Download Logs from VOS Servers in a CCE Solution

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Introduction

This document describes the commands used to download logs from various Voice Operating Systems (VOS) in a Contact Center Enterprise (CCE) environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Contact Center Enterprise (UCCE)
- Cisco Packaged Contact Center Enterprise (PCCE)

Components Used

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

- Cisco Finesse
- Cisco Unified Intelligence Center (CUIC)
- Cisco Live Data
- Cisco Identity Server (IdS)
- Cisco Virtualized Voice Browser (VVB)
- Cisco Cloud Connect

- Cisco Customer Collaboration Platform (CCP) - Formerly SocialMiner

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.

Finesse Server

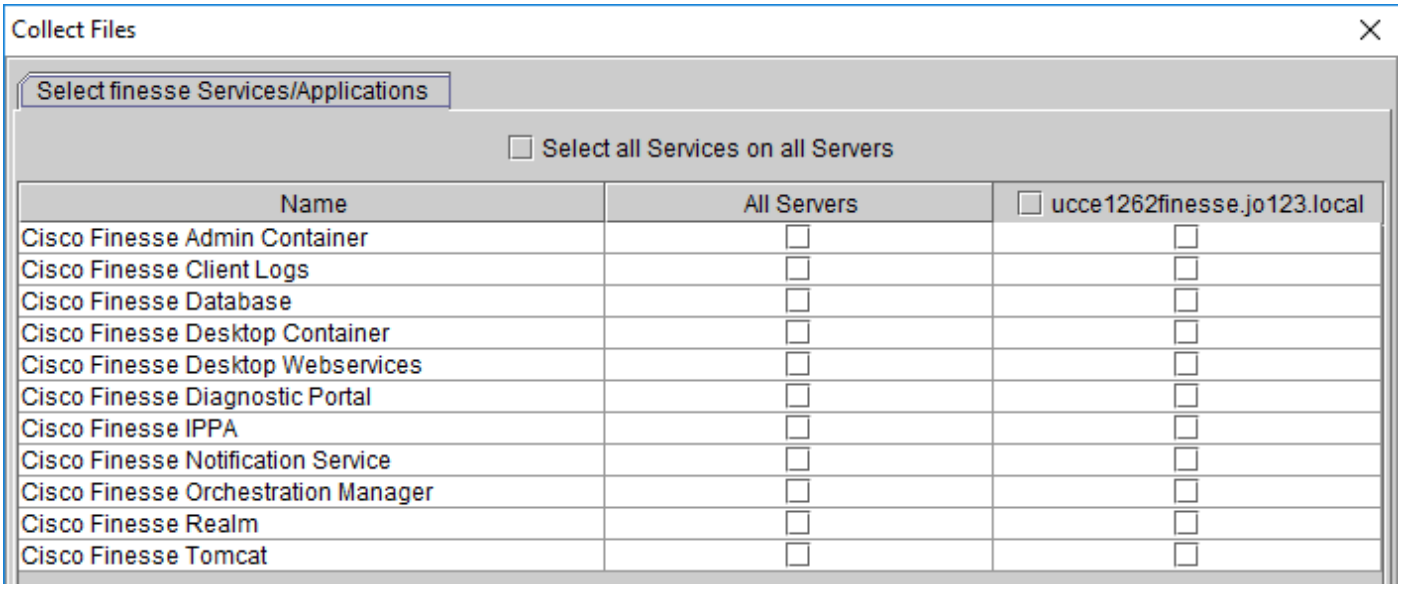
Finesse logs can be collected using:

- Real Time Monitoring Tool (RTMT)
- CLI commands
- Web Browser

Using RTMT

RTMT download link for Finesse

- *https://<Finesse_IP>:8443/plugins/CcmServRtmtPlugin.exe*



Using CLI

<#root>

Cisco Finesse Client Logs

```
file get activelog /desktop/logs/clientlogs
```

Cisco Finesse Database

```
file get activelog /desktop/logs/db
```

Cisco Finesse Desktop Webservices

```
file get activelog /desktop/logs/webservices
```

