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Introduction

This document describes how to review Cisco Unified Communications Manager (CUCM) Permon logs using the Windows Performance Monitor application. The focus of this document is CPU utilization and IOwait percentage.

Prerequisites

Requirements

Cisco recommends that you have knowledge of how to gather perfmon logs from CUCM.

> **Note**: The CUCM Trace Lookup for different scenarios document covers what logs to collect for different situation using the Real Time Monitoring Tool (RTMT).
>
> The RTMT Administration Guide explains how to install the tool.

Components Used

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

- CUCM 8.x and higher
- A windows computer

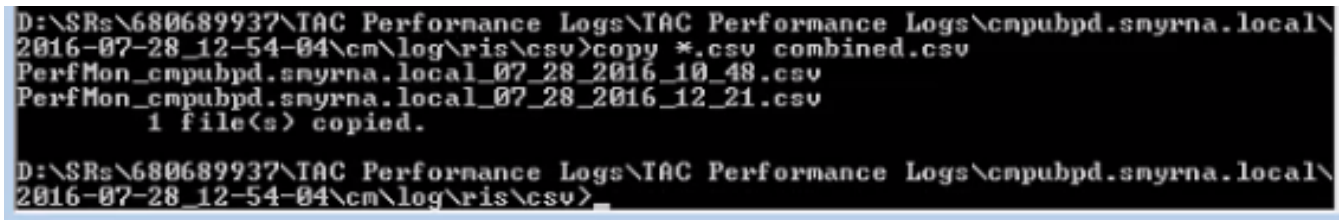
Combine the logs into one file

Navigate to **Start** then search for and open **cmd.exe** to open your command prompt .

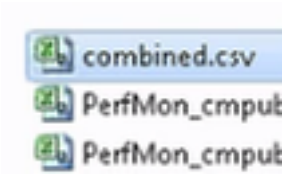
From the command prompt use the **cd** command to navigate to the directory where all of your

permon Comma Separated Value (CSV) files are.

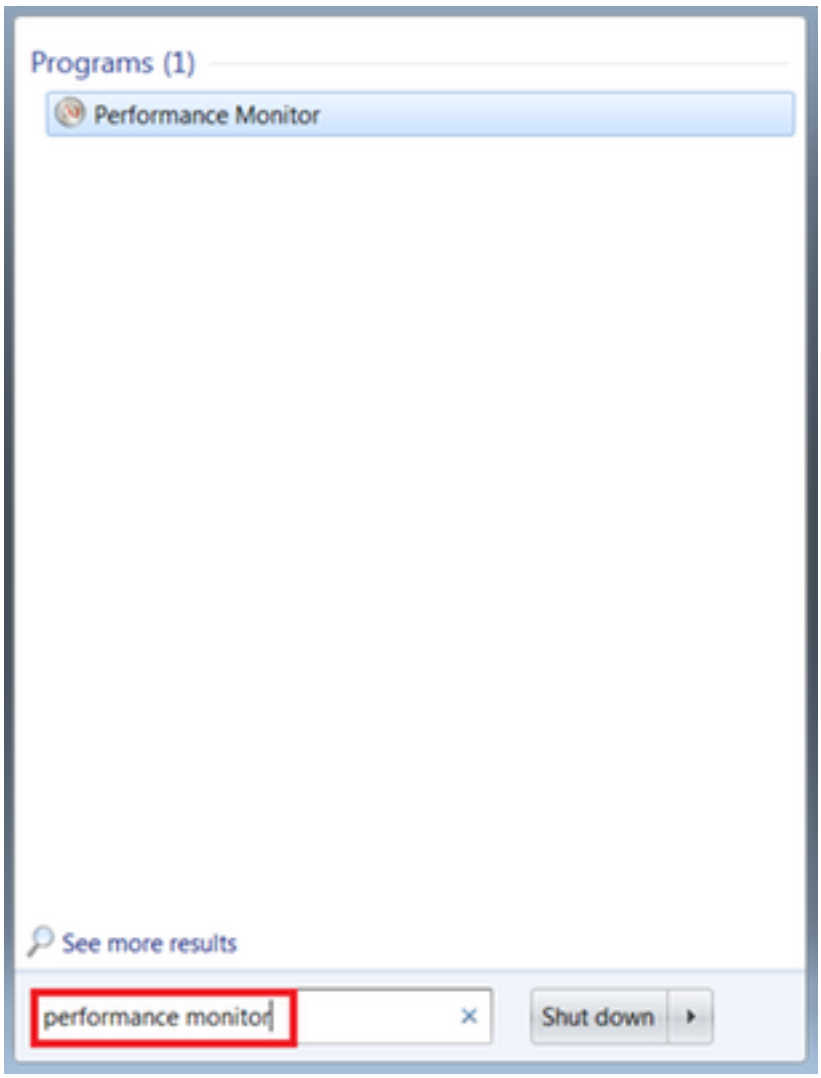
Once in the directory with all the permon CSV files enter the command **copy *.csv combined.csv**.



All the old CSV files remain and a new csv file named **combined.csv** is created.



