



CHAPTER 7

Viewing and Configuring Performance Counters in RTMT

May 19, 2009

Cisco Unified Presence directly updates Performance counters (called PerfMon counters). The counters contain simple, useful information, such as the number of subscriptions that are activated and number of PUBLISH messages that are processed.

You can monitor the performance of the components of the system and the components for the application on the system by choosing the counters for any object by using RTMT. The counters for each object display when the folder expands.

You can log perfmon counters locally on the computer and use the performance log viewer in RTMT to display the perfmon CSV log files that you collected or the Realtime Information Server Data Collection (RISDC) perfmon logs.

You can also enable troubleshooting perfmon data logging to automatically collect statistics from a set of perfmon counters that will provide comprehensive information on the system state. Be aware that enabling troubleshooting perfmon data logging may impact system performance on the server.

- [How to View Performance Counters in RTMT, page 7-1](#)
- [How to Manage Performance Counters in RTMT, page 7-4](#)
- [How to View Counter Data, page 7-6](#)
- [How to Log Data Locally from Perfmon Counters, page 7-9](#)
- [Troubleshooting Perfmon Data Logging, page 7-11](#)
- [How to View Log Files on the Perfmon Log Viewer and Microsoft Performance Tool, page 7-16](#)
- [Viewing Log Files on the SysLog Viewer, page 7-19](#)

How to View Performance Counters in RTMT

The Real-Time Monitoring Tool (RTMT) displays perfmon counters in chart or table format. The chart format displays the perfmon counter information by using line charts. For each category tab that you create, you can display up to six charts in the RTMT Perfmon Monitoring pane with up to three counters in one chart.

By default, RTMT displays perfmon counters in a chart format. You can also select to display the perfmon counters in a table format. To display the perfmon counters in table format, you need to check **Present Data in Table View** when you create a new category.

You can organize the perfmon counters to display a set of feature-based counters and save it in a category. After you save your RTMT profile, you can quickly access the counters that you are interested in. After you create a category, you cannot change the display from a chart format to a table format, or vice versa.

- [Viewing Performance Counters, page 7-2](#)
- [Zooming In On a Performance Counter, page 7-3](#)

Viewing Performance Counters

Before You Begin

Review information about performance counter views.

Procedure

- Step 1** Perform one of the following actions:
- On the Quick Launch Channel:
 - Click **System**.
 - In the tree hierarchy, double-click **Performance**.
 - Click the **Performance** icon.
 - Select **System > Performance > Open Performance Monitoring**.
- Step 2** Click the name of the server where you want to add a counter to monitor.
The tree hierarchy expands and displays all the perfmon objects for the node.

Step 3 Perform one or more of the following actions:

If you want to:	Action
View a counter in table format	<ol style="list-style-type: none"> a. Select Edit > New Category. b. Enter a name for the tab in the Enter Name field. c. Check Present Data in Table View to display the perfmon counters in table format. d. Click OK. <ol style="list-style-type: none"> a. Click the file icon next to the object name that lists the counters that you want to monitor.
View a counter in chart format	<ol style="list-style-type: none"> a. Click the file icon next to the object name that lists the counters that you want to monitor. b. Complete one of the following tasks to display the counter information. <ul style="list-style-type: none"> • Right-click the counter and click Counter Monitoring. • Double-click the counter. • Drag and drop the counter into the RTMT Perfmon Monitoring pane.

Troubleshooting Tips

- You can display up to three counters in one chart in the RTMT Perfmon Monitoring pane. To add another counter in a chart, click the counter and drag it to the RTMT Perfmon Monitoring pane. Repeat again to add up to three counters.
- To display the counter in chart format after you display it in table format, right-click the category tab and select **Remove Category**. The counter displays in chart format.

