

VOSS Insights

Release Overview

Dashboard Release 22.1

Arbitrator Release 22.1

May 2022

VOSS
DIGITAL WORKPLACE
MANAGEMENT



Commercial in Confidence

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HIGHLIGHTS



- Cisco Smart Licensing Monitoring
- Cisco UCM Health Check Reports
- Polycom Meeting Room / Endpoints
- Arbitrator Import/Export of Policies / Assets
- Small Enhancements



**Dashboard
Server**



Cisco Smart Licensing Monitoring



VOSS 12 - Cisco Smart License Admin ▾

1.VDEMO / 4. Performance Days remaining: 171

1 - CUCM Counters | 2 - CUCM Resource Summary | 3 - CUCM System Summary | 4 - CUCM Service Status | 5 - Cisco CUCM RTMT data | 6 - UNITY Counters | 7 - Windows | 7a - Windows General Overview | 8 - CPU & Memory Utilization | 9 - UCCX | 10 - Expressway | 11 - Gateways - Performance | **12 - Cisco Smart License**

+ Global Filters (0 applied) Click to Refresh Data | 26 Apr, 2022 3:29 pm - 26 Apr, 2022 3:34 pm | Local time

Cisco Cloud Smart License

Q Search ▾

▲	Lst datetime epoch (UTC) ▲	Domain ▲	VirtualAccount ▲	License ▲	Quantity ▲	PendingQuantity ▲	InUse ▲	Available ▲	Reserved ▲
1	31/01/22 11:55:06 pm	voss-solutions.com	MAAS-Demo	Unity Connection Enhanced Messaging User Licenses (12.x)	20	0	0	0	20
2	31/01/22 11:55:06 pm	voss-solutions.com	MAAS-Demo	UC Manager Telepresence Room License (12.x)	5	0	0	0	5
3	31/01/22 11:55:06 pm	voss-solutions.com	MAAS-Demo	UC Manager Essential License (12.x)	0	0	0	1	0
4	31/01/22 11:55:06 pm	voss-solutions.com	MAAS-Demo	UC Manager Enhanced Plus License (12.x)	0	0	0	2	0
5	31/01/22 11:55:06 pm	voss-solutions.com	MAAS-Demo	UC Manager Enhanced License (12.x)	0	0	0	4	0
6	31/01/22 11:55:06 pm	voss-solutions.com	MAAS-Demo	UC Manager CUWL License (12.x)	20	0	0	0	20
7	31/01/22 11:55:06 pm	voss-solutions.com	MAAS-Demo	UC Manager Basic License (12.x)	0	0	0	1	0
8	31/01/22 11:55:06 pm	voss-solutions.com	MAAS-Demo	Emergency Responder User License (12.x)	50	0	0	0	50
9	31/01/22 11:55:06 pm	voss-solutions.com	MAAS-Demo	CCX Premium Server License 12.5-NFR	1	0	0	1	0
10	31/01/22 11:55:06 pm	voss-solutions.com	MAAS-Demo	CCX Premium HA License 12.5-NFR	1	0	0	0	1
11	31/01/22 11:55:06 pm	voss-solutions.com	MAAS-Demo	CCX Premium Agent Seat 12.5-NFR	6	0	0	0	6
12	31/01/22 11:55:06 pm	voss-solutions.com	MAAS-Demo	CCX Outbound Port 12.5-Perpetual	6	0	0	0	6
13	31/01/22 11:55:06 pm	voss-solutions.com	MAAS-Demo	CCX Inbound Port 12.5-Perpetual	12	0	0	0	12

Displaying 1 - 13 of 13 « first prev next last » 100 ▾

Cisco UCM Health Check Reports



VOSS Cisco CUCM Health Check Admin

Ungrouped Days remaining: 171

Global Filters (0 applied) Click to Refresh Data 25 Apr, 2022 3:37 pm - 26 Apr, 2022 3:37 pm Local time

CUCM Info

Idx	Timestamp	LXT IP Address	Product Ver	Unified OS	DHCP	DNS Domain	DNS Gateway	DNS Options	DNS Primary	DNS Sec...	Mode	Ntp Status	Ssh	Telnet	Web GUI TL...
1	16:02:22 3:25:09...	172.30.42.160	12.5.1.14900-63	7.0.0.0-4	disabled		172.30.42.1 on Ethernet 0		Not configured.	Not configured.	Auto disabled, Full, 10000 Mbits/s	running	Open	Closed	30 minutes
2	16:02:22 3:15:05...	172.30.42.77	12.5.1.14900-63	7.0.0.0-4	disabled		172.30.42.1 on Ethernet 0		Not configured.	Not configured.	Auto disabled, Full, 10000 Mbits/s	running	Open	Closed	30 minutes
3	14:02:22 8:40:04...	172.30.42.73	12.5.1.14900-63	7.0.0.0-4	disabled	cycletronic.com		timeout	8.8.8.8	Not Configured	Auto disabled, Full, 10000 Mbits/s	running	Open	Closed	30 minutes
4	14:02:22 7:50:01...	172.30.42.70	12.5.1.14900-63	7.0.0.0-4	disabled	elitetechs.com		timeout	8.8.8.8	Not Configured	Auto disabled, Full, 10000 Mbits/s	running	Open	Closed	30 minutes

