Main page: Cisco Unified Presence, Release 7.x

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Previous Topic

- Viewing and Configuring Performance Counters in RTMT

- Data Logging

- Starting the Counter Logs

- Stopping the Counter Logs

- Troubleshooting Perfmon Data Logging

Data Logging

Every five minutes, the server data is logged into the file as a single record. The system logs the data every five minutes for the following counters, based on the following calculation:

- cpuUsage-Average of all the values that were collected in the last five minutes
- MemoryInUse-Average of all the values that were collected in the last five minutes
- DiskSpaceInUse-Average of all the values that were collected in the last five minutes for the active partition

The Cisco AMC service logs the server data in CSV format. The header of the log comprises the time zone information and a set of columns with the previous counters for a Cisco Unified Presence node. These sets of columns repeat for every node.

The following file name format of the server log applies: ServerLog_MM_DD_YYYY_hh_mm.csv. The first line of each log file comprises the header. To download the server logs for viewing on your local computer, see Configuring Trace and Log Central in RTMT.

Starting the Counter Logs

The Real-Time Monitoring Tool (RTMT) allows you to select different perfmon counters, and log perfmon counter data into a local CSV log file. You can then view the data from the perfmon CSV log by using the performance log viewer.

Previous Topic

- **How to Log Data Locally from Perfmon Counters**

Procedure

1. Perform one of the following actions:
    - On the Quick Launch Channel:
        - Click **System**.
        - In the tree hierarchy, double-click **Performance**.
        - Click the **Performance** icon.
    - Select **System > Performance > Open Performance Monitoring**.
2. Click the name of the server where the counter is located.
   The tree hierarchy expands and displays all the perfmon objects for the node.
3. Perform one of the following actions:
    1. If you are viewing perfmon counters in the chart format, right-click the graph for which you want data sample information and select **Start Counter(s) Logging**.
    2. If you want to log all counters in a screen (both chart and table view format), you can right-click the category name tab at the bottom of the window and select **Start Counter(s) Logging.**
4. Enter a file name in the Log File Name field.
5. Click **OK**.

Troubleshooting Tips

- The Real-Time Monitoring Tool (RTMT) saves the CSV log files in the log folder in the .jrtmt directory under the user home directory. For example, in Windows, the path specifies D:\Documents and Settings\userA\.jrtmt\log, or in Linux, the path specifies /users/home/.jrtmt/log.
- To limit the number and size of the files, specify the maximum file size and maximum number of files parameter in the trace output settings.

Related Topics

- Viewing the Perfmon Log Files with the Microsoft Performance Tool
- Getting More Information

Stopping the Counter Logs

Before You Begin

This procedure assumes that you are running counter logs.

Procedure

1. Perform one of the following actions:
    - On the Quick Launch Channel:
        - Click **System**.
        - In the tree hierarchy, double-click **Performance**.
        - Click the **Performance** icon.
    - Select **System > Performance > Open Performance Monitoring**.
2. Click the name of the server where the counter is located.
   The tree hierarchy expands and displays all the perfmon objects for the node.
3. Perform one of the following actions:
    1. If you are viewing perfmon counters in the chart format, right-click the graph for which counter logging is started and select **Stop Counter(s) Logging.**
    2. If you want to stop logging of all counters in a screen (both chart and table view format), you can right-click the category name tab at the bottom of the window and select **Stop Counter(s) Logging.**

Related Topics

- Viewing the Perfmon Log Files with the Microsoft Performance Tool
- Viewing Log Files on the Perfmon Log Viewer
- Getting More Information

Troubleshooting Perfmon Data Logging

The troubleshooting perfmon data logging feature assists Cisco TAC in identifying system problems. When you enable troubleshooting perfmon data logging, you initiate the collection of a set of Cisco Unified Presence and operating system performance statistics on the selected node. The statistics that are collected include comprehensive information that can be used for system diagnosis.

The system automatically enables troubleshooting perfmon data logging to collect statistics from a set of perfmon counters that provides comprehensive information on the system state. When Troubleshooting Perfmon Data Logging is enabled, Cisco estimates that the system experiences a less than five percent increase in CPU utilization and an insignificant increase in the amount of memory that is being used, and it writes approximately 50 MB of information to the log files daily.

You can perform the following administrative tasks with the troubleshooting perfmon data logging feature:

- Enable and disable the trace filter for Troubleshooting perfmon data logging.

- Monitor a set of predefined System and Cisco Unified Presence performance objects and counters on each server.
- Log the monitored performance data in CSV file format on the server in the active log partition in the var/log/active/cm/log/ris/csv directory. The log file uses the following naming convention: PerfMon_<node>_<month>_<day>_<year>_<hour>_<minute>.csv; for example, PerfMon_172.19.240.80_06_15_2005_11_25.csv. Specify the polling rate. This rate specifies the rate at which performance data is gathered and logged. You can configure the polling rate down to 5 seconds. Default polling rate equals 15 seconds.
- View the log file in graphical format by using the Microsoft Windows performance tool or by using the Performance Log viewer in the Real-Time Monitoring Tool.
- Specify the maximum number of log files that will be stored on disk. Log files exceeding this limit get purged automatically by removal of the oldest log file. The default specifies 50 files.
- Specify the rollover criteria of the log file based on the maximum size of the file in megabytes. The default value specifies 2 MB.
- Collect the Cisco RIS Data Collector PerfMonLog log file by using the Trace & Log Central feature of the Real-Time Monitoring Tool or Command Line Interface.

