



CHAPTER 8

Using Cisco Unity Connection Port Monitor

This chapter describes how to use the Port Monitor for Cisco Unified Communications Manager Business Edition 5000 and for Cisco Unity Connection. It contains the following sections:

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

Port Monitor Overview

The 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.

The Port Monitor provides information about each Cisco Unity Connection voice messaging port in real time. This information can help you determine the activity of each port and whether the system has too many or too few ports. The Port Monitor displays the information for each port as described in [Table 8-1](#).

Table 8-1 **Fields and Descriptions in the Port Monitor**

Field	Description
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 displays Idle.
Display Status	The action that the conversation is currently performing. When the port is not handling a call, the status displays Idle.

Table 8-1 *Fields and Descriptions in the Port Monitor (continued)*

Field	Description
Conversation Status	Specific details about the action that the conversation is performing. When the port is not handling a call, the status displays Idle.
Port Ext	The extension of the 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 ports are registered.

**Note**

Depending on the information that the phone system integration provided and the status of the call, some fields in [Table 8-1](#) may remain blank.

Using Cisco Unity Connection Port Monitor

Perform the following steps to use the Port Monitor.

Procedure

- Step 1** In Unified CM Real Time Monitoring Tool, access Unity Connection and click **Port Monitor**. The Port Monitor window displays.
- Step 2** In the Node drop-down box, choose a Cisco Unity Connection server.
- Step 3** 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**.
- Step 4** Click **Start Polling**. The Port Monitor window displays the status of all voice messaging ports on Cisco Unity Connection.

**Note**

Setting a low polling rate may impact system performance.

Where to Find More Information

- [Port Monitor Overview, page 8-1](#)
- [Using Cisco Unity Connection Port Monitor, page 8-2](#)