



CHAPTER 5

Monitoring Predefined Cisco Unified Communications Manager Objects

RTMT provides a set of default monitoring objects that assist you in monitoring the health of the Cisco Unified Communications Manager application. Default objects include performance counters for call processing activity and other supported services.

The system logs data every 5 minutes for predefined Cisco Unified Communications Manager counters.

This chapter contains information on the following topics:

- [Predefined Cisco Unified Communications Manager Objects Overview, page 5-1](#)
- [Viewing the Cisco Unified Communications Manager Summary, page 5-4](#)
- [Monitoring Call-Processing Activity, page 5-4](#)
- [Understanding Call-Processing Logs, page 5-5](#)
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Predefined Cisco Unified Communications Manager Objects Overview

RTMT displays information on predefined Cisco Unified Communications Manager objects in the monitoring pane when you select Communications Manager in the quick launch channel. The tool monitors the predefined objects on all servers in an cluster, if applicable.



Tip

The polling rate in each precanned monitoring window remains fixed, and the default value specifies 30 seconds. If the collecting rate for the AMC (Alert Manager and Collector) service parameter changes, the polling rate in the precanned window also updates. In addition, the local time of the RTMT client

application and not the backend server time, provides the basis for the time stamp in each chart.

For more information on Service Parameters, refer to *Cisco Unified Communications Manager Administration Guide* or *Cisco Unity Connection System Administration Guide*.

Table 5-1 provides information on the predefined object that RTMT monitors.



Tip

To zoom in on the monitor of a predefined object, click and drag the left mouse button over the area of the chart in which you are interested. Release the left mouse button when you have the selected area. RTMT updates the monitored view. To zoom out and reset the monitor to the initial default view, press the “R” key.

Table 5-1 Cisco Unified Communications Manager Categories

Category	Description
CallManager Summary	<p>Displays registered phones, calls in progress, and active gateway ports and channels.</p> <p>To display information on predefined Cisco Unified Communications Manager objects, choose CallManager > CallManager Summary.</p>
Call Process	<ul style="list-style-type: none"> • Call Activity—Displays the call activity on Cisco Unified Communications Manager, including calls completed, calls attempted, and calls in progress. This includes all servers in the cluster, if applicable. <ul style="list-style-type: none"> To display information on call activities, choose CallManager > Call Processing > Call Activity. • Gateway Activity—Displays gateway activity on Cisco Unified Communications Manager, including active ports, ports in service, and calls completed. This includes all servers in the cluster, if applicable. <ul style="list-style-type: none"> To display information on gateway activities, choose CallManager > Call Processing > Gateway Activity. Select the type of gateway interface from the Gateway Type drop-down box. • Trunk Activity—Displays the trunk activity on Cisco Unified Communications Manager, including calls in progress and calls completed. This includes all servers in the cluster, if applicable. <ul style="list-style-type: none"> To display information on trunk activities, choose CallManager > Call Processing > Trunk Activity. Select the trunk type in the Trunk Type drop-down box. • SDL Queue—Displays SDL queue information, including number of signals in queue and number of processed signals. <ul style="list-style-type: none"> To display information on the SDL Queue, choose CallManager > Call Processing > SDL Queue. Select the type from the SDL Queue Type drop-down list box. • SIP Activity—Displays SIP activity on Cisco Unified Communications Manager, including summary requests, summary responses, summary of failure responses in, summary of failure responses out, retry requests out, and retry responses out. This includes all servers in the cluster, if applicable. <ul style="list-style-type: none"> To display information on SIP activities, choose CallManager > Call Processing > SIP Activity.

