



## APPENDIX **B**

# Performance Objects and Counters for Cisco Unity Connection

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This chapter provides information on Cisco Unity Connection-related objects and counters. For information on specific counters, click the blue text in the following list to go to the object:

- [CUC Data Store: Databases, page B-2](#)
- [CUC Message Store, page B-2](#)
- [CUC Personal Call Transfer Rules, page B-2](#)
- [CUC Phone System, page B-3](#)
- [CUC Phone System: Ports, page B-4](#)
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### Tip

For the latest performance monitoring counters, objects, and counter descriptions that are available for Cisco Unity Connection, access the performance monitoring counters in the Real-Time Monitoring Tool (RTMT). In RTMT, you can review a counter description, as described in the “[Displaying Performance Counters](#)” section on page 5-1.

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## CUC Data Store: Databases

The CUC Data: Databases object provides information about the databases that Cisco Unity Connection uses.

The Disk Free/chunk [kb] counter represents the amount of free space available [in kilobytes] in the chunk.

## CUC Message Store

The CUC Message Store object provides information about the performance of the Cisco Unity Connection message store. [Table B-1](#) contains information about CUC Message Store counters.

**Table B-1** CUC Message Store

Counters	Counter Descriptions
Messages Delivered Total	Total number of messages delivered since the last restart of the MTA server.
Messages Received Total	Total number of messages received since the last restart of the MTA server.
VPIM Messages Delivered Total	The total number of VPIM messages delivered by the Cisco Unity Connection Messages Store.
VPIM Messages Received Total	The total number of VPIM messages received by the Cisco Unity Connection Messages Store.
VPIM Messages Total	The total number of VPIM messages processed by the Cisco Unity Connection Message Store.

## CUC Personal Call Transfer Rules

The CUC Personal Call Transfer Rules object provides information about the numbers and usage of the personal call transfer rules (PCTR). [Table B-2](#) contains information about CUC Personal Call Transfer Rules counters.

**Table B-2** CUC Personal Call Transfer Rules

Counters	Counter Descriptions
Applicable Rule Found	Personal call transfer rule (PCTR) call resulted in rule processing and an applicable transfer rule is found
Destinations Tried	Number of destinations tried while applying transfer rules.
PCTR Calls	Call is subject to personal call transfer rule (PCTR) processing: user assigned COS is enabled for PCTR, user is a Cisco Unified Communications Manager user, user has not disabled PCTR.
Rules Evaluated	Number of rules evaluated during rule processing in a personal call transfer rule (PCTR) call.
Subscriber Reached	Number of times a subscriber was reached while applying transfer rules.

**Table B-2** CUC Personal Call Transfer Rules (continued)

Counters	Counter Descriptions
Transfer Failed	Number of times that Cisco Unity Connection fails to transfer a call to a destination while applying personal call transfer rules. Transfer failures include all conditions except when the called destination times out or is connected, busy, or RNA. A caller hanging up during transfer is considered a transfer failure.
Voicemail Reached	Number of times that voice mail was reached while applying transfer rules.

## CUC Phone System

The CUC Phone System object provides information about the performance of the phone system integration. [Table B-3](#) contains information about CUC Phone System counters.