Cisco Finesse IPPA

```
file get activelog /desktop/logs/fippa
```

Cisco Finesse Notification Service

```
file get activelog /desktop/logs/openfire
```

Cisco Finesse Realm

```
file get activelog /desktop/logs/realm
```

Cisco Finesse Tomcat

```
file get activelog /desktop/logs/tomcat
```

Using a Web Browser

Cisco Finesse Client Logs

- https://<Finesse_IP>:8445/finesse/logs/clientlogs

Cisco Finesse Database

- https://<Finesse_IP>:8445/finesse/logs/db

Cisco Finesse Desktop Webservices

- https://<Finesse_IP>:8445/finesse/logs/webservices/

Cisco Finesse IPPA

- https://<Finesse_IP>:8445/finesse/logs/fippa

Cisco Finesse Notification Service

- https://<Finesse_IP>:8445/finesse/logs/openfire/

Cisco Finesse Realm

- https://<Finesse_IP>:8445/finesse/logs/realm

Cisco Finesse Tomcat

- https://<Finesse_IP>:8445/finesse/logs/tomcat

CUIC Server

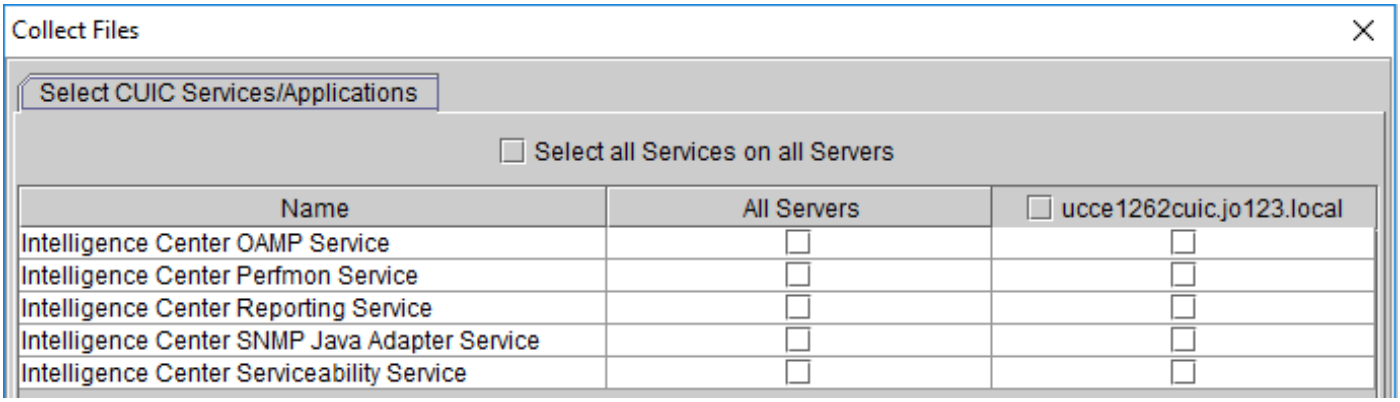
CUIC logs can be collected using:

- Real Time Monitoring Tool (RTMT)
- CLI commands

Using RTMT

RTMT download link for CUIC

- Log into the CUIC OAMP page (*https://<cuic-IP>/oamp/Main.jsp*) and navigate to: Tools >> Download RTMT Plugin



Using CLI

<#root>

```
Intelligence Center OAMP Service
```

```
file get activelog cuic/logs/oamp/ recurs compress
```

```
Intelligence Center Perfmon Service
```

```
file get activelog cuic/logs/perfmon/ recurs compress
```

```
Intelligence Center Reporting Service (Combined - Reporting Service & CUIC Tomcat)
```

```
file get activelog cuic/logs/ recurs compress
```

```
// Just the 'Intelligence Center Reporting Service' logs
```

```
file get activelog cuic/logs/cuic/ recurs compress
```

```
// Just the 'CUIC Tomcat' logs
```

```
file get activelog cuic/logs/cuicsrvr/ recurs compress
```

