Cisco Prime Collaboration Standard 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.

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.

For Cisco Prime Collaboration Release 11.1 and later

You can search for a device from the Cluster or Device drop-down list.

Along with the system-defined dashboards for every cluster or device, you can also view trends for the device related metrics using the Trend dashboard. For more information on how to view trends, see Trend dashboard in Cisco Prime Collaboration Assurance Guide- Advanced.

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.

CPU Usage

Displays the real time CPU usage and the maximum value in the past 3 minutes.

Limitation: You have to use other reports also to monitor the system at the per-process level to determine which process or processes are causing CPU issues.

Virtual Memory Usage

Displays the real-time Virtual Memory usage and the maximum value in the past 3 minutes.

Limitation: You have to use other reports also to monitor the system at the per-process level to determine which process or processes are causing memory issues.

Common Partition Usage

Displays the real-time Common Partition Usage and the maximum value in the past 3 minutes.

Services

Displays the name of the service, the status (whether the service is up, down, activated, stopped by the administrator, starting, stopping, or in an unknown state), and the elapsed time during which the services existed in a particular state for the server or for a particular server in a cluster (if applicable).

Note If the service status is displayed as Unknown State, the system cannot determine the state of the service.

Communications Manager Summary

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

Registered Phones

Displays the total number of phones that are registered and the delta of phones that are registered in the last minute. A negative value indicates that phones were unregistered; a positive value indicates new phones were registered.

Calls in Progress

Displays the total number of calls in progress and the delta calls in progress in the last minute. A negative value indicates that calls were completed or dropped; a positive value indicates new calls were established.

Active MGCP Ports and Channels

Displays the total number of active MGCP ports and channels and the delta of active MGCP ports and channels in the past minute. A negative value indicates that active MGCP ports and channels decreased; a positive value indicates that active MGCP ports and channels increased.

Call Activity

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.

Calls Completed

Displays the total number of calls completed. Also displays the delta of calls completed in the past 1 minute. It can have positive or negative values based on the calls completed in the past minute.

Calls Attempted

Displays the total number of calls completed. Also displays the delta of calls completed in the past 1 minute. It can have positive or negative values based on the calls attempted in the past minute.

Calls in Progress

Displays the total number of calls in progress and the delta calls in progress in the past 1 minute. A negative value indicates that calls were completed or dropped; a positive value indicates that new calls were established.

Logical Partition Failures

Displays the total Logical Partition Failures. Also displays the delta of Logical Partition Failures in the past 1 minute.

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.

MGCP FXS

- Ports in Service: Displays the number of FXS ports that are currently available for use in the system.
- Ports Active: Displays the number of FXS ports that are currently in use (active) on this Unified CM.
- Calls Completed: Displays the total number of successful calls that were made from all the FXS port instances on the MGCP FXS device.

MGCP FXO

- Ports in Service: Displays the number of FXO ports that are currently available for use in the system.
- Ports Active: Displays the number of FXO ports that are currently in use (active) on this Unified CM.
- Calls Completed: Displays the total number of successful calls that were made from all the FXO port instances on the MGCP FXO device.

MGCP T1

- Spans in Service: Displays the number of T1 CAS spans that are currently available for use.
- Channel Active: Displays the number of T1 CAS voice channels that are in an active call on this Unified CM.
- Calls Completed: Displays the total number of successful calls that were made from all the instances of MGCP T1 CAS device.

MGCP PRI

- Spans In Service: Displays the number of PRI spans that are currently available for use.
- Channel Active: This represents the number of PRI voice channels that are in an active call on this Unified CM.
- Calls Completed: Displays the total number of successful calls that were made from all the instances of MGCP PRI device.

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.

H323

Calls In Progress: Displays the total number of calls currently in progress on all the instances of Cisco H323 device.

Calls Completed: Displays the total number of successful calls made from all the instances of Cisco H323 device.

SIP Trunk

Calls In Progress: Displays the total number of calls that are currently in progress on all the instances of SIP device, including all active calls. When all calls that are in progress are connected, the number of calls in progress and the number of active calls are the same.