Table 5-1 Cisco Unified Communications Manager Categories (continued)

Category	Description
Device	<p>Device Summary displays information on the Cisco Unified Communications Manager server, including the number of registered phone devices, registered gateway devices, and registered media resource devices. This includes all servers in the cluster, if applicable.</p> <p>Device Search displays cluster name and device types in a tree hierarchy and allows you to query for information on phones and devices.</p> <p>Phone Summary displays information on the Cisco Unified Communications Manager server, including the number of registered phones, registered SIP phones, registered SCCP phones, partially registered phones, and the number of failed registration attempts. This includes all servers in the cluster, if applicable.</p> <p>To display information on the number of registered phones, gateways, and media resource devices on Cisco Unified Communications Manager, choose CallManager > Device > Device Summary.</p> <p>Tip To monitor other devices, you must perform additional configuration steps, as described in the “Finding Specific Devices to Monitor” section on page 5-11.</p>
Service	<ul style="list-style-type: none"> • Cisco TFTP—Displays Cisco TFTP status on the Cisco Unified Communications Manager server, including total TFTP requests, total TFTP requests found, and total TFTP requests aborted. This includes all servers in the cluster, if applicable. To display information on the Cisco TFTP service, choose CallManager > Service > Cisco TFTP. • Heartbeat—Displays heartbeat information for the Cisco Unified Communications Manager, Cisco TFTP, and the Cisco Unified Communications Manager Attendant Console service. To display the heartbeat status of Cisco Unified Communications Manager servers, Cisco TFTP servers, and Cisco Unified Communications Manager Attendant Console servers, choose CallManager > Service > Heartbeat. • Database Summary—Provides connection information for the server, such as the change notification requests that are queued in the database, change notification requests that are queued in memory, the total number of active client connections, the number of devices that are queued for a device reset, the number of replicates that have been created, and the status of the replication. To display information on the database, choose CallManager > Service > Database Summary.
CTI Manager	<p>Displays information on the devices and applications that interfaces with the CTI Manager.</p> <p>To display information on CTI Applications, choose CallManager > CTI > CTI Manager.</p> <p>To monitor specific CTI types, you must perform additional configuration steps, as described in the following sections:</p> <ul style="list-style-type: none"> • Finding CTI Applications to Monitor, page 5-15 • Finding CTI Devices to Monitor, page 5-15 • Finding CTI Lines to Monitor, page 5-16 <p>You cannot choose CTI Manager by using the menu bar. To monitor the number of open devices, lines, and CTI connections in a single window on Cisco Unified Communications Manager, see the “Working with Devices” section on page 5-10.</p>

Additional Information

See the [Related Topics](#), page 5-18.

Viewing the Cisco Unified Communications Manager Summary

In a single monitoring pane, RTMT allows you to monitor information about a Cisco Unified Communications Manager server or about all servers in a cluster (if applicable). In the callmanager summary window, you can view information on the following predefined object:

- Registered Phones
- Calls in Progress
- Active Gateway, Ports & Channels

Additional Information

See the “[Related Topics](#)” section on page 5-18.

Monitoring Call-Processing Activity

The Call Process monitoring category monitors the following items:

- **Call Activity**—You can monitor the number of calls that were attempted, calls that were completed, and calls in progress for a particular server or for an entire cluster (if applicable).
- **Gateway Activity**—You can monitor gateway activity for each gateway type. Gateway activity monitoring includes the number of active ports, the number of ports in service, and the number of calls that were completed for each gateway type for a particular server or for an entire cluster (if applicable).
- **Trunk Activity**—The system monitors trunk activity by trunk type for a particular server or for an entire cluster (if applicable). Trunk activity monitoring includes the number of calls in progress and the number of calls that were completed for a particular trunk type.
- **SDL Queue**—SDL queue monitoring monitors the number of signals in the SDL queue and the number of signals that were processed for a particular signal distribution layer (SDL) queue type. The SDL queue types comprise high, normal, low, and lowest queue. You can monitor the SDL queue for a particular server or for an entire cluster (if applicable).
- **SIP Activity**—The system displays a summary of SIP requests, SIP responses, total number of failed incoming responses (4xx, 5xx, and 6xx), total number of failed outgoing responses (4xx, 5xx, and 6xx), number of retry requests, and number of retry responses.

[Table 5-2](#) provides information about the call processing objects that RTMT monitors, the alert, thresholds, and defaults. For information on Cisco Unified Communications Manager call activity daily reports, refer to *Cisco Unified Serviceability Administration Guide*.

