CHAPTER 19

Cisco Intercompany Media Engine

RTMT provides a set of predefined monitoring objects that assist you in monitoring the health of the Cisco Intercompany Media Engine application. On the Cisco Unified Communications Manager server, you can monitor call processing activity and routing activity of Cisco IME calls. On the Cisco Intercompany Media Engine server you can monitor a variety of statistics related to Internet bandwidth and IME distributed cache status. You need objects from both servers to monitor the performance of the Cisco Intercompany Media Engine product.

This chapter contains information on the predefined objects on the Cisco Intercompany Media Engine server. For information on the objects on the Cisco Unified Communications Manager server, see the "Monitoring Intercompany Media Services" section on page 5-23

This chapter contains the following topics:

- Monitoring IME Service, page 19-1
- Monitoring IME System Performance, page 19-2

Monitoring IME Service

The IME Service category monitors the following items:

- Network Activity—Displays the activity on the Cisco Unified Communications Manager that relates to Cisco Intercompany Media Engine. The Network Activity object displays these charts:
  - IME Distributed Cache Health—Displays the health of the IME distributed cache based on the IMEDistributedCacheHealth counter for the IME Server performance object.
  - IME Distributed Node Count—Displays an approximation of the number of nodes in the IME distributed cache, based on the value of the IMEDistributedCacheNodeCount counter for the IME Server performance object. Because each physical Cisco Intercompany Media Engine server contains multiple nodes, the number that displays in the chart does not indicate the number of physical Cisco Intercompany Media Engine servers that participate in the IME distributed cache.
  - Internet BW Received—Displays the amount of bandwidth in Kbits/s that the Cisco IME service uses for incoming Internet traffic and represents the InternetBandwidthRecv counter for the IME Server performance object.
  - Internet BW Send—Displays the amount in Kbits/s that the Cisco IME service uses for outgoing Internet traffic and represents the InternetBandwidthSend counter for the IME Server performance object.

  - IME Distributed Cache Stored Data Records—Displays the number of IME Distributed Cache records that the Cisco Intercompany Media Engine server stores and represents the IMEDistributedCacheStoredData counter for the IME Server performance object.

To display information on network activity, choose **Cisco IME Service > Network Activity**.

- Server Activity—Allows you to monitor the activity on the Cisco Intercompany Media Engine server. The Server Activity object displays these charts:
  - Number of Registered Clients—Displays the current number of clients that connect to the Cisco IME service and represents the value of the ClientsRegistered counter for the IME Server performance object.
  - IME Distributed Cache Quota—Indicates the number of individual DIDs that can be written into the IME Distributed Cache, by Cisco Unified CMs attached to this IME server. This number is determined by the overall configuration of the IME Distributed Cache, and the IME license installed on the IME server.
  - IME Distributed Cache Quota Used—Indicates the total number of unique DID numbers that have been configured, to be published via enrolled patterns for Intercompany Media Services, by Cisco Unified CMs currently attached to this IME server.
  - Terminating VCRs—Indicates the total number of IME voice call records that are stored on the Cisco IME server for the terminating side of a call. These records can be used for validation of learned routes.
  - Validations Pending—Displays the number of pending validations on the Cisco IME service as well as the threshold for validations. This chart represents the ValidationsPending counter for the Cisco IME Server performance object.

To display information on server activity, choose **Cisco IME Service > Server Activity**.

Monitoring IME System Performance

The IME System Performance monitoring category provides the SDL Queue object that 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).

To display information on the SDL Queue, choose **Cisco IME Service > SDL Queue**. Select the type from the SDL Queue Type drop-down list box.