Related Topics

- [Adding a Category, page 6-3.](#)
- [Appendix B, “Performance Objects and Counters for Cisco Unified Presence.”](#)

Zooming In On a Performance Counter

To get a closer look at perfmon counters, you can zoom the perfmon monitor counter in the RTMT Perfmon Monitoring pane.

Before You Begin

Display the counter that you want to view.

Procedure

Step 1 Perform one of the following actions in the RTMT Performance Monitoring pane:

- Double-click the counter that you want to zoom.
- Click the counter that you want to zoom, and then select **System > Performance > Zoom Chart**.

Step 2 Click **OK** to close the window.

Troubleshooting Tips

The minimum, maximum, average, and last fields show the values for the counter since the monitoring began for the counter.

Related Topics

[Viewing Performance Counters, page 7-2](#)

How to Manage Performance Counters in RTMT

- [Adding a Performance Counter, page 7-4](#)
- [Removing a Performance Counter, page 7-5](#)
- [Configuring Polling Rate Performance Monitoring Counters, page 7-5](#)

Adding a Performance Counter

To troubleshoot system performance problems, you add the counter that is associated with the perfmon object to the RTMT performance monitoring pane, which displays a chart for the counter.

Before You Begin

Before you add counters, see the information about Categories. Category tabs contain up to six perfmon counter charts.

Procedure

Step 1 Perform one of the following actions:

- On the Quick Launch Channel:
 - Click **System**.
 - In the tree hierarchy, double-click **Performance**.
 - Click the **Performance** icon.
- Select **System > Performance > Open Performance Monitoring**.

Step 2 Click the name of the server where you want to add a counter to monitor.

The tree hierarchy expands and displays all the perfmon objects for the node.

Step 3 Perform one of the following actions to view the performance monitoring counter:

- Double-click the performance monitoring counter in the performance monitoring tree hierarchy.

- Right-click the performance monitoring counter in the performance monitoring tree hierarchy and select **Counter Monitoring**.
-

Related Topics

- [Adding a Category, page 6-3](#)
- [Viewing Performance Counters, page 7-2](#)

Removing a Performance Counter

You can remove counters from the RTMT Perfmon Monitoring pane when you no longer need them.

Procedure

- Step 1** Perform one of the following actions to display the performance monitoring counter.:
- On the Quick Launch Channel:
 - Click **System**.
 - In the tree hierarchy, double-click **Performance**.
 - Click the **Performance** icon.
 - Select **System > Performance > Open Performance Monitoring**.
- Step 2** Perform one of the following actions:
- Right-click the counter that you want to remove and select **Remove**.
 - Click the counter that you want to remove and select **System > Performance > Remove Chart/Table Entry**.
-

Related Topics

[Viewing Performance Counters, page 7-2](#)

Configuring Polling Rate Performance Monitoring Counters

Cisco Unified Presence polls counters to gather status information. In the RTMT monitoring pane, you configure the polling intervals for the performance counters for each category tab that you create. Setting a high-frequency polling rate affects the performance on the server. The minimum polling rate for monitoring a performance counter in chart view equals five seconds; the minimum rate for monitoring a performance counter in table view equals 1 second. The default for both specifies 10 seconds.

Procedure

- Step 1** Perform one of the following actions to display the performance monitoring counter:
- On the Quick Launch Channel:
 - Click **System**.

- In the tree hierarchy, double-click **Performance**.
 - Click the **Performance** icon.
 - Select **System > Performance > Open Performance Monitoring**.
- Step 2** Click the device and select **Edit > Polling Rate**.
- Step 3** Specify the time that you want to use in the Polling Rate frame.
- Step 4** Click **OK**.
-

Troubleshooting Tips

Setting a high-frequency polling rate may adversely affect Cisco Unified Presence performance. The minimum polling rate for monitoring a performance counter in chart view equals five seconds; the minimum rate for monitoring a performance counter in table view equals one second. The default value for both equals 10 seconds. The default value for devices equals 10 minutes.

