Telephony Conference Users	
Event Notification	
Raise event if number of telephony conference users exceeds threshold?	Set to **Yes** to raise an event if the number of telephony conference users exceeds the threshold. The default is Yes.
Threshold - Maximum number of telephony conference users	Specify the maximum number of telephony conference users that can be active before an event is raised. The default is 10.
Event severity when number of telephony conference users exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of telephony conference users exceeds the threshold. The default is 15.
Data Collection	
Collect data for number of telephony conference users?	Set to **Yes** to collect data about the number of telephony conference users. The default is Yes.
Monitor Web Conference Users	
Event Notification	
Raise event if number of Web conference users exceeds threshold?	Set to **Yes** to raise an event if the number of Web conference users exceeds the threshold. The default is Yes.
Threshold - Maximum number of Web conference users	Specify the maximum number of Web conference users that can be active before an event is raised. The default is 10.
Event severity when number of Web conference users exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of Web conference users exceeds the threshold. The default is 15.
Data Collection	
Collect data for number of Web conference users?	Set to **Yes** to collect data about the number of Web conference users. The default is Yes.

CWAIMFailures

Use this Knowledge Script to monitor instant messaging (IM) failures on the Communicator Web Access (CWA) server.

This script raises an event if the number of user session failures for IM exceeds the specified threshold and generates a data stream for the number of IM session failures.

Resource Object

OCS_CWAServerObject

Default Schedule

The default interval for this script is 5 minutes.

Setting Parameter Values

Set the following parameters as needed:

Description	How to Set It
General Settings	
Job Failure Notification	
Event severity when job fails	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the job fails. The default is 5.
Monitor IM Failures	
Event Notification	
Raise event if the number of IM failures exceeds threshold?	Set to **Yes** to raise an event if the number of instant messages that failed to be delivered exceeds the threshold. The default is Yes.
Threshold - Maximum IM failures	Specify the maximum number of IM failures that can be active before an event is raised. The default is 25.
Event severity when threshold is exceeded	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of IM failures exceeds the threshold. The default is 15.
Data Collection	
Collect data for IM failures?	Set to **Yes** to collect data about the number of IM failures. The default is Yes.

CWAIMSessionActivity

Use this Knowledge Script to monitor current user session activity for instant messaging (IM) on the Communicator Web Access (CWA) server.

This script raises an event if the number of active user sessions for IM exceeds the specified threshold and generates a data stream for the number of active user sessions.

Resource Object

OCS_CWAServerObject

Default Schedule

The default interval for this script is 5 minutes.

Setting Parameter Values

Set the following parameters as needed:

Description	How to Set It
General Settings	
Job Failure Notification	
Event severity when job fails	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the job fails. The default is 5.
Monitor IM Sessions	
Event Notification	
Raise event if the number of active IM sessions exceeds threshold?	Set to **Yes** to raise an event if the number of active IM sessions exceeds the threshold. The default is Yes.
Threshold - Maximum active IM user sessions	Specify the maximum number of IM sessions that can be active before an event is raised. The default is 100.
Event severity when threshold is exceeded	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of IM user sessions exceeds the threshold. The default is 15.
Data Collection	
Collect data for number of IM sessions?	Set to **Yes** to collect data about the number of active IM sessions. The default is Yes.

CWAServerStatus

Use this Knowledge Script to monitor the throttling states of the Communicator Web Access (CWA) Server. **Throttling** is when the number of connections are slow as a result of being overloaded. You can turn the throttling feature on or off when you configure your OCS server.

This script generates an event if the health state of a CWA server is throttling due to low available memory, high system CPU usage, or both.

Resource Object

OCS_CWAServerObject

Default Schedule

The default interval for this script is 5 minutes.