Calls Completed: Displays the total number of calls that were actually connected (a voice path was established) from all the instances of SIP device. This number increments when the call is terminated.

SDL Queue

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

Signals in SDL Queue

High: Indicates the number of high-priority signals in the Unified CM queue. High-priority signals include timeout events, internal Unified Communications Manager KeepAlives, certain gatekeeper events, and internal process creation, among other events. A large number of high-priority events will cause degraded performance on Unified CM, resulting in slow call connection or loss of dial tone. Use this counter in conjunction with the Queue Signals Processed High counter to determine the processing delay on Unified CM.

Normal: Indicates the number of normal-priority signals in the Unified CM queue. Normal priority signals include call processing functions, key presses, and on-hook and off-hook notifications, among other events. A large number of normal-priority events will cause degraded performance on Unified CM, sometimes resulting in delayed dial tone, slow call connection, or loss of dial tone. Use this counter in conjunction with the Queue Signals Processed Normal counter to determine the call processing delay on Unified CM. Remember that high-priority signals must complete before normal-priority signals begin to process, so check the high-priority counters as well to get an accurate picture of the potential delay.

Low: Indicates the number of low-priority signals in the Unified CM queue. Low-priority signals include station device registration (except the initial station registration request message), among other events. A large number of signals in this queue could result in delayed device registration.

Lowest: Indicates the number of lowest-priority signals in the Unified CM queue. Lowest priority signals include the initial station registration request message during device registration. A large number of signals in this queue could result in delayed device registration.

Processed SDL Signals

High: Indicates the number of high-priority signals that are processed by Unified CM for each 1-second interval. Use this counter in conjunction with the Queue Signals Present High counter to determine the processing delay on this queue.

Normal: Indicates the number of normal-priority signals that are processed by Unified CM for each 1-second interval. Use this counter in conjunction with the Queue Signals Present Normal counter to determine the processing delay on this queue. Remember that high-priority signals are processed before normal-priority signals.

Low: Indicates the number of low-priority signals that are processed by Unified CM for each 1-second interval. Use this counter in conjunction with the Queue Signals Present Low counter to determine the processing delay on this queue. The number of signals that are processed gives an indication of how much device registration activity is being processed in this time interval.

Lowest: Indicates the number of lowest-priority signals processed by Unified CM for each 1-second interval. Use this counter in conjunction with the Queue Signals Present Lowest counter to determine the processing delay on this queue. The number of signals that are processed gives an indication of how many devices began the Unified CM registration process in this time interval.

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.

TFTP Requests

This counter includes all nodes in the cluster, if applicable. This counter represents the total number of file requests (such as requests for XML configuration files, phone firmware files, and audio files) that the TFTP server handles. This counter represents the sum total of the following counters after the TFTP service has started: RequestsProcessed, RequestsNotFound, RequestsOverflow, RequestsAborted, RequestsInProgress.

CPU and Memory

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

CPU Usage

Displays the total CPU that is consumed, and the maximum CPU that is consumed in the last 3 minutes.

Virtual Memory Usage

Displays the total virtual memory that is consumed, and the maximum virtual memory that is consumed in last 3 minutes.

Memory Usage

Displays the following information:

- % VM Used: Represents the percentage of system virtual memory utilization on the system. The value of the % VM Used counter is equal to the value that is derived from either of the following two equations:

  ```
  (Total KBytes - Free KBytes - Buffers KBytes - Cached KBytes +
  Shared KBytes + Used Swap KBytes ) / (Total KBytes + Total Swap
  KBytes)
  ```

  ```
  Used VM KBytes / Total VM KBytes
  ```

- Total: Represents the total amount of memory in the system in kilobytes.

Used

Represents the amount of system physical memory that is in use, in kilobytes, in the system. The value of the Used KBytes counter is equal to the value that is derived from the following equation:

```
Total KBytes - Free KBytes - Buffers KBytes - Cached KBytes + Shared
KBytes
```

The Used KBytes value is different from the Linux Used value that is shown in top or free command output. The used value that is shown in Linux top or free command output is equal to `Total KBytes - Free KBytes`, and it also includes the sum of Buffers KBytes and Cached KBytes.

Free

Represents the total amount of memory that is available in the system, in kilobytes.

