

Monitor Cisco Unity Voice Port Usage

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Introduction

In the Cisco Unity voice mail server, users often receive error messages that say Cisco Unity is out of voice mail ports when they try to retrieve their voice mail messages through ViewMail for Outlook (VMO). This issue can occur due to improper distribution of voice mail ports in the Cisco Unity server. In order to resolve this issue, monitor the port usage and analyze the past records of the port usage to make appropriate changes with more license requirements.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unity

Components Used

The information in this document is based on the Cisco Unity 4.x.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Port Usage

In Cisco Unity users can receive error messages that say there are no available voice mail ports within the VMO application in Microsoft Outlook. Before you proceed to upgrade the Cisco Unity server or increase the number of voice mail ports, it is advised to determine the voice port usage over time.

Monitoring Tools

The voice port usage can be monitored with two tools in Cisco Unity:

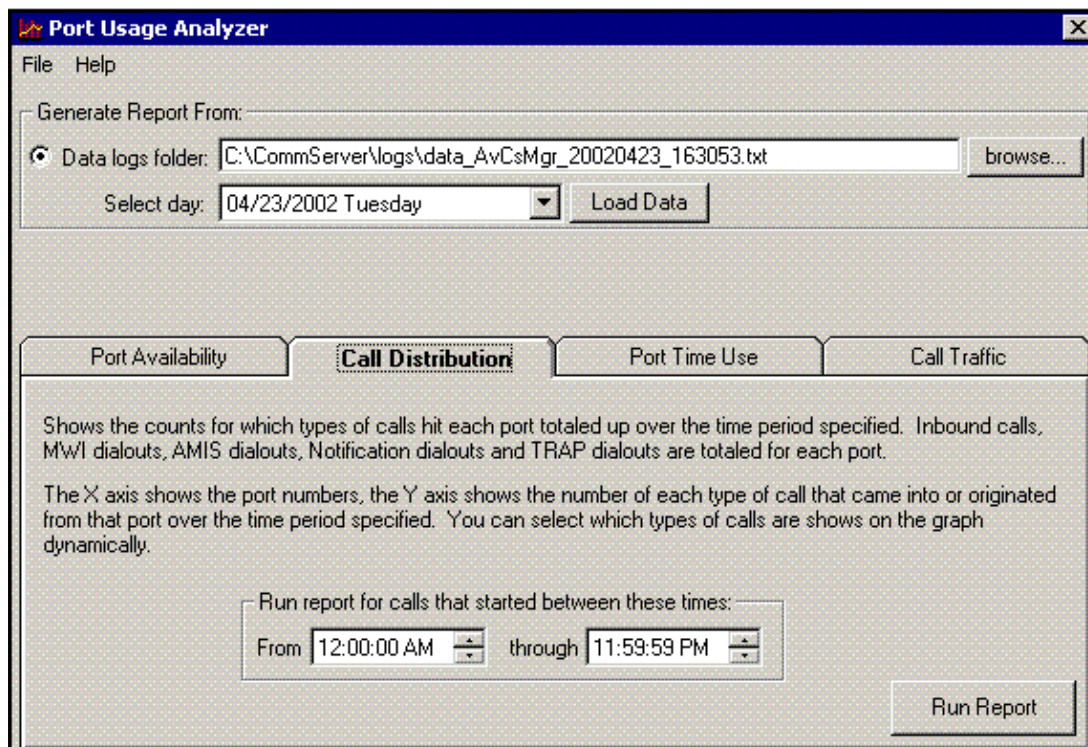
- Cisco Unity Port Usage Analyzer
- Cisco Unity Port Status Monitor

Port Usage Analyzer

The Port Usage Analyzer tool can be used in order to obtain information, such as call duration, call forwarding, and phone system transfers into Cisco Unity, as well as external sources of information such as phone system reports or call detail records. This data can be used in conjunction with the data collected from the Cisco Unity system in order to form a complete picture of phone system activity during the monitored period. The Port Usage Analyzer can be reached through **Start > Programs > Unity > Cisco Unity Tools Depot** and then expand the **Reporting Tools**

How to Generate Report

The Port Usage Analyzer tool is a suite of 4 reports designed to give you a better idea of the call traffic loads you Cisco Unity servers experience. Reports are generated in a graphical chart style for easy analysis and can also be saved in simple CSV files if desired.



Complete these steps in order to see each of the four available reports:

1. Click **Browse** in order to browse to the logs directory for Commserver. If you run the Port Usage Analyzer on the Cisco Unity server, this is the default directory. If not, the directory can be found under \Commserver\Logs. The Port Usage Tool looks for files named **data_AVCSMgr_*.log**, so if you plan to copy the log files to another box for archiving purposes, be sure to get these data files. When you choose a directory, the Select Day drop-down list is automatically populated with all days for which logging information is available in that directory.
2. Click **Select Day**, and choose the day you wish to run the report against.

3. Click **Load Data**. A progress bar shows status while the log file is processed into the database from which data for the reports is generated. When complete, a dialog box appears that gives summary information about the data found in the log, which includes the total number of inbound and outbound calls and the types of outbound calls found.
4. Click the tab for the report you want to see, and click **Run Report**. A separate window opens that shows the graph for that report.

Port Status Monitor

Cisco Unity has two status monitors: the web-based Status Monitor and the Port Status Monitor that is located in the Switch Integration Tools directory of Tools Depot. Both are useful as troubleshooting tools. However, the web-based status monitor is not intended to be run for long periods of time due to the significant amount of the system resources it utilizes. The web-based status monitor automatically times out after 20 minutes of use while the Port Status Monitor application does not adversely impact system performance and can be run for as long as necessary in order to monitor call activity and troubleshoot a problem.

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Related Information

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