Table 5-2 Call Processing Category

Monitored Objects (displayed)	Alert/Threshold/Default
CallsAttempted, CallsCompleted, and CallsInProgress for each server and cluster (if applicable).	N/A
CallsAttempted, CallsCompleted, and CallsInProgress of each type of MGCP FXS/FXO/PRI/T1CAS/H.323 gateway, as well as SIP and H.323 Trunks for each server and cluster (if applicable).	N/A
Channel/Port Status of each MGCP FXS/FXO/PRI/T1CAS gateway.	N/A
SDL Queue activity on each server.	N/A
MGCP FXS Gateway—Number of In-Service and Active ports for each server and cluster (if applicable).	Route-List exhausted
MGCP FXO Gateway—Number of In-Service and Active ports for each server and cluster (if applicable).	Route-List exhausted
MGCP PRI Gateway—Number of In-Service and Active channels for each server and cluster (if applicable).	<ul style="list-style-type: none"> • D-Channel out of service • Route List exhausted
MGCP T1CAS Gateway—Number of In-Service and Active ports for each server and cluster (if applicable).	Route List exhausted

Additional Information

See the [“Related Topics”](#) section on page 5-18.

Understanding Call-Processing Logs

The system accumulates call-processing data in the memory whenever RTMT calls the LogCall API. Every 5 minutes, RTMT logs the data into the file as a single record and cleans the memory.

The system logs data every 5 minutes for the following counters on the basis of the following calculation:

- cmCallsAttempted—Cumulative (difference between last collected value and the first collected value in last 5 minutes)
- cmCallsCompleted—Cumulative (difference between last collected value and the first collected value in last 5 minutes)
- cmCallsInProgress—Average of all the values that were collected in last 5 minutes
- gwMGCP_FXS_CallsCompleted—Cumulative (difference between last collected value and the first collected value in last 5 minutes)
- gwMGCP_FXO_CallsCompleted—Cumulative (difference between last collected value and the first collected value in last 5 minutes)

- gwMGCP_PRI_CallsCompleted—Cumulative (difference between last collected value and the first collected value in last 5 minutes)
- gwMGCP_T1_CAS_CallsCompleted—Cumulative (difference between last collected value and the first collected value in last 5 minutes)
- gwH323_CallsAttempted—Cumulative (difference between last collected value and the first collected value in last 5 minutes)
- gwH323_CallsInProgress—Average of all the values that were collected in last 5 minutes
- gwH323_CallsCompleted—Cumulative (difference between last collected value and the first collected value in last 5 minutes)
- trunkH323_CallsAttempted—Cumulative (difference between last collected value and the first collected value in last 5 minutes)
- trunkH323_CallsInProgress—Average of all the values collected in last 5 minutes
- trunkH323_CallsCompleted—Cumulative (difference between last collected value and the first collected value in last 5 minutes)
- trunkSIP_CallsAttempted—Cumulative (difference between last collected value and the first collected value in last 5 minutes)
- trunkSIP_CallsInProgress—Average of all the values that were collected in last 5 minutes
- trunkSIP_CallsCompleted—Cumulative (difference between last collected value and the first collected value in last 5 minutes)
- gwMGCP_FXS_PortsInService—Average of all the values that were collected in last 5 minutes
- gwMGCP_FXO_PortsInService—Average of all the values that were collected in last 5 minutes
- gwMGCP_PRI_SpansInService—Average of all the values that were collected in last 5 minutes
- gwMGCP_T1_CAS_SpansInService—Average of all the values that were collected in last 5 minutes
- gwMGCP_FXS_ActivePorts—Average of all the values that were collected in last 5 minutes
- gwMGCP_FXO_ActivePorts—Average of all the values that were collected in last 5 minutes
- gwMGCP_PRI_ActiveChannels—Average of all the values that were collected in last 5 minutes
- gwMGCP_T1_CAS_ActiveChannels—Average of all the values that were collected in last 5 minutes

The AMC service logs the call data in windows Performance tool-compatible csv format. The header of the log comprises the time zone information and a set of columns with the previously listed counters for the server. These sets of columns repeat for every server in a cluster, if applicable.

The following file name format of the Call Log applies: CallLog_MM_DD_YYYY_hh_mm.csv.

