

# Create a User Defined Data Collector Set in Performance Monitor for Troubleshooting UCCE Processes

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## Introduction

This document describes how to create a custom Data Collector Set in Windows Performance Monitor to collect process data for UCCE and PCCE solutions.

## Prerequisites

## Requirements

Cisco recommends that you have knowledge of these topics:

- UCCE
- Windows Server

## Components Used

The information in this document is based on these software and hardware versions:

- Unified Contact Center Enterprise (UCCE) versions 9.0.(x), 10.x, 11.x
- Packaged Contact Center Enterprise versions (PCCE) 9.0.(x), 10.x, 11.x
- Microsoft Windows Server 2008, 2012

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

## Background Information

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

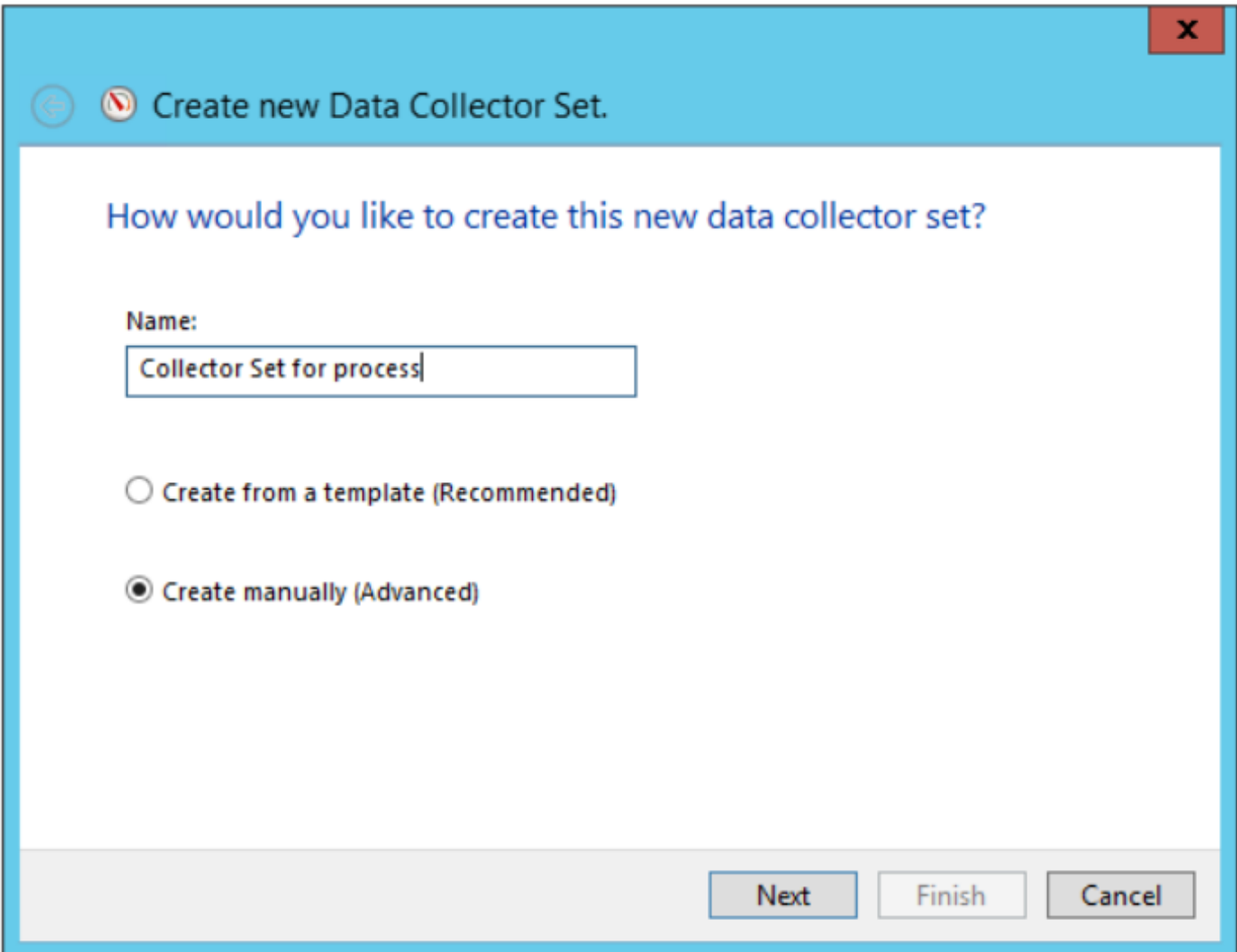
## Create a new Data Collector Set

Step 1. Open **Start** and type **Performance Monitor** (or **perfmon**) in the search box and press **Enter**.

Step 2. Navigate to **Data Collector Sets > User Defined**.