**Table B-3** CUC Phone System

Counters	Counter Descriptions
Call Count Current	The current number of incoming and outgoing calls to the Cisco Unity Connection server.
Call Count Total	The total number of incoming and outgoing calls to the Cisco Unity Connection server.
Call Duration Average [s]	The average duration [in seconds] of incoming and outgoing calls from the Cisco Unity Connection server.
Call Duration Total [s]	The total duration [in seconds] of incoming and outgoing calls from the Cisco Unity Connection server.
Incoming Calls CFB Current	The current number of incoming calls received as Call Forward Busy.
Incoming Calls CFB Total	The total number of incoming calls received as Call Forward Busy.
Incoming Calls CFNA Current	The current number of incoming calls received as Call Forward No Answer.
Incoming Calls CFNA Total	The total number of incoming calls received as Call Forward No Answer.
Incoming Calls Current	The current number of incoming calls.
Incoming Calls Direct Current	The current number of incoming calls received as direct calls.
Incoming Calls Direct Total	The total number of incoming calls received as direct calls.
Incoming Calls Duration Average [s]	The average duration [in seconds] of all incoming calls to the Cisco Unity Connection server.
Incoming Calls Duration Total [s]	The total duration [in seconds] of all incoming calls to the Cisco Unity Connection server.
Incoming Calls Total	The total number of incoming calls.
MWI Request Duration Average [ms]	The average duration [in milliseconds] of all MWI requests from the Cisco Unity Connection server.
MWI Request Duration Total [ms]	The total duration [in milliseconds] of all MWI requests from the Cisco Unity Connection server.
MWI Requests Failed Total	The total number of MWI requests failing to connect to a destination number or complete MWI operation.
MWI Requests Total	The total number of MWI requests sent by Cisco Unity Connection.

**Table B-3** CUC Phone System (continued)

Counters	Counter Descriptions
Notification Duration Average [s]	The average time [in seconds] to complete all message notifications from the Cisco Unity Connection server.
Notification Duration Total [s]	The total time [in seconds] to complete all message notifications from the Cisco Unity Connection server.
Notifications Failed	The total number of message notifications failing to connect to a destination number.
Notifications Total	The total number of message notifications sent to subscribers by Cisco Unity Connection.
Outgoing Calls Duration Average [s]	The average duration [in seconds] of all outgoing calls from the Cisco Unity Connection server.
Outgoing Calls Duration Total [s]	The total duration [in seconds] of all outgoing calls from the Cisco Unity Connection server.
Pager Notifications Duration Average [s]	The average time [in seconds] to complete all pager notifications from the Cisco Unity Connection server.
Pager Notifications Duration Total [s]	The total time [in seconds] to complete all pager notifications from the Cisco Unity Connection server.
Pager Notifications Failed	The total number of pager notifications failing to connect to a destination number.
Pager Notifications Total	The total number of pager notifications sent to subscribers by Cisco Unity Connection.
Port Idle Duration [s]	The total time [in seconds] that any port is idle between incoming calls to the Cisco Unity Connection server.
Port Idle Duration Average [s]	The average time [in seconds] that any port is idle between incoming calls to the Cisco Unity Connection server.
Ports Idle Current	The current number of integration ports not in use by the Cisco Unity Connection server.
Ports In Use Current	The current number of integration ports in use by the Cisco Unity Connection server.
Ports Locked	The current count of the ports that are no longer responding or are otherwise unusable by Cisco Unity Connection.

## CUC Phone System: Ports

The CUC Phone System: Ports object provides information about the voice messaging ports on Cisco Unity Connection. [Table B-4](#) contains information about CUC Phone System: Ports counters.

**Table B-4** CUC Phone System: Ports

Counters	Counter Descriptions
Port Calls	The total number of calls received on this port since the Cisco Unity Connection server was last restarted. This includes all types of calls: Incoming calls, MWI dialouts, Notification dialouts, TRAP dialouts, and VPIM dialouts.

**Table B-4** CUC Phone System: Ports (continued)

Counters	Counter Descriptions
Port Usage Duration Average [s]	The average time [in seconds] a port has been actively processing calls.
Port Usage Duration Total [s]	The total time [in seconds] a port has been actively processing calls.

## CUC Sessions: IMAP Server

The CUC Sessions: IMAP Server object provides information about the IMAP server. [Table B-5](#) contains information about CUC Sessions: IMAP Server counters.