Setting Parameter Values

Set the following parameters as needed:

Description	How to Set It
General Settings	
Job Failure Notification	
Event severity when job fails	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the job fails. The default is 5.
Monitor CWA Server Throttling States	
Raise event if throttling is off?	Set to **Yes** to raise an event if the server throttling feature is off. The default is Yes. **Note**: The event for when server throttling is off is only raised on the first iteration of this script.
Event severity when throttling is off	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when throttling is off. The default is 20.
Raise event if throttling due to low available memory?	Set to **Yes** to raise an event if the cause of the server throttling is due to low available memory. The default is Yes.
Event severity when throttling due to low available memory	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the throttling state is low available memory. The default is 10.
Raise event if throttling due to high CPU usage?	Set to **Yes** to raise an event if the cause of the server throttling state is due to high CPU usage. The default is Yes.
Event severity when throttling due to high CPU usage	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the throttling state is high CPU usage. The default is 10.
Raise event if throttling due to low available memory and high CPU usage?	Set to **Yes** to raise an event when the cause of the server throttling is due to both low available memory and high CPU usage. The default is Yes.
Event severity when throttling due to low available memory and high CPU usage	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the throttling state is low available memory and high CPU usage. The default is 5.

CWAUserSessionActivity

Use this Knowledge Script to monitor the current user sessions on a Communicator Web Access (CWA) server.

This script raises an event if the number of active user session exceeds the specified threshold and generates a data stream for the number of active user sessions.

Resource Object

OCS_CWAServerObject

Default Schedule

The default interval for this script is 5 minutes.

Setting Parameter Values

Set the following parameters as needed:

Description	How to Set It
General Settings	
Job Failure Notification	
Event severity when job fails	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the job fails. The default is 5.
Monitor User Session Activity	
Event Notification	
Raise event if the number of active user sessions exceeds threshold?	Set to **Yes** to raise an event if the total number of active user sessions on the CWA server exceeds the threshold. The default is Yes.
Threshold - Maximum active user sessions	Specify the maximum number of active user sessions that can be active before an event is raised. The default is 100.
Event severity when threshold is exceeded	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of active user sessions exceeds the threshold. The default is 15.
Data Collection	
Collect data for active user sessions?	Set to **Yes** to collect data about the number of active user sessions. The default is Yes.

CWAUserSessionFailures

Use this Knowledge Script to monitor the current user session failures on the Communicator Web Access (CWA) server.

This script raises an event if the number of user session failures exceeds the specified threshold and generates a data stream for the number of user session failures.

Resource Object

OCS_CWAServerObject

Default Schedule

The default interval for this script is 5 minutes.

Setting Parameter Values

Set the following parameters as needed:

Description	How to Set It
General Settings	
Job Failure Notification	
Event severity when job fails	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the job fails. The default is 5.
Monitor User Session Failures	
Event Notification	
Raise event if the number of user session failures exceeds threshold?	Set to **Yes** to raise an event if the number of user session failures exceeds the threshold. The default is Yes.
Threshold - Maximum user session failures	Specify the maximum number of user session failures that can be active before an event is raised. The default is 25.
Event severity when threshold is exceeded	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of user session failures exceeds the threshold. The default is 15.
Data Collection	
Collect data for user session failures?	Set to **Yes** to collect data about the number of user session failures. The default is Yes.

EdgeServerCallActivity

Use this Knowledge Script to monitor call activity metrics for an Edge Server, including the number of active server connections. Also monitors the number of connections that are slow as a result of being overloaded, also known as **throttling**. This script also monitors the number of disconnected server connections.

Resource Object

OCS_EdgeServerFolder

Default Schedule

The default interval for this script is five minutes.

