



Cisco Prime Collaboration Dashboards

The Cisco Prime Collaboration dashboards help you to monitor your network by providing near real-time information about the core Unified Communications and TelePresence components. The dashboards enable you to monitor the system health.

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Ops View

The Ops View or Cluster View in the Home page () provides high-level information about the Cisco Unified CM and VCS clusters that are available in the system. Based on your mode of deployment, you can view the details of all the clusters in your system or clusters for a specific customer.

Prerequisites:

- The cluster must be discovered in Cisco Prime Collaboration for the cluster data to be displayed in the Ops View.
- A user must be associated to a domain or customer that has one or more Cisco Unified CM or VCS clusters in the system. However, this is not applicable for globaladmin users as they have access to all the domains.

You can view the details of the cluster either in Treemap view or List view.

You can use the treemap view to...	You can use the list view to ...
<p>View high-level summary of the faults and also the split up of Critical, Major, Minor, and Warning alarms. By clicking on the Total alarms count link, you can cross launch to the Alarms browser, in the Alarms & Events page.</p> <p>Note The Total alarm count displayed in the Ops View not only includes the alarms raised on the cluster nodes, but also the alarms raised on the individual devices (provided it is associated with the Cisco Unified CM or VCS cluster).</p>	<p>View high-level summary of the faults and also the split up of Critical, Major, Minor, and Warning alarms. By clicking on the Total alarms count, you can cross-launch to the Alarms browser, in the Alarms & Events page.</p>
<p>View the registration information (number of endpoints that are registered, unregistered, registered with backup, and unknown) of all the different types of devices in the cluster—phones, media resources (hardware and software), MGCP gateways (including each port), CTI Route Points, CTI ports, and Voice Mail Ports.</p> <p>Click the registration status counts for Endpoints to cross launch to the Endpoint Diagnostics page and the registration status counts for the other device types to cross launch to the Connected Devices tab with all the devices for that device type filtered.</p>	<p>View the number of Registered, Unregistered, Registered with Backup, and Unknown phone counts for each device type. Click the phone counts for Endpoints to launch the Endpoints Diagnostics page and the phone counts for all the other device types (Media Resources, Voice Mail Ports, and MGCP Gateways) to launch the Connected Devices tab with all the devices for that device type filtered.</p>
<p>Launch the Summary View for that cluster, by clicking on the cluster name.</p>	<p>Launch the Summary View for that cluster, by clicking on the cluster name.</p>

**Note**

- The data displayed in the Treemap view depends on the components that are available in the system. However, the information about Alarms is displayed for all the clusters.
- When you click a VCS cluster in the treemap view or list view, only the Topology page is launched. The Summary, Endpoint by Device Pool, Connected Devices, Route Pattern Summary, and Device Search tabs are applicable only for Cisco Unified CM clusters.

In the treemap view, you can also view the above mentioned details in a quick view, by clicking on the Alarms component for alarm details and device type components for the registration status information.

The treemap view auto refreshes every two minutes. To disable the auto refresh functionality, uncheck the **Auto Refresh** check box at the top right corner of the treemap view.

Color Codes in the Treemap View:

In the treemap view, the device types and alarms in a cluster are classified based on the following severity categories:

For severity...	The color displayed is ...	If there are...
Critical	Red	<ul style="list-style-type: none"> • One or more critical alarms in the cluster. Or
Major	Orange	
Minor/Warning	Yellow	<ul style="list-style-type: none"> • One or more minor/warning alarms in the cluster. Or <ul style="list-style-type: none"> • Any device in the Registered with BackUp state.
Normal	Green	<ul style="list-style-type: none"> • No critical, major, or minor alarms. Or <ul style="list-style-type: none"> • All devices are in the registered or unknown state.

Summary

The Summary tab provides the system utilization status for each Unified CM node in the cluster.