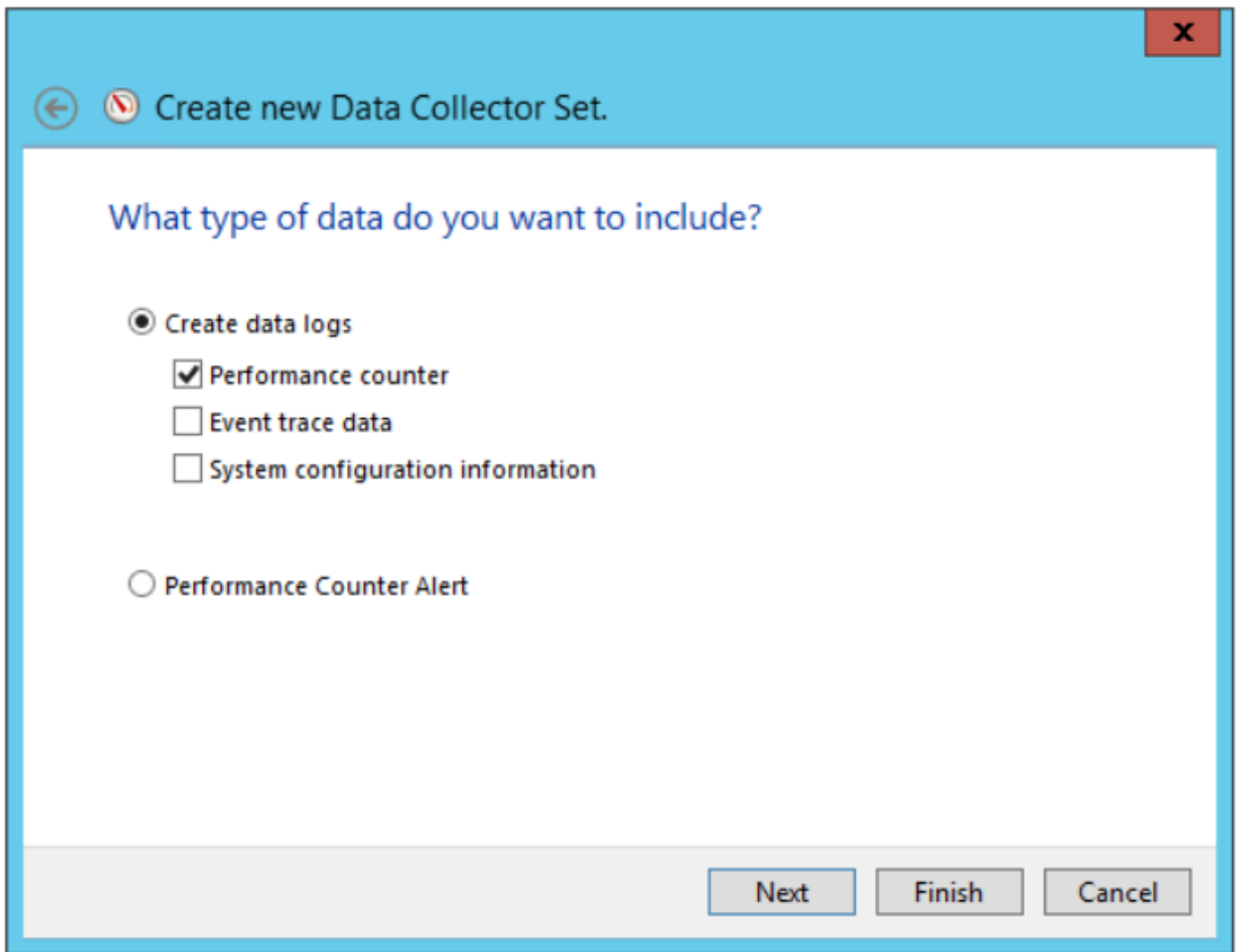
Step 3. Right-click on **User Defined** and select **New > Data Collector Set**.

Step 4. In the new open window type the name of the **Data Collector Set**, select **Create manually (Advanced)** and then select **Next**.



