C H A P T E R 6

Managing Views

These topics explain how to work with views in the Monitoring Dashboard displays:

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Getting Started with Views

Views are logical groupings of devices that appear in the Monitoring Dashboard displays (Service Level View, Alerts and Events, IP Phone Outage Status, Service Quality Alerts, and Unified CM Express). Whenever you create a new User Defined Group in the Group Administration and Configuration page (see Using Group Administration and Configuration, page 17-10), a corresponding view is created.

Once you decide how you want to cluster your devices into a logical set, create and activate a view of these groups so they are shown in the Monitoring Dashboard displays. View elements are not shown until the view is activated and is displayed in the view pane (normally every two minutes).

The Monitoring Dashboard displays can have a maximum of 18 active views.

By default, the Alerts and Events, IP Phone Outage Status, and Service Quality Alerts displays contain two default views: All Alerts and Suspended Devices. These views are static and cannot be edited, deactivated, or deleted. The Service Level View contains the All IP Telephony Devices view, which is a default view that cannot be edited, deactivated, or deleted.

Unified CM Express View displays Communications Manager Express device information in a flat table format. This report is also available in Service Level View, but accessing it alone saves you the time that the Service Level View needs to load all the devices if you are only interested in Unified CM Express and Cisco Unity devices.

Creating a View

Views are created when you create a User Defined Group. After you create a User Defined Group, a corresponding view appears in the Views page.

Step 1   Create a User Defined Group using the Group Administration and Configuration page. (See Managing Groups, page 17-1.)

Step 2   Activate the view in the View page. (See Activating and Deactivating a View, page 6-2.)

Activating and Deactivating a View

To include a view in one or more of the Monitoring Dashboard displays (Alerts and Events, IP Phone Outage Status, and Service Quality Alerts), you must first activate it. When you activate or deactivate a view, your changes are shown in the appropriate Monitoring Dashboard display when the view pane is refreshed (every two minutes). If you deactivate a view for a particular Monitoring Dashboard display, it is removed from the view once the pane is refreshed. A Monitoring Dashboard display may contain a maximum of 18 active views.

Note   You cannot deactivate the All Alerts view or Suspended Devices view.

Step 1   Select **Monitoring Dashboard > Manage Views**. The Manage Views page appears.

Step 2   From the Manage Views page you can do the following:

- Activate views by selecting the check boxes in the views row that corresponds to the Monitoring Dashboard displays where you want the view to appear.

- Deactivate views by deselecting the check boxes in the views row that corresponds to the Monitoring Dashboard displays where you do not want the view to appear.

Step 3   Click **Apply**.

Editing a View

You can edit views only by changing the corresponding User Defined Group. Once the User Defined Group is edited, the corresponding view is updated when the view pane is refreshed (normally every two minutes).

You can delete User Defined Groups in the Group Administration and Configuration page. (See Creating and Editing Groups, page 17-11.)

Deleting a View

You can delete views only by deleting the corresponding User Defined Group. Once the User Defined Group is deleted, the corresponding view is deleted when the view pane is refreshed (normally every two minutes).

You can delete User Defined Groups in the Group Administration and Configuration page. (See Deleting Groups, page 17-32.)

Viewing Unified Communications Manager Express Devices

The Unified Communications Manager Express View displays all Cisco Unified Communications Manager Express devices and associated Cisco Unity devices. You can avoid loading the entire Service Level View if you only want to access this information by using Unified CM Express View.

Step 1   To view Unified Communications Manager Express devices, select one of the following:

- **Monitoring Dashboard > Unified CM Express View** loads the table report.
- **Monitoring Dashboard > Service Level View** displays device registration and association for all network devices. Then select the CME Report cloud to view the Unified Communications Manager Express View table report. When you hover over the CME Report cloud you can see CME and CUE details.

Step 2   See Table 2-7 for details on the report fields.

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