Intelligence Center Serviceability Service

```
file get activelog cuic/logs/jmx/ recurs compress
```

Live Data Server

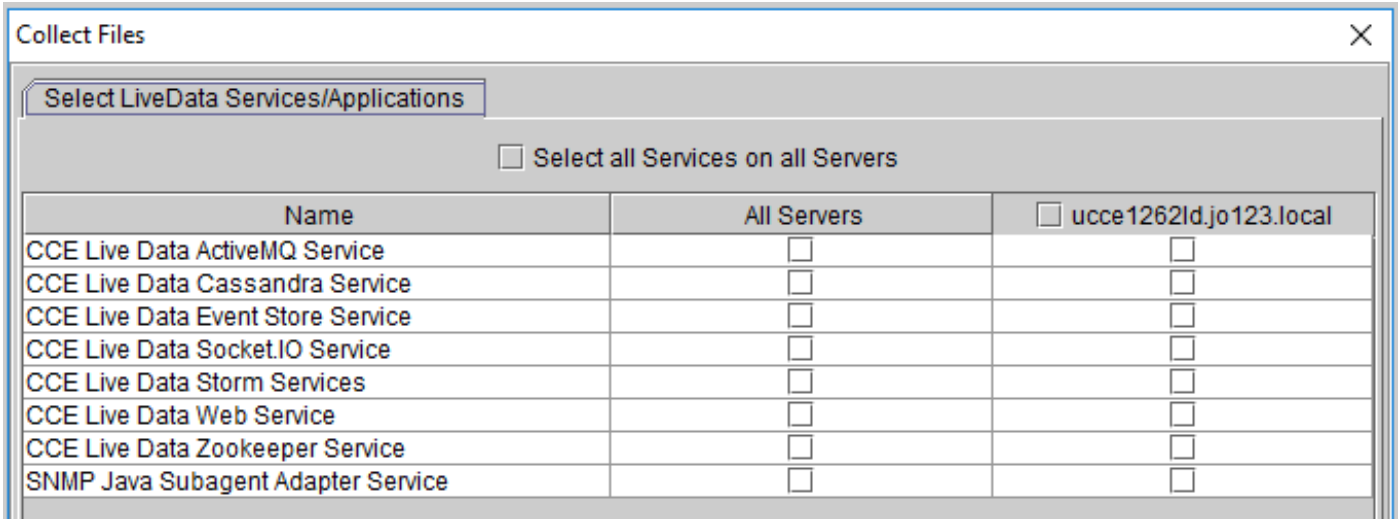
Live Data logs can be collected using:

- Real Time Monitoring Tool (RTMT)
- CLI commands

Using RTMT

RTMT download link for Live Data:

- *https://<LiveData_IP>:8443/plugins/CcmServRtmtPlugin.exe*



Using CLI

<#root>

CCE Live Data ActiveMQ

```
file get activelog livedata/logs/livedata-activemq
```

CCE Live Data Cassandra Service

```
file get activelog livedata/logs/livedata-cassandra
```

CCE Live Data NGINX Service

```
file get activelog livedata/logs/livedata-nginx
```

CCE Live Data Socket.IO Service

```
file get activelog livedata/logs/socketio-service
```

CCE Live Data Storm Services

```
file get activelog livedata/logs/livedata-storm
```

CCE Live Data Web Service

```
file get activelog livedata/logs/livedata-web
```

CCE Live Data Zookeeper Service

```
file get activelog livedata/logs/livedata-zookeeper
```

<#root>

LiveData (All of the above combined)

```
file get activelog livedata/logs/ recurs compress
```