Related Topics

[Viewing Performance Counters, page 7-2](#)

How to View Counter Data

Counter properties allow you to display a description of the counter and configure data-sampling parameters.

The Counter Property window contains the option to configure data samples for a counter. The performance counters that display in the RTMT performance monitoring pane contain green dots that represent samples of data over time. You can configure the number of data samples to collect and the number of data points to show in the chart. After the data sample is configured, view the information by using the View All Data/View Current Data menu option to view all the data that a perfmon counter collected.

- [Viewing a Counter Description, page 7-6](#)
- [Viewing Counter Data, page 7-7](#)
- [Viewing a Data Sample, page 7-8](#)

Viewing a Counter Description

The Counter Property window displays the description of the counter. The description includes the host address, the object to which the counter belongs, the counter name, and a brief overview of what the counter does.

Procedure

- Step 1** Perform one of the following actions:
- On the Quick Launch Channel:
 - Click **System**.

- In the tree hierarchy, double-click **Performance**.
 - Click the **Performance** icon.
 - Select **System > Performance > Open Performance Monitoring**.
- Step 2** Click the name of the server where the counter is located.
The tree hierarchy expands and displays all the perfmon objects for the node.
- Step 3** Perform one of the following actions:

If you are in the:	Action
Perfmon tree hierarchy	<ul style="list-style-type: none"> a. Right-click the counter for which you want property information. b. Select Counter Description.
RTMT Performance Monitoring pane	<ul style="list-style-type: none"> a. Click the counter. b. Select System > Performance > Counter Description

- Step 4** Click **OK**.

Viewing Counter Data

You can view the data that is collected for a performance counter. The counter chart displays all data that has been sampled. The green dots display close together, almost forming a solid line.

Procedure

- Step 1** Perform one of the following actions:
- On the Quick Launch Channel:
 - Click **System**.
 - In the tree hierarchy, double-click **Performance**.
 - Click the **Performance** icon.
 - Select **System > Performance > Open Performance Monitoring**.
- Step 2** Click the name of the server where the counter is located.
The tree hierarchy expands and displays all the perfmon objects for the node.
- Step 3** Right-click the counter chart for the counter for which you want to view data samples in the RTMT Perfmon Monitoring pane.
- Step 4** Select **View All Data**.
- Step 5** Right-click the counter that currently displays.
- Step 6** Select **View Current**.

Troubleshooting Tips

The counter chart displays the last configured data samples that were collected.

Viewing a Data Sample

You can configure and view a data sample for a counter. The perfmon counters that display in the RTMT Perfmon Monitoring pane contain green dots that represent samples of data over time. You can configure the number of data samples to collect and the number of data points to show in the chart. After the data sample is configured, view the information by using the View All Data/View Current Data menu option.

Procedure

-
- Step 1** Perform one of the following actions:
- On the Quick Launch Channel:
 - Click **System**.
 - In the tree hierarchy, double-click **Performance**.
 - Click the **Performance** icon.
 - Select **System > Performance > Open Performance Monitoring**.
- Step 2** Click the name of the server where the counter is located.
The tree hierarchy expands and displays all the perfmon objects for the node.
- Step 3** Perform one of the following actions:
- Right-click the counter for which you want data sample information and select **Monitoring Properties** if you are using chart format and **Properties** if you are using table format.
 - Click the counter for which you want data sample information and select **System > Performance > Monitoring Properties**.
- Step 4** Click the **Data Sample** tab to configure the number of data samples for the counter.
- Step 5** Select the number of samples (between 100 and 1000) from the No. of data samples list box. The default specifies 100.
- Step 6** Select the number of data points to display on the chart (between 10 and 50) from the No. of data points shown on chart list box. The default specifies 20.
- Step 7** Click one parameter.
[Table 7-1](#) describes the data sample parameters.