The first line of each log file comprises the header.

Additional Information

See the [“Related Topics”](#) section on page 5-18.

Monitoring Services

The Service monitoring category monitors the activities of Cisco TFTP requests, database activities, and heartbeat of the server or of different servers in a cluster (if applicable).

The Cisco TFTP service builds and serves files that are consistent with the trivial file transfer protocol, which is a simplified version of the File Transfer Protocol (FTP). Cisco TFTP builds configuration files and serves embedded component executables, ringer files, and device configuration files. You can view the total Cisco TFTP requests, requests not found, and requests that were aborted.

The tool (RTMT) monitors the heartbeat of Cisco Unified Communications Managers, Cisco TFTPs, and Cisco Unified CallManager Attendant Console Server services for the server or for different servers in a cluster (if applicable). The heartbeat acts as an indicator of the life of whatever it is monitoring. When the heartbeat is lost, a blinking icon appears in the lower, right corner of the RTMT window. To find when the heartbeat loss was detected, click the blinking icon. An e-mail can notify you of the heartbeat loss, if you configure the system to do so.

The database summary provides connection information for the server or for each server in a cluster (if applicable), such as the change notification requests that are queued in the database, change notification requests that are queued in memory, the total number of active client connections, the number of devices that are queued for a device reset, replicates created, and replication status.

Table 5-3 provides information about the service objects that RTMT monitors, the alert, thresholds, and defaults. For information on daily reports for CTI and Cisco TFTP usage statistics, refer to *Cisco Unified Serviceability Administration Guide*.

Table 5-3 Services Category

Monitored Objects (displayed)	Alert/Threshold/Default
Number of open devices, lines, CTI connections, and active Cisco Unified Communications Manager links for each CTI Manager.	N/A
TotalTftpRequests and TotalTftpRequestsAborted for each Cisco TFTP server.	N/A
Connection and replication status for each Directory server.	<ul style="list-style-type: none"> • Connection failed. • Replication failed.
Heartbeat rate for each Cisco CallManager, Cisco TFTP, and Cisco CallManager Attendant Console Server services.	<ul style="list-style-type: none"> • Cisco Unified Communications Manager heartbeat rate equals <0.x. Default equals 0.5. • Cisco TFTP heartbeat rate equals <0.x. Default specifies 0.5. • Cisco Unified Communications Manager Attendant Console Server heartbeat rate equals <0.x. Default specifies 0.5.

Additional Information

See the “[Related Topics](#)” section on page 5-18.

Understanding Service Logs

The service data accumulates in the memory whenever RTMT calls the LogService API. Every 5 minutes, RTMT logs the data into the file as a single record and cleans the memory.

The system logs data every 5 minutes for the following counters, based on the following calculation:

- ctiOpenDevices—Average of all the values that were collected in last 5 minutes
- ctiLines—Average of all the values that were collected in last 5 minutes
- ctiConnections—Average of all the values that were collected in last 5 minutes
- ctiActiveCMLinks—Average of all the values that were collected in last 5 minutes
- tftpRequests—Cumulative (difference between last collected value and the first collected value in last 5 minutes)
- tftpAbortedRequests—Cumulative (difference between last collected value and the first collected value in last 5 minutes)

The AMC service logs the service data in csv format. The header of the log comprises the time zone information and a set of columns with the counters that were previously listed for a server. These sets of columns repeat for every server in a cluster, if applicable.

The following file name format of the Service Log applies: ServiceLog_MM_DD_YYYY_hh_mm.csv.

The first line of each log comprises the header.

Additional Information

See the [“Related Topics”](#) section on page 5-18.

Monitoring Devices

The Device monitoring category provides a summary of devices, device search capability, and a summary of phones.

[Table 5-4](#) provides information about the device objects that RTMT monitors, the alert, thresholds, and defaults, and what kind of reports that RTMT generates for those devices. For information on daily reports on number of registered devices, refer to *Cisco Unified Serviceability Administration Guide*.

Table 5-4 **Devices Category**

Monitored Objects (displayed)	Alert/Threshold/Default
Number of registered phones for each server or for all servers in a cluster (if applicable).	Total number of registered phones drops by X% in consecutive polls. Default specifies 10%.