IdS Server

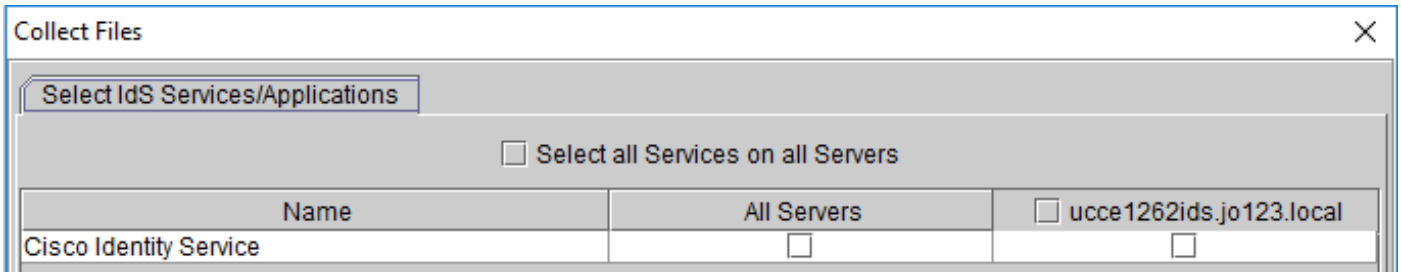
IdS logs can be collected using:

- Real Time Monitoring Tool (RTMT)
- CLI commands

Using RTMT

RTMT download link for IdS

- *https://<IdS_IP>:8443/plugins/CcmServRtmtPlugin.exe*



Using CLI

<#root>

Cisco Identity Service

file get activelog ids/log/ recurs compress

VVB Server

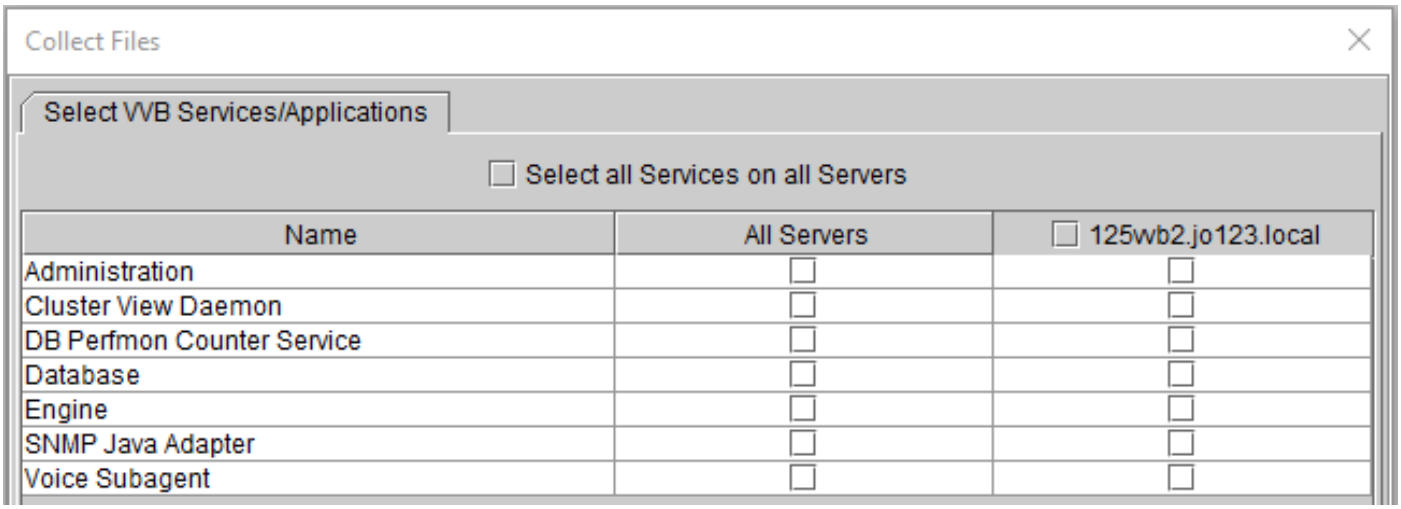
VVB logs can be collected using:

- Real Time Monitoring Tool (RTMT)
- CLI commands

Using RTMT

RTMT download link for VVB

- Log in to the VVB Administration page (*https://<vvb-IP>/appadmin/*) and navigate to Tools >> Plug-ins >> Cisco Unified Real-Time Monitoring Tool for Windows