Setting Parameter Values

Set the following parameters as needed:

Description	How to Set It
General Settings	
Job Failure Notification	
Event severity when job fails	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the job fails. The default is 5.
Monitor Active Server Connections	
Event Notification	
Raise event if the number of active server connections exceeds threshold?	Set to **Yes** to raise an event if the number of active server connections exceeds the threshold. The default is Yes.
Threshold - Maximum active server connections	Specify the maximum number of active server connections that can occur before an event is raised. The default is 100.
Event severity when the number of active server connections exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of active server connections exceeds the threshold. The default is 15.
Data Collection	
Collect data for active server connections?	Set to **Yes** to collect data about the active server connections. The default is Yes.
Monitor Throttled Connections	
Event Notification	
Raise event if number of throttled connections exceeds threshold?	Set to **Yes** to raise an event if the number of throttled connections exceeds the threshold. Throttled connections are when connections are slow as a result of being overloaded. The default is Yes.
Threshold - Maximum throttled connections	Specify the maximum number of throttled connections that can occur before an event is raised. The default is 15.

Description	How to Set It
Event severity when the number of throttled connections exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of throttled connections exceeds the threshold. The default is 15.
Data Collection	
Collect data for throttled connections?	Set to **Yes** to collect data about throttled connections. The default is Yes.
Monitor Disconnected Connections	
Event Notification	
Raise event if number of disconnected server connections exceeds threshold?	Set to **Yes** to raise an event if the number of disconnected server connections exceeds the threshold. The default is Yes.
Threshold - Maximum number of disconnected server connections	Specify the maximum number of disconnected server connections that can occur before an event is raised. The default is 25.
Event severity when the number of disconnected server connections exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of disconnected server connections exceeds the threshold. The default is 15.
Data Collection	
Collect data for disconnected server connections?	Set to **Yes** to collect data about disconnected server connections. The default is Yes.

EdgeServerCallFailures

Use this Knowledge Script to monitor current call failure metrics for an Edge server.

Resource Object

OCS_EdgeServerFolder

Default Schedule

The default interval for this script is 15 minutes.

Setting Parameter Values

Set the following parameters as needed:

Description	How to Set It
General Settings	
Job Failure Notification	
Event severity when job fails	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the job fails. The default is 5.
Monitor Connection Failures	
Event Notification	
Raise event if the number of connection failures exceeds threshold?	Set to **Yes** to raise an event if the number of connection failures exceeds the threshold. The default is Yes.
Threshold - Maximum connection failures	Specify the maximum number of connections that can fail before an event is raised. The default is 15.
Event severity when the number of connection failures exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of connection failures exceeds the threshold. The default is 15.
Data Collection	
Collect data for the number of connection failures?	Set to **Yes** to collect data about the number of connection failures. The default is Yes.

HealthCheck

Use this Knowledge Script to monitor the active status of services on an OCS server. You can run this script on a Front-end server, a Mediation server, or an Edge server to monitor the services on that server.

Resource Object

OCS_ServicesObject

Default Schedule

The default interval for this script is one minute.

Setting Parameter Values

Set the following parameters as needed:

Description	How to Set It
General Settings	
Job Failure Notification	
Event severity when job fails	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the job fails. The default is 5.
Monitor Services	
Start a service if it is stopped?	Set to **Yes** if you want to start a stopped service. The default is Yes.
Data Collection	
Collect data for service availability?	Set to **Yes** to collect data about service availability. The default is Yes.
Raise event if a service fails to start?	Set to **Yes** to raise an event if the service fails to start. The default is Yes.
Event severity when service fails to start	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the service fails to start. The default is 5.
Raise event if a stopped service has been started?	Set to **Yes** to raise an event if the service has been started. The default is Yes.
Event severity when a stopped service has been started	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when a stopped service has been started again. The default is 25.
Raise event if service is disabled?	Set to **Yes** to raise an event if the service is disabled. The default is No.
Event severity when service is disabled	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the service is disabled. The default is 15.

MCUStatus

Use this Knowledge Script to monitor the health and draining state of a Multipoint Control Unit, or MCU. For example, IMMCU is an IM Conferencing server that runs as an IM service, and this script monitors the load for that server.

The different health states display the level of use as well as the number of users on the server.

Resource Object

OCS_MCUObject

Default Schedule

The default interval for this script is five minutes.

