CHAPTER 7

Viewing and Troubleshooting Perfmon Logs

To view perfmon logs, you can download the logs or view them locally.

This chapter contains information on the following topics:

Viewing Perfmon Log Files

You can view data from the perfmon CSV log by using the Performance Log Viewer in RTMT or by using the Microsoft Performance tool.

Viewing Log Files on the Performance Log Viewer

The Performance Log Viewer displays data for counters from perfmon CSV log files in a graphical format. You can use the performance log viewer to display data from the local perfmon logs that you collected, or you can display the data from the Realtime Information Server Data Collection (RISDC) perfmon logs.

The local perfmon logs comprise data from counters that you choose and store locally on your computer. For more information on how to choose the counters and how to start and stop local logging, see "Local Logging of Perfmon Counters Data" section on page 6-10.

Procedure

Step 1 Perform one of the following tasks:

- On the Quick Launch Channel
  - Click **System.**
  - In the tree hierarchy, double-click **Performance**.
  - Click the **Performance Log Viewer** icon.
- Choose **System > Performance > Open Performance Log Viewer**.

Step 2 Choose the type of perfmon logs that you want to view:

- For RISDC Perfmon Logs, perform the following steps:
  a. Click on RISDC Perfmon Logs and choose a server from the Select a node drop-down box.
  b. Click **Open**.

     The File Selection Dialog Box displays.
  c. Choose the file and click **Open File**.

     The Select Counters Dialog Box displays.
  d. Choose the counters that you want to display by checking the check box next to the counter.
  e. Click **OK**.
- For locally stored data, perform the following steps:
  a. Click Local Perfmon Logs.
  b. Click **Open**.

     The File Selection Dialog Box displays. RTMT saves the perfmon CSV log files in the log folder in the .jrtmt directory under the user home directory. In Windows, the path specifies D:\Documents and Settings\userA\.jrtmt\log, or in Linux, the path specifies /users/home/.jrtmt/log.
  c. Browse to the file directory.
  d. Choose the file that you are interested in viewing or enter the file name in the filename field.
  e. Click **Open**.

     The Select Counters Dialog Box displays.
  f. Choose the counters that you want to display by checking the check box next to the counter.
  g. Click **OK**.

The performance log viewer displays a chart with the data from the selected counters. The bottom pane displays the selected counters, a color legend for those counters, display option, mean value, minimum value, and the maximum value.

Table 7-1 describes the functions of different buttons that are available on the performance log viewer.

Table 7-1 Performance Log Viewer

Button	Function
Select Counters	Allows you to add counters that you want to display in the performance log viewer. To not display a counter, uncheck the Display column next to the counter.
Reset View	Resets the performance log viewer to the initial default view.
Save Downloaded File	Allows you to save the log file to your local computer.

Tip You can order each column by clicking on a column heading. The first time that you click on a column heading, the records display in ascending order. A small triangle pointing up indicates ascending order. If you click the column heading again, the records display in descending order. A small triangle pointing down indicates descending order. If you click the column heading one more time, the records displays in the unsorted state.

Additional Information

See the Related Topics, page 7-6.

Zooming In and Out

The performance Log viewer includes a zoom feature that allows you to zoom in on an area in the chart. To zoom in, click and drag the left button of the mouse until you have the selected desired area.

To reset the chart to the initial default view, click **Reset View** or right-mouse click the chart and choose **Reset**.

Additional Information

See the Related Topics, page 7-6.

Viewing the Perfmon Log Files with the Microsoft Performance Tool

To view the log files by using the Microsoft Performance tool, follow these steps:

Procedure

Step 1 Choose **Start > Settings > Control Panel > Administrative Tools > Performance**.

Step 2 In the application window, click the right mouse button and choose **Properties**.

Step 3 Click the Source tab in the System Monitor Properties dialog box.

Step 4 Browse to the directory where you downloaded the perfmon log file and choose the perfmon csv file. The log file includes the following naming convention: PerfMon_<server>_<month>_<day>_<year>_<hour>_<minute>.csv; for example, PerfMon_172.19.240.80_06_15_2005_11_25.csv.

Step 5 Click **Apply.**

Step 6 Click the **Time Range** button. To specify the time range in the perfmon log file that you want to view, drag the bar to the appropriate starting and ending times.

Step 7 To open the Add Counters dialog box, click the Data tab and click **Add**.

Step 8 From the Performance Object drop-down box, choose the perfmon object. If an object has multiple instances, you may choose **All instances** or select only the instances that you are interested in viewing.

Step 9 You can choose **All Counters** or select only the counters that you are interested in viewing.