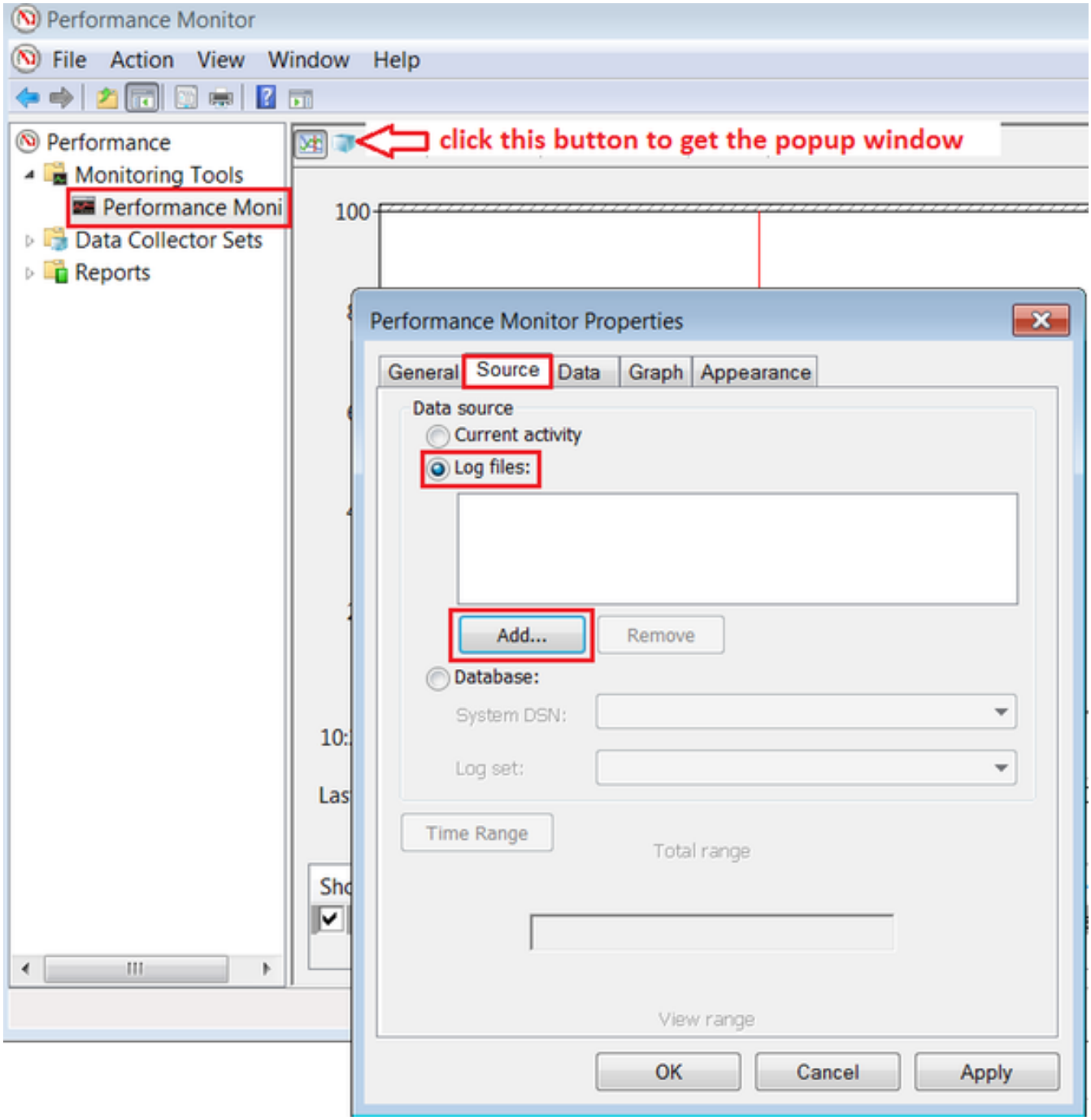
Navigate to **Start** then search for and open **Performance Monitor**.



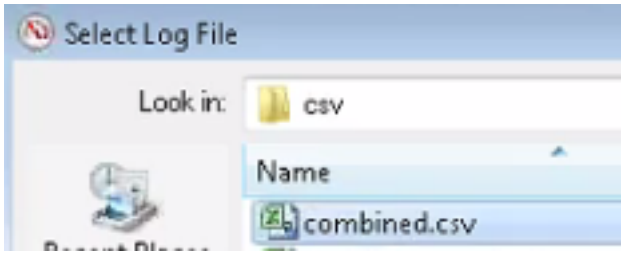
Add the log file to Performance Monitor

- Expand the **Monitoring Tools** folder and click on **Performance Monitor**

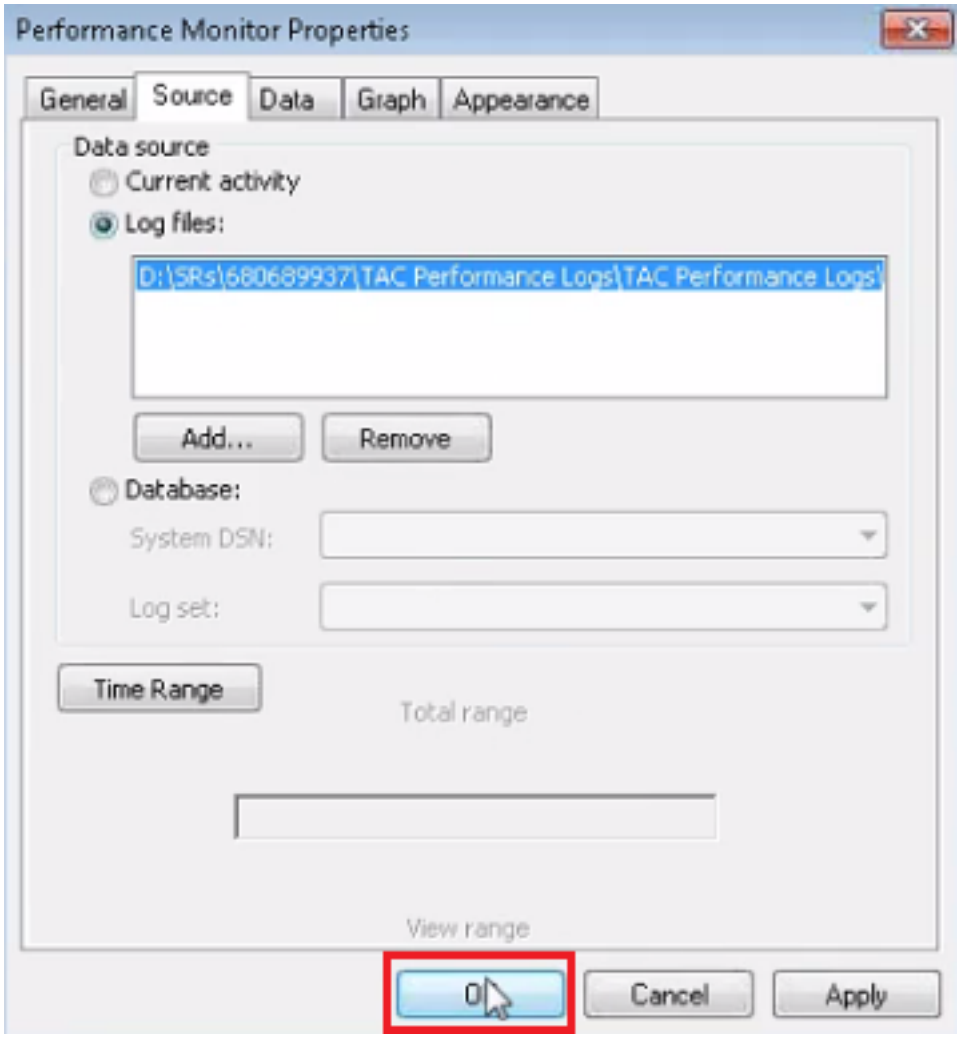
- Click the blue cube icon to open the **Performance Monitor Properties** popup window
- Select the **Source** tab
- Select **Log files**
- Click the **Add…** button