Setting Parameter Values

Set the following parameters as needed:

Description	How to Set It
General Settings	
Job Failure Notification	
Event severity when job fails	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the job fails. The default is 5.
Monitor MCU Health State	
Raise event if health state is Loaded?	Set to **Yes** to raise an event if the health state is considered to be *Loaded*. The default is unchecked.
Event severity when health state is Loaded	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the health state is *Loaded*. The default is 20.
Raise event if health state is Full?	Set to **Yes** to raise an event if the health state is considered to be *Full*. The default is Yes.
Event severity when health state is Full	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the health state is *Full*. The default is 15.
Monitor MCU Draining State	
Raise event if health state is Requesting to Drain?	Set to **Yes** to raise an event if the health state is *Requesting to Drain*, or attempting to close MCU services to reduce the load. The default is Yes.
Event severity when health state is Requesting to Drain	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the draining state is *Requesting to Drain*. The default is 15.
Rase event if health state is Draining?	Set to **Yes** to raise an event if the health state is set to *Draining,* the process of closing MCU services to reduce the load. The default is Yes.
Event severity when health state is Draining	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the health state is set to *Draining*. The default is 10.

MediationServerCallActivity

Use this Knowledge Script to monitor inbound and outbound calls on a Mediation server. A Mediation server is an optional component that you will need if you connect OCS to a phone system, such as a PSTN, POTS, PBX, or some other legacy system.

Resource Object

OCS_MediationFolder

Default Schedule

The default interval for this script is five minutes.

Setting Parameter Values

Set the following parameters as needed:

Description	How to Set It
General Settings	
Job Failure Notification	
Event severity when job fails	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the job fails. The default is 5.
Monitor Inbound Calls	
Event Notification	
Raise event if number of inbound calls exceeds threshold?	Set to **Yes** to raise an event if the number of inbound calls exceeds the threshold. The default is Yes.
Threshold - Maximum number of inbound calls	Specify the maximum number of inbound calls that can occur before an event is raised. The default is 15.
Event severity when the number of inbound calls exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of inbound calls exceeds the threshold. The default is 15.
Data Collection	
Collect data for current inbound calls?	Set to **Yes** to collect data about the number of current inbound calls. The default is Yes.
Monitor Outbound Calls	
Event Notification	
Raise event if number of outbound calls exceeds threshold?	Set to **Yes** to raise an event if the number of outbound calls exceeds the threshold. The default is Yes.
Threshold - Maximum number of outbound calls	Specify the maximum number of outbound calls that can occur before an event is raised. The default is 15.
Event severity when the number of outbound calls exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of outbound calls exceeds the threshold. The default is 15.
Data Collection	
Collect data for current outbound calls?	Set to **Yes** to collect data about the number of current outbound calls. The default is Yes.

Description	How to Set It
Monitor Rejected Inbound Calls	
Event Notification	
Raise event if number of rejected inbound calls exceeds threshold?	Set to **Yes** to raise an event if the number of rejected inbound calls exceeds the threshold. Calls can be rejected if the mediation server or the third-party gateway is over capacity. The default is Yes.
Threshold - Maximum number of rejected inbound calls	Specify the maximum number of rejected inbound calls that can occur before an event is raised. The default is 15.
Event severity when the number of rejected inbound calls exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of rejected inbound calls exceeds the threshold. The default is 15.
Data Collection	
Collect data for rejected inbound calls?	Set to **Yes** to collect data about the number of rejected inbound calls. The default is Yes.
Monitor Rejected Outbound Calls	
Event Notification	
Raise event if number of rejected outbound calls exceeds threshold?	Set to **Yes** to raise an event if the number of rejected outbound calls exceeds the threshold. Calls can be rejected if the mediation server or the third-party gateway is over capacity. The default is Yes.
Threshold - Maximum number of rejected outbound calls	Specify the maximum number of rejected outbound calls that can occur before an event is raised. The default is 15.
Event severity when the number of rejected outbound calls exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of rejected outbound calls exceeds the threshold. The default is 15.
Data Collection	
Collect data for rejected outbound calls?	Set to **Yes** to collect data about the number of current rejected outbound calls. The default is Yes.