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Current CUCM Diag Test Results

Idx	Timestamp	Epoch (Euro...)	LXT IP Address	Test Name	Test Result
1	15:02:22 11:25:03 pm		172.30.42.90	validate_network	Passed
2	15:02:22 11:25:03 pm		172.30.42.90	tomcat_threads	Passed
3	15:02:22 11:25:03 pm		172.30.42.90	tomcat_sessions	Passed
4	15:02:22 11:25:03 pm		172.30.42.90	tomcat_memory	Passed
5	15:02:22 11:25:03 pm		172.30.42.90	tomcat_keystore	Passed
6	15:02:22 11:25:03 pm		172.30.42.90	tomcat_heapdump	This module must be run directly and off hours
7	15:02:22 11:25:03 pm		172.30.42.90	tomcat_deadlocks	Passed
8	15:02:22 11:25:03 pm		172.30.42.90	tomcat_connectors	Passed
9	15:02:22 11:25:03 pm		172.30.42.90	tomcat	Passed
10	15:02:22 11:25:03 pm		172.30.42.90	system_info	Passed (Collected system information in diagnostic log)
11	15:02:22 11:25:03 pm		172.30.42.90	service_manager	Passed
12	15:02:22 11:25:03 pm		172.30.42.90	sdi_fragmentation	This module must be run directly and off hours
13	15:02:22 11:25:03 pm		172.30.42.90	sdi_fragmentation	This module must be run directly and off hours
14	15:02:22 11:25:03 pm		172.30.42.90	raid	Passed
15	15:02:22 11:25:03 pm		172.30.42.90	ntp_stratum	Passed
16	15:02:22 11:25:03 pm		172.30.42.90	ntp_reachability	Passed

Current CUCM Service Status

Idx	Timestamp	Epoch (Euro...)	LXT IP Address	Service Name	Service Status
47	14:02:22 9:50:09 pm		172.30.42.77	Cisco Extension Mobility	STARTED
48	14:02:22 9:50:09 pm		172.30.42.77	Cisco Extended Functions	STARTED
49	14:02:22 9:50:09 pm		172.30.42.77	Cisco E911	STARTED
50	14:02:22 9:50:09 pm		172.30.42.77	Cisco Directory Number Alias Sync	STARTED
51	14:02:22 9:50:09 pm		172.30.42.77	Cisco Directory Number Alias Lookup	STARTED
52	14:02:22 9:50:09 pm		172.30.42.77	Cisco DirSync	STARTED
53	14:02:22 9:50:09 pm		172.30.42.77	Cisco Dialed Number Analyzer Server	STARTED
54	14:02:22 9:50:09 pm		172.30.42.77	Cisco Dialed Number Analyzer	STARTED
55	14:02:22 9:50:09 pm		172.30.42.77	Cisco Device Activation Service	STARTED
56	14:02:22 9:50:09 pm		172.30.42.77	Cisco Database Layer Monitor	STARTED
57	14:02:22 9:50:09 pm		172.30.42.77	Cisco DRF Master	STARTED
58	14:02:22 9:50:09 pm		172.30.42.77	Cisco DRF Local	STARTED
59	14:02:22 9:50:09 pm		172.30.42.77	Cisco DHCP Monitor Service	STOPPED
60	14:02:22 9:50:09 pm		172.30.42.77	Cisco Change Credential Application	STARTED
61	14:02:22 9:50:09 pm		172.30.42.77	Cisco Certificate Expiry Monitor	STARTED
62	14:02:22 9:50:09 pm		172.30.42.77	Cisco Certificate Enrollment Service	STOPPED
63	14:02:22 9:50:09 pm		172.30.42.77	Cisco Certificate Change Notification	STARTED

Report Details:

- Software Versions
- DHCP
- DNS
- NTP Status
- SSH Status
- Telnet Status
- Web GUI timeout
- CUCM Diag Status
- DB Replication

Polycom Device Reporting



VOSS Polycom Device Status admin - Days remaining: 141

Global Filters (0 applied)