It includes the following dashlets:

- [Summary](#)
- [Call Processor Health Summary](#)
- [Alarm Summary](#)
- [Registration Summary](#)
- [License Summary](#)

Summary

Provides high-level cluster information along with inter-cluster details such as the number of H323 & MGCP Gateways Configured, SIP Trunks Configured, and the Device Pools.

You can also view the cluster version, database replication status, and number of Unified CM nodes in the cluster. Click **Cluster Call Activity** to view the last 24 hours call activity graph for all the Unified CM nodes in the cluster.

Call Processor Health Summary

Provides information on CPU usage, Virtual Memory usage, Disk usage, and the number of calls attempted or completed (in the current hour and peak hour). Click **Call Activity** to view the last 24 hours call activity graph for the selected Unified CM node. Click the CPU Usage, VM Usage, or Disk Usage value to launch the Performance tab with the System Summary dashboard for that cluster type selected.

You can also view long term call activity trend for the Cisco Unified CM cluster—select one or more cluster nodes and choose **Call Activity** from the **Trend** drop-down list.



Note

For those fields that are not applicable for IM & Presence, it is displayed as N/A.

Alarm Summary

Provides a high-level summary of the faults on all clusters managed by Cisco Prime Collaboration. You can click the alarm data in the Total column to cross-launch to the Alarms browser, in the Alarms & Events page.

Registration Summary

Provides information about the registration status of the phones, media resources (hardware and software), MGCP gateways (including each port), CTI Route Points, CTI Ports, and Voice Mail Ports in the cluster.

The following information is displayed for the endpoints:

- Number of endpoints that are registered
- Number of endpoints that are registered with backup
- Number of endpoints that are unregistered
- Number of endpoints that are unknown or rejected

You can click the endpoints data for each of the above mentioned registration status to launch the Connected Devices tab for that device type.

License Summary

Provides licensing information for the Cisco Unified CM cluster. For versions 9.0 and above, click the **Click here for CUWL License Details** link to launch the login page for Cisco Prime License Manager.

For versions below 9.0, it retrieves and displays the licensing information—Licence Type, Units Authorized, Units Used, and Units Remaining.

Endpoint by Device Pool

The Endpoint by Device Pool tab provides the summary of phones in the cluster at the device pool level.

It displays the following information:

- Total number of endpoints configured to this device pool
- Number of endpoints that are registered
- Number of endpoints that are registered with backup

- Number of endpoints that are unregistered
- Number of endpoints that are in unknown or rejected states
- Service Quality Endpoints and Events.

You can click the endpoints data for any of the above-mentioned registration status to cross launch to the **Endpoint Diagnostics** page.

Click the endpoints data in the **SQ Issues** column to launch the **Impacted Phones Report** page. This page lists all the phones in the device pool that are impacted by voice quality issues.

The events count link in the **SQ Issues** column launches the **SQ Alert Report** page. This page lists the details of the events raised for that particular device pool in the cluster.

**Note**

A flag is displayed against the device pool name whenever the Phones Unregistered Threshold Exceeded or Service Quality Threshold Exceeded alarm for that device pool is raised.

Connected Devices

The Connected Devices tab helps you perform a device search based on the Device Type, Registration Status, and IP filter.

Performance

The **Performance** tab displays pre-defined dashboards based on the Unified CM publisher node you select in the Ops View. You cannot select any other cluster node from the **Cluster or Device** drop-down list. It also allows you to create custom performance dashboards.

For custom dashboards that you create, you can enable historical trending. See section [Create Custom Performance Dashboards](#).

Route Pattern Summary

The Route Pattern Summary displays information regarding utilization and call volume for each route group. It also displays the route lists or gateways configured in the cluster.

**Note**

Click the route group name link to launch the **Report** pop-up window. This window displays the utilization, call volume, and channel usage for the selected route group.

You can view the following information:

- Route List or Gateway
- Route Pattern associated with the Route Group

Device Search

Endpoint Registration Summary

Provides a summary of the status of all the endpoints in the network. You can view a summary for hard endpoints (such as E20, Phones, and CIUS), soft clients (Cisco Unified Personal Communicator, Cisco IP Communicator, iPhone, Android, Cisco Jabber, and Client Services Framework [CSF]), and Jabber endpoints separately also.