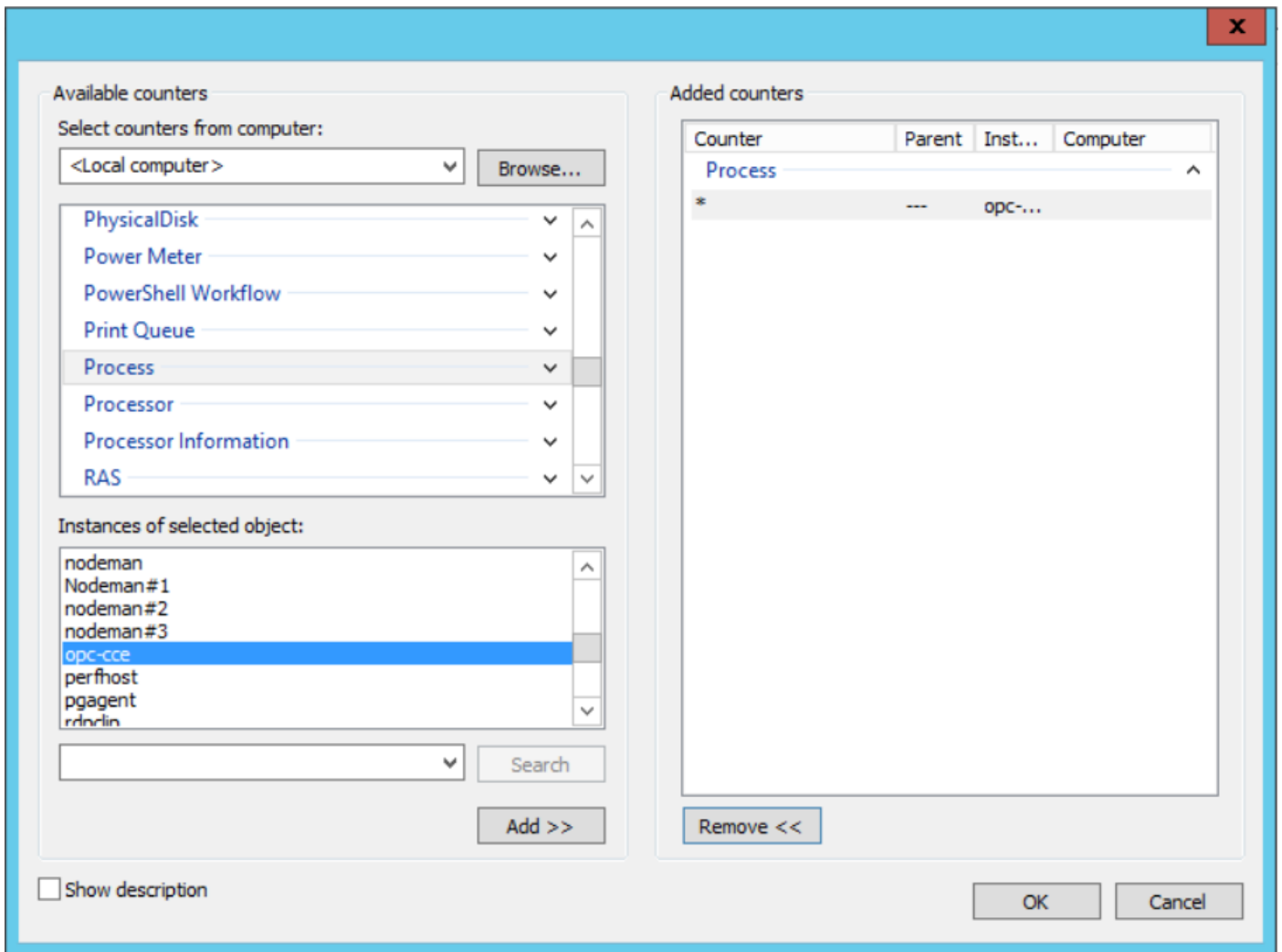
The screenshot shows a Windows dialog box titled "Create new Data Collector Set". The dialog has a light blue header bar with a close button (X) in the top right corner. Below the header, the text "How would you like to create this new data collector set?" is displayed in blue. There is a text input field labeled "Name:" containing the text "Collector Set for process". Below the input field, there are two radio button options: "Create from a template (Recommended)" and "Create manually (Advanced)". The "Create manually (Advanced)" option is selected. At the bottom of the dialog, there are three buttons: "Next", "Finish", and "Cancel".

Step 5. In the next window select **Create data logs**, ensure that you activate the **Performance counter** box and select **Next**.