MediationServerCallFailures

Use this Knowledge Script to monitor current call failure metrics for the Mediation server. A Mediation server is an optional component that you will need if you connect OCS to a phone system, such as a PSTN, POTS, PBX, or some other legacy system.

Resource Object

OCS_MediationObject

Default Schedule

The default interval for this script is five minutes.

Setting Parameter Values

Set the following parameters as needed:

Description	How to Set It
General Settings	
Job Failure Notification	
Event severity when job fails	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the job fails. The default is 5.
Monitor Call Failures	
Event Notification	
Raise event if number of call failures exceeds threshold?	Set to **Yes** to raise an event if the number of call failures exceeds the threshold. The default is Yes.
Threshold - Maximum call failures	Specify the maximum number of calls that can fail before an event is raised. The default is 10 percent.
Event severity when number of call failures exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of call failures exceeds the threshold. The default is 10.
Data Collection	
Collect data for call failures?	Set to **Yes** to collect data about the number of call failures. The default is Yes.

MediationServerHealth

Use this Knowledge Script to track the global health of the Mediation server, an optional component that you will need if you connect OCS to a phone system, such as a PSTN, POTS, PBX, or some other legacy system. Health statuses include disabled, normal, light load, heavy load, and overload. The script also monitors total packet drops and TCP disconnects because the received packet is out of sync.

Resource Object

OCS_MediationFolder

Default Schedule

The default interval for this script is five minutes.

Setting Parameter Values

Set the following parameters as needed:

Description	How to Set It
General Settings	
Job Failure Notification	
Event severity when job fails	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the job fails. The default is 5.
Monitor Health State	
Raise event if global health status is Heavy Load?	Set to **Yes** to raise an event if the global health status is heavy load. A health status of *Heavy Load* occurs when attempts to initiate new calls through the mediation server fail. The default is Yes.
Event severity when global health status is Heavy Load	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of conferences exceeds the threshold. The default is 15.
Raise event if global health status is Overloaded?	Set to **Yes** to raise an event if the global health status is *Overloaded*. The default is Yes.
Event severity when global health status is overloaded	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of conferences exceeds the threshold. The default is 10.
Monitor Dropped RTP Packets	
Event Notification	
Raise event if number of dropped RTP packets exceeds threshold?	Set to **Yes** to raise an event if the number of dropped RTP packets exceeds the threshold. The default is Yes.
Threshold - Maximum dropped RTP packets	Specify the number of dropped RTP packets that can occur before an event is raised. The default is 5.
Event severity when threshold is exceeded	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the threshold is exceeded. The default is 15.
Data Collection	
Collect data for dropped RTP packets per second?	Set to **Yes** to collect data about dropped RTP packets per second. The default is Yes.

Description	How to Set It
Monitor TCP Disconnects	
Event Notification	
Raise event if number of TCP disconnects exceeds threshold?	Set to **Yes** to raise an event if the number of TCP disconnects exceeds the threshold. The default is Yes.
Threshold - Maximum number of TCP disconnects	Specify the number of TCP disconnects that can occur before an event is raised. The default is 10.
Event severity when threshold is exceeded	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the threshold is exceeded. The default is 10.
Data Collection	
Collect data for TCP disconnects?	Set to **Yes** to collect data about number of TCP disconnects. The default is Yes.

MediationServerUsage

Use this Knowledge Script to monitor the overall usage of the Mediation server, an optional component that you will need if you connect OCS to a phone system, such as a PSTN, POTS, PBX, or some other legacy system. Server usage data includes the number of overloaded conferences and the average time for processing audio packets.

Resource Object

OCS_MediationObject

Default Schedule

The default interval for this script is five minutes.