Prerequisites

- All devices should be in managed state in Cisco Prime Collaboration.
- The cluster should be discovered in Cisco Prime Collaboration.

The dashboard displays the summary as a pie chart or table. It provides information about the endpoints in the following modes:

- **Unregistered**—Endpoints that are not registered with Cisco Unified Communications Manager and VCS. Displayed in red. The count displayed for “Unregistered from UCM” includes the devices that are in Energy Save mode.
- **Registered**—Endpoints that are registered with Cisco Unified CM and Cisco VCS. Displayed in green. The count displayed for “Registered Hard Phones” includes the Cisco TelePresence endpoints.
- **Unknown**—Endpoints that are in Unknown state (registration status of the endpoints is unknown). Displayed in blue.

Click the pie chart to view the Endpoint Registration Troubleshooting window, which has the links to the following pages:

- Endpoint Diagnostics
- Phone Report
- UCM Troubleshoot
- VCS Troubleshoot

The phone counts shown in the UC Topology View, Diagnostics Summary View, and Endpoint Health Summary dashlet will be in synchronized, with a maximum of 10 minutes delay. You can schedule cluster discovery to trigger this synchronization manually, if required. Cluster discovery will also resynchronize the registration status for all phones. If cluster discovery is not scheduled manually, synchronization takes place as part of nightly cluster discovery.

Availability Summary

Provides the most recent data about the devices listed under the Unified Communications device group.

The Availability Summary dashlet tracks a subset of supported critical events for each device type in Cisco Prime Collaboration and displays the device as **Down**. To view the list of events, see the [Service Availability](#)

[Summary Events](#) wiki page. For event description and device type, see the [Supported Alarms and Events for Prime Collaboration Assurance](#).

The X axis displays the number of applications. The Y axis displays the application type.

Green indicates applications that are active. indicates applications that are down.

Click the bar to open a popup that provides links to

**Note**

This dashlet does not display any data when there are no devices added in Cisco Prime Collaboration.

Alarm Dashboard

The Alarm dashboard helps you identify the most impacted TelePresence endpoints with alarms, devices with alarms, and alarm summary.

It contains the following dashlets:

Top 10 TelePresence Endpoints with Alarms

Displays the top 10 TelePresence endpoints with alarms. You can click on the bar chart to open a quick view that has the summary of all the alarm severity count. The alarm count includes alarm with the severity Cleared.

By clicking on the Total alarms count, you can cross-launch to the Alarm browser to view the alarm details. You can view the graph for endpoints and service infrastructure devices.

Top 10 Devices with Alarms

Displays the top 10 devices with alarms. You can click on the bar chart to open a quick view that has the summary of all the alarm severity count. The alarm count includes alarms with the severity Cleared.

By clicking on the Total alarms count, you can cross-launch to the Alarm browser to view the alarm details. You can view the graph for endpoints and service infrastructure devices.

You can launch the and click either on the Endpoint or Service Infrastructure links to view the device details.

**Note**

Clusters are not treated as devices and are not shown in this dashlet.

Device Alarm Summary

Displays the number of infrastructure devices with and without alarms. In addition, you can also view the number of devices, based on the alarm severity.

You can click on the total device data to launch the Inventory page. You can also click on the devices with alarms data to launch the Alarms and Events page.

By default, the information is displayed in a pie chart. The pie chart is updated when the user interface is refreshed. You can change this display to a table.

Utilization Monitor

The Utilization Monitor () page provides information about the trunks utilization, trunk/route groups utilization, location CAC bandwidth utilization, conferencing devices, and .

T1/E1 Trunks

Provides information about the most utilized T1/E1 trunks in terms of channel usage.

You can view the utilization, associated gateway IP and name, and associated route group details.

