



CHAPTER 2

Installing and Configuring Real-Time Monitoring Tool (RTMT)

You can install RTMT, which works for resolutions 800*600 and above, on a computer that is running Windows 98, Windows XP, Windows 2000, or Linux with KDE and/or Gnome client.

This chapter contains information on the following topics:

- [Installing RTMT, page 2-1](#)
- [Upgrading RTMT, page 2-2](#)
- [Installing Multiple Copies of RTMT, page 2-3](#)
- [Uninstalling RTMT, page 2-4](#)
- [Launching RTMT, page 2-4](#)
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- [Working with Configuration Profiles, page 2-5](#)
- [Working with Categories, page 2-8](#)

Installing RTMT

To install the tool, perform the following procedure:

Procedure

- Step 1** From Cisco Unified Communications Manager Administration, choose **Application > Plugins**.
- Step 2** Click the **Find** button.
- Step 3** To install the RTMT tool on a client that is running the Microsoft Windows operating system, click the **Download** link for the Cisco Unified CM Real-Time Monitoring Tool-Windows.
- To install the RTMT tool on a client that is running the Linux operating system, click the **Download** link for the Cisco Unified CM Real-Time Monitoring Tool-Linux.
- Step 4** Download the executable to the preferred location on your client.
- Step 5** To install the Windows version, double-click the RTMT icon that displays on the desktop or locate the directory where you downloaded the file and run the RTMT installation file.

The extraction process begins.

- Step 6** To install the Linux version, ensure that the file has execute privileges; for example, enter the following command, which is case sensitive: **chmod +x CcmServRtmtPlugin.bin**
 - Step 7** After the RTMT welcome window displays, click **Next**.
 - Step 8** To accept the license agreement, click **I accept the terms of the license agreement**; then, click **Next**.
 - Step 9** Choose the location where you want to install RTMT. If you do not want to use the default location, click **Browse** and navigate to a different location. Click **Next**.
 - Step 10** To begin the installation, click **Next**.
The Setup Status window displays. Do not click Cancel.
 - Step 11** To complete the installation, click **Finish**.
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Additional Information

See the [“Related Topics”](#) section on page 2-9.

Upgrading RTMT

When you use the tool (RTMT), it saves user preferences and downloaded module jar files locally on the client machine. The system saves user-created profiles in the database, so you can access these items in RTMT after you upgrade the tool.

**Tip**

To ensure compatibility, Cisco recommends that you upgrade RTMT after you complete the Cisco Unified Communications Manager upgrade on all servers in the cluster.

Before you upgrade to a newer version of RTMT, Cisco recommends that you uninstall the previous version of RTMT. See [“Uninstalling RTMT”](#) section on page 2-4.

To upgrade to a newer version of RTMT, perform the following procedure:

Procedure

- Step 1** From Cisco Unified Communications Manager Administration, choose **Application > Plugins**.
- Step 2** Click the **Find** button.
- Step 3** If you are planning to install the RTMT tool on a computer that is running the Microsoft Windows operating system, click the **Download** link for the Cisco Unified CM Real-Time Monitoring Tool-Windows.

If you are planning to install the RTMT tool on a computer that is running the Linux operating system, click the **Download** link for the Cisco Unified CM Real-Time Monitoring Tool-Linux.
- Step 4** Download the executable to your preferred location.
- Step 5** Double-click the RTMT icon that displays on the desktop or locate the directory where you downloaded the file and run the RTMT installation file.

The extraction process begins.
- Step 6** In the RTMT welcome window, click **Next**.
- Step 7** Because you cannot change the installation location for upgrades, click **Next**.

The Setup Status window displays; do not click Cancel.

Step 8 In the Maintenance Complete window, click **Finish**.

Additional Information

See the [“Related Topics” section on page 2-9](#).

Installing Multiple Copies of RTMT

A single copy of RTMT that is installed on your computer lets you monitor only one server or one cluster at a time. For example, you can monitor either of the following entities:

- A Cisco Unified Communications Manager product on one server.
- A node on a cluster to monitor the health of the cluster.

To monitor a product on a different server or node, you must first log off the server or node before you can log on to the other server.

Multiple copies of RTMT that are installed on your computer let you simultaneously monitor multiple Cisco Unified Communications Manager products that are installed on different servers. For example, you can monitor a Cisco Unity Connection server, a Cisco Unified Communications Manager server, and a Cisco Unified Communications Manager Business Edition server at the same time when you have three copies of RTMT that are installed on your computer.



