



Preface

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



Note

This document may not represent the latest Cisco product information available. You can obtain the most current documentation by accessing Cisco's product documentation page at this URL:

<http://www.cisco.com/univercd/home/home.htm>

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Purpose

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

Use this book with the *Cisco Unified Communications Manager System Guide*, *Cisco Unified Communications Manager Administration*, *Cisco Unified Serviceability Administration Guide*, and *Cisco Unified Communications Manager CDR Analysis and Reporting Administration Guide*. All documents provide instructions for administering the Cisco Unified Communications Manager program and include descriptions of procedural tasks that you complete by using Cisco Unified Communications Manager Administration.

Audience

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

Related Documentation

For additional Cisco Unified Communications Manager documentation, refer to the *Cisco Unified Communications Manager Documentation Guide* at the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_documentation_roadmaps_list.html

Conventions

This document uses the following conventions:

Convention	Description
boldface font	Commands and keywords are in boldface .
<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 screen font.
boldface screen font	Information you must enter is in boldface screen font .
<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.