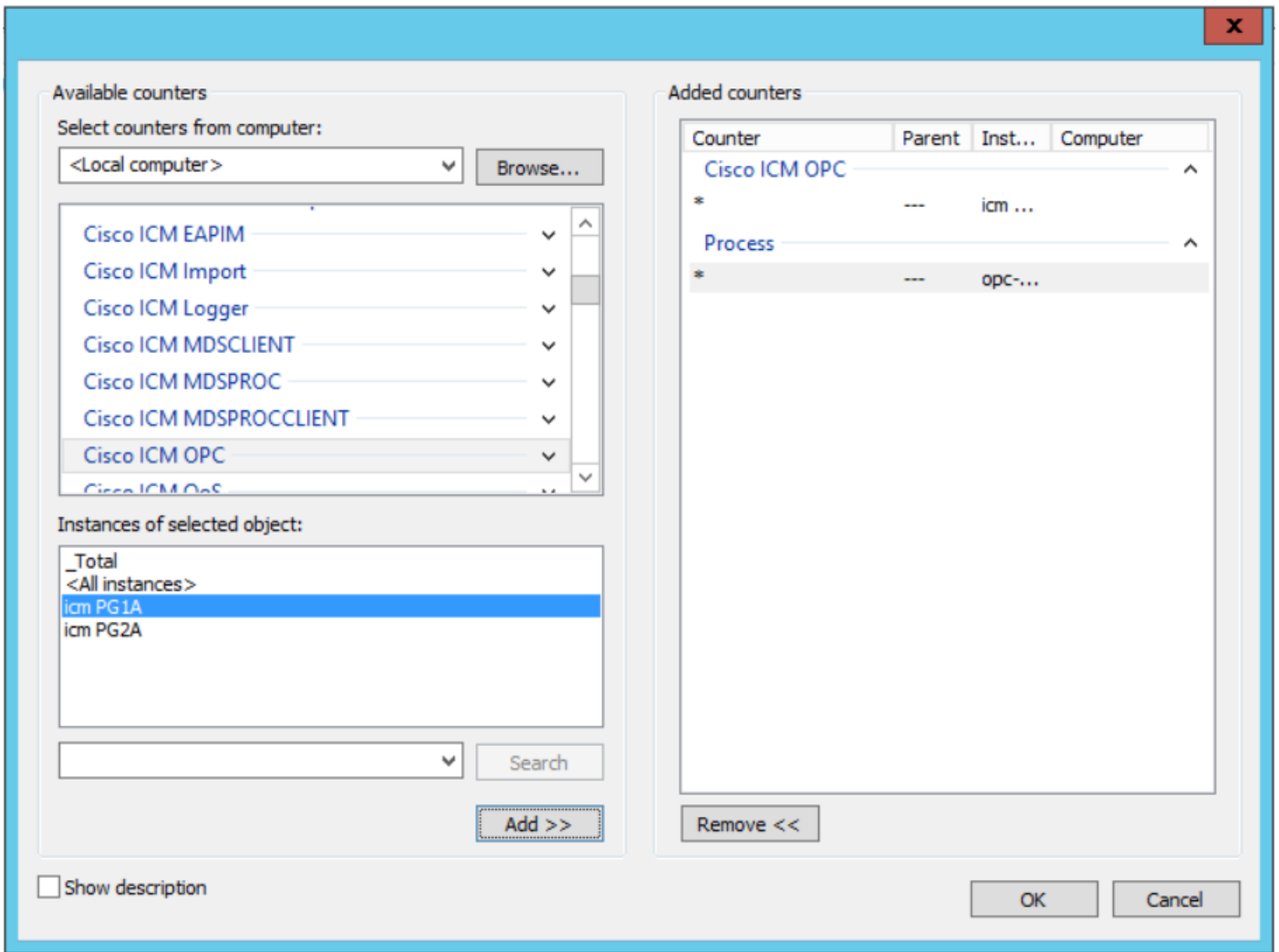


Step 6. In the next window select **Add...** .

Step 7. A new window pops-up. In **Select counters from computer**, select **Process**. Then under **Instances of selected object** select the process that you want to monitor. Select **Add>>** to insert the counter on the list of **Added counters**