Note

Beware of the following limitations:

- The version of RTMT that you download from the plug-in window in Cisco Unified Communications Manager Administration 6.X, Cisco Unified Communications Manager Administration 5.X (formerly Cisco Unified CallManager), and Cisco Unity Connection Administration 2.0 are compatible and support each other. It does not support earlier releases of Cisco Unified Communications Manager or Cisco Unity Connection.
 - Earlier versions of Cisco Unified Communications Manager may require different versions of RTMT to be installed on your computer (one version per Cisco Unified Communications Manager release). Verify that the RTMT version that you install is compatible with the Cisco Unified Communications Manager that you are monitoring.
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When you install multiple copies of RTMT on a single computer, you must install RTMT in different folders. Cisco recommends installing no more than four copies of RTMT on a computer.

After installing another copy of RTMT, complete the following tasks:

1. The shortcut icon gets overwritten and points to only the latest RTMT installation. Create another icon by creating a shortcut to `jrtmt.exe` in the folder with the previous installation.
2. Rename the icon accordingly.

If the installation detects another version in the selected folder, a message displays. To continue the installation, install the version in a different folder.

**Note**

Your computer stores the user preferences, such as the IP address and RTMT frame size, from the RTMT client that last exits.

Uninstalling RTMT

**Tip**

When you use RTMT, it saves user preferences and the module jar files (the cache) locally on the client machine. When you uninstall RTMT, you choose whether to delete or save the cache.

On a Windows client, you uninstall RTMT through **Add/Remove Programs** under the Control Panel. (Choose **Start > Settings > Control Panel > Add/Remove Programs**.)

To uninstall RTMT on a Hat Linux with KDE and/or Gnome client, choose **Start > Accessories > Uninstall Real-time Monitoring tool** from the task bar.

Additional Information

See the [“Related Topics” section on page 2-9](#).

Launching RTMT

Before You Begin

Cisco AMC Service automatically starts up after installation. Cisco Unified Communications Manager automatically assigns the first node as the Primary Collector. For RTMT to continue to retrieve information when the primary collector fails, you must configure a subsequent node as the failover collector in Cisco Unified Communications Manager Administration.

Procedure

Step 1 After you install the plug-in, perform one of the following tasks:

- From your Windows desktop, double-click the **Real-Time Monitoring Tool** icon.
- Choose **Start > Programs > Cisco Unified Serviceability > Real-Time Monitoring Tool > Real-Time Monitoring Tool**.

The Real-Time Monitoring Tool Login window displays.

Step 2 In the Host IP Address field, enter either the IP address or host name of the first node.

Step 3 In the User Name field, enter the Administrator username for the application.

Step 4 In the Password field, enter the Administrator user password that you established for the username.

**Note**

If the authentication fails or if the server is unreachable, the tool prompts you to reenter the server and authentication details, or you can click the Cancel button to exit the application. After the authentication succeeds, RTMT launches the monitoring module from local cache or from a remote server, when the local cache does not contain a monitoring module that matches the backend version.

- Step 5** Enter the port that the application will use to listen to the server. The default setting equals 8443.
- Step 6** Check the **Secure Connection** check box.
- Step 7** Click **OK**.
- Step 8** When prompted, add the certificate store by clicking **Yes**.
Cisco Unified Communications Manager Real-Time Monitoring Tool starts.
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Additional Information

See the [“Related Topics” section on page 2-9](#).

Navigating RTMT

The RTMT window comprises the following main components:

- Menu Bar, which includes the following menu options:
 - File—Allows you to save, restore, and delete existing RTMT profiles, monitor Java Heap Memory Usage, go to the Serviceability Report Archive window in Cisco Unified Serviceability, log off or exit RTMT.
 - System—Allows you to monitor system summary, monitor server resources, work with performance counters, and work with alerts, collect traces, and view syslog messages.
 - Communications Manager—Allows you to view Cisco Unified Communications Manager summary information on the server, monitor call-processing information, view and search for devices, monitor services, and CTI.
 - Edit—Allows you to configure categories (for table format view), set the polling rate for devices and performance monitoring counters, hide the quick launch channel, and edit the trace setting for RTMT.
 - Window—Allows you to close a single RTMT window or all RTMT windows.
 - Application—Allows you to browse the web pages for Cisco Unified Communications Manager Administration and Cisco Unified Serviceability.
 - Help—Allows you to access RTMT documentation online help or to view the RTMT version.
- Quick Launch Channel—Pane on the left side of RTMT window with tabs that you can click to display information on the server or information on the applications. The tab contains groups of icons on which you can click the monitor various objects.
- Monitor pane—Pane where monitoring results display.

Additional Information

See the [“Related Topics” section on page 2-9](#).

