



Monitoring the System

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This chapter contains procedures for monitoring the system's health and performance and includes the following sections:

- [Monitoring Active Calls, page 245](#)
- [Monitoring Future Messages, page 250](#)
- [Monitoring Active IMAP and VoiceView Express Sessions, page 251](#)
- [Monitoring Queues, page 252](#)
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- [Viewing System Activity Messages, page 256](#)
- [Checking AIM Compact Flash Memory Wear Activity, page 256](#)

Monitoring Active Calls

This section describes the commands that permit monitoring of active calls on the Cisco Unity Express system and contains the following sections:

- [Displaying Active Calls by Application, page 245](#)
- [Displaying Active Calls by Route, page 247](#)
- [Terminating an Active Call, page 249](#)

Displaying Active Calls by Application

To display active calls by application, use the following command in Cisco Unity Express EXEC mode:

```
show ccn call application [all [subsystem {jtapi | sip}] |  
  application-name [subsystem {jtapi | sip}]]
```

where **all** displays active calls for all applications, *application-name* displays active calls for the specified application, and **jtapi** and **sip** display active calls for those subsystems.

The command displays information about the port, the call, and the media.

The following is sample output for the **show ccn call application** command:

```
se-10-0-0-0# show ccn call application voicemail
```

Active Call Details for Subsystem :SIP

**** Details for route ID :1200 ****

** Active Port #1:Call and Media info **

Port ID :4
 Port Impl ID :16904
 Port State :IN_USE
 Call Id :241
 Call Impl Id :FFCE47C8-669711D6-8C4BF237-80EC4A17@10.4.39.35
 Call State :CALL_ANSWERED
 Call active time(in seconds) :1
 Application Associated :voicemail
 Application Task Id :17000000122
 Called Number :1200
 Dialed Number :
 Calling Number :1005
 ANI :
 DNIS :
 CLID :sip:1005@10.4.39.35
 Arrival Type :DIRECT
 Last Redirected Number :
 Original Called Number :
 Original Dialed Number :

Media Id :6
 Media State :IN_USE
 Media Destination Address :10.4.39.35
 Media Destination Port :16970
 Destination Size :20
 Destination Payload :G711ULAW64K
 Media Source Address :10.4.39.135
 Media Source Port :16904
 Source Size :30
 Source Payload :G711ULAW64K

se-10-0-0-0# **show ccn call application promptgmt**

Active Call Details for Subsystem :SIP

**** Details for route ID :1202 ****

** Active Port #1:Call and Media info **

Port ID :3
 Port Impl ID :16902
 Port State :IN_USE
 Call Id :242
 Call Impl Id :92023CF-669811D6-8C50F237-80EC4A17@10.4.39.35
 Call State :CALL_ANSWERED
 Call active time(in seconds) :1
 Application Associated :promptgmt
 Application Task Id :17000000123
 Called Number :1202

```

Dialed Number :
Calling Number :1005
ANI :
DNIS :
CLID :sip:1005@10.4.39.35
Arrival Type :DIRECT
Last Redirected Number :
Original Called Number :
Original Dialed Number :

Media Id :5
Media State :IN_USE
Media Destination Address :10.4.39.35
Media Destination Port :18534
Destination Size :20
Destination Payload :G711ULAW64K
Media Source Address :10.4.39.135
Media Source Port :16902
Source Size :30
Source Payload :G711ULAW64K

```

Displaying Active Calls by Route

Cisco Unity Express supports displaying active calls by route, which is a trigger number configured for an application. Use the **show ccn trigger** command to display a list of configured triggers.

To display active calls by route, use the following command in Cisco Unity Express EXEC mode:

```
show ccn call route [all [subsystem {jtapi | sip}] | route-address [subsystem {jtapi | sip}]]
```

where **all** displays active calls for all applications, *route-address* displays active calls for the specified route, and **jtapi** and **sip** display active calls for those subsystems.

The command displays information about the port, the call, and the media for both JTAPI and SIP subsystems.