Step 10 To add the selected counters, click **Add**.

Step 11 When you finish selecting counters, click **Close**.

Additional Information

See the Related Topics, page 7-6.

Working with Troubleshooting Perfmon Data Logging

When you enable RISDC perfmon logs, information gets collected for the system in logs that are written on the server. You can enable or disable RISDC perfmon logs by going to the Service Parameter window of the administration interface for your configuration:

Cisco Unified Communications Manager	On Cisco Unified Communications Manager Administration, choose **System > Service Parameters** and select the Cisco RIS Data Collector Service from the Service drop-down menu.
Cisco Unified Communications Manager Business Edition	On Cisco Unified Communications Manager Administration, choose **System > Service Parameters** and select the Cisco RIS Data Collector Service from the Service drop-down menu.
Connection	On Cisco Unity Connection Administration, choose **System Settings > Service Parameters** and select the Cisco RIS Data Collector from the Service drop-down menu.

By default, RISDC perfmon logging remains enabled. Be aware that RISDC perfmon logging is also known as Troubleshooting Perfmon Data logging. When you enable RISDC perfmon logging, the server collects performance data that are used to troubleshoot problems.

You can collect the log files for Cisco RIS Data Collector service on the server by using RTMT to download the log files. If you want to download the log files by using the CLI, refer to *Command Line Interface Reference Guide for Cisco Unified Solutions*. After you collect the log files, you can view the log file by using the Performance Log Viewer in RTMT or by using the Microsoft Windows performance tool. See "Viewing Log Files on the Performance Log Viewer" section on page 7-1 or "Viewing the Perfmon Log Files with the Microsoft Performance Tool" section on page 7-3.

Configuring Troubleshooting Perfmon Data Logging

The following procedure describes how to configure the troubleshooting perfmon data logging feature.

Procedure

Step 1 Go to the Service Parameters window of the administration interface for your configuration:

Cisco Unified Communications Manager	On Cisco Unified Communications Manager Administration, choose **System > Service Parameters**. The Service Parameter Configuration window displays.
Cisco Unified Communications Manager Business Edition	On Cisco Unified Communications Manager Administration, choose **System > Service Parameters**. The Service Parameter Configuration window displays.
Connection	On Cisco Unity Connection Administration, expand **System Settings**, then click **Service Parameters**. The Service Parameter Configuration window displays.

Step 2 From the Server drop-down list box, choose the server.

Step 3 From the Service drop-down list box, choose Cisco RIS Data Collector.

Step 4 Enter the appropriate settings as described in Table 7-2.

Step 5 Click **Save**.

Troubleshooting Perfmon Data-Logging Configuration Settings

Table 7-2 describes the available settings to enable and disable troubleshooting perfmon data logging.

Table 7-2 Troubleshooting Perfmon Data-Logging Parameters

Field	Description
Enable Logging	From the drop-down box, choose **True** to enable or **False** to disable troubleshooting perfmon data logging. The default value specifies True.
Polling Rate	Enter the polling rate interval (in seconds). You can enter a value from 5 (minimum) to 300 (maximum). The default value specifies 15.
Maximum No. of Files	Enter the maximum number of Troubleshooting Perfmon Data Logging files that you want to store on disk. You can enter a value from 1 (minimum) up to 100 (maximum). The default value specifies 50. Consider your storage capacity in configuring the Maximum No. of Files and Maximum File Size Parameters. Cisco recommends that you do not exceed a value of 100 MB when you multiply the Maximum Number of Files value by the Maximum File Size value. When the number of files exceeds the maximum number of files that you specified in this field, the system will delete log files with the oldest timestamp. ⚠ **Caution** If you do not save the log files on another machine before you change this parameter, you risk losing the log files.

Table 7-2 Troubleshooting Perfmon Data-Logging Parameters (continued)

Field	Description
Maximum File Size	Enter the maximum file size (in megabytes) that you want to store in a perfmon log file before a new file is started. You can enter a value from 1 (minimum) to 500 (maximum). The default value specifies 5 MB. Consider your storage capacity in configuring the Maximum No. of Files and Maximum File Size Parameters. Cisco recommends that you do not exceed a value of 100 MB when you multiply the Maximum Number of Files value by the Maximum File Size value.

Where to Find More Information

Related Topics

- Using RTMT for Performance Monitoring, page 3-1
- Working with Troubleshooting Perfmon Data Logging, page 7-4
- Working with Performance Queries, page 6-1
- System Performance Objects and Counters, page A-1
- Performance Objects and Counters for Cisco Unified Communications Manager, page B-1
- Cisco Unity Connection Performance Objects and Counters, page C-1