
Operation and Maintenance Guide

This guide is for system managers working with monitoring, troubleshooting, SQL administration and backup/restore operations.

System Monitoring

- Introducing monitoring procedures
- Configuring SNMP Alert Traps
- SCOM Management Pack
- Windows Performance Counters
- Configuring email alerts
- Alerts
- Alert Management
- Web interface session monitor
- Log File Names
- Audit Log Alerts

Troubleshooting

- Debug output
- Log files
- Capturing network traffic for troubleshooting
- Gathering support information
- Verba Conversation View

System backup

SQL Server administration and maintenance

- Database backup and restore
- Database maintenance
- Database table partitioning
- Database purging
- SQL Server GUI tools
- SQL Server command line tools

Moving the database to another SQL Server

Failure scenarios and procedures

- Cisco UCM failure scenarios for passive recording
- How to enable or disable Verba services on Lync servers
- Database failover options and procedures using mirroring
- Cross-datacenter Recording Server failover procedures in a Lync environment
- Storage failover procedures
- Media Repository failover options and procedures
- Isolation procedures for Verba

How to change service log level

How to replace a service executable

How to update the Web Application

Maintenance mode

How to change server IP address and hostname