The following example is sample output for the **show ccn call route all** command:

```

se-10-0-0-0# show ccn call route all

Active Call Details for Subsystem :JTAPI
-----

**** Details for route ID :2200 ****
-----

** Active Port #1:Call and Media info **
-----

Port ID :2
Port Impl ID :2225550100
Port State :IN_USE
Call Id :9
Call Impl Id :1566/1
Call State :CALL_ANSWERED
Call active time(in seconds) :6
Application Associated :voicemail
Application Task Id :17000000010
Called Number :2200
Dialed Number :

```

```

Calling Number :2001
ANI :
DNIS :
CLID :
Arrival Type :DIRECT
Last Redirected Number :
Original Called Number :2200
Original Dialed Number :

Media Id :2
Media State :IN_USE
Media Destination Address :172.16.59.11
Media Destination Port :22814
Destination Size :20
Destination Payload :G711ULAW64K
Media Source Address :10.4.14.133
Media Source Port :16388
Source Size :20
Source Payload :G711ULAW64K

```

```

** Active Port #2:Call and Media info **
-----

```

```

Port ID :1
Port Impl ID :2225550150
Port State :IN_USE
Call Id :10
Call Impl Id :1567/1
Call State :CALL_ANSWERED
Call active time(in seconds) :6
Application Associated :voicemail
Application Task Id :17000000011
Called Number :2200
Dialed Number :
Calling Number :2003
ANI :
DNIS :
CLID :
Arrival Type :DIRECT
Last Redirected Number :
Original Called Number :2200
Original Dialed Number :

Media Id :1
Media State :IN_USE
Media Destination Address :172.16.59.12
Media Destination Port :27928
Destination Size :20
Destination Payload :G711ULAW64K
Media Source Address :10.4.14.133
Media Source Port :16386
Source Size :20
Source Payload :G711ULAW64K

```

```

Active Call Details for Subsystem :SIP
-----

```

The following example displays active calls for the route 1200, which is a trigger number for the voice-mail application.

```

se-10-0-0-0# show ccn call route 1200

```

```

Active Call Details for Subsystem :SIP
-----

```

```

**** Details for route ID :1200 ****
-----

** Active Port #1:Call and Media info **
-----

Port ID :8
Port Impl ID :16912
Port State :IN_USE
Call Id :246
Call Impl Id :E682B0A9-673311D6-8C64F237-80EC4A17@10.4.39.35
Call State :CALL_ANSWERED
Call active time(in seconds) :0
Application Associated :voicemail
Application Task Id :17000000127
Called Number :1200
Dialed Number :
Calling Number :1005
ANI :
DNIS :
CLID :sip:1005@10.4.39.35
Arrival Type :DIRECT
Last Redirected Number :
Original Called Number :
Original Dialed Number :

Media Id :1
Media State :IN_USE
Media Destination Address :10.4.39.35
Media Destination Port :18812
Destination Size :20
Destination Payload :G711ULAW64K
Media Source Address :10.4.39.135
Media Source Port :16912
Source Size :30
Source Payload :G711ULAW64K

```

Terminating an Active Call

An active call can be terminated using the call's implementation ID or the implementation ID of the port through which the call came in to the system. Use the **show ccn call route** command to obtain the call or port implementation ID. See [“Displaying Active Calls by Route” on page 247](#).

To terminate an active call, use the following command in Cisco Unity Express EXEC mode:

```
ccn call terminate {callimplid | portimplid} impli-id
```

where *impli-id* is the implementation ID of the call or port.

The following examples terminate a call with implementation ID 1567/1:

```
se-10-0-0-0# ccn call terminate call 1567/1
```

The following examples terminate a call coming through a port with implementation 2225550150:

```
se-10-0-0-0# ccn call terminate port 2225550150
```

Monitoring Future Messages

Monitoring future messages involves the following procedures:

- [Displaying Future Messages, page 250](#)
- [Deleting a Future Message, page 251](#)

For a description of future messages, see “[Sending Future Messages](#)” on page 109.

Displaying Future Messages

Several CLI commands are available for displaying information about future messages.

Displaying All Future Messages

Starting from Cisco Unity Express EXEC mode, use the **show voicemail messages future** command to display details of all messages scheduled for future delivery.

The following is sample output:

```
se-10-0-0-0# show voicemail messages future

Message ID:      JMX0637L023-NM-FOC08221WRB-731357131983
Sender:          User1
Recipient(s):    UserA
Length(sec):     30
Delivery time:   Mon, 11 April 2006 08:0000-0800 (PST)

Message ID:      JMX0637L023-NM-FOC08221WRB-731183375855
Sender:          User2
Recipient(s):    UserB,UserG
Length(sec):     20
Delivery time:   Wed, 13 April 2006 10:15:00-0800 (PST)
```

Displaying the Number of Future Messages for Each Subscriber

Starting from Cisco Unity Express EXEC mode, use the **show voicemail mailboxes** command to display the number of messages scheduled for future delivery for each subscriber.

