



## Preface

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

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## Purpose

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

Use this book with the *Cisco Unity Connection System Administration Guide* and the *Administration Guide for Cisco Unity Connection Serviceability*. All documents provide instructions for administering Cisco Unity Connection and include descriptions of procedural tasks that you complete by using Cisco Unity Connection Administration.

## Audience

The *Cisco Unified Communications Manager Real-Time Monitoring Tool Administration Guide* provides information for network administrators responsible for managing and supporting 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
<a href="#">Chapter 1, “Understanding Real-Time Monitoring Tool”</a>	Provides a brief description of the Real-Time Monitoring Tool (RTMT).
<a href="#">Chapter 2, “Installing and Configuring Real-Time Monitoring Tool”</a>	Provides procedures for installing, upgrading, and uninstalling RTMT. Also provides information on how to navigate within RTMT and how to configure profiles.
<a href="#">Chapter 3, “Monitoring Predefined Objects”</a>	Provides an overview of the predefined objects that are monitored by RTMT.
<a href="#">Chapter 4, “Understanding Performance Monitoring”</a>	Provides an overview of performance counters.
<a href="#">Chapter 5, “Configuring and Displaying Performance Counters”</a>	Provides procedures for working with performance monitors, including viewing performance counters and counter descriptions.
<a href="#">Chapter 6, “Alerts”</a>	Provides an overview of alerts, including a description of preconfigured alerts. Describes fields that you use to configure alerts and alert actions.
<a href="#">Chapter 7, “Working with Alerts”</a>	Provides procedures for working with Alerts.
<a href="#">Chapter 8, “Using Plug-ins”</a>	Provides information on installing and using plugins in the Real-Time Monitoring tool.
<a href="#">Chapter 9, “Configuring Trace and Log Central in RTMT”</a>	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.
<a href="#">Chapter 10, “Using SysLog Viewer in RTMT”</a>	Provides information on using the SysLog Viewer.
<a href="#">Chapter 11, “Port Monitor”</a>	Provides information on the Port Monitor for Cisco Unity Connection.
<a href="#">Chapter A, “Performance Objects and Counters for the System”</a>	Provides a list of performance objects and their associated counters for the system
<a href="#">Appendix B, “Performance Objects and Counters for Cisco Unity Connection”</a>	Provides a list of performance objects and their associated counters for Cisco Unity Connection.

## Related Documentation

For additional Cisco Unity Connection documentation, refer to the *Documentation Guide for Cisco Unity Connection* at [http://www.cisco.com/en/US/products/ps6509/products\\_documentation\\_roadmaps\\_list.html](http://www.cisco.com/en/US/products/ps6509/products_documentation_roadmaps_list.html).

# Conventions

This document uses the following conventions:

Convention	Description
<b>boldface font</b>	Commands and keywords are in <b>boldface</b> .
<i>italic font</i>	Arguments for which you supply values are in <i>italics</i> .
[ ]	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> .
<b>boldface screen font</b>	Information you must enter is in <b>boldface screen font</b> .
<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.

A summary of U.S. laws governing Cisco cryptographic products may be found at:

<http://www.cisco.com/wwl/export/crypto/tool/stqrg.html>. If you require further assistance please contact us by sending email to [export@cisco.com](mailto:export@cisco.com).