

# Performance Monitoring Settings and Collection Process Used to Troubleshoot the Windows Platform



Document ID: 116164

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Jun 28, 2013

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## Introduction

This document describes how to use the Performance Monitoring (Perfmon) settings and collection process in order to troubleshoot complex issues with the Windows platform. Cisco recommends that you have knowledge of the Windows operating system.

## Problem

Certain issues require an in-depth analysis of the Windows platform. These issues might require that you collect a comprehensive Perfmon in order to properly troubleshoot them.

## Solution

Use Windows Server Tracing in order to run Perfmon and troubleshoot the problem.

1. Permanently disable all screen savers.
2. Click **Start**, click **Run**, enter **Perfmon**, and click **OK**.
3. Expand **Performance Logs and Alerts**.
4. Highlight **Counter Logs** and right-click in the right pane to open a menu.
5. From this menu, choose **New Log Settings**, name the **new log**, and click **OK**.
6. Click **Add Counters**. Verify that the correct computer is selected in the **Select counters objects from computer** drop-down list.
7. Choose the **Performance Objects** and add the **Select counters** from the drop-down list for these items:
  - ◆ Memory
    - Available MB
    - Available KB
    - Committed Bytes (in MB)
    - Pages/Sec
    - Page Faults/Sec
  - ◆ System
    - Processes
    - Processor Queue Length
  - ◆ Processor
    - % Processor Time (for each CPU installed)

- ◆ Physical Disk
  - Avg Disk Queue Length
  - % Disk Time
  - % Idle Time
- ◆ Paging File
  - % Usage
- ◆ Network Interface
  - Bytes Total
  - Output Queue Length
- ◆ \* Process (for example, ctiserver.exe and opc.exe)
  - % Processor Time
  - Private Bytes (in MB)
  - Page Faults/Sec
  - Page/Sec
  - IO Write Bytes/Sec (in KB)
  - IO Write Operations/Sec
  - Working Set (in MB)
  - Handle Count

8. Set the ***Interval*** for every 15 seconds.
9. Click the ***Log Files*** tab and set the Log file type to ***Binary Circular File***.
10. Configure a ***Limit of 2GB***. Ensure that there is enough disk space to accommodate the Log file.
11. Click the ***Schedule*** tab, and set the schedule for ***Stop Log– Manually*** and ***Start Log– Manually***.