The following is sample output:

```
se-10-0-0-0# show voicemail mailboxes

OWNER           MSGS  NEW  SAVE  DEL  BCST  FUTR  MSGTIME  MBXSIZE  USED
''user1''       25   25   0     0   0     1     2952     3000     98 %
''user2''        5    1   4     0   0     0     1933     3000     64 %
''user3''        5    5   0     0   0     2     893      3000     30 %
''user4''        5    5   0     0   0     1     893      3000     30 %
''user8''        5    5   0     0   0     1     893      3000     30 %
''user9''        5    5   0     0   0     0     893      3000     30 %
```

Displaying the Number of Scheduled Messages for a Subscriber

Starting from Cisco Unity Express EXEC mode, use the following command to display the number of scheduled messages for a specific subscriber.

show voicemail detail mailbox

The following is sample output:

```
se-10-0-0-0# show voicemail detail mailbox user2

Owner:                               /sw/local/users/user2
Type:                                 Personal
Description:
Busy state:                           idle
Enabled:                               true
Mailbox Size (seconds):                3927
Message Size (seconds):                60
Play Tutorial:                         true
Space Used (seconds):                  60
Total Message Count:                   14
New Message Count:                     1
Saved Message Count:                   2
Future Message Count:                  2
Deleted Message Count:                 9
Expiration (days):                    30
Greeting:                              standard
Zero Out Number:
Created/Last Accessed:                 Jan 23 2006 13:41:31 PST
```

Deleting a Future Message

Starting from Cisco Unity Express EXEC mode, use the following command to delete a message scheduled for future delivery.

```
voicemail message future message-id delete
```

where *message-id* is the message ID of the scheduled message. Use the **show voicemail messages future** command to display the message IDs of the scheduled messages.

An error message appears if *message-id* does not exist or if *message-id* does not belong to a message scheduled for future delivery.

The following example deletes a future message:

```
se-10-0-0-0# voicemail message future JMX0637L023-NM-FOC08221WRB-731357131983 delete
```

Monitoring Active IMAP and VoiceView Express Sessions

Several CLI commands are available for monitoring active IMAP and VoiceView Express sessions:

- [Displaying IMAP Sessions, page 251](#)
- [Displaying VoiceView Express Sessions, page 252](#)
- [Terminating an Active VoiceView Express Session, page 252](#)

Displaying IMAP Sessions

Starting from Cisco Unity Express EXEC mode, use the following command to display status information about active IMAP sessions:

```
show imap session
```

The following is sample output for the **show imap sessions** command:

```
se-10-0-0-0# show imap sessions
```

Sessions	IP Address	Connect Time	User ID
1	10.21.82.244	Wed Nov 16 01:35:02 CST 2005	user1
2	172.18.10.10	Wed Nov 16 03:23:15 CST 2005	user5

This command is not available on the AIM-CUE.

Displaying VoiceView Express Sessions

Starting from Cisco Unity Express EXEC mode, use the following command to display status information about active VoiceView Express sessions:

```
show voiceview sessions
```

The following is sample output for the **show voiceview sessions** command:

```
se-10-0-0-0# show voiceview sessions
```

Mailbox	RTP	User ID	Phone MAC Address
1013	Yes	user1	0015.C68E.6C1E
1016	No	user5	0015.629F.8706
1015	No	user3	0015.63EE.3790
1014	Yes	user6	0015.629F.888B

```
4 session(s)
2 active RTP stream(s)
```

This command is not available on the AIM-CUE.

Terminating an Active VoiceView Express Session

Starting from Cisco Unity Express EXEC mode, use the following command to terminate an active VoiceView Express session:

```
service voiceview session terminate mailbox-id
```

where *mailbox-id* is the ID of the mailbox that has the active VoiceView Express session.

The following example terminates a VoiceView Express session for mailbox ID user3:

```
se-10-0-0-0# service voiceview session terminate mailbox user3
```

Additionally, a new TUI or VoiceView Express session preempts and terminates an existing VoiceView Express session.

