



CHAPTER 14

Understanding Cisco Unified Analysis Manager

The Cisco Unified Analysis Manager (Unified Analysis Manager), a tool included with the Cisco Unified Real-Time Monitoring Tool (RTMT), is used to perform troubleshooting operations. When the Unified Analysis Manager is launched, it collects troubleshooting information from your system and provides an analysis of that information. You can use this information to perform your own troubleshooting operation or to send the information to Cisco Technical Assistance for analysis.

The Analysis Manager application is installed as an option when you install the RTMT software. The Analysis Manager interface is accessed from the RTMT main menu and quick launch channel.

Once it is installed, the application can identify the supported UC products and applications that you have in your system and troubleshoot call failures across these UC applications, collecting trace and log files.

The Unified Analysis Manager will support the following products:

- Cisco Unified Communications Manager (Unified Communications Manager) Release 8.0 (1)
- Cisco Unified Contact Center Enterprise (Unified CCE) Release 8.0(1)
- Cisco Unified Contact Center Express (Unified CCX) Release 8.0(1)
- Cisco IOS Voice Gateways (37xx, 28xx, 38xx, 5350XM, 5400XM) IOS Release PI 11
- Cisco Unity Connection (Unity Connection) Release 8.0(1)
- Cisco Unified Presence (Unified Presence) Release 8.0(2)

The three primary components of the Unified Analysis Manager interface are

- Administration—The system component lets you import device and group configuration from an external file and provide a status of jobs run by the Unified Analysis Manager.
- Inventory —The inventory component is used to identify all of the devices in your system that can be accessed and analyzed by the Unified Analysis Manager.
- Tools —The tools component contains all of the functions that Unified Analysis Manager supports. This includes configuring traces settings, collecting logs and viewing configurations.

How the Unified Analysis Manager Works

The Unified Analysis Manager application is installed as part of the RTMT installation. So once you complete the RTMT installation, you have access to the Unified Analysis Manager features.

The Unified Analysis Manager application is not displayed when RTMT is connected to a Cisco Unity Connection or Cisco Unified Presence server.

When you use RTMT to connect to a Cisco Unified Communications Manager or a Cisco Unified Communications Manager Business Edition server, you can add nodes to include Cisco Unity Connection and Cisco Unified Presence servers in Unified Analysis Manager.

Where to Find More Information

For more information about RTMT and Cisco Unified Communications Manager, refer to:

- [Cisco Unified Communications Manager Release 8.0\(1\)](#)
- [Cisco Unified Communications Manager Business Edition Release 8.0\(1\)](#)

For more information about products that can be managed with Unified Analysis Manager, refer to:

- [Cisco Unified Contact Center Enterprise Release 8.0\(1\)](#)
- [Cisco Unified Contact Center Express Release 8.0\(1\)](#)
- [Cisco Unity Connection Release 8.0\(1\)](#)
- [Cisco Unified Presence Release 8.0\(2\)](#)