Navigate to the **combined.csv** file and select it for upload.

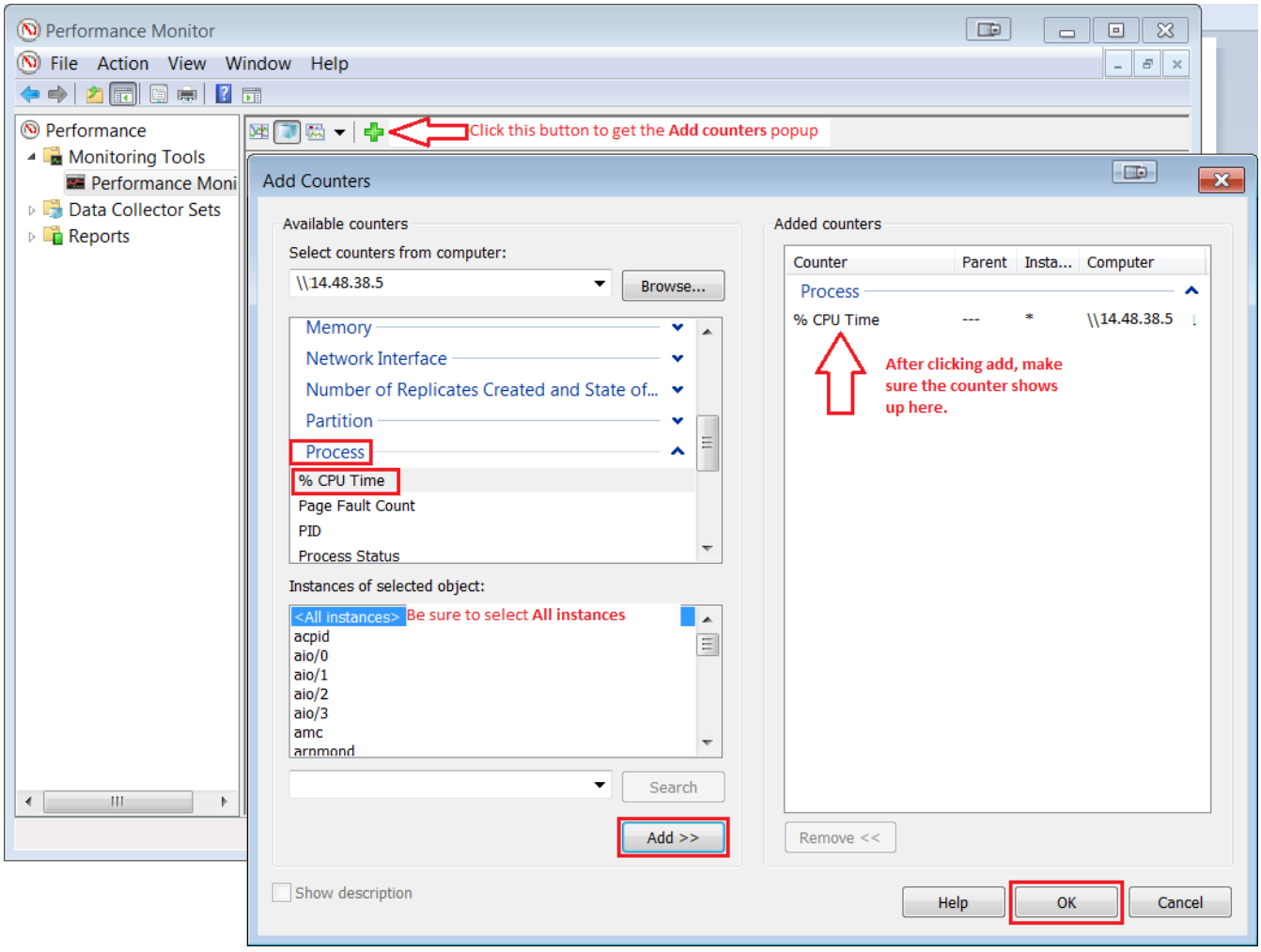


Click **OK** to finish adding the log file.