Table 7-1 Data Sample Parameters

Parameter	Description
Absolute	Because some counter values are cumulative, select Absolute to display the data at its current status.
Delta	Select Delta to display the difference between the current counter value and the previous counter value.
Delta Percentage	Select Delta Percentage to display the counter performance changes in percentage.

Step 8 Click **OK** to close the Counter Property window and return to the RTMT Perfmon Monitoring pane.

Troubleshooting Tips

The Counter Property window displays the description of the counter, as well as the tab for configuring data samples. The description includes the host address, the object to which the counter belongs, the counter name, and a brief overview of what the counter does.

Related Topics

- [Viewing Performance Counters, page 7-2](#)
- [Viewing Counter Data, page 7-7](#)

How to Log Data Locally from Perfmon Counters

Every five minutes, the server data is logged into the file as a single record. The system logs the data every five minutes for the following counters, based on the following calculation:

- `cpuUsage`—Average of all the values that were collected in the last five minutes
- `MemoryInUse`—Average of all the values that were collected in the last five minutes
- `DiskSpaceInUse`—Average of all the values that were collected in the last five minutes for the active partition

The Cisco AMC service logs the server data in CSV format. The header of the log comprises the time zone information and a set of columns with the previous counters for a Cisco Unified Presence node. These sets of columns repeat for every node.

The following file name format of the server log applies: `ServerLog_MM_DD_YYYY_hh_mm.csv`. The first line of each log file comprises the header. To download the server logs for viewing on your local computer, see [Chapter 11, “Configuring Trace and Log Central in RTMT.”](#)

- [Starting the Counter Logs, page 7-9](#)
- [Stopping the Counter Logs, page 7-10](#)

Starting the Counter Logs

The Real-Time Monitoring Tool (RTMT) allows you to select different perfmon counters, and log perfmon counter data into a local CSV log file. You can then view the data from the perfmon CSV log by using the performance log viewer.

Procedure

Step 1 Perform one of the following actions:

- On the Quick Launch Channel:
 - Click **System**.
 - In the tree hierarchy, double-click **Performance**.
 - Click the **Performance** icon.

- Select **System > Performance > Open Performance Monitoring**.
- Step 2** Click the name of the server where the counter is located.
The tree hierarchy expands and displays all the perfmon objects for the node.
- Step 3** Perform one of the following actions:
- a. If you are viewing perfmon counters in the chart format, right-click the graph for which you want data sample information and select **Start Counter(s) Logging**.
 - b. If you want to log all counters in a screen (both chart and table view format), you can right-click the category name tab at the bottom of the window and select **Start Counter(s) Logging**.
- Step 4** Enter a file name in the Log File Name field.
- Step 5** Click **OK**.
-

Troubleshooting Tips

- The Real-Time Monitoring Tool (RTMT) saves the CSV log files in the log folder in the .jrtmt directory under the user home directory. For example, in Windows, the path specifies D:\Documents and Settings\userA\.jrtmt\log, or in Linux, the path specifies /users/home/.jrtmt/log.
- To limit the number and size of the files, specify the maximum file size and maximum number of files parameter in the trace output settings.

Related Topics

- [Viewing Performance Counters, page 7-2](#)
- [Configuring Trace Parameters, page 3-7](#)

Stopping the Counter Logs

Before You Begin

This procedure assumes that you are running counter logs.

Procedure

- Step 1** Perform one of the following actions:
- On the Quick Launch Channel:
 - Click **System**.
 - In the tree hierarchy, double-click **Performance**.
 - Click the **Performance** icon.
 - Select **System > Performance > Open Performance Monitoring**.
- Step 2** Click the name of the server where the counter is located.
The tree hierarchy expands and displays all the perfmon objects for the node.
- Step 3** Perform one of the following actions:
- a. If you are viewing perfmon counters in the chart format, right-click the graph for which counter logging is started and select **Stop Counter(s) Logging**.

- b. If you want to stop logging of all counters in a screen (both chart and table view format), you can right-click the category name tab at the bottom of the window and select **Stop Counter(s) Logging**.