Shared

Represents the amount of shared memory in the system, in kilobytes.

Buffers

Represents the capacity of buffers in the system, in kilobytes.

Cached

Represents the amount of cached memory, in kilobytes.

Total Swap

Represents the total amount of swap space, in kilobytes, in the system.

Used Swap

Represents the amount of swap space, in kilobytes, that is in use on the system.

Free Swap

Represents the amount of free swap space, in kilobytes, that is available in the system.

Processors

Displays the following information:

- Processor: Instance of the processor. For example, a a quad-core CPU has four processors: 0, 1, 2, and 3.
- % CPU: The processor's share of the elapsed CPU time excluding the idle time since last update, expressed as a percentage of CPU time.
- User: Displays the percentage of CPU utilization that the CPU spent executing at the user level (application).
- Nice: Displays the percentage of CPU utilization that the CPU spent executing at the user level with nice priority.
- System: Displays the percentage of CPU utilization that the CPU spent executing at the system level (kernel).
- Idle: Displays the percentage of time that the CPU or CPUs were idle and the system did not have an outstanding disk I/O request.
- IRQ: Displays the percentage of time that the processor spent executing the interrupt request, which is assigned to devices for interrupt, or sending a signal to the computer when it finished processing.
- Soft IRQ: Displays the percentage of time that the processor spent executing the software interrupt (softirq), which means that task switching is deferred until later to achieve better performance.
- IO Wait: Displays the percentage of time that the CPU or CPUs were idle, during which the system had an outstanding disk I/O request.

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.

Each of the dashlets displays the following information:

Used

Represents the percentage of disk space that is in use on this file system.

Max Past 3 min

Represents the percentage of disk space that is in use on this file system in the past 3 minutes.

Used Space

Represents the amount of disk space, in megabytes, that is in use on this file system.

Total Space

Represents the amount of total disk space, in megabytes, that is on this file system. The number in this counter may differ from other total size values for disk space that you may see on the system, because the value of the Total Mbytes counter is the sum of Used Mbytes performance counter and the Free value that is shown in the CLI (show status) output. The Total Mbytes value is less than this CLI output for Total, which includes the minfree percentage of reserved file system disk blocks. Keep a minfree reserved to ensure a sufficient amount of disk space for the file system to operate at high efficiency.

CTI Manager

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

Open Devices

The number of devices open by all applications that are connected to CTI Manager.

Open Lines

The number of lines open by all applications that are connected to CTI Manager.

CTI Connection

The number of applications that are connected to CTI Manager.

CM Links

The active Unified Communication Manager link to CTI Manager.

Heartbeat

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

CMs Heartbeat

Current Value represents the heartbeat of Unified CM. This is an incremental count that indicates that Unified CM is running. If the count does not increment, then Unified CM is down. Past 1 min displays the delta; a value of 0 indicates that Unified Communications Manager is down.

TFTPs Heartbeat

Current Value represents the heartbeat of the TFTP server. This is an incremental count that indicates that the TFTP server is running. If the count does not increment, then the TFTP server is down. Past 1 min displays the delta; a value of 0 indicates the TFTP server is down.

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.

Summary Requests

Displays the summation of total number of SIP request messages received by the SIP device, including retransmissions + the total number of SIP request messages sent out (originated and relayed) by the device. Where a particular message is sent more than once, for example as a retransmission or as a result forking, each transmission is counted separately.

Summary Responses

Displays the summation of total number of SIP response messages received by the SIP device, including retransmissions + the total number of SIP response messages sent (originated and relayed) by the SIP device, including retransmissions.

Summary Failure Responses In

Displays the summation of total number of 4xx class SIP responses received by the SIP device, including retransmissions. This class of responses indicates request failure by a SIP device that provides a client function + the total number of 5xx class SIP responses received by the SIP device, including retransmissions. This class of responses indicates failure responses received by a SIP device that provides a client function + the total number of 6xx class SIP responses received by the SIP device, including retransmissions. This class of responses indicates failure responses received by a SIP device that provides a client function. The responses generally indicate that a node has definitive information about a particular called party, not just the particular instance indicated in the Request-URI.