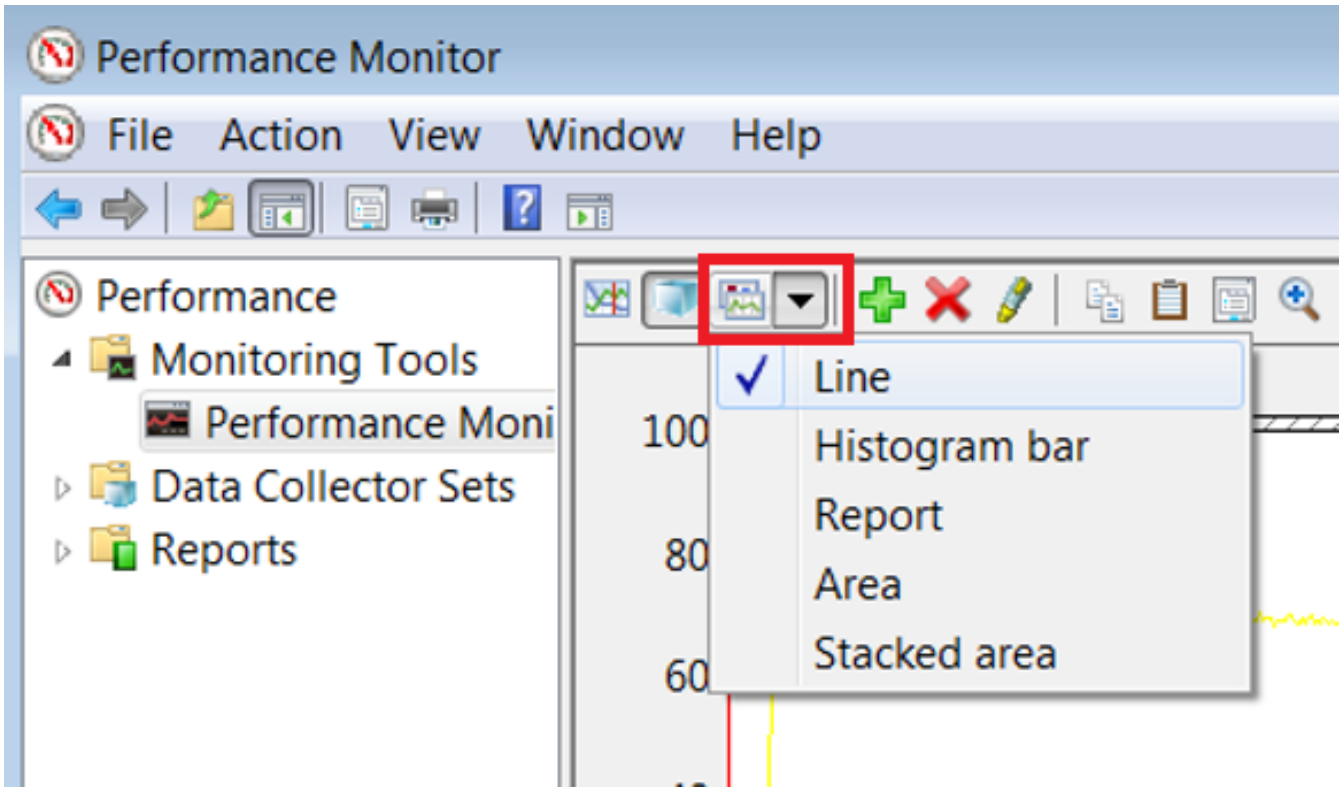
Add the % CPU Time counter to the Performance Monitor application to check CPU utilization

- Click the green plus sign
- Select the **% CPU Time** counter located in the **Process** section
- Select **All instances**
- Click **Add >>**
- Confirm the counter is added
- Click **OK**