Related Topics

- [Starting the Counter Logs, page 7-9](#)
- [Viewing Performance Counters, page 7-2](#)
- [Viewing Log Files on the Perfmon Log Viewer, page 7-16](#)

Troubleshooting Perfmon Data Logging

The troubleshooting perfmon data logging feature assists Cisco TAC in identifying system problems. When you enable troubleshooting perfmon data logging, you initiate the collection of a set of Cisco Unified Presence and operating system performance statistics on the selected node. The statistics that are collected include comprehensive information that can be used for system diagnosis.

The system automatically enables troubleshooting perfmon data logging to collect statistics from a set of perfmon counters that provides comprehensive information on the system state. When Troubleshooting Perfmon Data Logging is enabled, Cisco estimates that the system experiences a less than five percent increase in CPU utilization and an insignificant increase in the amount of memory that is being used, and it writes approximately 50 MB of information to the log files daily.

You can perform the following administrative tasks with the troubleshooting perfmon data logging feature:

- Enable and disable the trace filter for Troubleshooting perfmon data logging.
- Monitor a set of predefined System and Cisco Unified Presence performance objects and counters on each server.
- Log the monitored performance data in CSV file format on the server in the active log partition in the `var/log/active/cm/log/ris/csv` directory. The log file uses the following naming convention: `PerfMon_<node>_<month>_<day>_<year>_<hour>_<minute>.csv`; for example, `PerfMon_172.19.240.80_06_15_2005_11_25.csv`. Specify the polling rate. This rate specifies the rate at which performance data is gathered and logged. You can configure the polling rate down to 5 seconds. Default polling rate equals 15 seconds.
- View the log file in graphical format by using the Microsoft Windows performance tool or by using the Performance Log viewer in the Real-Time Monitoring Tool.
- Specify the maximum number of log files that will be stored on disk. Log files exceeding this limit get purged automatically by removal of the oldest log file. The default specifies 50 files.
- Specify the rollover criteria of the log file based on the maximum size of the file in megabytes. The default value specifies 2 MB.
- Collect the Cisco RIS Data Collector PerfMonLog log file by using the Trace & Log Central feature of the Real-Time Monitoring Tool or Command Line Interface.

The troubleshooting perfmon data-logging feature collects information from the following counters within the following perfmon objects.

Refer to [Appendix A, “Performance Objects and Counters for the System”](#) for a description of the counters.

- Process Object

- PID
- STime
- % CPU Time
- Page Fault Count
- Process Status
- VmData
- VmRSS
- VmSize
- Thread Count
- Memory Object
 - Used Kbytes
 - Free Kbytes
 - Total Kbytes
 - Shared Kbytes
 - Buffers Kbytes
 - Cached Kbytes
 - Free Swap Kbytes
 - Total Swap Kbytes
 - Used Swap Kbytes
 - Pages Input
 - Pages Output
 - Pages
 - Used VM Kbytes
 - Total VM Kbytes
 - % Page Usage
 - % VM Used
 - % Mem Used
- Processor Object
 - Irq Percentage
 - Softirq Percentage
 - IOwait Percentage
 - User Percentage
 - Nice Percentage
 - System Percentage
 - Idle Percentage
 - %CPU Time
- Thread Object—Troubleshooting Perfmon Data Logger only logs Cisco Unified Communications Manager threads.

