



Preface

This preface describes the purpose, audience, organization, and conventions of this guide and provides information on how to obtain related documentation.

This document may not represent the latest Cisco product information that is available. You can obtain the most current documentation by accessing Cisco product documentation page at this URL:

For Cisco Unified Communications Manager:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

For Cisco Unified Communications Manager Business Edition:

http://www.cisco.com/en/US/products/ps7273/tsd_products_support_series_home.html

For Cisco Unity Connection:

http://www.cisco.com/en/US/products/ps6509/tsd_products_support_series_home.html

The preface covers these topics:

- [Purpose, page iii](#)
- [Audience, page iv](#)
- [Organization, page iv](#)
- [Related Documentation, page vi](#)
- [Conventions, page vi](#)
- [Obtaining Documentation, Obtaining Support, and Security Guidelines, page viii](#)
- [Cisco Product Security Overview, page viii](#)

Purpose

The *Cisco Unified Real-Time Monitoring Tool Administration Guide* provides information about the Cisco Unified Real-Time Monitoring Tool (RTMT).

Use this book with the documentation for your configuration:

Cisco Unified Communications Manager	<i>Cisco Unified Communications Manager System Guide, Cisco Unified Communications Manager Administration Guide, Cisco Unified Serviceability Administration Guide, CDR Analysis and Reporting Administration Guide, and Cisco Unified Communications Manager Call Detail Records Administration Guide</i>
Cisco Unified Communications Manager Business Edition	<i>Cisco Unified Communications Manager System Guide, Cisco Unified Communications Manager Administration Guide, Cisco Unified Serviceability Administration Guide, CDR Analysis and Reporting Administration Guide, Cisco Unified Communications Manager Call Detail Records Administration Guide, Cisco Unity Connection System Administration Guide, and Cisco Unity Connection Serviceability Administration Guide</i>
Cisco Unity Connection	<i>Cisco Unity Connection System Administration Guide and Cisco Unity Connection Serviceability Administration Guide</i>

These documents provide the following information:

- Instructions for administering Cisco Unified Communications Manager, Cisco Unified Communications Manager Business Edition, and Cisco Unity Connection.
- Descriptions of procedural tasks that you complete by using the administration interface.

Audience

The *Cisco Unified Real-Time Monitoring Tool Administration Guide* provides information for network administrators who are responsible for managing and supporting Cisco Unified Communications Manager, Cisco Unified Communications Manager Business Edition, and Cisco Unity Connection. Network engineers, system administrators, or telecom engineers use this guide to learn about, and administer, remote serviceability features. This guide requires knowledge of telephony and IP networking technology.

Organization

The following table shows how this guide is organized:

Chapter	Description
Real-Time Monitoring Tool	
Chapter 1, “Understanding Cisco Unified Real-Time Monitoring Tool”	Provides a brief description of the Cisco Unified Real-Time Monitoring Tool (RTMT).
Chapter 2, “Installing and Configuring Real Time Monitoring Tool”	Provides procedures for installing, upgrading, and uninstalling RTMT. Also provides information on how to navigate within RTMT and how to configure profiles.