Setting Parameter Values

Set the following parameters as needed:

Description	How to Set It
General Settings	
Job Failure Notification	
Event severity when job fails	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the job fails. The default is 5.
Monitor Overloaded Conferences	
Event Notification	
Raise event if the number of overloaded conferences exceeds threshold?	Set to **Yes** to raise an event if the number of overloaded conferences exceeds the threshold.The default is Yes.
Threshold - Maximum overloaded conferences	Specify the maximum number of overloaded conferences that can occur before an event is raised. The default is 50.
Event severity when overloaded conferences exceed threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of overloaded conferences exceeds the threshold. The default is 15.
Data Collection	
Collect data for overloaded conferences?	Set to **Yes** to collect data about the number of overloaded conferences. The default is Yes.
Monitor Average Audio Packet Processing Time	
Event Notification	
Raise event if the average time exceeds threshold?	Set to **Yes** to raise an event if the average audio packet processing time exceeds the threshold. The default is Yes.
Threshold - Maximum average time	Specify the highest average processing time that can occur before an event is raised. The default is one second.
Event severity when average time exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the average time exceeds the threshold. The default is 10.

Description	How to Set It
Data Collection	
Collect data for average time to process audio packets?	Set to **Yes** to collect data about the average processing time. The default is Yes.

SessionCallActivity

Use this Knowledge Script to monitor the session initiation rate for an OCS server. These sessions can include the following types: instant message (IM), file transfer, remote assistance, application sharing, audio, video, or telephony sessions.

This script gets session initiation data from the SessionDetails and Media Tables of the `LcsCDR` back-end database of the OCS Monitoring server. This script reports the number of sessions initiated per minute between two consecutive job iterations.

Note
In OCS, sessions have only two users, while conferences contain three or more users.

Resource Object

OCS_ArchivingAndCDRObject

OCS_CDRObject

Default Schedule

The default interval for this script is five minutes.

Setting Parameter Values

Set the following parameters as needed:

Description	How to Set It
General Settings	
Job Failure Notification	
Event severity when job fails	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the job fails. The default is 5.
Monitor IM Sessions	
Event Notification	
Raise event if number of IM sessions exceeds threshold?	Set to **Yes** to raise an event if the number of IM sessions exceeds the threshold. The default is Yes.
Threshold - Maximum IM sessions	Specify the maximum number of IM sessions that can occur before an event is raised. The default is 25.
Event severity when number of IM sessions exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of IM sessions exceeds the threshold. The default is 15.
Data Collection	
Collect data for IM sessions?	Set to **Yes** to collect data about the number of IM sessions. The default is unchecked.
Monitor File Transfer Sessions	
Event Notification	

Description	How to Set It
Raise event if number of file transfer sessions exceeds threshold?	Set to **Yes** to raise an event if the number of file transfer sessions exceeds the threshold. The default is Yes.
Threshold - Maximum file transfer sessions	Specify the maximum number of file transfer sessions that can occur before an event is raised. The default is 25.
Event severity when number of file transfer sessions exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of file transfer sessions exceeds the threshold. The default is 15.
Data Collection	
Collect data for file transfer sessions?	Set to **Yes** to collect data about the number of file transfer sessions. The default is unchecked.
Monitor Remote Assistance Sessions	
Event Notification	
Raise event if number of remote assistance sessions exceeds threshold?	Set to **Yes** to raise an event if the number of remote assistance sessions exceeds the threshold. The default is Yes.
Threshold - Maximum remote assistance sessions	Specify the maximum number of remote assistance sessions that can occur before an event is raised. The default is 25.
Event severity when number of remote assistance sessions exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of remote assistance sessions exceeds the threshold. The default is 15.
Data Collection	
Collect data for remote assistance sessions?	Set to **Yes** to collect data about the number of remote assistance sessions. The default is unchecked.
Monitor Application Sharing Sessions	
Event Notification	
Raise event if number of application sharing sessions exceeds threshold?	Set to **Yes** to raise an event if the number of application sharing sessions exceeds the threshold. The default is Yes.
Threshold - Maximum application sharing sessions	Specify the maximum number of application sharing sessions that can occur before an event is raised. The default is 25.
Event severity when number of application sharing sessions exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of application sharing sessions exceeds the threshold. The default is 15.
Data Collection	
Collect data for application sharing sessions?	Set to **Yes** to collect data about the number of application sharing sessions. The default is unchecked.
Monitor Audio Sessions	
Event Notification	
Raise event if number of audio sessions exceeds threshold?	Set to **Yes** to raise an event if the number of audio sessions exceeds the threshold. The default is Yes.
Threshold - Maximum audio sessions	Specify the maximum number of audio sessions that can occur before an event is raised. The default is 25.
Event severity when number of audio sessions exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of audio sessions exceeds the threshold. The default is 15.