- %CPU Time
- Partition Object
 - Used Mbytes
 - Total Mbytes
 - %Used
 - Await Read Time
 - Await Write Time
 - Await Time
 - % CPU Time
 - Read Bytes Per Sec
 - Write Bytes Per Sec
 - Queue Length
- IP Object
 - In Receives
 - In HdrErrors
 - In UnknownProtos
 - In Discards
 - In Delivers
 - Out Requests
 - Out Discards
 - Reasm Reqds
 - Reasm Oks
 - Reasm Fails
 - Frag OKs
 - Frag Fails
 - Frag Creates
 - InOut Requests
- TCP Object
 - Active Opens
 - Passive Opens
 - Attempt Fails
 - Estab Resets
 - Curr Estab
 - In Segs
 - Out Segs
 - Retrans Segs
 - InOut Segs
- Network Interface Object

- Rx Bytes
- Rx Packets
- Rx Errors
- Rx Dropped
- Rx Multicast
- Tx Bytes
- Tx Packets
- Tx Errors
- Tx Dropped
- Total Bytes
- Total Packets
- Tx QueueLen
- System Object
 - Allocated FDs
 - Freed FDs
 - Being Used FDs
 - Max FDs
 - Total Processes
 - Total Threads
 - Total CPU Time

Before You Begin

- Be aware that RISDC perfmon logging is also known as Troubleshooting Perfmon Data logging. When you enable RISDC perfmon logging, the server collects performance data that are used to troubleshoot problems.
- When you enable RIS Data Collector (RISDC) perfmon logs, Cisco Unified Presence collects information for the system in logs that are written on the Cisco Unified Presence server. You can enable or disable RISDC perfmon logs in Cisco Unified Presence Administration by selecting System > Service Parameter and selecting the Cisco RIS Data Collector Service from the Service list box. By default, RISDC perfmon logging is enabled.


Procedure

-
- Step 1** Select System > Service Parameters in Cisco Unified Presence Administration.
- Step 2** Select the server from the Server list box.
- Step 3** Select the Cisco RIS Data Collector from the Service list box.
- Step 4** Enter the appropriate settings as described in the table below.

Table 7-2 Troubleshooting Perfmon Data-Logging Parameters

Field	Description
Enable Logging	From the list box, select True to enable or False to disable troubleshooting perfmon data logging. The default value specifies True.

Table 7-2 Troubleshooting Perfmon Data-Logging Parameters (continued)

Field	Description
Polling Rate	Enter the polling rate interval (in seconds). You can enter a value from 5 (minimum) to 300 (maximum). The default value specifies 15.
Maximum No. of Files	<p>Enter the maximum number of Troubleshooting Perfmon Data Logging files that you want to store on disk. You can enter a value from 1 (minimum) up to 100 (maximum). The default value specifies 50.</p> <p>Consider your storage capacity in configuring the Maximum No. of Files and Maximum File Size Parameters. Cisco recommends that you do not exceed a value of 100 MB when you multiply the Maximum Number of Files value by the Maximum File Size value.</p> <p>When the number of files exceeds the maximum number of files that you specified in this field, the system will delete log files with the oldest timestamp.</p> <p> Caution If you do not save the log files on another computer before you change this parameter, you risk losing the log files.</p>
Maximum File Size	<p>Enter the maximum file size (in megabytes) that you want to store in a perfmon log file before a new file is started. You can enter a value from 1 (minimum) to 500 (maximum). The default value specifies 2 MB.</p> <p>Consider your storage capacity in configuring the Maximum No. of Files and Maximum File Size Parameters. Cisco recommends that you do not exceed a value of 100 MB when you multiply the Maximum Number of Files value by the Maximum File Size value.</p>

Step 5 Click **Save**.

Troubleshooting Tips

You can collect the log files for Cisco RIS Data Collector service on the server by using RTMT to download the log files. If you want to download the log files by using the CLI, refer to *Cisco Unified Communications Operating System Maintenance Guide for Cisco Unified Presence*. After you collect the log files, you can view the log file by using the Performance Log Viewer in RTMT or by using the Microsoft Windows performance tool.

Related Topics

- [Viewing Log Files on the Perfmon Log Viewer, page 7-16](#)
- [Viewing the Perfmon Log Files with the Microsoft Performance Tool, page 7-18](#)

How to View Log Files on the Perfmon Log Viewer and Microsoft Performance Tool

The performance log viewer displays a chart with the data from the selected counters. The bottom pane displays the selected counters, a color legend for those counters, display option, mean value, minimum value, and the maximum value.