Table 5-4 *Devices Category (continued)*

Monitored Objects (displayed)	Alert/Threshold/Default
Number of registered gateways on each server or for all servers in a cluster (if applicable).	For Cisco Unified Communications Manager: <ul style="list-style-type: none"> • (Warning) Clusterwide total number of registered gateways decreased in consecutive polls. • (Informational) Clusterwide total number of registered gateways increased in consecutive polls. For Cisco Unified Communications Manager Business Edition: <ul style="list-style-type: none"> • (Warning) Total number of registered gateways decreased in consecutive polls. • (Informational) Total number of registered gateways increased in consecutive polls.
Number of registered media devices on each server or for all servers in a cluster (if applicable).	For Cisco Unified Communications Manager: <ul style="list-style-type: none"> • (Warning) Clusterwide total number of registered media devices decreased in consecutive polls. • (Informational) Clusterwide total number of registered media devices increased in consecutive polls. • Media List exhausted. For Cisco Unified Communications Manager Business Edition: <ul style="list-style-type: none"> • (Warning) Total number of registered media devices decreased in consecutive polls. • (Informational) Total number of registered media devices increased in consecutive polls. • Media List exhausted.

The Device Search menu comprises the following items on which you can search: phones, gateway devices, H.323 devices, CTI devices, voice-messaging devices, media resources, hunt lists, and SIP trunks.

You can search on any device in the Cisco Unified Communications Manager system and choose the status of the devices, including registered, unregistered, rejected, any status, and devices that are only configured in the database. You can also search by any model, or a specific device model, and set up criteria that include several different attributes. Within the phone search, you can also search on the basis of phone protocol.

RTMT queries RIS to find the matching device. Results display in a table with a row for each matched device, a column for each of the specified attributes, and a time stamp of the device that has been opened/closed and the application that controls the device media.

If you have Cisco Unified Communications Manager clusters and you search for a device by choosing the any status option, RTMT does not display a snapshot of the matched device type, but rather it displays data for that device type from the RIS database for all specified Cisco Unified Communications Manager servers for a period of time. As a result, you may see multiple entries of a device with multiple statuses (Registered, Unregistered, and so on) in RTMT.

When you see multiple entries of a device, the current status of the device reflects the entry that has the latest time stamp. By configuring the RIS Unused Cisco CallManager Device Store Period service parameter for the Cisco RIS Data Collector service in Cisco Unified Communications Manager Administration, you can configure the period of time that the RIS database keeps information on unregistered or rejected device. Refer to *Cisco Unified Communications Manager Administration Guide* for more information on configuring service parameter.

**Tip**

To find the matching item, RTMT requires that you activate the Cisco RIS Data Collector service in the Service Activation window.

Results display in a table with a row for each matched device, a column for each of the specified attributes, and a time stamp of the device that has been opened/closed and the application that controls the device media.

The phone summary provides information on the number of registered phones, phones that are running SIP, phones that are running SCCP, partially registered phones, and the number of failed registration attempts.

Additional Information

See the “[Related Topics](#)” section on page 5-18.

Understanding Device Logs

The device data accumulates in the memory whenever RTMT calls the LogDevice API. Every 5 minutes, RTMT logs the data into the file as a single record and cleans the memory.

The data gets logged every 5 minutes for the following counters based on the following calculation:

- gatewayDevicesFXS—Average of all the values that were collected in last 5 minutes
- gatewayDevicesFXO—Average of all the values that were collected in last 5 minutes
- gatewayDevicesPRI—Average of all the values that were collected in last 5 minutes
- gatewayDevicesT1—Average of all the values that were collected in last 5 minutes
- gatewayDevicesH323—Average of all the values that were collected in last 5 minutes

The AMC service logs the device data in csv format. The header of the log comprises the time zone information and a set of columns with the previously listed counters for a server. These sets of columns repeat for every server in a cluster, if applicable.

The following file name format of the Device Log applies: DeviceLog_MM_DD_YYYY_hh_mm.csv.

The first line of each log file comprises the header.