Description	How to Set It
Data Collection	
Collect data for audio sessions?	Set to **Yes** to collect data about the number of audio sessions. The default is unchecked.
Monitor Video Sessions	
Event Notification	
Raise event if number of video sessions exceeds threshold?	Set to **Yes** to raise an event if the number of video sessions exceeds the threshold. The default is Yes.
Threshold - Maximum video sessions	Specify the maximum number of video sessions that can occur before an event is raised. The default is 25.
Event severity when number of video sessions exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of video sessions exceeds the threshold. The default is 15.
Data Collection	
Collect data for video sessions?	Set to **Yes** to collect data about the number of video sessions. The default is unchecked.
Monitor Telephony Sessions	
Event Notification	
Raise event if number of telephony sessions exceeds threshold?	Set to **Yes** to raise an event if the number of telephony sessions exceeds the threshold. The default is Yes.
Threshold - Maximum telephony sessions	Specify the maximum number of telephony sessions that can occur before an event is raised. The default is 25.
Event severity when number of telephony sessions exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of telephony sessions exceeds the threshold. The default is 15.
Data Collection	
Collect data for telephony sessions?	Set to **Yes** to collect data about the number of telephony sessions. The default is unchecked.
Monitor Meeting Sessions	
Event Notification	
Raise event if number of meeting sessions exceeds threshold?	Set to **Yes** to raise an event if the number of meeting sessions exceeds the threshold. The default is Yes.
Threshold - Maximum meeting sessions	Specify the maximum number of meeting sessions that can occur before an event is raised. The default is 25.
Event severity when number of meeting sessions exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of meeting sessions exceeds the threshold. The default is 15.
Data Collection	
Collect data for meeting sessions?	Set to **Yes** to collect data about the number of meeting sessions. The default is unchecked.

SessionCallFailures

Use this Knowledge Script to monitor session failure metrics for an OCS server. These sessions can include the following types: instant message (IM), file transfer, remote assistance, application sharing, audio, video, or telephony sessions.

Note
In OCS, sessions have only two users, while conferences contain three or more users.

This script calulates failed sessions from the SessionDetails and Media Tables of the `LcsCDR` back-end database of the OCS Monitoring server. This script reports the number of session failures per minute between two consecutive job iterations.

The SessionCallFailures script considers sessions with the following SIP Status codes as failed:

400, 401, 402, 403, 405, 406, 407, 408, 410, 413, 414, 415, 416, 420, 421, 423, 481, 482, 483, 485, 488, 493, 500, 501, 502, 503, 504, 505, 513, 600, 606

For mopre information about SIP status codes, see: www.rfc-ref.org/RFC-TEXTS/3261/chapter21.html.

Resource Object

OCS_ArchivingAndCDRObject

OCS_CDRObject

Default Schedule

The default interval for this script is five minutes.

