



CHAPTER 8

Monitoring the Connection Port Monitor

Unified CM BE and Connection only: This chapter provides information on the Port Monitor for Cisco Unity Connection in the Cisco Unified Real-Time Monitoring Tool (RTMT) and contains the following topics:

- [Port Monitor Overview, page 8-1](#)
- [Using the Port Monitor, page 8-2](#)
- [Where to Find More Information, page 8-2](#)

Port Monitor Overview

The RTMT Port Monitor lets you monitor the activity of each Cisco Unity Connection voice messaging port in real time. This information can help you determine whether the system has too many or too few ports.

This tool can display the following information for each port:

Port Name	The display name of the port in Cisco Unity Connection Administration.
Caller	For incoming calls, the phone number of the caller.
Called	For incoming calls, the phone number that was dialed.
Reason	If applicable, the reason why the call was redirected.
Redir	The extension that redirected the call. If the call was redirected by more than one extension, this field shows the extension prior to the last extension.
Last Redir	The last extension that redirected the call.
Application Status	The name of the conversation that Cisco Unity Connection is playing for the caller. When the port is not handling a call, the status specifies “Idle.”
Display Status	The action that the conversation is currently performing. When the port is not handling a call, the status specifies “Idle.”
Conversation Status	Specific details about the action that the conversation is performing. When the port is not handling a call, the status specifies “Idle.”
Port Ext	The extension of the voice messaging port.
Connected To	For Cisco Unified Communications Manager SCCP integrations, the IP address and port of the Cisco Unified Communications Manager server to which the voice messaging ports are registered.

**Note**

Depending on the information that the phone system integration provided and the status of the call, some fields may remain blank.

Additional Information

See the [“Related Topics”](#) section on page 8-2.

Using the Port Monitor

This section describes how to use the Port Monitor for Cisco Unity Connection.

Procedure

- Step 1** In RTMT, in the Unity Connection menu, click **Port Monitor**.
The Port Monitor tab displays.
- Step 2** In the Polling Rate field, accept the default or enter the number of seconds between updates in the data on the Port Monitor tab; then, click **Set Polling Rate**.

**Note**

Setting a low polling rate may impact system performance.

- Step 3** Click **Start Polling**.
The Port Monitor tab displays the status of all voice messaging ports on Cisco Unity Connection.

Additional Information

See the [“Related Topics”](#) section on page 8-2.

Where to Find More Information

Related Topics

- [Port Monitor Overview, page 8-1](#)
- [Using the Port Monitor, page 8-2](#)