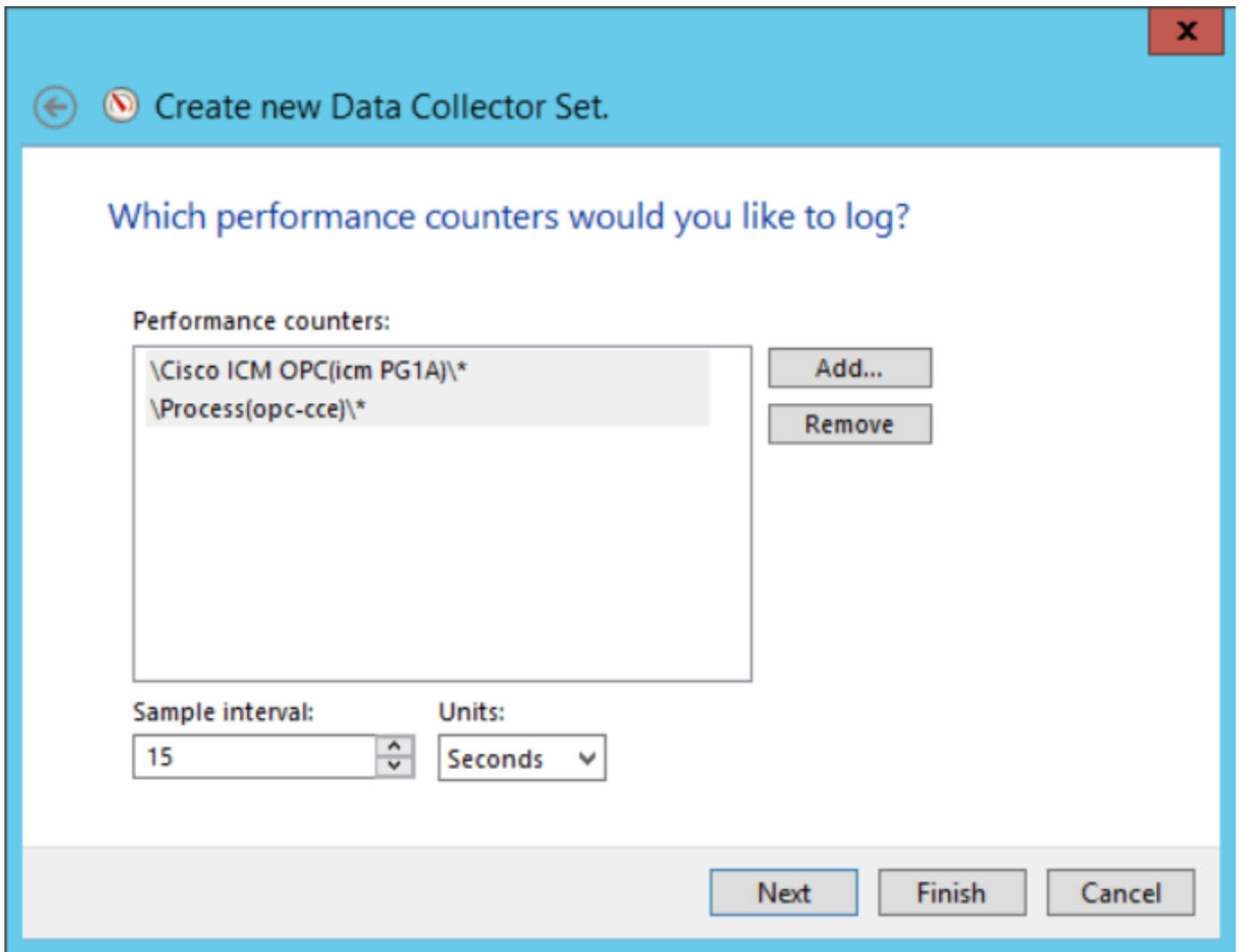


Step 8. In **Select counters from computer**, select the process **Cisco ICM process\_name**, select the instance of the computer that you are connected from **Instances of selected object** and select **Add >>** .