Click the percentage link in the Utilization column to display a graph that plots trunk utilization against time. The data for the last polling cycle is displayed.

You can view popups that display the usage as a percentage when you place the cursor on the X axis coordinates for each four-minute interval. To open a detailed performance graph showing trunk or route usage, click the points on the graph or the channel utilization bar that correspond to the X axis coordinates.



Note

You cannot monitor T1/E1 Channel Associated Signaling (CAS) trunk utilization on Cisco Integrated Services Routers (ISR) and Cisco ISR G2, as these platforms do not provide the required SNMP instrumentation.



Note

HSRP-enabled devices are not supported in Cisco Prime Collaboration.

CUBE SIP Trunk

Provides information about the most utilized SIP trunks in terms of channel usage.

You can view the SIP trunk utilization, the default value of the maximum concurrent calls, the value of maximum concurrent calls that is configured on Cisco Unified Border Element (CUBE), and associated CUBE IP details.



Note

The 'Max Concurrent Calls (Configured on CUBE)' column contains the maximum calls that you configure at the dial-peer level in CUBE.

Cisco Prime Collaboration allows you to configure maximum concurrent calls for CUBE-connected SIP trunks. In the SIP Trunk page, check the check box corresponding to the SIP trunk that you want to configure. Click the **Set Max Concurrent Call** button to specify the maximum number of concurrent calls that can go through the SIP Trunk in Cisco Prime Collaboration.

Click the percentage link in the Utilization column to display a graph that plots SIP trunk utilization against time. The data for the last polling cycle is displayed.

You can view popups that display the usage as a percentage when you place the cursor on the X axis coordinates for each four-minute interval. To open a detailed performance graph showing trunk or route usage, click the points on the graph or the channel utilization bar that correspond to the X axis coordinates.

The following table provides an overview of the utilization report for various types of SIP trunks in Cisco Prime Collaboration.

Table 1: Utilization Report for SIP Trunk Types

SIP Trunk Type	Utilization Report	
	Data Source	Support
Intercluster Trunks	CDR	Available. These trunks do not display the data if the intercluster trunk is a Unified Communications Manager, and if you need to display the data correctly, these trunks should associate with a Voice Gateway.
SIP trunk connected to Cisco Unified Border Element (CUBE)	Polling the CUBE directly	Available
UCM SIP trunk (These trunks are not provided by service provider but are created by Enterprise administrator. For example, ICT, Trunk to WebEx, etc).	RTMT UCM SIP Performance Counter	NA. Only RTMT performance dashboard to check Call Volume at a given time.
SIP trunk not connected to CUBE (for example, ACME).	RTMT UCM SIP Performance Counter	NA. Only RTMT performance dashboard to check Call Volume at a given time.



Note

Cisco Prime Collaboration supports utilization only for the SIP trunks that are connected to Cisco Unified Border Element (CUBE). Cisco Prime Collaboration supports utilization for SIP trunks that are configured in Unified Communications Manager in the UCM SIP Trunk page.

Modify the Default Value of SIP Trunk Maximum Concurrent Calls

As a super administrator, system administrator or network operator, you can configure the default value of maximum concurrent calls for CUBE-connected SIP trunks.

Prerequisite - Root access feature is mandatory to perform this task, hence you should raise a TAC case to obtain root access.

To configure the default value of the maximum concurrent calls for SIP Trunks:

- 1 Log in as a root user.

- 2 Navigate to the `/opt/emms/cuom/gpf` folder and edit the `gpf.properties` file.
- 3 Find the line **SetMaxConcurrentCalls= 100** and change the value from '100' to your desired numeric value.
- 4 Restart Cisco Prime Collaboration Assurance server by logging in as admin user and executing the following commands:
 - a `<hostname>/admin#application stop cpcm`
 - b `<hostname>/admin#application start cpcm`

UCM SIP Trunks

For Cisco Prime Collaboration Release 11.6 and later

Provides information on all the SIP trunks that are connected to the Unified Communications Manager cluster.