Additional Information

See the “[Related Topics](#)” section on page 5-18.

Working with Devices

This section contains information on the following topics:

- [Finding Specific Devices to Monitor, page 5-11](#)

- [Viewing Phone Information, page 5-12](#)
- [Viewing Device Properties, page 5-13](#)
- [Configuring Polling Rate for Devices and Performance Monitoring Counters, page 5-13](#)

Finding Specific Devices to Monitor

By performing the following procedure, you can monitor data for the following device types:

- Phones
- Gateway Devices
- H.323 Devices
- CTI Devices
- Voice Mail Devices
- Media Resources
- Hunt List
- SIP Trunk

Procedure

-
- Step 1** Perform one of the following tasks:
- On the Quick Launch Channel
 - Click **CallManager**.
 - In the tree hierarchy, double-click **Device**.
 - Click the Device Search icon.
 - Choose **CallManager > Device > Device Search > Open Device Search > <device type; for example, Phone, Gateway, Hunt List, and so on>**. A device selection window displays where you enter the search criteria. Go to [Step 4](#).

The Device Search window displays the cluster names (if applicable) and tree hierarchy that lists all device types that you can monitor.



Tip After you display the Device Search or CTI Search panes, you can right-click a device type and choose **CCMAdmin** to go to Cisco Unified Communications Manager Administration.

- Step 2** To find all devices or to view a complete list of device models from which you can choose, right-click the cluster name and choose **Monitor**.

- Step 3** To monitor a specific device type, right-click or double-click the device type from the tree hierarchy.



Tip If you right-click the device type, you must choose **Monitor** for the device selection window to display.

- Step 4** In the Select device with status window, click the radio button that applies.

- Step 5** In the drop-down list box next to the radio button that you clicked, choose **Any CallManager** or a specific Cisco Unified Communications Manager server for which you want the device information to display.



Tip In the remaining steps, you can choose the < **Back**, **Next** >, **Finish**, or **Cancel** buttons.

- Step 6** Click the **Next** > button.

- Step 7** In the Search by device model pane, click the radio button that applies.



Tip If you chose **Device Model**, choose the device type for which you want the device information to display.

- Step 8** Click **Next**.

- Step 9** In the Search with name pane, click the radio button that applies and enter the appropriate information in the corresponding fields, if required.

- Step 10** Click **Next**.

- Step 11** In the Monitor following attributes pane, check one or all of the search attributes.

- Step 12** Click **Finish**.

Additional Information

See the [Related Topics, page 5-18](#).

Viewing Phone Information

You can view information about phones that display in the RTMT device monitoring pane. This section describes how to view phone information.

Procedure

- Step 1** To display the phone in the RTMT device monitoring pane, see the [“Finding Specific Devices to Monitor”](#) section on page 5-11.

- Step 2** Perform one of the following tasks:

- Right-click the phone for which you want information to display and choose **Open**.
- Click the phone and choose **Device > Open**.

The Device Information Window displays.

- Step 3** In the Select Device with Status pane, click the radio button that applies.

- Step 4** In the drop-down list box next to the radio button that you clicked, choose **Any CallManager** or a specific Cisco Unified Communications Manager server for which you want the device information to display.

- Step 5** In the Search By Device Model pane, choose the phone protocol that you want to display.

- Step 6** Click the **Any Model or Device Model** radio button. If you click the Device Model radio button, choose a particular phone model that you want to display.
- Step 7** Click **Next**.
- Step 8** In the Search With Name pane, click the radio button that applies and enter the appropriate information in the corresponding fields.
- Step 9** In the Monitor following attributes pane, check one or all of the search attributes.
- Step 10** Click **Finish**.
- The Device Information window displays. For more information on the device, choose any field that displays in the left pane of the window.
-

Additional Information

See the [Related Topics, page 5-18](#).

Viewing Device Properties

You can view the properties of devices that display in the RTMT device monitoring pane. This section describes how to view device properties.