Using CLI

<#root>

Administration

```
file get activelog /uccx/log/MADM recurs compress
```

Cluster View Daemon

```
file get activelog /uccx/log/MCVD recurs compress
```

Engine

```
file get activelog /uccx/log/MIVR recurs compress
```

Database

```
file get activelog /uccx/log/db recurs compress
file get activelog /uccx/log/out_UccxDB*
```

DB Perfmon Counter Service

```
file get activelog /uccx/log/perfmon recurs compress
```

SNMP Java Adapter

```
file get activelog /uccx/log/out_jsadkagt*
```

Voice Subagent

```
file get activelog /uccx/log/SNMP recurs compress
file get activelog /uccx/log/out_uccxagt*
```

SpeechServer

```
file get activelog speechserver/logs/SpeechServer
```

Cloud Connect Server

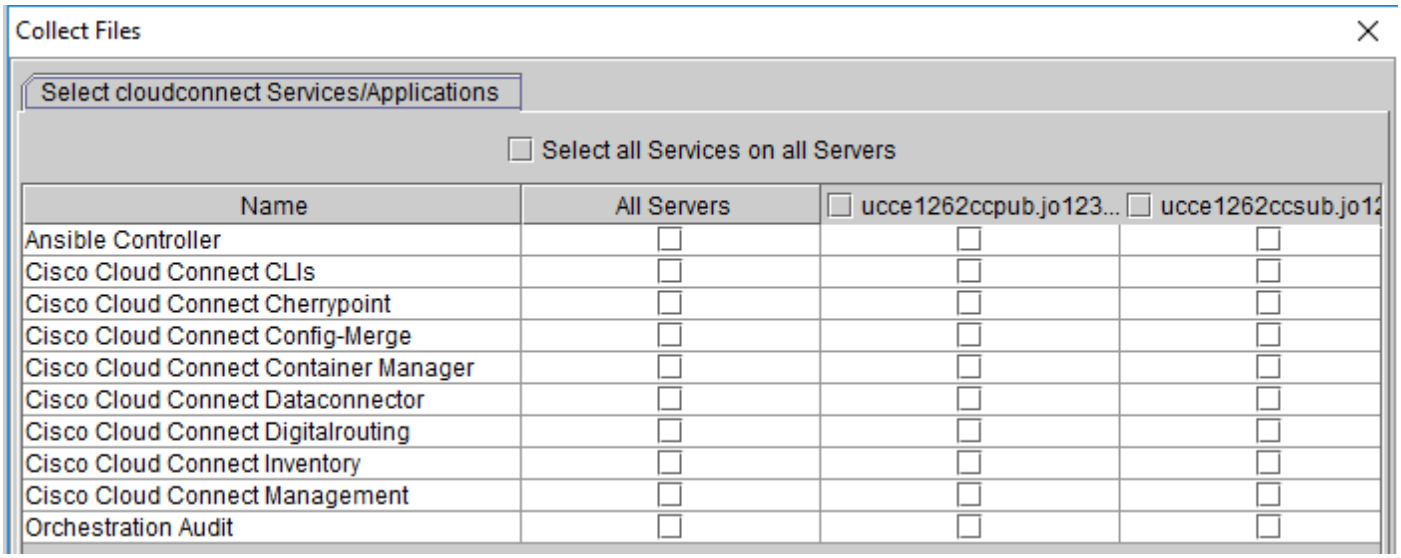
Cloud Connect logs can be collected using:

- Real Time Monitoring Tool (RTMT)
- CLI commands

Using RTMT

RTMT download link for Cloud Connect:

- *https://<Cloud-Connect_IP>:8443/plugins/CcmServRtmtPlugin.exe*



Using CLI

<#root>

Refer the following document - Manage Container Services and Collect Cloud Connect Logs in Contact Cente

https://www.cisco.com/c/en/us/support/docs/contact-center/unified-contact-center-enterprise-1262/222318