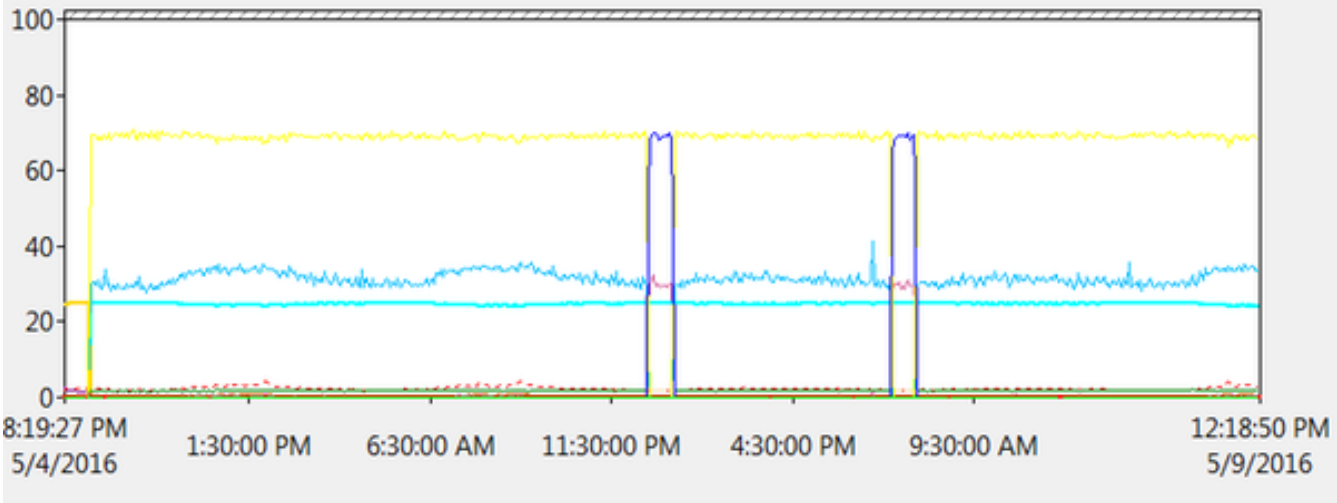


Select the graph type and review the data

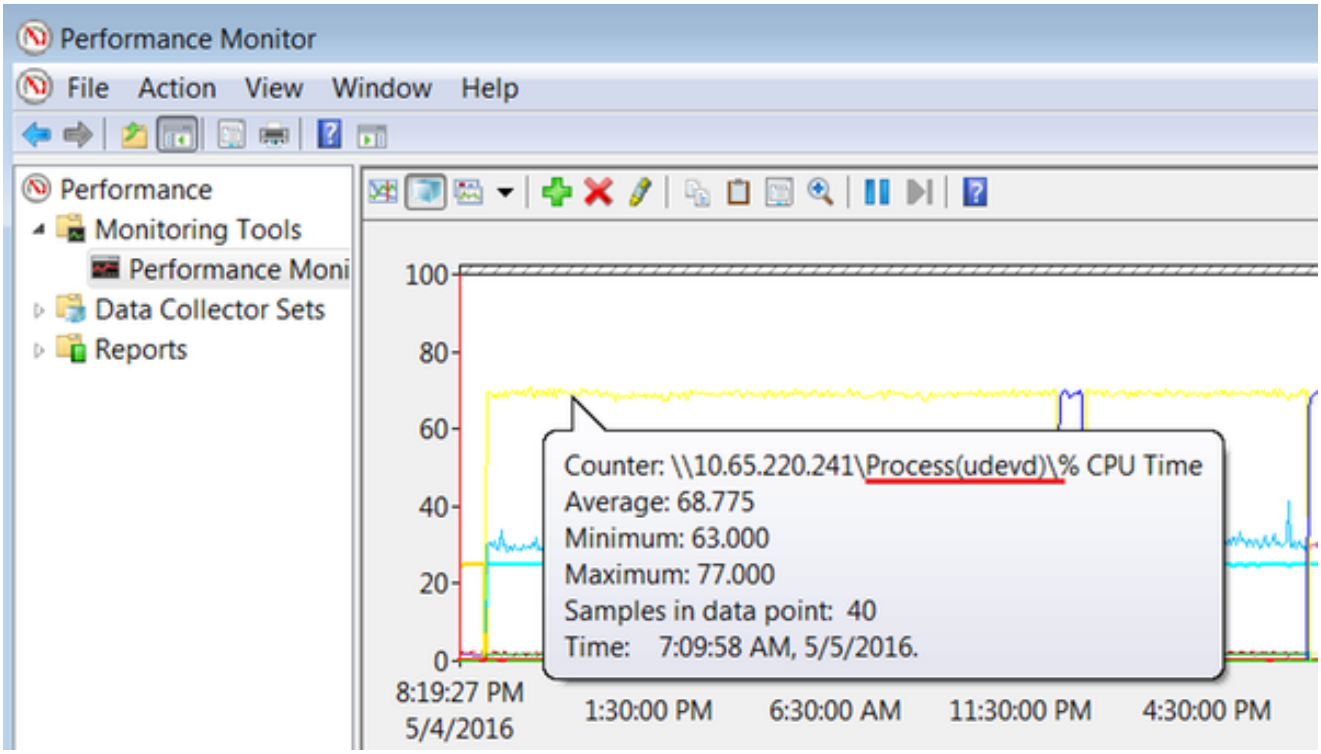
Click on the dropdown arrow near the graph icon to change the graph type.



In this image we see one process is consistently at 70% and there is another process that spikes to 70% twice.

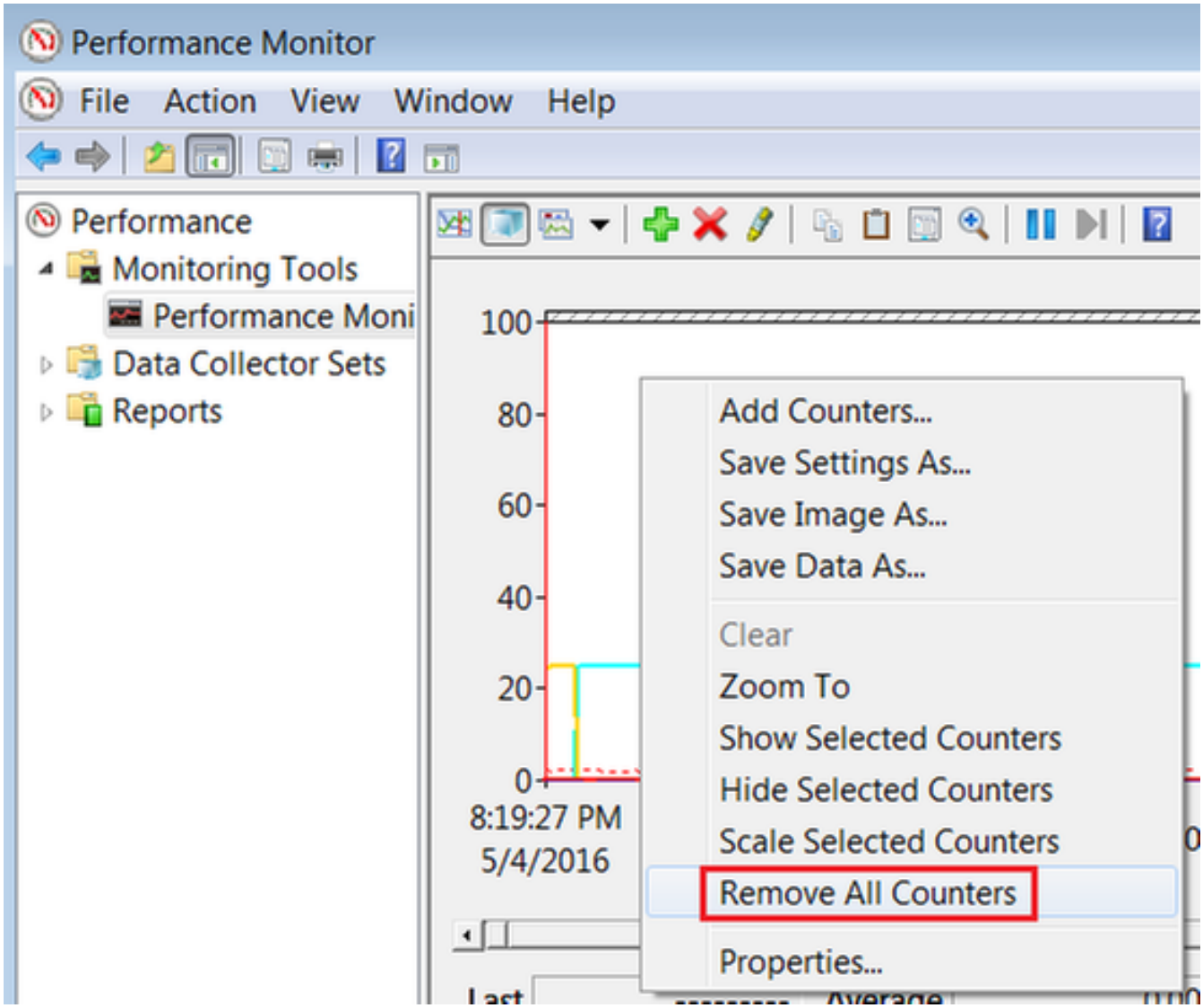


Tip: Hover over the lines to get more information about the process for a given point in time. This includes the process name.