Monitoring Queues

Several CLI commands are available for monitoring Cisco Unity Express queues:

- [Monitoring Network Queues, page 253](#)
- [Monitoring Notification Queues, page 253](#)

Monitoring Network Queues

Starting from Cisco Unity Express EXEC mode, use the following command to display status information about network queues:

show network queues

The following example shows output from the **show network queues** command:

```
se-10-0-0-0# show network queues

Running Job Queue
=====

ID      TYPE TIME      RETRY SENDER      RECIPIENT
107     VPIM 06:13:26   20    jennifer    1001@sjc.mycompany.com
106     VPIM 06:28:25   20    jennifer    1001@sjc.mycompany.com

Urgent Job Queue
=====

ID      TYPE TIME      RETRY SENDER      RECIPIENT
123     VPIM 16:33:39   1     andy        9003@lax.mycompany.com

Normal Job Queue
=====

ID      TYPE TIME      RETRY SENDER      RECIPIENT
122     VPIM 16:33:23   1     andy        9001@lax.mycompany.com
124     VPIM 16:34:28   1     andy        9003@lax.mycompany.com
125     VPIM 16:34:57   1     andy        9002@lax.mycompany.com
```

Monitoring Notification Queues

Starting from Cisco Unity Express EXEC mode, use the following command to display status information about message notification queues:

show voicemail notification queue {email | phone}

where **email** displays details about the e-mail queue and **phone** displays details about the phone notification queue.

The following example shows output from the **show voicemail notification queue** command:

```
se-10-0-0-0# show voicemail notification queue email

OWNER      DEVICE TYPE      TIME
user1      Text Pager       723232
user1      Email inbox      2323343

se-10-0-0-0# show voicemail notification queue phone

OWNER      DEVICE TYPE      TIME
user1      Numeric Pager    342343
```

After a job enters one of the queues, you cannot delete the job. The system deletes the job after the notification is sent.

Displaying SNMP and Management Data Activity

If you have not configured SNMP monitoring on the Cisco Unity Express system, see [“Configuring SNMP Monitoring” on page 137](#) for the procedure.

Use the following **trace** commands in Cisco Unity Express EXEC mode to display the SNMP and management data activity:

- **trace snmp {agent all | agent debug | all}**—Enables tracing of SNMP activities.
- **trace management {agent all | agent debug | all}**—Enables tracing of management data requests.