UCM SIP Trunk is added as a tab on the Utilization Monitor page **Monitor > Utilization Monitor > UCM SIP Trunk** in Cisco Prime Collaboration Assurance User Interface.

You can view the SIP trunk utilization (audio and video maximum calls, and total active calls), the default value of the maximum concurrent calls, the SIP trunk status and flag.



Note

The 'Utilization' column contains the utilization details for both audio and video calls.

Cisco Prime Collaboration Assurance allows you to configure maximum concurrent calls for audio or video for one or more SIP trunks. In the SIP Trunk page, check the check box corresponding to the SIP trunk that you want to configure. Click the **Max Concurrent Call** button to specify the maximum number of concurrent calls that can go through the SIP trunk in Cisco Prime Collaboration Assurance. The Audio Max Calls and the Video Max Calls columns are populated with the entered value. If you do not configure the audio and video maximum calls value by using the Max Concurrent Call option, a default value from Unified Communications Manager is used to populate the two columns.



Note

From the OpsView tab, you can also cross-launch to the UCM SIP Trunks page.

Route Group Utilization

Provides information about the most utilized route groups in terms of channel usage.

You can also view the utilization and associated cluster details. Click the percentage link in the Utilization column to display a graph that plots route group utilization against time. The data for the last polling cycle is displayed.



Note

Even if trunks are associated to the route group, if polling does not happen then No Data Available error is displayed.

You can view popups that display the usage as a percentage when you place the cursor on the X axis coordinates for each four-minute interval. To open a detailed performance graph showing trunk or route usage, click the points on the graph or the channel utilization bar that correspond to the X axis coordinates.

If Cisco Unified Border Element (CUBE) is configured with POTS dial-peers and/or T1/E1 voice interfaces, and you still cannot view any values in the Gateway field under the Trunk Utilization settings, enter the IOS IP address in the file `/opt/emms/emsam/conf/cube_ip.txt` for identifying it as CUBE.

Troubleshooting

Issue: Unable to see the correct route groups.

Recommendation: Ensure that the route groups are associated to a route list in Unified Communication Manager and then rediscover.

Trunk Group Utilization

Provides information about most utilized trunk groups in terms of channel usage.



Note

When polling for trunk groups does not happen, the No Data Available error message is displayed.

You can create user-defined trunk groups. Click the Trunk Group Settings link, and in the Trunk Utilization Settings page, click the Custom Trunk Group Management tab. Select the trunks and click the Add New Group button. The New Group dialog box is displayed. Fill in the details and click Save. A message notifies you that the group is created successfully. You can add other devices to an existing user-defined trunk group by clicking the Add to Group button. All user-defined groups are listed in the Custom Trunk Group pane on the left side of the user interface. You can use the search field available under the Custom Trunk Group pane to search for a user-defined trunk group. If these user-defined trunk groups are among the top ten utilized trunk groups, their utilization information appears on the dashlet under Trunk Groups.



Note

You must have admin privileges to access the Trunk Group Settings link.

Click the percentage link in the Utilization column to display a graph that plots trunk utilization against time. The data for the last polling cycle is displayed.

You can view popups that display the usage as a percentage when you place the cursor on the X axis coordinates for each four-minute interval. To open a detailed performance graph showing trunk or route usage, click the points on the graph or the channel utilization bar that correspond to the X axis coordinates.

Location CAC Bandwidth Usage

Provides information about the top five locations at which bandwidth usage is the highest.

By default, the table is sorted based on the number of failed calls.

Data is polled every 4 minutes.

Conferencing Devices

Displays the conferencing devices in your network.