The troubleshooting perfmon data-logging feature collects information from the following counters within the following perfmon objects.

Refer to Performance Objects and Counters for Cisco Unified Presence for a description of the counters.

- Process Object
  - PID
  - STime
  - % CPU Time
  - Page Fault Count
  - Process Status
  - VmData
  - VmRSS
  - VmSize
  - Thread Count
- Memory Object
  - Used Kbytes
  - Free Kbytes
  - Total Kbytes
  - Shared Kbytes
  - Buffers Kbytes
  - Cached Kbytes
  - Free Swap Kbytes
  - Total Swap Kbytes
  - Used Swap Kbytes
  - Pages Input
  - Pages Output
  - Pages
  - Used VM Kbytes
  - Total VM Kbytes
  - % Page Usage
  - % VM Used
  - % Mem Used
- Processor Object
  - Irq Percentage
  - Softirq Percentage

    - IOwait Percentage
    - User Percentage
    - Nice Percentage
    - System Percentage
    - Idle Percentage
    - %CPU Time
- Thread Object-Troubleshooting Perfmon Data Logger only logs Cisco Unified Communications Manager threads.
    - %CPU Time
- Partition Object
    - Used Mbytes
    - Total Mbytes
    - %Used
    - Await Read Time
    - Await Write Time
    - Await Time
    - % CPU Time
    - Read Bytes Per Sec
    - Write Bytes Per Sec
    - Queue Length
- IP Object
    - In Receives
    - In HdrErrors
    - In UnknownProtos
    - In Discards
    - In Delivers
    - Out Requests
    - Out Discards
    - Reasm Reqds
    - Reasm Oks
    - Reasm Fails
    - Frag OKs
    - Frag Fails
    - Frag Creates
    - InOut Requests
- TCP Object
    - Active Opens
    - Passive Opens
    - Attempt Fails
    - Estab Resets
    - Curr Estab
    - In Segs
    - Out Segs
    - Retrans Segs
    - InOut Segs
- Network Interface Object
    - Rx Bytes
    - Rx Packets
    - Rx Errors
    - Rx Dropped
    - Rx Multicast
    - Tx Bytes
    - Tx Packets

    - Tx Errors
    - Tx Dropped
    - Total Bytes
    - Total Packets
    - Tx QueueLen
- System Object
    - Allocated FDs
    - Freed FDs
    - Being Used FDs
    - Max FDs
    - Total Processes
    - Total Threads
    - Total CPU Time

Before You Begin

- Be aware that RISDC perfmon logging is also known as Troubleshooting Perfmon Data logging. When you enable RISDC perfmon logging, the server collects performance data that are used to troubleshoot problems.
- When you enable RIS Data Collector (RISDC) perfmon logs, Cisco Unified Presence collects information for the system in logs that are written on the Cisco Unified Presence server. You can enable or disable RISDC perfmon logs in Cisco Unified Presence Administration by selecting' *System > Service Parameter* '**and selecting the** Cisco RIS Data Collector Service from the Service list box. By default, RISDC perfmon logging is enabled.

Procedure

1. Select **System > Service Parameters** in Cisco Unified Presence Administration.
2. Select the server from the Server list box.
3. Select the Cisco RIS Data Collector from the Service list box.
4. Enter the appropriate settings as described in the table below.

Field	Description
Enable Logging	From the list box, select **True** to enable or **False** to disable troubleshooting perfmon data logging. The default value specifies True.
Polling Rate	Enter the polling rate interval (in seconds). You can enter a value from 5 (minimum) to 300 (maximum). The default value specifies 15.
Maximum No. of Files	Enter the maximum number of Troubleshooting Perfmon Data Logging files that you want to store on disk. You can enter a value from 1 (minimum) up to 100 (maximum). The default value specifies 50. Consider your storage capacity in configuring the Maximum No. of Files and Maximum File Size Parameters. Cisco recommends that you do not exceed a value of 100 MB when you multiply the Maximum Number of Files value by the Maximum File Size value.

	When the number of files exceeds the maximum number of files that you specified in this field, the system will delete log files with the oldest timestamp. **Caution!** If you do not save the log files on another computer before you change this parameter, you risk losing the log files.
Maximum File Size	Enter the maximum file size (in megabytes) that you want to store in a perfmon log file before a new file is started. You can enter a value from 1 (minimum) to 500 (maximum). The default value specifies 2 MB. Consider your storage capacity in configuring the Maximum No. of Files and Maximum File Size Parameters. Cisco recommends that you do not exceed a value of 100 MB when you multiply the Maximum Number of Files value by the Maximum File Size value.

5. Click **Save**.

Troubleshooting Tips

You can collect the log files for Cisco RIS Data Collector service on the server by using RTMT to download the log files. If you want to download the log files by using the CLI, refer to *C*isco Unified Operating System Maintenance Guide for Cisco Unified Presence. After you collect the log files, you can view the log file by using the Performance Log Viewer in RTMT or by using the Microsoft Windows performance tool.

Related Topics

- Viewing Log Files on the Perfmon Log Viewer
- Viewing the Perfmon Log Files with the Microsoft Performance Tool
- Getting More Information