30 Apr, 2022 12:00 am - 6 May, 2022 2:25 pm

Polycom System - Elements

name	status
1 Provision Service	ASLEEP
2 Provision Service	ASLEEP
3 Local Area Network	ASLEEP
4 Log Level	ASLEEP
5 Microphone Status	ASLEEP
6 Camera Status	ASLEEP
7 Remote Control Status	ASLEEP
8 Tracking Camera Status	ASLEEP

Displaying 1 - 8 of 8 - < First prev next last > 1/002

Polycom System Status

Category	Percentage
EmptyGroup	99.84%
UNKNOWN	0.16%
ASLEEP	0.16%

Polycom System Models

Category	Percentage
EmptyGroup	99.84%
Unknown	0.16%
StudioX50	0.16%

Polycom System Software Versions

Category	Percentage
EmptyGroup	99.84%
0.0.0	0.16%
3.3.1	0.16%

Polycom System - Device Reboot Needed

Category	Percentage
false	100%

Polycom System Status

systemName	model	serialNumber	buildType	state	systemTime	timeServerState	uptime	softwareVersion	build	hardwareVersion	lanStatus	lanStatus.speedMbps	lanStatus duplex	Count
StudioX50 99271F8	StudioX50	8L204629271F8	dev	ASLEEP	1,551,363,173,000	TIME_SERVER_UP	488,901	3.3.1	360005	1	LAN_UP	1,000	FULL	1
StudioX50 99271F8	StudioX50	8L204629271F8	dev	ASLEEP	1,548,773,216,000	TIME_SERVER_UP	638,514	3.3.1	360005	1	LAN_UP	1,000	FULL	1
StudioX50 99271F8	StudioX50	8L204629271F8	dev	ASLEEP	1,548,225,418,000	TIME_SERVER_UP	88,516	3.3.1	360005	1	LAN_UP	1,000	FULL	1
Unknown	Unknown	0000000000000000	unk	UNKNOWN	0	0	0	0.0.0	000000	0	LAN_LINK	0	None	2
5														3,165

Displaying 1 - 5 of 5 - < First prev next last > 1/002

Polycom System - Audio Volume

systemName	system_model	system_system	lat_ga_hdz	mutd	memDRMemOn	volume	mutd_muted	Count
Unknown	Unknown	Unknown	172.16.2.106	false	2	48	false	7
StudioX50	StudioX50	StudioX50 99271F8	172.16.2.106	false	0	48	false	7
Unknown	Unknown	Unknown	172.16.2.106	0	0	0	0	3,128
StudioX50	StudioX50	StudioX50 99271F8	172.16.2.106	0	0	48	false	3,128
Unknown	Unknown	Unknown	172.16.2.106	false	2	48	false	4,084
Unknown	Unknown	Unknown	172.16.2.106	true	2	48	false	8,428
StudioX50	StudioX50	StudioX50	173.14.3.106	true	1	48	false	8,428

Polycom System - Audio Volume - preferred

Polycom System - Audio Setup

systemName	portDirection	validChanMode	levelLeft	levelCenter	levelRight	levelBack	isValid
1 DIRECTIONAL...	IN	left_and_right...	0	0	0	0	True
2 BIL_MIC	IN	left_and_right...	-17	-17	-17	-17	True
3 MIC_IP_ADAPTER	IN	left_and_right...	-20	-20	-20	-20	True
4			0	0	0	0	True
5 MIC_IP_ADAPTER	IN	left_only	20	20	20	20	False
6 BIL_MIC	IN	left_and_right...	20	20	20	20	True
7 DIRECTIONAL...	IN	left_and_right...	20	20	20	20	True

Report Details

- Elements
- Status
- Models
- Software Versions
- Device Reboot Needed
- Audio Details
- Audio Volume
- Audio Setup

SLA Availability - Ping Probe



System Uptime PING v3 final clone
Admin
System SLA
Days remaining: 171

SLA | SLA v2 | System Uptime PING v3 final | System Uptime PING v3 final clone

+ Global Filters (0 applied)

Refresh in 5s
27 Mar, 2022 12:00 am - 26 Apr, 2022 3:46 pm
Local time

The Status Below Is Based on 1 minute interval PING responses

Uptime % Last 30 Days

Search	1h_availability	24h_availability	7d_availability	30d_availability
1	87.0%	86.0%	84.0%	83.0%

Displaying 1 - 1 of 1 « first prev next last » 100%

24 Hour Uptime % Per Asset Last 24 Hours

Search	host	total records	24h availability
1	10.120.1.13	1,440	100.0%
2	10.120.1.14	5,634	100.0%
3	10.120.1.204	5,633	100.0%
4	10.5.25.197	1,440	100.0%
5	10.5.25.199	1,440	100.0%
6	10.5.25.211	1,440	100.0%
7	172.16.0.109	1,440	100.0%
8	172.16.2.101	1,440	100.0%
9	172.16.2.105	847	58.8%
10	172.25.87.5	1,440	100.0%
11	172.30.1.1	1,440	100.0%
12	172.30.1.100	1,440	100.0%
13	172.30.1.102	1,440	100.0%
14	172.30.1.104	1,440	100.0%
15	172.30.11.11	1,440	100.0%
16	172.30.13.150	1,440	100.0%
17	172.30.13.151	1,440	100.0%

