

How to monitor IAS Performance Counters

Applies to:

Cisco/Cross-Platform/Skype for Business IAS, rel. 2020.Winter.1 and above

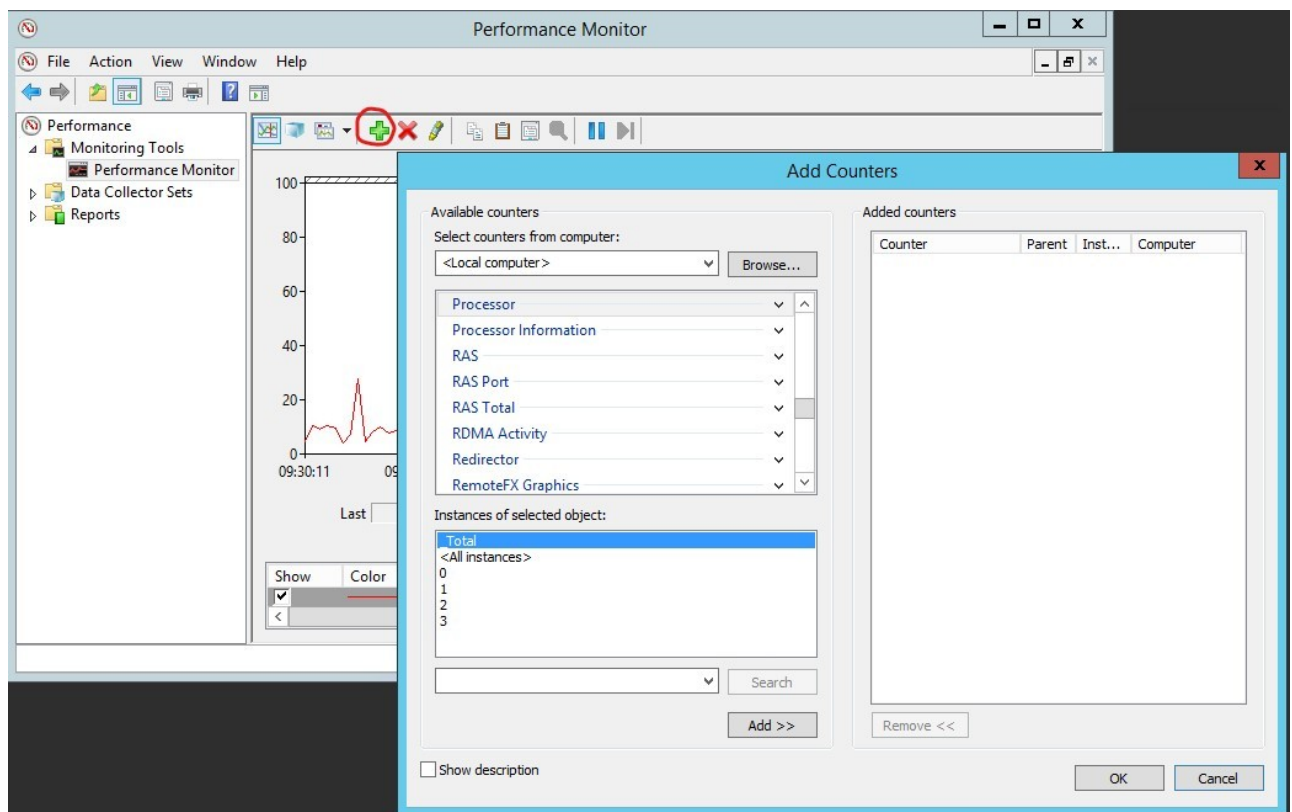
Description

A number of performance counter has been added in Imagicle Suite, to monitor applications usage for statistics and troubleshooting purposes.

These counters are transmitted back to Imagicle Cloud and they are used to evaluate overall system performances for those customers who subscribed an ImagicleCare GOLD/Platinum maintenance plan, including **Proactive Support**.

How-to

- Please access to Imagicle server using RDP and launch Windows Performance Monitor
- Click on "Performance Monitor" item, available in left pane
- Click on green + icon and add one or more available IAS counters, as per below table



Application Suite	Category	Counter	Description
Attendant Server	IAS:ECC - Curri	Last http HEAD request	Time elapsed (seconds) since last Cisco CallManager HEAD request
		Curri Request Average execution time	Average response time
		Curri Request Rate	Requests rate per second
		Connected Clients Count: Total	Total connected clients count

	IAS:Attendant Server	Connected Clients Count: Backup	Backup mode connected clients count
		Connected Clients Count: BAE	Blue's Attendant Enterprise connected clients count
		Connected Clients Count: BAP	Blue's Attendant Professional connected clients count
		Connected Clients Count: BOE	Blue's One Enterprise connected clients count
		Connected Clients Count: QME-Supervisor	QME-Supervisor connected clients count
		License tokens available: BAE	Blue's Attendant Enterprise available license tokens
		License tokens available: BAP	Blue's Attendant Professional available license tokens
		License tokens available: BOE	Blue's One Enterprise available license tokens
		Messages Sent/sec	Outgoing messages rate per second (server → clients)
		Messages Received/sec	Incoming messages rate per second (clients → server)
		Bytes Total/sec	Total bandwidth (bytes/second)
		Bytes Sent/sec	Outgoing bandwidth (bytes/second)
		Bytes Received/sec	Incoming bandwidth (bytes/second)
Budget Control	IAS:Budget Control	Budget Control Billy query time	Average billing queries duration
		Budget Control Billy query per second	Billing query rate per second
		Budget Control phone state check time	Average phone status check time
Queue Manager Enterprise	IAS:QME	Active incoming calls	Active incoming calls count
		Active outgoing calls	Active outgoing calls count
		FIFO queued calls	Number of calls currently enqueued in any FIFO queue
		Camp-On queued calls	Number of calls currently enqueued in any Camp-On queue
IVR module for QME	IAS:IVR	Active calls	Active calls count
Speedy	IAS:Speedy	Speedy Lookup: Average Lookup Execution Time	Average contact lookup time (in ticks)
		Speedy Lookup: Lookup Execution Rate	Contact lookup rate per second
StoneFax	IAS:StoneFax	Local engine submit duration	Average
		Document Rendering Time	Average document rendering time
		WinFax submit time	Average submit time
		Attachment broadcast duration (Tx)	Average attachment broadcast duration (Tx)
		Attachment broadcast duration (Rx)	Average attachment broadcast duration (Rx)
		Heartbeat Period	
		Transmitting channels	Transmitting channels count
		Active outgoing faxes	Number of outgoing faxes in progress
		Submitted Faxes	Number of outgoing faxes actually submitted to WinFax service and waiting for completion
		Receiving channels	Number of receiving channels in use
StoneLock	IAS:StoneLock	StoneLock Curri Request Average execution time	Average response time for CURRI requests

Call Recording

IAS:Call
Recording

StoneLock Curri Request Rate
Active calls

CURRI requests rate per second
Active calls count