**Table B-5** CUC Sessions: IMAP Server

Counters	Counter Descriptions
Commands/second Average	The average number of IMAP commands per second.
Connection Length Average [s]	The average duration [in seconds] of the connections to the IMAP server in the previous minute.
Errors Total	The total number of IMAP errors returned by the IMAP server since the last restart of the IMAP server.
EXAMINE Requests Total	The total number of EXAMINE requests to the IMAP server since the last restart of the IMAP server.
Failed Login Requests Total	The total number of failed LOGIN requests to the IMAP server since the last restart of the IMAP server.
FETCH Requests Total	The total number of FETCH requests to the IMAP server since the last restart of the IMAP server.
Login Requests Total	The total number of LOGIN requests to the IMAP server since the last restart of the IMAP server.
Logout Requests Total	The total number of LOGOUT requests to the IMAP server since the last restart of the IMAP server.
Messages Read Total	The total number of IMAP FETCH commands that have returned the body of the a message since the IMAP was last restarted.
Messages Read/hour	The number of IMAP FETCH commands in the previous hour that returned the body of a message.
Messages/fetch Average	Average number of messages returned from IMAP FETCH command.
NOOP Requests Total	The total number of NOOP requests to the IMAP server since the last restart of the IMAP server.
Response Time Average [ms]	The average response time [in milliseconds] for IMAP commands.
Socket Connections Current	The number of active socket connections to the IMAP server.
Socket Connections Total	The total number of socket connections that have been made to the IMAP server since it was last restarted.
STARTTLS Requests Total	The total number of STARTTLS requests to the IMAP server since the last restart of the IMAP server. This counter is also incremented when clients connect to the IMAP SSL port directly.

**Table B-5** CUC Sessions: IMAP Server (continued)

Counters	Counter Descriptions
STATUS Requests Total	The total number of STATUS requests to the IMAP server since the last restart of the IMAP server.
TLS Connections Current	The number of active Transport Layer Security connections to the IMAP server.
TLS Errors Total	The total number of failed TLS connections to the IMAP server since the last restart of the IMAP server.
Unsolicited Notify Response Time Average [ms]	Average Unsolicited Notify Response Time [in milliseconds] for the IMAP server.
Unsolicited Notify Responses Total	Total number of Unsolicited Notify Responses that have been made by the IMAP server since it was last restarted.

## CUC Sessions: TRaP

The CUC Sessions: TRaP object provides information about telephone record and playback (TRaP) sessions. [Table B-6](#) contains information about CUC Sessions: TRaP counters.

**Table B-6** CUC Sessions: TRaP

Counters	Counter Descriptions
Session Duration Average [s]	The average duration [in seconds] of all TRaP sessions.
Session Duration Total [s]	The total duration [in seconds] of all TRaP sessions.
Sessions Current	The current number of active TRaP sessions.
Sessions Total	The total number of TRaP sessions since the last start of Cisco Unity Connection.

## CUC Sessions: TTS

The CUC Sessions: TTS object provides information about text-to-speech (TTS) sessions. [Table B-7](#) contains information about CUC Sessions: TTS counters.

**Table B-7** CUC Sessions: TTS

Counters	Counter Descriptions
Session Duration Average [s]	The average duration [in seconds] of all TTS sessions.
Session Duration Total [s]	The total duration [in seconds] of all TTS sessions.
Sessions Current	The current number of active TTS voice sessions.
Sessions Total	The total number of TTS voice sessions since the last start of Cisco Unity Connection.

## CUC Sessions: Voice

The CUC Sessions: Voice object provides information about voice sessions. [Table B-8](#) contains information on CUC Sessions: Voice counters.