The following examples display sample output of these commands:

```
se-10-0-0-0# trace snmp agent all
se-10-0-0-0# show trace buffer tail

4280 06/03 10:10:31.035 snmp agnt 1
com.cisco.aesop.mgmt.snmp.SnmNative.SnmTableGetLong(CISCO-UNITY-EXPRESS-MIB,cueMboxTable
,cueMboxPercentTimeUsed,0) = cueMboxPercentTimeUsed
4280 06/03 10:10:31.100 snmp agnt 1
com.cisco.aesop.mgmt.snmp.SnmNative.SnmTableGetLong(CISCO-UNITY-EXPRESS-MIB,cueMboxTable
,cueMboxNumberOfMessages,1)
4280 06/03 10:10:31.100 snmp agnt 1
com.cisco.aesop.mgmt.snmp.MBeanUtil.invoke(Voicemail:name=Stats,MboxStatsTableValue,<parms
>,<signature>)
4280 06/03 10:10:31.109 snmp agnt 1
com.cisco.aesop.mgmt.snmp.SnmNative.SnmTableGetLong(CISCO-UNITY-EXPRESS-MIB,cueMboxTable
,cueMboxNumberOfMessages,1) = cueMboxNumberOfMessages
4280 06/03 10:10:31.171 snmp agnt 1
com.cisco.aesop.mgmt.snmp.SnmNative.SnmTableGetLong(CISCO-UNITY-EXPRESS-MIB,cueMboxTable
,cueMboxNumberOfMessages,0)
4280 06/03 10:10:31.171 snmp agnt 1
com.cisco.aesop.mgmt.snmp.MBeanUtil.invoke(Voicemail:name=Stats,MboxStatsTableValue,<parms
>,<signature>)
4280 06/03 10:10:31.180 snmp agnt 1
com.cisco.aesop.mgmt.snmp.SnmNative.SnmTableGetLong(CISCO-UNITY-EXPRESS-MIB,cueMboxTable
,cueMboxNumberOfMessages,0) = cueMboxNumberOfMessages
4280 06/03 10:10:31.241 snmp agnt 1
com.cisco.aesop.mgmt.snmp.SnmNative.SnmTableGetLong(CISCO-UNITY-EXPRESS-MIB,cueMboxTable
,cueMboxNumberOfNewMessages,1)
4280 06/03 10:10:31.241 snmp agnt 1
com.cisco.aesop.mgmt.snmp.MBeanUtil.invoke(Voicemail:name=Stats,MboxStatsTableValue,<parms
>,<signature>)
4280 06/03 10:10:31.250 snmp agnt 1
com.cisco.aesop.mgmt.snmp.SnmNative.SnmTableGetLong(CISCO-UNITY-EXPRESS-MIB,cueMboxTable
,cueMboxNumberOfNewMessages,1) = cueMboxNumberOfNewMessages
4280 06/03 10:10:31.313 snmp agnt 1
com.cisco.aesop.mgmt.snmp.SnmNative.SnmTableGetLong(CISCO-UNITY-EXPRESS-MIB,cueMboxTable
,cueMboxNumberOfNewMessages,0)
4280 06/03 10:10:31.313 snmp agnt 1
com.cisco.aesop.mgmt.snmp.MBeanUtil.invoke(Voicemail:name=Stats,MboxStatsTableValue,<parms
>,<signature>)
4280 06/03 10:10:31.322 snmp agnt 1
com.cisco.aesop.mgmt.snmp.SnmNative.SnmTableGetLong(CISCO-UNITY-EXPRESS-MIB,cueMboxTable
,cueMboxNumberOfNewMessages,0) = cueMboxNumberOfNewMessages
4280 06/03 10:10:31.384 snmp agnt 1
com.cisco.aesop.mgmt.snmp.SnmNative.SnmTableGetLong(CISCO-UNITY-EXPRESS-MIB,cueMboxTable
,cueMboxNumberOfSavedMessages,1)
4280 06/03 10:10:31.385 snmp agnt 1
com.cisco.aesop.mgmt.snmp.MBeanUtil.invoke(Voicemail:name=Stats,MboxStatsTableValue,<parms
>,<signature>)
4280 06/03 10:10:31.393 snmp agnt 1
com.cisco.aesop.mgmt.snmp.SnmNative.SnmTableGetLong(CISCO-UNITY-EXPRESS-MIB,cueMboxTable
```

```
,cueMboxNumberOfSavedMessages,1) =cueMboxNumberOfSavedMessages
4280 06/03 10:10:31.454 snmp agnt 1
com.cisco.aesop.mgmt.snmp.SnmpNative.SnmpTableGetLong(CISCO-UNITY-EXPRESS-MIB,cueMboxTable
,cueMboxNumberOfSavedMessages,0)
4280 06/03 10:10:31.455 snmp agnt 1
com.cisco.aesop.mgmt.snmp.MBeanUtil.invoke(Voicemail:name=Stats,MboxStatsTableValue,<parms
>,<signature>)
4280 06/03 10:10:31.463 snmp agnt 1
com.cisco.aesop.mgmt.snmp.SnmpNative.SnmpTableGetLong(CISCO-UNITY-EXPRESS-MIB,cueMboxTable
,cueMboxNumberOfSavedMessages,0) =cueMboxNumberOfSavedMessages
```

```
se-10-0-0-0# trace management agent all
```

```
se-10-0-0-0# show trace buffer tail
```

```
087 06/03 10:18:42.523 mgmt agnt 1
com.cisco.aesop.mgmt.voicemail.JTAPI.getJTAPConnectionStatus out
087 06/03 10:18:42.523 mgmt agnt 1
com.cisco.aesop.mgmt.voicemail.VoiceConnectivity.getUpdateStatus in
087 06/03 10:18:42.523 mgmt agnt 1 com.cisco.aesop.mgmt.voicemail.VoiceConnectivity.update
in
087 06/03 10:18:42.524 mgmt agnt 1
com.cisco.aesop.mgmt.voicemail.VoiceConnectivity.udpateTables in
087 06/03 10:18:42.525 mgmt agnt 1 com.cisco.aesop.mgmt.SysdbUtil.get(/sw/protorbcp,device)
087 06/03 10:18:42.526 mgmt agnt 1
com.cisco.aesop.mgmt.SysdbUtil.get(/hw/eth/eh0,ip,addrdefault)
087 06/03 10:18:42.529 mgmt agnt 1
com.cisco.aesop.mgmt.voicemail.JTAPIUtil.gettapiPortStatus in
087 06/03 10:18:42.574 mgmt agnt 1
com.cisco.aesop.mgmt.voicemail.JTAPIUtil.gettapiPortStatus {3504={id=3, implid=3504,
state=IDLE}, 3503={id=0, implid=3503,tate=IDLE}, 3502={id=1, implid=3502, state=IDLE},
3500={id=2, implid=3500, stat=IDLE}}
087 06/03 10:18:42.574 mgmt agnt 1
com.cisco.aesop.mgmt.voicemail.JTAPIUtil.gettapiPortStatus out
087 06/03 10:18:42.576 mgmt agnt 1
com.cisco.aesop.mgmt.SysdbUtil.get(/sw/apps/f/ccnapps/configurations/craAesop/ccnwfapp,wfj
tapi,ciscoccnatcallmanager)
087 06/03 10:18:42.581 mgmt agnt 1 com.cisco.aesop.mgmt.voicemail.JTAPIUtil.getctiveCCM in
087 06/03 10:18:42.581 mgmt agnt 1
com.cisco.aesop.mgmt.SysdbUtil.get(/sw/limit,global,applicationMode)
087 06/03 10:18:42.602 mgmt agnt 1 com.cisco.aesop.mgmt.voicemail.JTAPIUtil.getctiveCCM out
087 06/03 10:18:42.604 mgmt agnt 1
com.cisco.aesop.mgmt.SysdbUtil.get(/sw/apps/f/ccnapps/configurations/craAesop/ccnwfapp,wfs
ip,providerHostname)
087 06/03 10:18:42.607 mgmt agnt 1
com.cisco.aesop.mgmt.SysdbUtil.get(/sw/apps/f/ccnapps/configurations/craAesop/ccnwfapp,wfs
ip,providerHostname)
087 06/03 10:18:42.610 mgmt agnt 1
com.cisco.aesop.mgmt.SysdbUtil.get(/sw/apps/f/ccnapps/configurations/craAesop/ccnwfapp,wfs
ip,providerPortnumber)
087 06/03 10:18:42.614 mgmt agnt 1
com.cisco.aesop.mgmt.SysdbUtil.get(/sw/limit,global,applicationMode)
087 06/03 10:18:42.615 mgmt agnt 1
com.cisco.aesop.mgmt.voicemail.VoiceConnectivity.udpateTables out
087 06/03 10:18:42.615 mgmt agnt 1 com.cisco.aesop.mgmt.voicemail.VoiceConnectivity.update
out
087 06/03 10:18:42.616 mgmt agnt 1
com.cisco.aesop.mgmt.voicemail.VoiceConnectivity.getUpdateStatus out
```