Procedure

-
- Step 1** Display the device in the RTMT device monitoring pane. See the [“Finding Specific Devices to Monitor” section on page 5-11](#).
- Step 2** Perform one of the following tasks:
- Right-click the device for which you want property information and choose **Properties**.
 - Click the device for which you want property information and choose **Device > Properties**.
- Step 3** To display the device description information, click the **Description** tab.
- Step 4** To display other device information, click the **Other Info** tab.
-

Additional Information

See the [Related Topics, page 5-18](#).

Configuring Polling Rate for Devices and Performance Monitoring Counters

Cisco Unified Communications Manager polls counters, devices, and gateway ports to gather status information. In the RTMT monitoring pane, you configure the polling intervals for the performance monitoring counters and devices.

**Note**

High-frequency polling rate may adversely affect Cisco Unified Communications Manager performance. The minimum polling rate for monitoring a performance counter in chart view equals 5 seconds; the minimum rate for monitoring a performance counter in table view equals 1 second. The

default value for both equals 10 seconds.

The default value for devices equals 10 minutes.

Perform the following procedure to update the polling rate:

Procedure

-
- Step 1** Display the device or performance monitoring counter in the RTMT monitoring pane.
 - Step 2** Click the device and choose **Edit > Polling Rate**.
 - Step 3** In the Polling Interval pane, specify the time that you want to use.
 - Step 4** Click **OK**.
-

Additional Information

See the [Related Topics](#), page 5-18.

Monitoring CTI Applications, Devices, and Lines

The CTI category monitors CTI Manager activities and provides CTI search capability. With CTI Manager, you can monitor the number of open devices, lines, and CTI connections.

You can specify criteria for the CTI applications, devices, and lines that include CTI status, device name, application pattern, and attributes.



Tip

To find the matching item, RTMT requires that you activate the Cisco RIS Data Collector service in the Service Activation window in Cisco Unified Serviceability.

Results display in a table with a row for each matched device, a column for each of the specified attributes, and a timestamp of the device that has been opened/closed and the application that controls the device media.

Working with CTI Applications, Devices, and Lines

This section contains information on the following topics:

- [Viewing CTI Manager Information](#), page 5-15
- [Finding CTI Applications to Monitor](#), page 5-15
- [Finding CTI Devices to Monitor](#), page 5-15
- [Finding CTI Lines to Monitor](#), page 5-16
- [Viewing Application Information](#), page 5-17

Viewing CTI Manager Information

To display a chart of open devices, lines, and CTI connections for each server or for each server in a cluster (if applicable), click **CallManager** in the quick launch channel; double-click **CTI**, and then click the **CTI Manager** icon.

Additional Information

See the [Related Topics, page 5-18](#).

Finding CTI Applications to Monitor

Perform the following procedure to find specific CTI applications to monitor:

Procedure

-
- Step 1** Perform one of the following tasks:
- On the Quick Launch Channel
 - Click CallManager.
 - In the tree hierarchy, double-click **CTI**.
 - Click the CTI Search icon.
 - Choose **CallManager > CTI > CTI Search > CTI Applications**. The selection window displays where you can enter the search criteria.
- Step 2** From the CTI Manager drop-down list box, choose the CTI Manager that you want to monitor.
- Step 3** From the Applications Status drop-down list box, choose the application status.
- Step 4** Click **Next**.
- Step 5** In the Application Pattern pane, click the radio button that applies.
- Step 6** Enter the information in the field for the radio button that you clicked; for example, if you clicked the IP Subnet radio button, enter the IP address and the subnet mask in the field.
- Step 7** Click **Next**.
- Step 8** In the Monitor following attributes window, check one or all of the check boxes for the attributes that you want to monitor.
- Step 9** Click **Finish**.
- The applications monitoring pane displays the information that you chose.
-

Additional Information

See the [Related Topics, page 5-18](#).

Finding CTI Devices to Monitor

Perform the following procedure to find specific CTI devices to monitor.

Procedure

-
- Step 1** Perform one of the following tasks:
- On the Quick Launch Channel
 - Click CallManager.
 - In the tree hierarchy, double-click **CTI**.
 - Click the CTI Search icon.
 - Choose **CallManager > CTI > CTI Search > CTI Devices**. The selection window displays where you can enter the search criteria. Go to [Step 2](#).