[Table 7-3](#) describes the functions of different buttons that are available on the Performance Log Viewer.

Table 7-3 Performance Log Viewer

Button	Function
Select Counters	Allows you to add counters that you want to display in the performance log viewer. If you do not want to display a counter, uncheck the Display column next to the counter.
Reset View	Resets the performance log viewer to the initial default view.
Save Downloaded File	Allows you to save the log file to your local computer.

- [Viewing Log Files on the Perfmon Log Viewer, page 7-16](#)
- [Zooming In and Out in the Performance Log Viewer, page 7-17](#)
- [Viewing the Perfmon Log Files with the Microsoft Performance Tool, page 7-18](#)

Viewing Log Files on the Perfmon Log Viewer

The Performance Log Viewer displays data for counters from perfmon CSV log files in a graphical format. You can use the performance log viewer to display data from the local perfmon logs that you collected, or you can display the data from the Alert Manager and Collector (AMC) perfmon logs and Realtime Information Server Data Collection (RISDC) perfmon logs.

Before You Begin

The local perfmon logs consist of data from counters that you select and store locally on your computer.

Procedure

-
- Step 1** Perform one of the following actions:
- On the Quick Launch Channel:
 - Click **System**.
 - In the tree hierarchy, double-click **Performance**.
 - Click the **Performance Log Viewer** icon.
 - Select **System > Performance > Open Performance Log Viewer**.
- Step 2** Select the type of perfmon logs that you want to view:
- For AMC or RisDC Perfmon Logs, perform the following steps:
 - a. Click on either AMC Perfmon Logs or Perfmon Logs and select a node from the Select a node list box.

- b. Click **Open**.
 - c. Select the file and Click **Open File**.
 - d. Check the counters that you want to display.
 - e. Click **OK**.
 - For locally stored data, perform the following actions:
 - a. Click **Local Perfmon Logs**.
 - b. Click **Open**.
 - c. Browse to the file directory.
 - d. Select the file that you are interested in viewing or enter the file name in the filename field.
 - e. Click **Open**.
- Step 3** Select the counters that you want to display.
- Step 4** Click **OK**.
-

Troubleshooting Tips

- The Real-Time Monitoring Tool (RTMT) saves the perfmon CSV log files in the log folder in the .jrtmt directory under the user home directory. In Windows, the path specifies D:\Documents and Settings\userA\.jrtmt\log, or in Linux, the path specifies /users/home/.jrtmt/log
- When you enable AMC and RISDC perfmon logs, Cisco Unified Presence collects information for the system in logs that are written on the Cisco Unified Presence. You can enable or disable AMC and RISDC perfmon logs on Cisco Unified Presence Administration by choosing **System > Service Management**. By default, AMC perfmon logging is enabled and RISDC perfmon logging is disabled.
- The RISDC perfmon logging is also known as Troubleshooting Perfmon Data logging. When you enable RISDC perfmon logging, the server collects data that are used to troubleshoot problems. Because Cisco Unified Presence collects a large amount of data in a short period of time, you should limit the time that RISDC perfmon data logging (troubleshooting perfmon data logging) is enabled.
- You can order each column by clicking on a column heading. The first time that you click on a column heading, the records display in ascending order. A small triangle pointing up indicates ascending order. If you click the column heading again, the records display in descending order. A small triangle pointing down indicates descending order. If you click the column heading one more time, the records displays in the unsorted state.

Related Topics

- [How to Log Data Locally from Perfmon Counters, page 7-9](#)
- [Stopping the Counter Logs, page 7-10](#)

Zooming In and Out in the Performance Log Viewer

The Performance Log viewer includes a zoom feature that allows you to zoom in on and out on an area in the chart.

