



Administration Overview

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Cisco Unified Real-Time Monitoring Tool

The Cisco Unified Real-Time Monitoring Tool, which runs as a client-side application, monitors the real-time behavior of your system components. Unified RTMT uses Hypertext Transfer Protocol Secure (HTTPS) and Transmission Control Protocol (TCP) to monitor the following:

- System performance
- Device status
- Device discovery
- Computer Telephony Integration (CTI) applications

Unified RTMT can connect directly to devices through HTTPS to troubleshoot system problems.



Note Even when Unified RTMT is not running as an application on your desktop, tasks such as alarm and performance monitoring updates continue to take place on the server in the background.

Unified RTMT allows you to perform the following tasks:

- Monitor a set of predefined management objects that monitor the health of the system.
- Generate various alerts, in the form of email messages, for objects when values go above or below user-configured thresholds.
- Collect and view traces in various default viewers that exist in Unified RTMT.
- View syslog messages in SysLog Viewer.
- Work with performance-monitoring counters.
- Unified Communications Manager only: Translate Q931 messages.

A single copy of Unified RTMT that is installed on your computer lets you monitor more than one server or more than one cluster at a time. For example, you can monitor all of the following entities:

- A Unified Communications Manager product on one server.
- Cisco Intercompany Media Engine (Cisco IME) product on one server.
- Cisco Unified Communications Manager IM and Presence Service (IM and Presence Service) product on one server.
- A server on a cluster (to monitor the health of the cluster).

To monitor a product on a different server, you must use a new instance of Unified RTMT.

Operating System Support

You can install Unified RTMT on a computer that is running one of the following operating systems:

- Windows 8
- Windows 10
- Windows 2019
- Linux with KDE or GNOME client



Note For Windows 8 and later, ensure that you launch Unified RTMT in 'Run as administrator' mode. Otherwise, User Access Control (UAC) rights are disabled.

Consider the following information when you install Unified RTMT:

- Unified RTMT requires at least 128 MB in memory to run on a Windows OS platform.
- Unified RTMT requires at least 300 MB of disk space to run on a Windows and Linux OS platform.
- When you install Unified RTMT on a Windows 8 platform, you will see this User Account Control popup message: "An unidentified program wants to access your computer." Click **Allow** to continue working with Unified RTMT.
- Unified RTMT runs on 32 bit and 64 bit Windows platforms.