



## Microsoft Performance

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This chapter provides procedural information for using the Microsoft Performance application with Cisco CallManager.

This chapter contains the following topics:

- [Starting the Microsoft Performance Program, page 20-1](#)
- [Viewing Performance Statistics, page 20-4](#)
- [Extending Your Data Display, page 20-5](#)

### Starting the Microsoft Performance Program

You can use the Microsoft Performance application to monitor various conditions on a Cisco CallManager system. For example, you can find the number of calls in progress on a particular Cisco CallManager node at any time or the number of calls attempted on a Cisco CallManager system.

Setting up Performance can yield statistics that are customized to reflect your Cisco CallManager system. For example, you may use the information that Performance returns to manage traffic on the system by monitoring the number of calls in progress at any particular time. (See [Figure 20-2.](#))

## Starting the Microsoft Performance Program

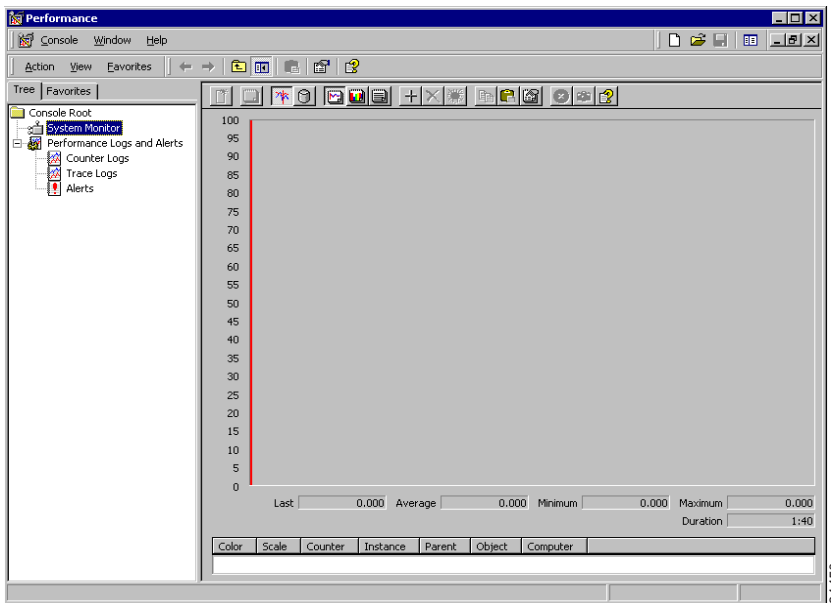
This section describes how to start the Performance tool and add Cisco CallManager object counters for monitoring.

### Procedure

**Step 1** Choose **Start > Programs > Administrative Tools > Performance**.

The Performance window displays (Figure 20-1).

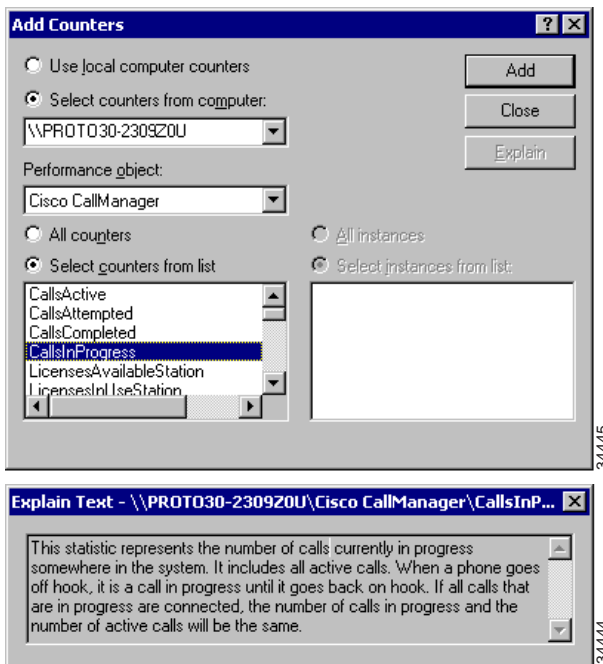
**Figure 20-1** Windows 2000 Performance Monitoring Tool



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- Step 2** Choose the Cisco CallManager server that you will be monitoring (Figure 20-2). Local computer name is shown by default. To monitor a remote machine, you can overwrite the local computer name with the remote computer name.

**Figure 20-2 Set Up Performance Monitoring**



- Step 3** Use the **Explain** button to get a description of each available counter.
- Step 4** Choose a Cisco CallManager Performance object.
- Step 5** Choose the counter or counters that describe the statistics that you want to monitor.
- Step 6** Click the **Add** button to start gathering data for the counters that you specified.

#### Related Topics

- [Viewing Performance Statistics, page 20-4](#)

- [Extending Your Data Display, page 20-5](#)
- *Cisco CallManager Serviceability System Guide*

## Viewing Performance Statistics

The statistical data that is retrieved through Performance provides the information that you need for analysis and interpretation of any local or remote Cisco CallManager system. You may choose specific counters to return data describing changing activity levels in your system, or you may choose to react as events occur.

Performance visually formats the statistical data to facilitate your quick comprehension of the state of the system. Using the visual formats provided, you can display Cisco CallManager data in graphical, histogram, or report form.

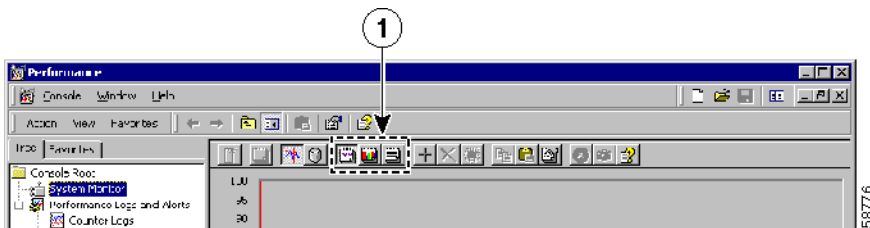
This section describes how to report Cisco CallManager performance statistics.

### Procedure

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- Step 1** Choose **Start > Programs > Administrative Tools > Performance**.  
The Performance graphical interface ([Figure 20-1](#)) displays.
- Step 2** Choose the Cisco CallManager system that you will be monitoring. If the system is local, Cisco CallManager detects the name automatically.

- Step 3** Click the View Report, View Histogram, or View Chart icon located at the top of the Performance window to graphically display your statistics (see [Figure 20-3](#)). [Figure 20-4](#) illustrates Cisco CallManager performance in View Histogram format.

**Figure 20-3 View Report Icons**



## 1 View Report Icons

### Related Topics

- [Starting the Microsoft Performance Program, page 20-1](#)
- [Extending Your Data Display, page 20-5](#)

# Extending Your Data Display

Each report form offers a different visual rendition of the statistical data. You can repeat the process to choose the most effective display.

You can add counters from other objects to see how dynamic data affects your Cisco CallManager data. For purposes of illustration, [Figure 20-4](#) shows active operating system conditions with inactive Cisco CallManager data. When your Cisco CallManager data is added, you can interpret that information in the context of any number of system counters.

By combining standard counters with the Cisco CallManager criteria, you get a clear picture of your systems, so you can manage them more efficiently.

**Figure 20-4** Line Graph of Static Call Data