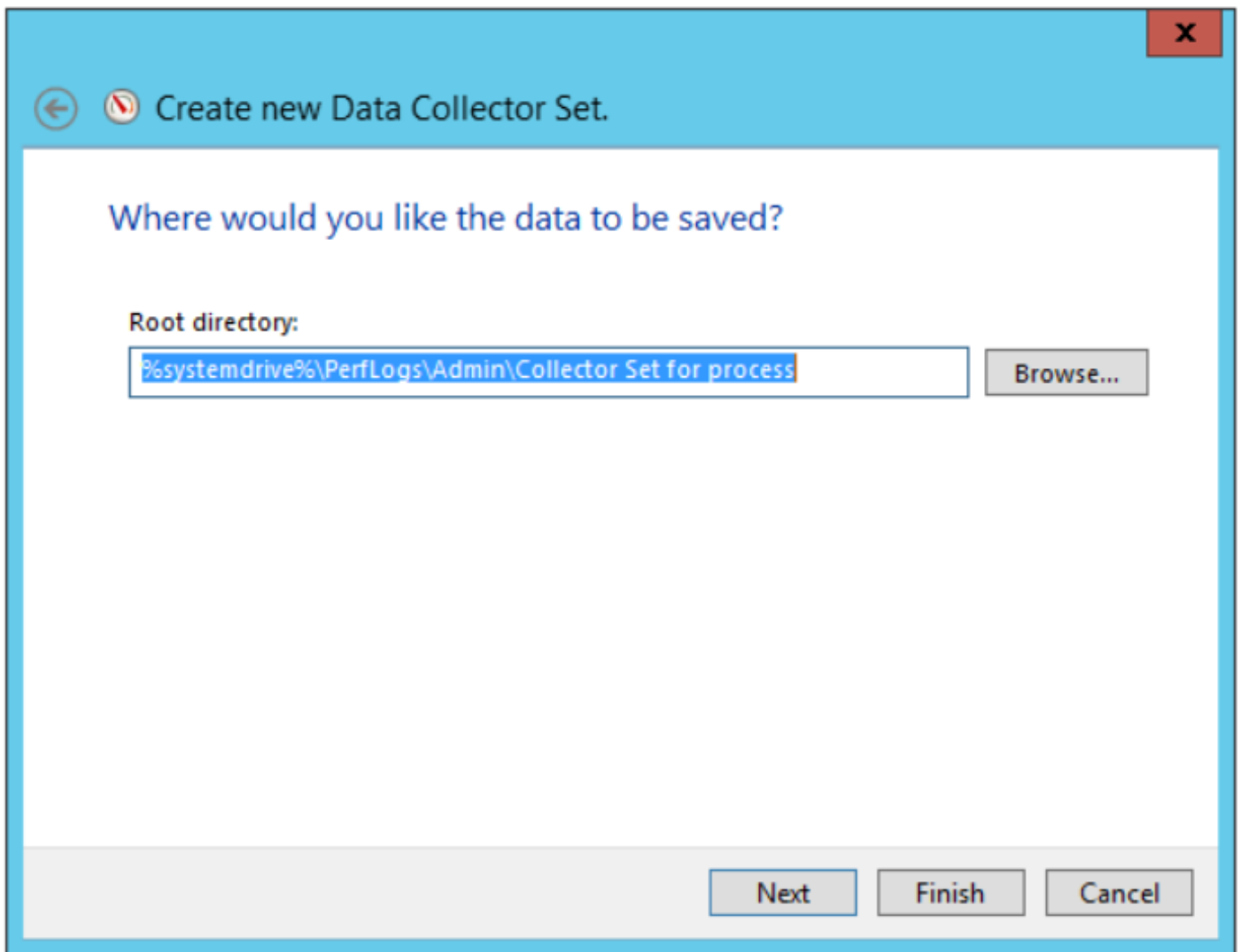


Step 9. After you finish with the required counters, select **OK**. The added counters are available in the **Performance counters** list. Enter the value of **Sample interval**, select the **Unit** and select **Next**.

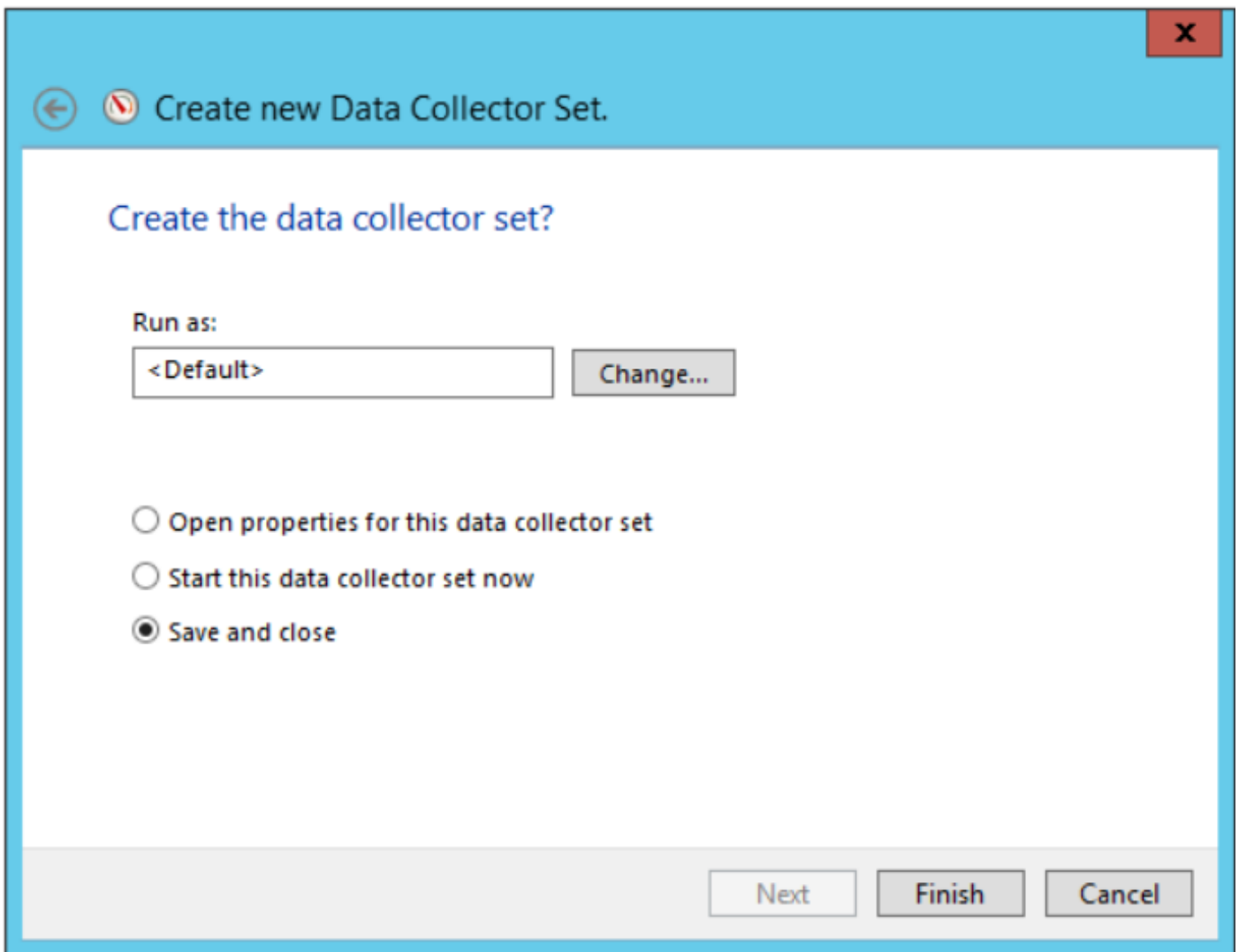
**Note:** The recommended value for the Interval is 15 seconds. If you have performance issues you must stop the data collector set and change this value for a bigger interval.