Setting Parameter Values

Set the following parameters as needed:

Description	How to Set It
General Settings	
Job Failure Notification	
Event severity when job fails	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the job fails. The default is 5.
Monitor Session Failures	
Event Notification	
Raise event if number of session failures exceeds threshold?	Set to **Yes** to raise an event if the number of session failures exceeds the threshold. The default is Yes.
Threshold - Maximum session failures	Specify the maximum number of session failures that can occur before an event is raised. The default is 5.
Event severity when number of session failures exceeds threshold	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the number of session failures exceeds the threshold. The default is 15.

Description	How to Set It
Data Collection	
Collect data for session failures?	Set to **Yes** to collect data about the number of session failures. The default is No.

SystemUptime

Use this Knowledge Script to monitor how long a server remains up and running after a reboot.

Resource Object

OCS

Default Schedule

The default interval for this script is five minutes.

Setting Parameter Values

Set the following parameters as needed:

Description	How to Set It
General Settings	
Job Failure Notification	
Event severity when job fails	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the job fails. The default is 5.
Raise event if system reboot detected?	Set to **Yes** to raise an event if the system has rebooted. The default is Yes.
Event severity when system reboot detected	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the system has rebooted. The default is 10.
Monitor System Uptime	
Data Collection	
Collect data for system uptime?	Set to **Yes** to collect data about system uptime, in hours. The default is Yes.

SystemUsage

Use this Knowledge Script to monitor the total CPU and memory usage on an OCS server and the contributions of each OCS service to this usage.

Resource Object

OCS_ServicesObject

OCS_ServicesFolder

Default Schedule

The default interval for this script is five minutes.

Setting Parameter Values

Set the following parameters as needed:

Description	How to Set It
General Settings	
Job Failure Notification	
Event severity when job fails	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the job fails. The default is 5.
Monitor Service CPU Usage	
Event Notification	
Raise event if service CPU usage exceeds threshold?	Set to **Yes** to raise an event if the percentage of total CPU usage for the service exceeds the threshold. The default is Yes.
Threshold - Maximum CPU usage	Specify the maximum percentage of the CPU that can be used by the service before an event is raised. The default is 65%.
Event severity when threshold is exceeded	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the maximum CPU usage for the service exceeds the threshold. The default is 15.
Data Collection	
Collect data for service CPU usage?	Set to **Yes** to collect data about CPU usage for the service. The default is Yes.
Monitor Total CPU Usage	
Event Notification	
Raise event if total CPU usage exceeds threshold?	Set to **Yes** to raise an event if the percentage of total CPU usage exceeds the threshold. The default is Yes.
Threshold - Maximum total CPU usage	Specify the maximum percentage of the total CPU that can be used before an event is raised. The default is 80%.
Event severity when threshold is exceeded	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the maximum CPU usage exceeds the threshold. The default is 15.
Data Collection	
Collect data for total CPU usage?	Set to **Yes** to collect data about total CPU usage. The default is Yes.

Description	How to Set It
Monitor Service Memory Usage	
Event Notification	
Raise event if service memory usage exceeds threshold?	Set to **Yes** to raise an event if the percentage of total memory usage by the service exceeds the threshold. The default is Yes.
Threshold - Maximum service memory usage	Specify the maximum percentage of memory used by the service that can be used before an event is raised. The default is 65%.
Event severity when threshold is exceeded	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the maximum memory used by a the service exceeds the threshold. The default is 15.
Data Collection	
Collect data for service memory usage?	Set to **Yes** to collect data about total memory usage for the service. The default is Yes.
Monitor Total Memory Usage	
Event Notification	
Raise event if total memory usage exceeds threshold?	Set to **Yes** to raise an event if the percentage of total memory usage exceeds the threshold. The default is Yes.
Threshold - Maximum total memory usage	Specify the maximum percentage of the total memory that can be used before an event is raised. The default is 80%.
Event severity when threshold is exceeded	Set the event severity level, from 1 to 40, to indicate the importance of an event that is raised when the maximum total memory usage exceeds the threshold. The default is 15.
Data Collection	
Collect data for total memory usage?	Set to **Yes** to collect data about total memory usage. The default is Yes.