Chapter	Description
Performance Monitoring	
Chapter 3, “Understanding Performance Monitoring”	Provides an overview of performance counters.
Chapter 4, “Monitoring Predefined System Objects”	Provides information on working with predefined system objects.
Chapter 5, “Monitoring Predefined Cisco Unified Communications Manager Objects”	Provides information on working with predefined Cisco Unified Communications Manager objects.
Chapter 6, “Working with Performance Queries”	Provides procedures for working with performance monitors, including viewing performance counters and counter descriptions, and perfmon logs.
Chapter 7, “Viewing and Troubleshooting Perfmon Logs”	Provides information about how to download perfmon logs or view them locally.
Chapter 8, “Using Cisco Unity Connection Port Monitor”	Provides information on the Port Monitor for Cisco Unity Connection.
Alerts	
Chapter 9, “Understanding Alerts”	Provides an overview of alerts, including a description of preconfigured alerts. Describes fields that you use to configure alerts and alert actions.
Chapter 10, “Working with Alerts”	Provides procedures for working with Alerts.
Tools for Traces, Logs, and Plug-Ins	
Chapter 11, “Working with Trace and Log Central”	Provides information on configuring on-demand trace collection and crash dump files for system services as well as on viewing the trace files in the appropriate viewer.
Chapter 12, “Using SysLog Viewer”	Provides information on using the SysLog Viewer.
Chapter 13, “Using Plug-ins”	Provides information on installing and using plug-ins in the Real-Time Monitoring tool.
Analysis Manager	
Chapter 14, “Understanding Cisco Unified Analysis Manager”	Provides information on Cisco Unified Analysis Manager.
Chapter 15, “Installing and Configuring Cisco Unified Analysis Manager ”	Provides steps and procedure to install and configure Analysis Manager.
Chapter 16, “Identifying and Adding Nodes to Cisco Unified Analysis Manager”	Provides information on identifying and adding nodes that the Analysis Manager can diagnose.
Chapter 17, “Using the Cisco Unified Analysis Manager Tools”	Provides information on the Analysis Manager tools that allow you to perform management tasks for specific devices and groups of devices.
Chapter 18, “Cisco Unified Analysis Manager Troubleshooting and Limitations”	Provides troubleshooting and limitations information of the Cisco Unified Analysis Manager.
Cisco Intercompany Media Engine	

Chapter	Description
Chapter 19, “Cisco Intercompany Media Engine”	Provides information on Cisco Intercompany Media Engine.
Appendixes: Performance Counter and Alerts Descriptions	
Appendix A, “System Performance Objects and Counters”	Provides a list of performance objects and their associated counters for the system
Appendix B, “Performance Objects and Counters for Cisco Unified Communications Manager”	Provides a complete list of performance objects and their associated counters. Provides tables with related information about Cisco Unified Communications Manager perfmon counters, the Cisco Unified Real-Time Monitoring Tool, and CCM_SNMP_MIB.
Appendix C, “Cisco Unity Connection Performance Objects and Counters”	Provides a list of performance objects and their associated counters for Cisco Unity Connection.
Appendix D, “System Alert Descriptions and Default Configurations”	This appendix contains descriptions and default configurations of system alerts.
Appendix E, “CallManager Alert Descriptions and Default Configurations”	This appendix contains descriptions and default configurations of CallManager alerts.
Appendix F, “Cisco Unity Connection Alert Descriptions and Default Configurations”	This appendix contains descriptions and default configurations of Cisco Unity Connection alerts.

Related Documentation

For additional documentation on Cisco Unified Communications Manager, refer to the *Cisco Unified Communications Manager Documentation Guide* at the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_documentation_roadmaps_list.html

For additional documentation on Cisco Unified Communications Manager Business Edition, refer to the *Cisco Unified Communications Manager Business Edition Documentation Guide* at the following URL:

http://www.cisco.com/en/US/products/ps7273/products_documentation_roadmaps_list.html

For additional documentation on Cisco Unity Connection, refer to the *Cisco Unity Connection Documentation Guide* at the following URL:

http://www.cisco.com/en/US/products/ps6509/products_documentation_roadmaps_list.html

Conventions

This document uses the following conventions:

Convention	Description
boldface font	Commands and keywords are in boldface .
<i>italic</i> font	Arguments for which you supply values are in <i>italics</i> .

Convention	Description
[]	Elements in square brackets are optional.
{ x y z }	Alternative keywords are grouped in braces and separated by vertical bars.
[x y z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in <code>screen font</code> .
boldface screen font	Information you must enter is in boldface screen font .
<i>italic screen font</i>	Arguments for which you supply values are in <i>italic screen font</i> .
→	This pointer highlights an important line of text in an example.
^	The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.
< >	Nonprinting characters, such as passwords, are in angle brackets.

Notes use the following conventions:



Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Timesavers use the following conventions:



Timesaver

Means *the described action saves time*. You can save time by performing the action described in the paragraph.

Tips use the following conventions:



Tip

Means *the information contains useful tips*.

Cautions use the following conventions:



Caution

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Warnings use the following conventions:



Warning

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, you must be aware of the hazards involved with electrical circuitry and familiar with standard practices for preventing accidents.

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations may be found at

http://www.access.gpo.gov/bis/ear/ear_data.html.