# Preface

✎ **Note** This document may not represent the latest Cisco product information available. You can obtain the most current documentation by accessing the Cisco product documentation page at:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

## About This Guide

The Cisco Unified Real-Time Monitoring Tool Administration Guide provides information about the Cisco Unified Real-Time Monitoring Tool.

Use this guide with the following documentation for your configuration:

| | |
|---|---|
| | , , Cisco Unified Serviceability Administration Guide, and |
| | *Cisco Unity Connection System Administration Guide* and *Cisco Unity Connection Serviceability Administration Guide* |

These documents provide the following information:

- Instructions for administering , , and .

- Descriptions of procedural tasks that you can perform by using the administration interface.

# Audience

The *Cisco Unified Real-Time Monitoring Tool Administration Guide* provides information for network administrators who are responsible for managing and supporting Cisco Unified Communications Manager, Cisco Unified Communications Manager IM and Presence Service, and Cisco Unity Connection. Network engineers, system administrators, or telecom engineers can use this guide to learn about, and administer, remote serviceability features. This guide requires knowledge of telephony and IP networking technology.

# Related Documentation

For additional documentation about Cisco Unified Communications Manager and Cisco Unified Communications Manager IM and Presence Service, see the *Cisco Unified Communications Manager Documentation Guide*.

For additional documentation about Cisco Unity Connection, see the *Cisco Unity Connection Documentation Guide*.

# Conventions

This document uses the following conventions:

| Convention | Description |
|---|---|
| **boldface** font | Commands and keywords are in **boldface**. |
| *italic font* | Arguments for which you supply values are in *italics*. |
| [] | Elements in square brackets are optional. |
| { x | y | z } | Alternative keywords are grouped in braces and separated by vertical bars. |
| [ x | y | z ] | Optional alternative keywords are grouped in brackets and separated by vertical bars. |
| string | A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks. |
| `screen` font | Terminal sessions and information the system displays are in `screen` font. |
| `boldface screen` font | Information you must enter is in `boldface screen` font. |
| *italic screen font* | Arguments for which you supply values are in *italic screen font*. |

| Convention | Description |
|---|---|
| ^ | The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the Dkey. |
| <> | Nonprinting characters, such as passwords, are in angle brackets. |

Notes use the following conventions:

**Note** Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Timesavers use the following conventions:

**Timesaver** Means *the described action saves time*. You can save time by performing the action described in the paragraph.

Tips use the following conventions:

**Tip** Means *the information contains useful tips*.

Cautions use the following conventions:

**Caution** Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

# Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at Cisco Profile Manager.

- To get the business impact you're looking for with the technologies that matter, visit Cisco Services.

- To submit a service request, visit Cisco Support.

- To discover and browse secure, validated enterprise-class apps, products, solutions and services, visit Cisco Marketplace.

- To obtain general networking, training, and certification titles, visit Cisco Press.

- To find warranty information for a specific product or product family, access Cisco Warranty Finder.

**Cisco Bug Search Tool**

Cisco Bug Search Tool (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

# Cisco Product Security

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations may be found at `http://www.access.gpo.gov/bis/ear/ear_data.html`.

# Organization

**Administration overview**

Overview of Unified RTMT, including browser support.

**Getting started**

Description of how to install, access, and use the Unified RTMT client.

**System performance monitoring**

Overview of system performance monitoring in RTMT, including how to manage predefined objects for your system, Cisco Unified Communications Manager, Cisco Intercompany Media Engine, Cisco Unified Communications Manager IM and Presence Service, and Cisco Unity Connection.

**Cisco Unified Analysis Manager**

Provides information about Cisco Unified Analysis Manager, including procedures to install and configure the Unified Analysis Manager; procedures to add nodes that the Unified Analysis Manager can diagnose; procedures for device management; and information about troubleshooting.

**Profile and categories**

Provides information about how to manage profiles and categories.

**Performance counters**

Provides procedures for working with performance monitors, including viewing performance counters and counter descriptions, and perfmon logs.

**Alerts**

Provides procedures for working with alerts.

**Trace and Log Central**

Provides information about configuring on-demand trace collection and crash dump files for system services and methods to view the trace files in the appropriate viewer.

**(Appendix) Performance counters and alerts**

Provides a complete list of performance objects and their associated counters for components of your system.