7 Day Uptime % Per Asset Last 7 Days

Search	host	total records	7d availability
1	10.120.1.13	10,078	100.0%
2	10.120.1.14	39,553	100.0%
3	10.120.1.204	39,548	100.0%
4	10.5.25.197	10,079	100.0%
5	10.5.25.199	10,080	100.0%
6	10.5.25.211	10,078	100.0%
7	172.16.0.109	2,368	33.9%
8	172.16.2.101	1,826	10.1%
9	172.16.2.105	1,233	17.2%
10	172.25.87.5	10,080	100.0%
11	172.30.1.1	10,080	100.0%
12	172.30.1.100	10,080	100.0%
13	172.30.1.102	10,080	100.0%
14	172.30.1.104	10,080	100.0%
15	172.30.11.11	10,080	100.0%
16	172.30.13.150	10,080	100.0%
17	172.30.13.151	10,080	100.0%

30 Day Uptime % Per Asset Last 30 Days

Search	host	total records	30d availability
1	10.120.1.13	43,183	100.0%
2	10.120.1.14	169,454	100.0%
3	10.120.1.204	169,438	100.0%
4	10.5.25.197	43,196	100.0%
5	10.5.25.199	43,196	100.0%
6	10.5.25.211	43,190	100.0%
7	172.16.0.109	5,567	12.9%
8	172.16.2.101	29,331	67.9%
9	172.16.2.105	6,472	13.9%
10	172.25.87.5	43,196	100.0%
11	172.30.1.1	43,200	100.0%
12	172.30.1.100	43,200	100.0%
13	172.30.1.102	43,200	100.0%
14	172.30.1.104	43,200	100.0%
15	172.30.11.11	43,200	100.0%
16	172.30.13.150	43,200	100.0%
17	172.30.13.151	43,200	100.0%



Arbitrator



Arbitrator Import/Export of Policies / Assets



The screenshot displays the Voss Policy Configuration interface. The main content area shows a table of rules with the following columns: Name, Threshold, Window, Severity, and Response Procedure. The table contains 10 rows of rule configurations.

Name	Threshold	Window	Severity	Response Procedure
Alarm ID: 6888 (/Critical) [W...]	3 times	1 minute	Critical	Task IRP
Tel/loc	1 time	1 minute	Critical	Task IRP
Informational	1 time	1 minute	Informational	Task Non-Event IRP
Trnajor Respond 2.7	1 time	1 minute	Major	Task Non-Event IRP
Trnajor Respond 3.7	2 times	1 minute	Major	Task Non-Event IRP
Trnajor Respond @GANE 5.1	2 times	1 minute	Major	Task Non-Event IRP
Trnajor Track Respond 2.7	2 times	1 minute	Major	Task Non-Event IRP
Trnajor Track Respond @GAM...	2 times	1 minute	Major	Task Non-Event IRP
Trnhor	1 time	1 minute	Minor	Task IRP

At the bottom left of the interface, the 'Export Policies' button is highlighted with a red box. The interface also shows a filter dropdown set to 'All', a filter pattern input field, and a sort dropdown set to 'Flat / Enabled'. The status bar at the bottom right indicates 'Displaying 1 - 9 of 9 rules'.

Small Enhancements



- SNMP v3 Version 5.8 support
- Theme backup and restore
- Widget report names to be common across CSV and Excel outputs
- SLA Availability - Ping probe
- Cisco CUCM Health Check
- Arbitrator security update to allow customization of sshd keys through admin menu
- Dashboard security update to only allow downloads of CSV, PDFs, and Excel files through the UI
- Dashboard Widgets updated to use Roboto font
- New one time root password feature. The only way to access root is through the NRS menu option. This requires admin access and also a VOSS employee to provide the root access code
- Avaya enhancement to aid customer with detection and dismissal of phantom call packets
- New probes to collect Polycom SNMP data
- New probes to collect various Cisco health stats
- New probes to collect Cisco smart license information
- New SNMP v3 probes added for Cisco UCCE
- Arbitrator and Dashboard products updated to use Roboto font
- Feature added to allow Mstreams Collector to send JSON data to Dashboard server for automatic parsing and storage into the database
- Release 22.1 enables OVA template installation and / or ISO installation without human intervention
- Miscellaneous bug fixes