Tip If you right-click the option, choose **Monitor**.

Step 2 From the CTI Manager drop-down list box, choose the CTI Manager that you want to monitor.

Step 3 From the Devices Status drop-down list box, choose the device status.

Step 4 In the Devices pane, click the radio button that applies.



Tip If you chose **Device Name**, enter the device name in the field.

Step 5 Click **Next**.

Step 6 In the Application Pattern window, click the radio button that applies.

Step 7 Enter the information in the field for the radio button that you clicked; for example, if you clicked IP Subnet, enter the IP address and subnet mask in the field.

Step 8 Click **Next**.

Step 9 In the Monitor following attributes window, check one or all check boxes for the attributes that you want to monitor.

Step 10 Click **Finish**.

The devices monitoring pane displays the information that you chose.

Additional Information

See the [Related Topics, page 5-18](#).

Finding CTI Lines to Monitor

Perform the following procedure to find specific CTI lines to monitor.

Procedure

-
- Step 1** Perform one of the following tasks:
- On the Quick Launch Channel
 - Click CallManager.

- In the tree hierarchy, double-click **CTI**.
- Click the CTI Search icon.
- Choose **CallManager > CTI > CTI Search > CTI Lines**. The selection window displays where you can enter the search criteria. Go to [Step 2](#).



Tip If you right-click the option, choose **Monitor**.

- Step 2** From the CTI Manager & Status drop-down list box, choose the CTI manager that you want to monitor.
- Step 3** From the Lines Status drop-down list box, choose the status.
- Step 4** In the Devices pane, click the radio button that applies.



Tip If you chose **Device Name**, enter the device name in the field.

- Step 5** In the Lines pane, click the radio button that applies:



Note If you chose **Directory Number**, enter the directory number in the field.

- Step 6** Click **Next**.
- Step 7** In the Application Pattern pane, click the radio buttons apply:
- Step 8** Enter the information in the field for the radio button that you clicked; for example, if you clicked IP Subnet, enter the IP address and subnet mask in the field.
- Step 9** Click **Next**.
- Step 10** In the Monitor following attributes window, check one or all check boxes for the attributes that you want to monitor.
- Step 11** Click **Finish**.

The lines monitoring pane displays the information that you chose.

Additional Information

See the [Related Topics, page 5-18](#).

Viewing Application Information

You can view the application information for selected devices such as the Cisco Unified IP Phone, CTI port, and CTI route point. This section describes how to view application information.

Procedure

- Step 1** Display the devices in the RTMT monitoring pane, as described in the [“Finding CTI Devices to Monitor” section on page 5-15](#).
- Step 2** Perform one of the following tasks:

- Right-click the device for which you want application information; for example, CTI; then, choose **App Info**.
- Click the device for which you want application information and choose **Device > App Info**.

The Application Information window displays the CTI manager server name, application ID, user ID, application IP address, application status, app time stamp, device time stamp, device name, and CTI device open status.

Step 3 To view updated information, click **Refresh**. To close the window, click **OK**.

Additional Information

See the [Related Topics](#), page 5-18.

Where to Find More Information

Related Topics

- [Predefined Cisco Unified Communications Manager Objects Overview](#), page 5-1
- [Viewing the Cisco Unified Communications Manager Summary](#), page 5-4
- [Monitoring Call-Processing Activity](#), page 5-4
- [Understanding Call-Processing Logs](#), page 5-5
- [Monitoring Services](#), page 5-6
- [Understanding Service Logs](#), page 5-7
- [Monitoring Devices](#), page 5-8
- [Understanding Device Logs](#), page 5-10
- [Working with Devices](#), page 5-10
- [Monitoring CTI Applications, Devices, and Lines](#), page 5-14
- [Working with CTI Applications, Devices, and Lines](#), page 5-14
- [Understanding Alerts](#), page 9-1
- [Working with Alerts](#), page 10-1
- [Understanding Performance Monitoring](#), page 3-1
- [Working with Performance Queries](#), page 6-1
- [Viewing Perfmon Log Files](#), page 7-1
- [Working with Trace and Log Central](#), page 11-1