Summary Failure Responses Out

Displays the summation total number of 4xx class SIP responses sent by the SIP device, including retransmissions. This class of responses indicates request failure by a SIP device that provides a node function + the total number of 5xx class SIP responses sent by the SIP device, including retransmissions. This class of responses indicates failure responses sent by a SIP device that provides a node function + the total number of 6xx class SIP responses sent by the SIP device, including retransmissions. This class of responses indicates failure responses sent by a SIP device that provides a node function. The responses generally indicate that a node has definitive information about a particular called party, not just the particular instance indicated in the Request-URI.

Retry Requests Out

Displays the total number of Request retries that have been sent by the SIP device.

Retry Responses Out

Displays the summation of the total number of Final Response retries that have been sent by the SIP device + the total number of non-Final Response retries that have been sent by the SIP device.

Process

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

Process

Name of the process.

PID

The task's unique process ID, which periodically wraps, although it never restarts at zero.

& CPU

The task's share of the elapsed CPU time since the last update and is expressed as a percentage of total CPU time.

Status

The task's process status:

- 0: Running
- 1: Sleeping
- 2: Uninterruptible disk sleep
- 3: Zombie
- 4: Traced or stopped (on a signal)
- 5: Paging
- 6: Unknown

Shared Memory

The amount of shared memory, in kilobytes, that a task is using. Other processes could potentially share the same memory.

Nice

The nice value of the task. A negative nice value indicates that the process has a higher priority while a positive nice value indicates that the process has a lower priority. If the nice value equals zero, do not adjust the priority when you are determining whether to run the task.

VmRSS

The virtual memory (Vm) resident set size (RSS) that is currently in physical memory in kilobytes, including Code, Data, and Stack.

VmSize

The total amount of virtual memory, in kilobytes, that the task is using. It includes all code, data, shared libraries, and pages that have been swapped out: Virtual Image = swapped size + resident size.

VmData

The virtual memory usage of the heap for the task in kilobytes.

Thread Count

The number of threads that are currently grouped with the task. The negative value –1 indicates that this counter is currently not available because thread statistics (including all performance counters in the Thread object as well as the Thread Count counter in the Process object) have been turned off because the system's total processes and threads have exceeded the default threshold value.

Datastack Size

The stack size for task memory status.

Page Fault Count

The number of major page faults that a task encountered that required the data to be loaded into memory.

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.

Change Notification Requests Queued in DB

Displays the number of records from the DBCNQueue table.

Change Notification Requests Queued in Memory

Displays the number of change notification requests that are queued in memory.

Total Number of Connection Clients

Displays the number of change notification requests that are queued in memory.

Replicates Created

Displays the number of replicates that were created by Informix for the DB tables. Every table contains at least one replicate. This counter displays information during Replication Setup.

Replication Status

Displays the state of replication:

- 0 = Initializing ReplTask thread
- 1 = Replication setup script fired from this node
- 2 = Replication is good; replication is set up correctly and most of the tables in the database should be in sync for all nodes of the cluster

Note Run the CLI command **utils dbreplication status** to see if any tables are out of sync

- 3 = Replication data transfer is bad in the cluster

Note When the counter shows a value of 3, replication is bad in the cluster. This value does not mean that replication is bad on that particular node. Run the CLI command **utils dbreplication status** find out where and what exactly is broken.

- 4 = Replication Setup did not succeed

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.

Registered Devices

Displays the number of SIP phones, SCCP phones and total phones that are registered in Unified CM. The Past 1 Minute column displays the delta of phones that were registered or unregistered in the past 1 minute.

Registration Issues

Displays the registration issues of all the phones in Unified CM. The Failed Attempts tab displays the number of attempts that are failed to register phones; the Partial Registration tab displays the number of partial registrations of phones. The Past 1 Minute column displays the delta of values in the past 1 minute.

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.

Registered Phones

Displays the total phones registered in Unified CM cluster; Past 1 Minute displays the delta of total registered phones in the past 1 minute.

Registered Gateways

Displays the total gateways (FXS, FXO, T1CAS and PRI) registered in Unified CM cluster; Past 1 Minute displays the delta of total registered gateways in the past 1 minute.