Procedure

-
- Step 1** Perform one of the following actions:
- On the Quick Launch Channel:
 - Click **System**.
 - In the tree hierarchy, double-click **Performance**.
 - Click the **Performance** icon.
 - Select **System > Performance > Open Performance Monitoring**.
- Step 2** Click the name of the server where the counter is located.
The tree hierarchy expands and displays all the perfmon objects for the node.
- Step 3** Double-click the performance counter you want to monitor.
- Step 4** Perform one of the following actions:

If you want to:	Action
Zoom in on an area in the chart	a. Click and drag the left mouse button over the area of the chart in which you are interested. b. Release the left mouse button when you have the selected area.
Reset the chart to the initial default view	a. Perform one of the following actions: <ul style="list-style-type: none"> – Click Reset View. – Right-mouse click the chart and select Reset.

Viewing the Perfmon Log Files with the Microsoft Performance Tool

Procedure

-
- Step 1** Select **Start > Settings > Control Panel > Administrative Tools > Performance**.
- Step 2** Perform the following actions in the application window:
- a. Click the right mouse button.
 - b. Select **Properties**.
- Step 3** Click the Source tab in the System Monitor Properties dialog box.
- Step 4** Browse to the directory where you downloaded the perfmon log file and select the perfmon csv file. The log file includes the following naming convention:
PerfMon_<node>_<month>_<day>_<year>_<hour>_<minute>.csv; for example,
PerfMon_172.19.240.80_06_15_2005_11_25.csv.
- Step 5** Click **Apply**.
- Step 6** Click the **Time Range** button. To specify the time range in the perfmon log file that you want to view, drag the bar to the appropriate starting and ending times.
- Step 7** To open the Add Counters dialog box, click the Data tab and click **Add**.

- Step 8** select the perfmon object from the Performance Object list box. If an object has multiple instances, you may select **All instances** or select only the instances that you are interested in viewing.
- Step 9** You can select **All Counters** or select only the counters that you are interested in viewing.
- Step 10** Click **Add** to add the selected counters.
- Step 11** Click **Close** when you finish selecting counters.

Viewing Log Files on the SysLog Viewer

Table 7-4 describes the functions in syslog message

Table 7-4 Syslog Viewer Buttons

Button	Function
Refresh	Updates the contents of the current log on the syslog viewer. Tip You can enable the syslog viewer to automatically update the syslog messages by checking the Auto Refresh button.
Clear	Clears the display of the current log.
Filter	Limits the messages that displayed base on the set of options that you select.
Clear Filter	Removes the filter that limits the type of messages that display.
Find	Allows you to search for a particular string in the current log.
Save	Saves the currently selected log on your PC

Procedure

- Step 1** Perform one of the following actions:
- In the Quick Launch Channel, click the **Tools** tab
 - Click **SysLog Viewer**.
 - Click the **SysLog Viewer** icon.
 - Select **System > Tools > SysLog Viewer > Open SysLog Viewer**.
- Step 2** Select the server where the logs that you want to view are stored from the Select a Node list box.
- Step 3** Click the tab for the logs that you want to view.
- Step 4** Double-click the log icon to list the file names in the same window.
- Step 5** Click the file name to view the contents of the file at the bottom of the window.
- Step 6** Click the entry that you want to view.

- Step 7** Double-click the syslog message to view the complete syslog message. You can also use the buttons that are described in [Table 7-4](#) to view the syslog messages.
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Troubleshooting Tips

- To make a column larger or smaller, drag the arrow that displays when your mouse hovers between two column headings.
- You can order the messages by clicking on a column heading. The first time that you click on a column heading, the records display in ascending order. A small triangle pointing up indicates ascending order. If you click the column heading again, the records display in descending order. A small triangle pointing down indicates descending order. If you click the column heading one more time, the records displays in the unsorted state
- You can filter the results by choosing an option in the Filter By list box. To remove the filter, click Clear Filter. All logs display after you clear the filter.