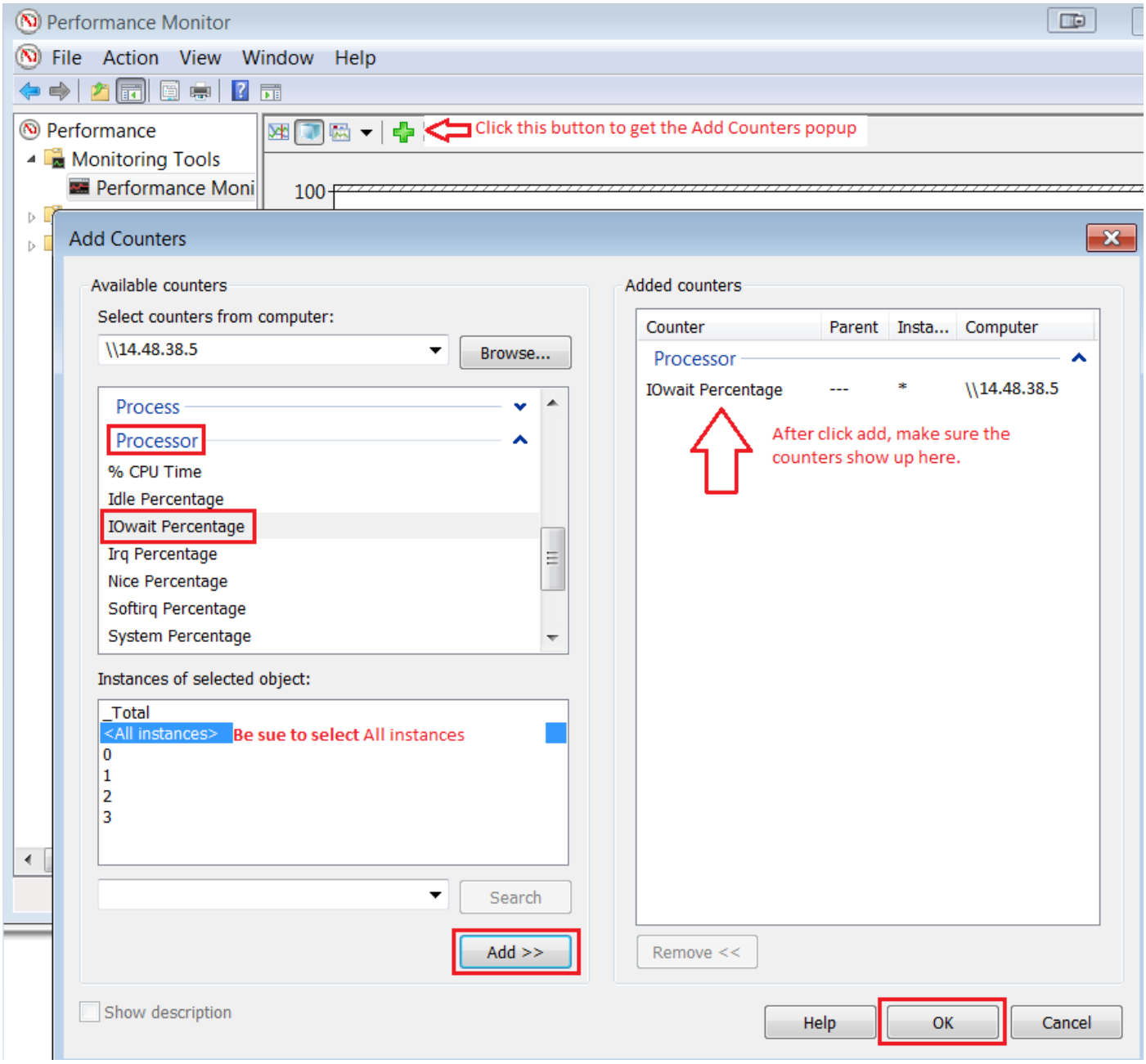
Remove the counters

To clear the counters **right click** and select **Remove All Counters**.



Add counters to the Performance Monitor application to check IOwait Percentage

- Click the green plus sign
- Select the **IOwait Percentage** counter located in the **Processor** section
- Select **All instances**
- Click **Add >>**
- Confirm the counter is added
- Click **OK**