You can see the following details:

- **Status**—Displays whether the device is normal, suspended or contains errors. You can click on the status icon to launch the Alarm browser.
 - This icon is displayed when there is a critical service infrastructure, unreachable, or inaccessible alarm.
- **Name and IP Address**—You can click on the device name or IP address to launch it in a browser.
 - Rest your mouse pointer over the Name column and click the quick view icon to view the:
 - Audio Load, Video Load, Media Load, Video ports in use, Battery Status, Temperature Status and Voltage status (for MCU only).
 - CPU and memory utilization.
- Last Device Poll
- Device Type
- Video Ports Used
- Audio Ports Used
- Master Conductor

Conductor Bridge Pool Utilization

Provides information about the cumulative utilization of the conference bridges for each conductor pool in your network.

You can see the following details:

- **Status**—Displays the status of the conductor pool, depending on the status of the conference bridges associated with each conductor pool. You can click on the status icon to cross-launch the Alarm browser to view the individual status of the conference bridges in the conductor pool.
- **Pool name**—You can click on the pool name to cross-launch the device window in a separate browser.
- **Video Ports Used**—Click the utilization value of Video Ports/Screen License Utilization columns to launch the Detailed Video Port Conductor Utilization graph. You can choose to view the Utilization in either percentage or absolute value. You can also use the slider and select a small time interval also (such as a minute) to view actual data for that interval. You can use this information to increase the number of ports according to the utilization. Utilization is shown from when the device is in Managed State for the first time in Cisco Prime Collaboration. For example, the graph enables you to view data for 7 days by default.



Note Cisco Prime Collaboration supports only the Screen License mode for Cisco TelePresence Conductor.

- Conference Bridge Type
- Conductor Name

**Note**

At least one conference bridge has to be present in the conductor pool to display the utilization monitor.

Performance Dashboards

The Performance page displays system-defined dashboards based on the performance counters.

**Note**

You can monitor only one cluster per product for a single installation of Cisco Prime Collaboration—Standard.

To view the dashboards, select the product and cluster from the Cluster or Device drop-down list and then select the required dashboard from the Dashboard drop-down list.

Unified CM and Unity Connection

The following system-defined dashboards are available for Unified CM:

**Note**

For Unity Connection, you can see these dashlets only- System Summary, CPU and Memory, Disk Usage, Process, and Port Monitor.

System Summary

Displays information about CPU usage, Virtual Memory usage, Common Partition Usage, and the Critical Services status. As a system administrator you can monitor the System Summary dashlets to analyze the slow response of the system.

Communications Manager Summary

Displays registered phones, calls in progress, and active gateway ports and channels.

Call Activity

Displays the call activity on Cisco Unified Communications Manager, including calls completed, calls attempted, calls in progress, and logical partition total failures. This includes all servers in the cluster, if applicable.

Gateway Activity

Displays gateway activity on Cisco Unified Communications Manager, including active ports, ports in service, and calls completed. Gateway Activity includes all nodes in the cluster, if applicable.

Trunk Activity

Displays the trunk activity on Cisco Unified Communications Manager, including calls in progress and calls completed. This counter includes all nodes in the cluster, if applicable.

SDL Queue

Displays SDL queue information, including the number of signals in queue and number of processed signals.

Cisco TFTP

Displays Cisco trivial file transfer protocol (TFTP) status on the Cisco Unified Communications Manager node, including total TFTP requests, total TFTP requests found, and total TFTP requests aborted.

CPU and Memory

Displays information about CPU usage, virtual memory usage, memory usage, and processors for the server.

Disk Usage

Displays information about disk usage on the node. It has the following dashlets: Common Partition Usage, Swap Partition Usage, Spare Partition Usage, Shared Memory Partition Usage, Active Partition Usage, Boot Partition Usage.

CTI Manager

Displays information about the devices and applications that interfaces with the CTI Manager. Its displays the following information

Heartbeat

Displays heartbeat information for the Cisco Unified Communications Manager and Cisco TFTP service.

SIP Activity

Displays SIP activity on Cisco Unified Communications Manager, including summary requests, summary responses, summary of failure responses in, summary of failure responses out, retry requests out, and retry responses out. SIP Activity includes all nodes in the cluster, if applicable.