Step 10. Insert the **Root directory** where you want this data collector set to be saved and select **Next**.

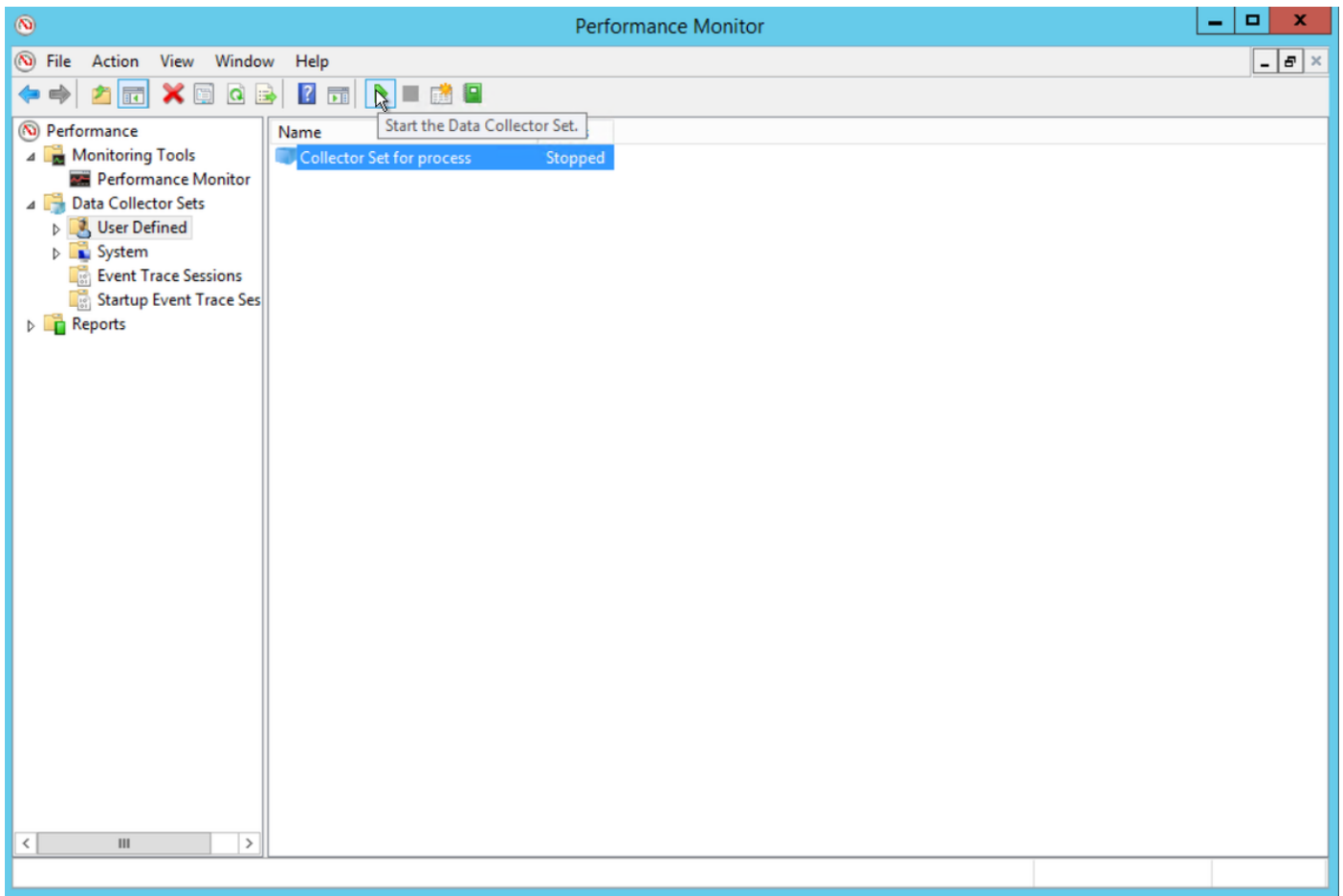


Step 11. Select **Save and close** and select **Finish**.