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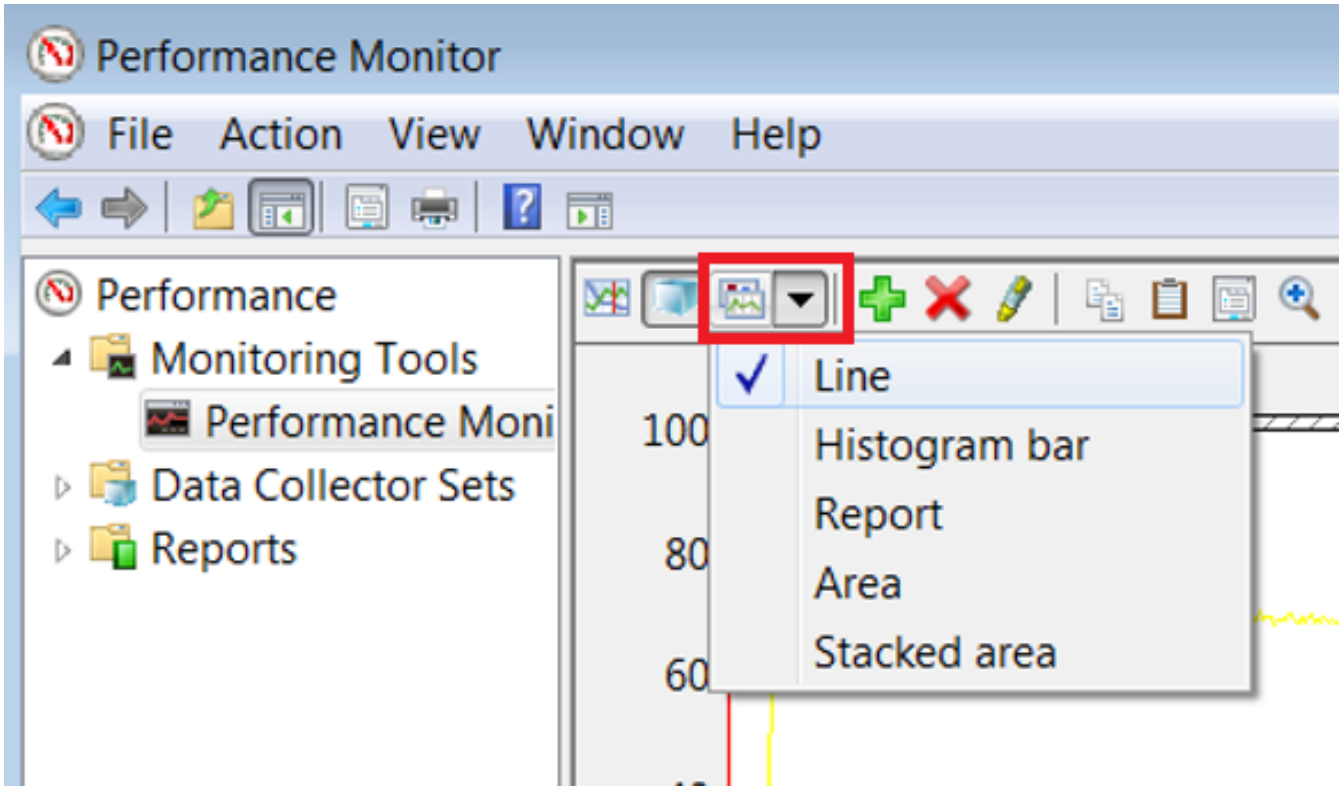
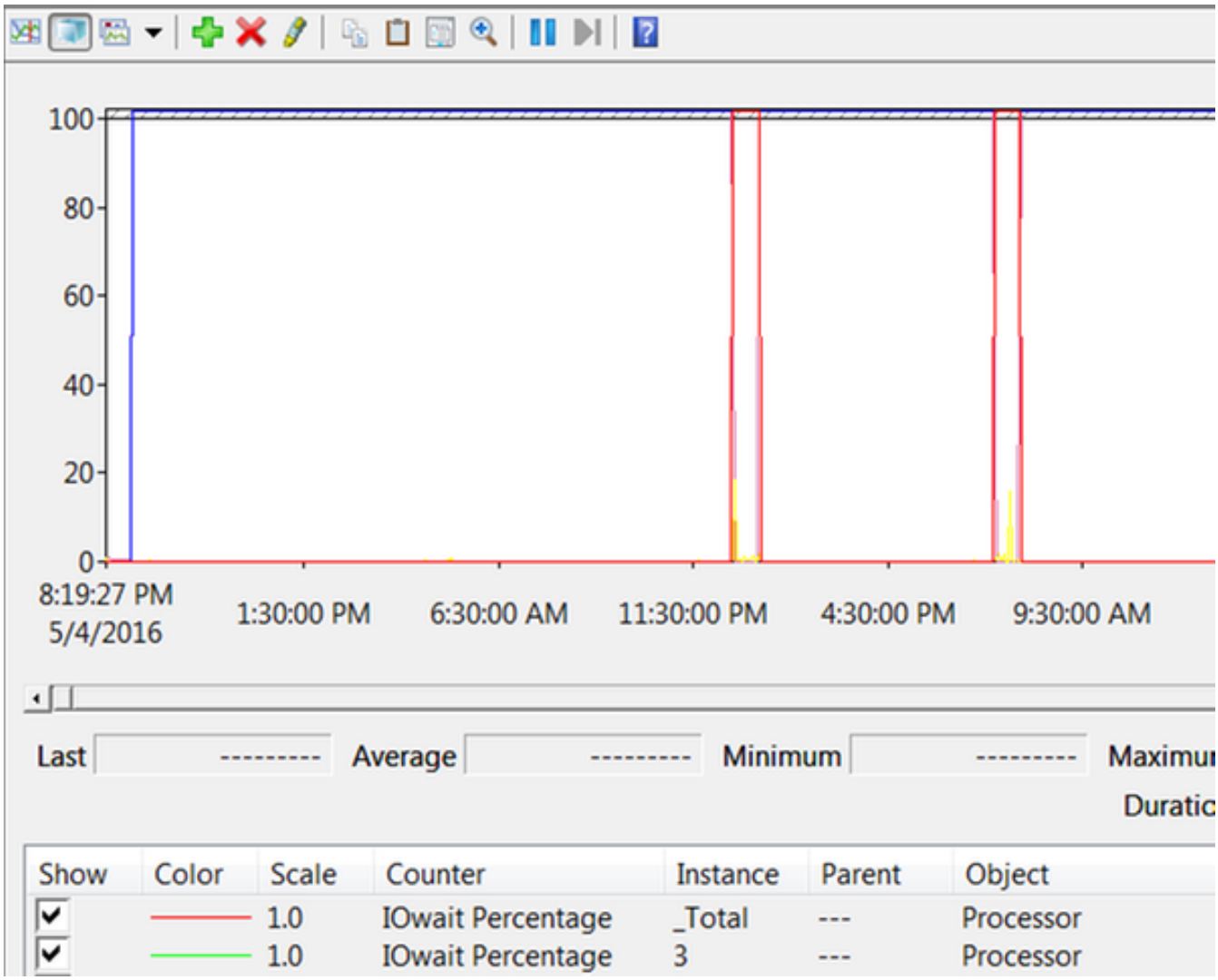
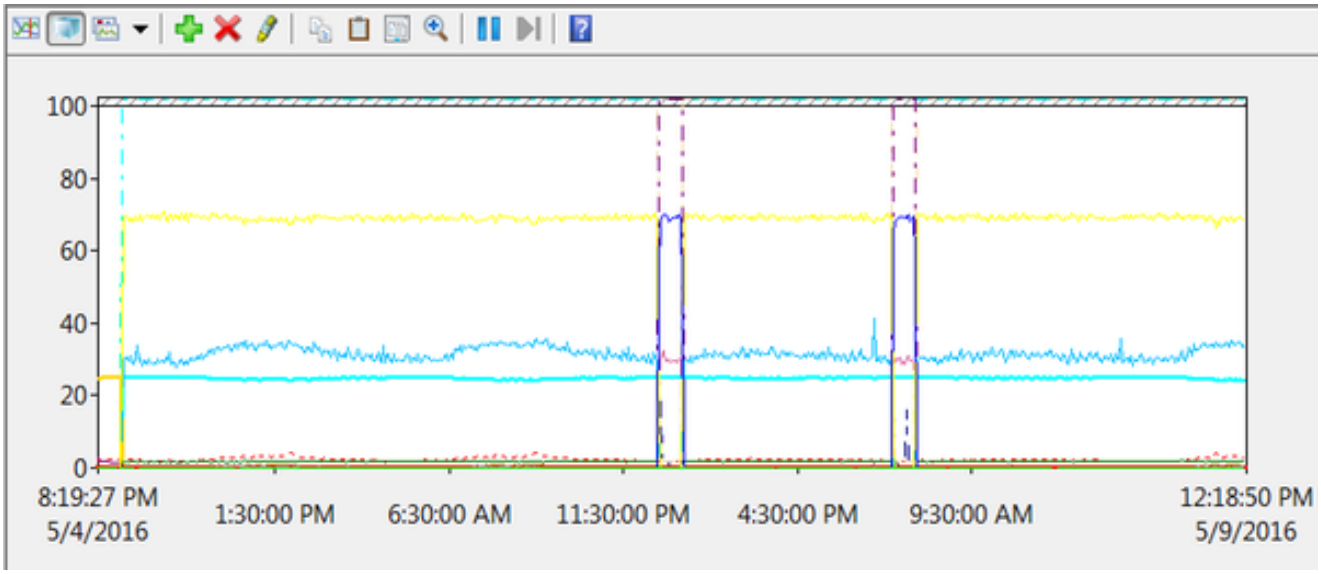