**Table B-8** CUC Sessions: Voice

Counters	Counter Descriptions
Delay - Directory Search [ms]	The delay [in milliseconds] experienced by a caller when attempting to search through the directory. It measures the time between the entered search criteria and the return results.
Delay - Opening Greeting [ms]	The delay [in milliseconds] experienced by a caller before any audio is heard. It measures the time between the system receiving a call and the time audio begins streaming to the caller.
Delay - Subscriber Delete Message [ms]	The delay [in milliseconds] experienced by a Cisco Unity Connection subscriber when attempting to delete a message. It measures the time between the last delete message prompt and the confirmation of the deletion.
Delay - Subscriber Logon [ms]	The delay [in milliseconds] experienced by a Cisco Unity Connection subscriber due to authentication.
Delay - Subscriber Message Count [ms]	The delay [in milliseconds] experienced by a Cisco Unity Connection subscriber during message counting in the subscriber's message box.
Delay - Subscriber Message Header [ms]	The delay [in milliseconds] experienced by a caller while Cisco Unity Connection is gathering message header information.
Failsafes Total	The total number of times the failsafe conversation has been played.
Messages Deleted	The total number of voice messages deleted through the TUI from the time Cisco Unity Connection was last restarted.
Messages Forwarded	The total number of voice messages forwarded through the TUI from the time Cisco Unity Connection was last restarted.
Messages Read	The total number of voice messages read through the TUI from the time Cisco Unity Connection was last restarted.
Messages Replied	The total number of voice messages replied through the TUI from the time Cisco Unity Connection was last restarted.
Messages Sent	The total number of voice messages sent through the TUI from the time Cisco Unity Connection was last restarted.
MRCP Define Grammar Delay [ms]	The delay [in milliseconds] between an MRCP define-grammar request and its response.
MRCP Define Grammar Delay Average [ms]	The average delay [in milliseconds] between an MRCP define-grammar request and its response.
MRCP Define Grammar Delay Max [ms]	The maximum delay [in milliseconds] between an MRCP define-grammar request and its response.
MRCP Delay [ms]	The delay [in milliseconds] between an MRCP request and its response.
MRCP Delay Average [ms]	The average delay [in milliseconds] between an MRCP request and its response.

**Table B-8** CUC Sessions: Voice (continued)

Counters	Counter Descriptions
MRCP Delay Max [ms]	The maximum delay [in milliseconds] between an MRCP request and its response.
Subscriber Lookup Delay [ms]	The delay [in milliseconds] experienced by a Cisco Unity Connection subscriber due to finding and loading a subscriber by DTMF ID.

## CUC Sessions: VUI

The CUC Sessions: VUI object provides information about the voice user interface (VUI). [Table B-9](#) contains information on CUC Sessions: VUI counters.

**Table B-9** CUC Sessions: VUI

Counter	Counter Descriptions
Delay - Subscriber Message Access [ms]	The delay [in milliseconds] experienced by a user when attempting to access a message. It measures the time between the voice command of intending to listen to a message and the actual playback of the message.
Matches Total	The total number of matches in the VUI conversation.
Messages Deleted	The total number of messages deleted through the VUI from the time Cisco Unity Connection was last restarted.
Messages Forwarded	The total number of messages forwarded through the VUI from the time Cisco Unity Connection was last restarted.
Messages Read	The total number of messages read through the VUI from the time Cisco Unity Connection was last restarted.
Messages Replied	The total number of messages replied through the VUI from the time Cisco Unity Connection was last restarted.
Messages Sent	The total number of messages sent through the VUI from the time Cisco Unity Connection was last restarted.
No-matches Total	The total number of no-matches in the VUI conversation.
Session Duration Average/call [s]	The average duration [in seconds] of a VUI session measured on a per call basis.
Session Duration Total [s]	The duration [in seconds] of all VUI sessions.
Sessions Current	The current number of active VUI sessions for any codec.
Sessions Total	The total number of VUI and voice sessions for any codec.

## CUC Sessions: Web

The CUC Sessions: Web object provides information about the Cisco Personal Communications Assistant (Cisco PCA) and Cisco Unity Connection Administration sessions. [Table B-10](#) contains information on CUC Sessions: Web counters.

**Table B-10** CUC Sessions: Web

Counters	Counter Descriptions
CPCA Failed Authentications Total	The number of failed authentications.
CPCA Pages Saved Total	The total number of times a CPCA user has saved a page.
CPCA Pages Served Total	The total number of CPCA pages served by the Cisco Unity Connection server.
CPCA Requests In Queue Current	The number of requests in CPCA queue waiting to be processed.
CPCA Server Busy Pages Total	The total number of server busy pages returned by the Cisco Unity Connection server.
CPCA Sessions Current	The current number of CPCA sessions.
CPCA Sessions Total	The total number of CPCA sessions.

## Where to Find More Information

### Related Topics

- [Understanding Performance Monitoring](#)
- [Configuring and Displaying Performance Counters](#)

■ Where to Find More Information