Viewing System Activity Messages

Cisco Unity Express captures messages that describe activities in the system.

If you have not configured a syslog server, see “Configuring a Syslog Server” on page 212 for the procedure.

The activities are categorized into four different levels of severity with regard to their impact on the system’s functioning:

- Information—The message describes normal system activity, including debug, information, and notice messages.
- Warning—The message is an alert that a non-normal activity is occurring. The Cisco Unity Express system continues to function.
- Error—The message indicates that a system error has occurred. The Cisco Unity Express system may or may not have stopped functioning.
- Fatal—The message describes a critical, alert, or emergency situation with the system. The Cisco Unity Express system has stopped functioning.

These messages are collected and directed to three possible destinations:

- messages.log file—This option is the default. The file contains all system messages and resides on the Cisco Unity Express module hard disk. You can view them on the console or copy them to a server to review for troubleshooting and error reporting.
- Console—View the system messages as they occur with the **log console info** command.
- External system log (syslog) server—Cisco Unity Express copies the messages to another server and collects them in a file on that server’s hard disk. The syslog daemon configuration on the external server determines which directory will save the messages log.

The external server must be configured to listen for UDP on port 514 from the IP address of the Cisco Unity Express module.

Checking AIM Compact Flash Memory Wear Activity

Cisco Unity Express tracks the use and wear of the AIM compact flash memory as log and trace data are saved to the module. To display this data, use the **show interface ide 0** command in Cisco Unity Express EXEC mode.

```
show interface ide 0
```

The following is sample output:

```
se-10-0-0-0# show interface ide 0

IDE hd0 is up, line protocol is up
  3496 reads, 46828544 bytes
  0 read errors
  9409 write, 137857024 bytes
  0 write errors
  0.0993% worn
```