In this image we see **IOwait Percentage** reaches 100% twice.



Tip: Look at the **% CPU Time** counter along with the **IOwait Percentage** counter to spot

relationships between the two.



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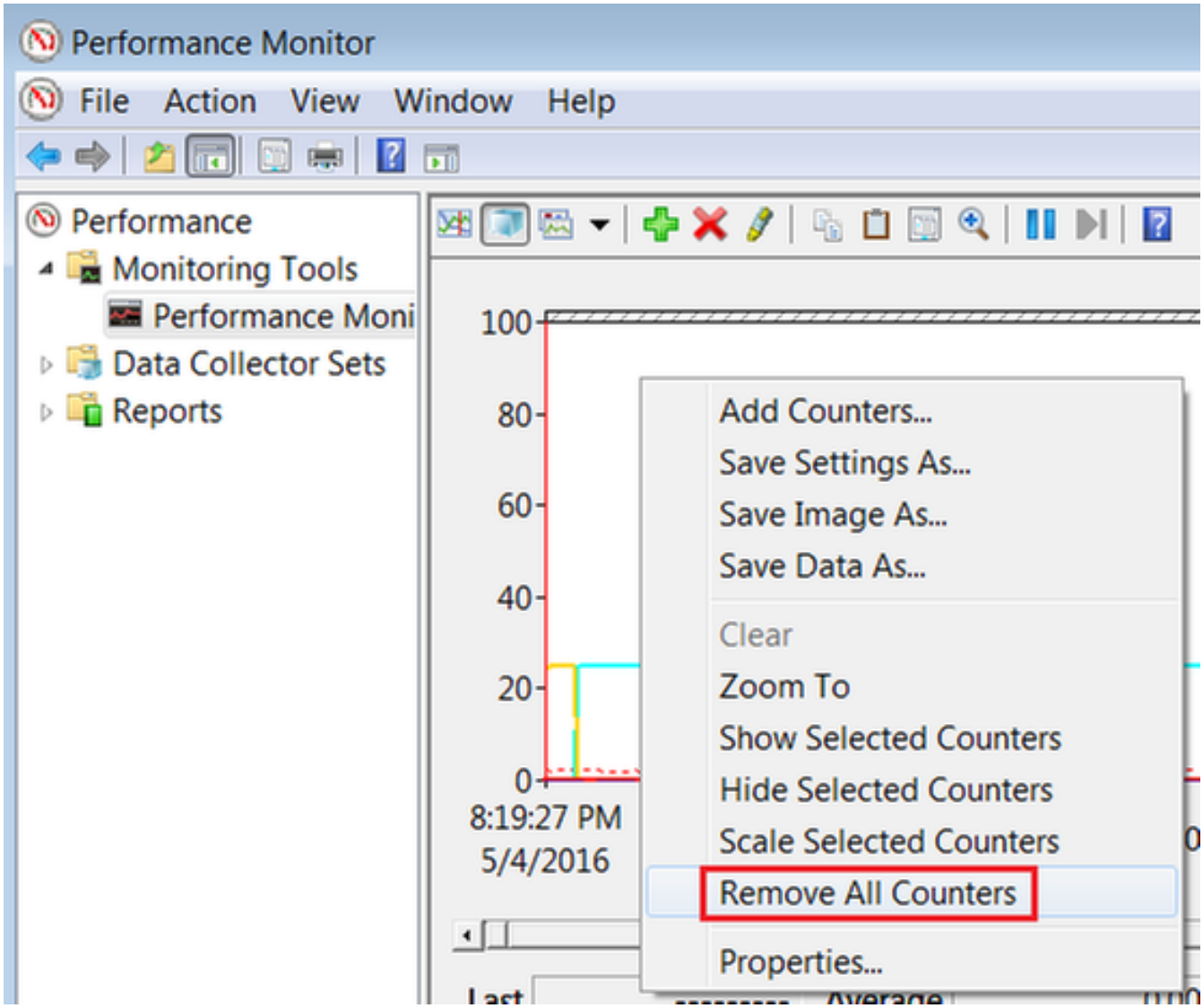

Note: It is good practice to gather and analyze the Event Viewer Application and Event Viewer System Logs when troubleshooting performance issues. For more information please reference the CUCM Trace Lookup for different scenarios document.

Related Information

- Cisco Unified Real-Time Monitoring Tool Administration Guide
- Troubleshooting Core Dumps
- CUCM Trace Lookup for different scenarios