Registered Media Resources

Displays the total media resources (MOH, MTP, XCODE and CFB) that are registered in Unified CM cluster; Past 1 Minute displays the delta of total registered media resources in the past 1 minute.

Registered Other Station Devices

Displays the total other station devices registered in Unified CM cluster; Past 1 Minute displays the delta of total other station devices in the past 1 minute.

Registered Services

Displays the details of all different types of devices: Phones, Gateways, Media Resources, and Other Station devices. Details for each type are displayed separately.

IM and Presence Summary

PE Active JSM Conferences

The Number of Active JSM Conferences performance counter contains the number of client emulation conferences between the Cisco Presence Engine and Cisco XCP Router. The value of this counter should always equal the number of licensed users on the box.

Past 1 Minute displays the delta of counter value in the past 60 seconds.

Active Calendar Subscriptions

The Number of Active Calendar Subscriptions performance counter contains the number of calendar subscriptions that are currently active on the box.

Past 1 Minute displays the delta of counter value in the past 60 seconds.

Incoming SIP Subscriptions

The Number of Active Inbound SIP Subscriptions performance counter contains the current number of active inbound SIP subscriptions that are maintained by the Cisco XCP SIP Federation Connection Manager service on the IM and Presence Service node. Monitor this counter if the IM and Presence Service node is configured for SIP Interdomain Federation or SIP Intradomain Federation.

Past 1 Minute displays the delta of counter value in the past 60 seconds.

Outgoing SIP Subscriptions

The Number of Active Outbound SIP Subscriptions performance counter contains the current number of active outgoing SIP subscriptions being maintained by the Cisco XCP SIP Federation Connection Manager service on the IM and Presence Service node. Monitor this counter if IM and Presence Service node is configured for SIP Interdomain Federation or SIP Intradomain Federation.

The total combined count of SubscriptionsOut and SubscriptionsIn must not rise above 260,000 on any single IM and Presence Service node.

Past 1 Minute displays the delta of counter value in the past 60 seconds.

Total Ad Hoc Chat Rooms

The Total Ad Hoc Group Chat Rooms performance counter contains the total number of ad hoc chat rooms that are currently hosted on the node.

Note Ad hoc chat rooms are automatically destroyed when all users leave the room, so this counter rises and falls in value regularly.

Past 1 Minute displays the delta of counter value in the past 60 seconds.

Total Persistent Chat Rooms

The Total Persistent Chat Rooms performance counter contains the total number of persistent chat rooms that are hosted on the node. The room owner must explicitly destroy persistent chat rooms. This counter can be monitored to identify whether the total number of persistent chat rooms is very large and also to help identify whether some persistent chat rooms are not being used regularly anymore.

Past 1 Minute displays the delta of counter value in the past 60 seconds.

Cisco Jabber Summary

Jabber Login Failures

Represents the number of failed login requests that were received by the Cisco Simple Object Access Protocol (SOAP) interface. After 1 minute, the counter displays the delta of counter value in the last 60 seconds.

Current Connected Jabber or XMPP Clients

Contains the current number of XMPP clients that are connected to the Cisco XCP Connection Manager on an individual IM and Presence Service server. This number rises and falls based on the usage patterns of your deployment. Further investigation may be required if this number is higher than expected for your user base. After 1 minute, the counter displays the delta of counter value in the last 60 seconds.

IM Packets Since Last Restart

Provides the total number of IM packets that are handled by the IM and Presence Service node across all users. After 1 minute, the counter displays the delta of counter value in the last 60 seconds.

IM Packets in Last 60 Seconds

The total number of IM packets that are handled by the IM and Presence Service node across all users in the past 60 seconds. This counter is reset to zero every 60 seconds. The same rules for counting IM packets apply as for TotalMessagePackets. Monitor this counter to help identify the busy IM hours in your organization. After one minute, the counter displays the delta of counter value in the last 60 seconds.

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.