Step 12. The Data Collector Set is available from the **User Defined** menu. Select the data collector set and select **Start the Data Collector Set**.





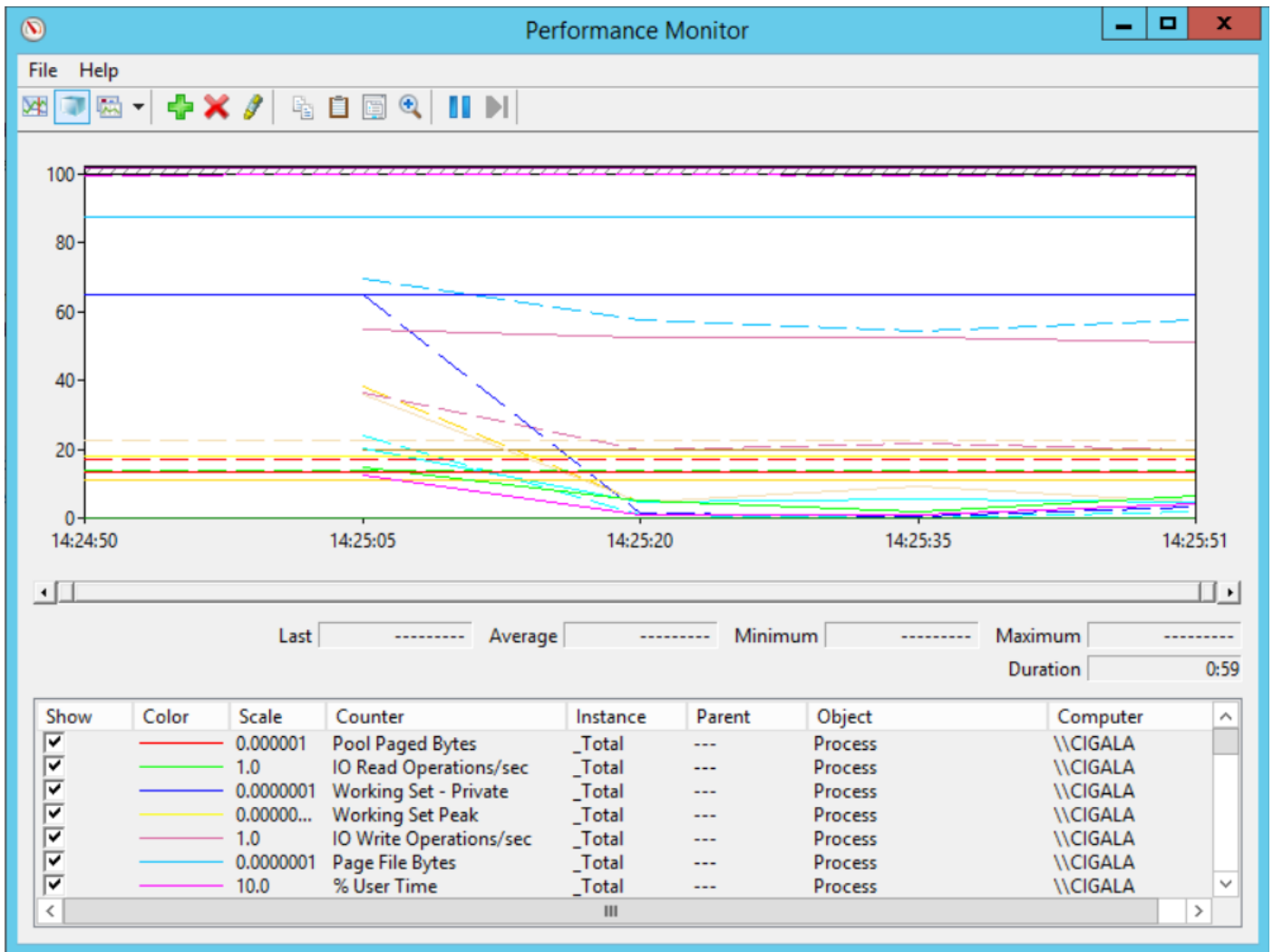
Step 13. Select **Stop the Data Collector Set** in order to stop it.

Step 14. The new data collector set is located in the directory that you specified on Step 10.

## Verify

Navigate to the directory that the data collector set is saved and open it with **Perfmon** to verify that it includes all the needed data.

This is a screenshot of data collector set window displayed in **Perfmon**:



## Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

## Related Information

- [Official documentation on creating a Data Collector Set from Microsoft](#)