Process

Displays information about the processes that are running on the node.

Database Summary

Provides connection information for the server, such as the change notification requests that are queued in the database, change notification requests that are queued in memory, the total number of active client connections, the number of devices that are queued for a device reset, the number of replicates that have been created, and the status of the replication.

Phone Summary

Displays information about the Cisco Unified Communications Manager node, including the number of registered phones, registered SIP phones, registered SCCP phones, partially registered phones, and the number of failed registration attempts. This includes all nodes in the cluster, if applicable.

Device Summary

Displays information about the Unified CM node, including the number of registered phone devices, registered gateway devices, and registered media resource devices. Device Summary includes all nodes in the cluster, if applicable.

IM and Presence Summary

Displays information about IM and Presence devices summary.

Cisco Jabber Summary

Displays information about the Cisco Jabber features.

Learned Patterns

Learned Pattern reports and Service Advertisement Framework (SAF) forwarder reports support the Call Control Discovery feature. When you configure the Call Control Discovery feature, Cisco Unified Communications Manager advertises itself and its hosted DN patterns to other remote call-control entities that use the SAF network. Likewise, these remote call-control entities advertise their hosted DN patterns, which Unified CM can learn and insert in digit analysis.

Create Custom Performance Dashboards

You can add customized dashboards in the home page (); either in the graphical view (limited to 6 counters) or tabular view (up to 50 counters). By default, the graphical view is enabled. The Min., Max., and Avg. values for the counters are also displayed.

**Note**

All the custom dashboard metadata are stored in the database. However, the counter values are obtained live from the devices and are saved in the cache memory. If a performance dashboard is not open for more than 30 minutes, the polling stops and the cache memory is cleared until the next time the custom dashboard is launched. If historical trend is enabled for custom dashboard counter(s), the polled data is stored in the database for seven days. For information on the purge policies, see [Purge Policies](#).

In graphical view, the graph depicts the current values of a counter for every few seconds or minutes, as specified in the polling interval. You can also mouse over the various red points in the line to view the value of the counter as a tool tip.

**Note**

Click **See Average** to view the Min., Max., and Avg. values for the counter in the graphical view.

You can also:

- Add events to the custom dashboard.
- Switch between the graphical and tabular views.

**Note**

When you create customized dashboards in the graphical view or when you switch from tabular view to graphical view using the edit option, ensure that the number of counters you select is less than or equal to 6. If the number of counters is more than 6, you need to remove the excess counters to view the dashboard in the graphical view.

To create custom dashboards:

-
- Step 1** Choose the product and the cluster from the Cluster or Device drop-down list.
- Step 2** Click the + button adjacent to the Dashboard drop-down list.
- Step 3** In the Custom Dashboard page, enter the dashboard name, select the polling interval, view, and server. You can enable historical trend for the performance counters that you select, while creating custom dashboards in the graphical view. This option is disabled when you create custom dashboards in tabular view or switch from graphical to tabular view. A warning message stating that historical trend data will be lost is displayed, when you switch from graphical to tabular view.
- Note** For Historical Trend option to be enabled, the polling interval must be greater than or equal to 60 seconds.
- Step 4** Select the desired performance counters from the Select Performance Counters pane. Expand the counter group and select the counter. The instances corresponding to the counter is displayed in the Select Instances pane.
- Step 5** Select the instances of your choice and click **Add**.
- Note** You can also perform a search that is case sensitive, for a counter group, counter, or instance using the search option available in the Select Performance Counters or Select Instances pane.
- Step 6** Click **Create**.
Click the **Zoom** link at the bottom-right of the dashlet, to view the Trend View graph for the performance counter. You can export the historical trend data in either CSV or PDF format using the Export option available in the Trend View graph.

You can also click **Merge** to view the Merge View graph for one or more dashlets that you have created. The collected trend data is stored for a period of seven days, and then purged.

Note The Zoom and Merge options are available only if you have enabled the historical trend option for that custom dashboard.