Column	Description
Pattern	Displays the name of the learned pattern from the remote call-control entity.
TimeStamp	Displays the date and time that the local Unified CM marked the pattern as a learned pattern.
Status	Indicates whether the learned pattern was reachable or unreachable.
Protocol	Displays the protocol for the SAF-enabled trunk that was used for the outgoing call to the learned pattern. If the remote call-control entity has QSIG tunneling configured for the SAF-enabled trunk, the data indicates that QSIG tunneling was used; for example, EMCA is listed along with H.323 in this column.
AgentID	Displays the name of the remote call-control entity that advertised the learned pattern.
IP Address	Displays the IP address for the call-control entity that advertised the learned pattern; Displays the port number that the call-control entity uses to listen for the call.
ToDID	Displays the PSTN failover configuration for the learned pattern.
CUCMNodeId	Displays the ID from the local Unified CM node.

Alarm Dashboard

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

For Cisco Prime Collaboration Release 11.5 and later

The Alarm dashboard helps you identify the most impacted TelePresence endpoints with alarms, devices with alarms, and device 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 Inventory Management 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.

Infrastructure Alarm Summary/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.

For Cisco Prime Collaboration Release 11.5 and later

Note Infrastructure Alarm Summary dashlet is renamed as Device Alarm Summary.

Create Custom Performance Dashboards

For Cisco Prime Collaboration Release 11.5 and later

You can add customized dashboards in the home page (**Network Health Overview** > **Performance**); 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 the 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 the Purge Policies chapter in Cisco Prime Collaboration Assurance Guide- Advanced.

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 On the Custom Dashboard page, enter the dashboard name, select the polling interval, view, and server.
You can enable the 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 the historical trend data is lost is displayed, when you switch from graphical to tabular view.

Note For the Historical Trend option to be enabled, the polling interval must be greater than or equal to 60 seconds.

Note The polling interval must be greater than or equal to 30 seconds, if you have a mega-cluster with more than 10 communications manager nodes configured.

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**.
You can also edit or delete a custom dashboard you created, using the **Edit** and **Delete** buttons. For information about creating a new performance counter event, see Creating Custom Events in Cisco Prime Collaboration Assurance Guide - Advanced. When you create custom events from the custom dashboards, you need not provide the cluster details.

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 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.

Unified CM Device Search

You can search for devices within a cluster, based on the search criteria you specify.

For Cisco Prime Collaboration Release 11.5 and later

To perform a device search, go to **Inventory** > **UC Device Search**.You can view the devices based on the saved search criteria you select from the Saved Search drop-down list.

Note The table displays only 200 entries. Therefore, we recommend that you use the filter criteria to the best use to ensure that you get the desired result.

To create a new search criteria:

Step 1 **For Cisco Prime Collaboration Release 11.5 and later**

Choose **Inventory** > **UC Device Search**.

Step 2 Select the Cluster from **Cluster** drop-down list.
You can also search for a device in the Cluster drop-down list.

Step 3 Click **New Search**.

Step 4 Enter the Criteria Name, Device Type, and Polling Interval
If you choose the devices only configured in the DB option, you cannot specify the polling interval or the other parameters, except the device type. This option displays the devices in the Unknown state.

The same user cannot use the same search criteria name for the same cluster. The same user can have the criteria name for a different cluster.

Step 5 For Custom Search, specify the status within call Manager, Device Model, and the Search with Name parameters.
The search criteria available vary based on the device type you chose.

Step 6 Click **Search**.

The search results are displayed in the page. The results get refreshed based on the polling interval you specify. You can launch the Unified CM from the IP address link available in the IP Address column.

The search results also provides the following information:

- App Info— The information about the application.
- Configuration— This applies to H.323 Gateways.
- Port/Channel Status— Shows all the configured port or channels and their status. You can set the polling interval to refresh this view.

This search does not get saved in the database and cannot be retrieved after you log out, unless you save the search. To save the search, click the save icon.

You can also edit a search that you had saved. You can delete a search that you had created, even if it is unsaved. Use the edit or delete icon to edit/delete the search. Fields that you cannot edit are disabled.

Note If you want to save the search criteria in Internet Explorer 10 or 11, you must enable Always Refresh from Server option in the browser. To enable this option, press the F12. In the Internet Explorer tool bar menu, choose **Cache > Always refresh from server**.