Working with Configuration Profiles

You can use RTMT to connect to any node in the Cisco Unified Communications Manager cluster. After you log in to a node, RTMT launches the monitoring module from the local cache or from a remote node when the local cache does not contain a monitoring module that matches the backend version.

RTMT includes a default configuration that is called Default. The first time that you use RTMT, it uses the Default profile and displays the system summary page in the monitor pane.

Default profile also dynamically monitors all registered phones for all Cisco Unified Communications Manager nodes. If your cluster contains five configured Cisco Unified Communications Manager nodes, CM-Default displays the registered phones for each node in the cluster, as well as calls in progress and active gateway ports and channels.

You can configure RTMT to display the information that interests you, such as different performance counters for different features, in the monitor pane of RTMT and save the framework of your configuration in a profile. You can then restore the profile at a later time during the same session or the next time that you log in to RTMT. By creating multiple profiles, so each profile displays unique information, you can quickly display different information by switching profiles.

This section provides information on the following topics:

- [Using the Default Configuration Profile, page 2-6](#)
- [Adding Configuration Profiles, page 2-6](#)
- [Restoring Profiles, page 2-7](#)
- [Deleting Configuration Profiles, page 2-7](#)

Using the Default Configuration Profile

When you initially load RTMT, the system includes a default profile that is called Default. The first time that you use RTMT, it will use the Default profile and display the system summary page in the monitor pane.

Default monitors all registered phones dynamically in all the Cisco Unified Communications Manager nodes. If your cluster includes five Cisco Unified Communications Manager-configured nodes, Default displays all registered phones for each node in the cluster, as well as calls in progress and active gateway ports and channels.

Adding Configuration Profiles

With RTMT, you can customize your monitoring window by monitoring different performance counters, then create your own configuration profiles, so you can restore these monitoring windows in a single step rather than opening each window again. You can switch between different profiles during the same RTMT session or use the configuration profile in subsequent RTMT sessions.

The following procedure describes how to create a profile.

Procedure

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- Step 1** Choose **System > Profile**.
The Preferences dialog box displays.
 - Step 2** Click **Save**.
The Save Current Configuration dialog box displays.
 - Step 3** In the Configuration name field, enter a name for this particular configuration profile.
 - Step 4** In the Configuration description field, enter a description of this particular configuration profile.



Note You can enter whatever you want for the configuration profile name and description.



Note Profiles apply to all nodes within a cluster, but the profile cannot be saved and apply to a different cluster.

The system creates the new configuration profile.

Restoring Profiles

Perform the following procedure to restore a profile that you configured:

Procedure

Step 1 Choose **System > Profile**.

The Preferences dialog box displays.

Step 2 Click the profile that you want to restore.

Step 3 Click **Restore**.

All windows with precanned settings and/or performance monitoring counters for the restored configuration open.

Deleting Configuration Profiles

Perform the following procedure to delete a profile that you configured:

Procedure

Step 1 Choose **System > Profile**.

The Preferences dialog box displays.

Step 2 Click the profile that you want to delete.

Step 3 Click **Delete**.

Step 4 Click **Close**.

Additional Information

See the [“Related Topics” section on page 2-9](#).

Working with Categories

Categories allow you to organize objects in RTMT, such as performance monitoring counters and devices. For example, the default category under performance monitoring, RTMT allows you to monitor six performance monitoring counters in graph format. If you want to monitor more counters, you can configure a new category and display the data in table format.

If you perform various searches for devices, for example, for phones, gateways, and so on, you can create a category for each search and save the results in the category.

Adding a Category

To add a category, perform the following procedure:

Procedure

- Step 1** Display Performance Monitoring under the system tab or Devices/CTIs in the Search window under the Communications Manager tab.
- Step 2** Choose **Edit > Add New Category**.
- Step 3** Enter the name of the category; click **OK**.
- The category tab displays at the bottom of the window.
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Additional Information

See the [“Related Topics” section on page 2-9](#).

Renaming a Category

To rename a category, perform the following procedure:

Procedure

- Step 1** Perform one of the following tasks:
- Right-click the category tab that you want to rename and choose **Rename Category**.
 - Click the category tab that you want to rename and choose **Edit > Rename Category**.
- Step 2** Enter the new name and click **OK**.
- The renamed category displays at the bottom of the window.
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Additional Information

See the [“Related Topics” section on page 2-9](#).

Deleting a Category

To delete a category, perform one of the following tasks:

- Right-click the category tab that you want to delete and choose **Remove Category**.
- Click the category tab that you want to delete and choose **Edit > Remove Category**.

Additional Information

See the [“Related Topics” section on page 2-9](#).

Related Topics

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