CCP Server - Formerly SocialMiner

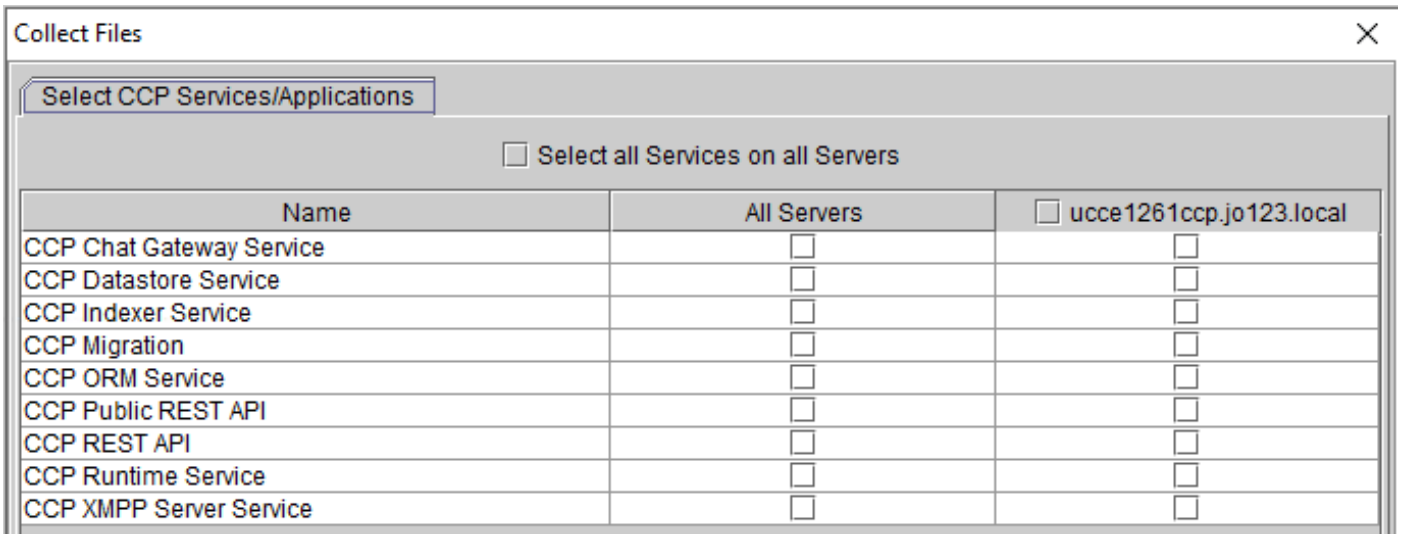
CCP logs can be collected using:

- Real Time Monitoring Tool (RTMT)
- CLI commands

Using RTMT

RTMT download link for CCP

- Log in to the CCP Administration page (*https://<ccp-IP>/administration.jsp*) and navigate to Administration >> RTMT Download



Using CLI

<#root>

CCP Chat Gateway Service

```
file get activelog mmca/logs/ccp-chat-gateway/*
```

CCP Datastore Service

```
file get activelog mmca/logs/ccp-ds-storage/*
```

CCP Indexer Service

```
file get activelog mmca/logs/ccp-ds-indexer/*
```

CCP ORM Service

```
file get activelog mmca/logs/orm/*
```

CCP Public REST API

```
file get activelog mmca/logs/ccppublicapps/*
```

CCP REST API

```
file get activelog mmca/logs/ccpapi/*
```

CCP Runtime Service

```
file get activelog mmca/logs/runtime/*
```

CCP XMPP Server Service

```
file get activelog mmca/logs/ccp-xmpp-server/*
```

CCP Tomcat

```
file get activelog mmca/logs/tomcat/*
```

Webproxy Logs

- file get activelog /webproxy/webproxy_cli.log
- file get activelog /webproxy/error.log
- file get activelog /webproxy/webproxy_launcher.log

file list activelog /webproxy/*

- error.log
- webproxy_cli.log
- webproxy_launcher.log

Platform Logs

Platform Tomcat

- file get activelog tomcat/logs recurs compress

Installation

- file get install system-history.log
- file get install install_log*
- file list install /*

- file list install /* date detail (this command lists the files under the install directory along with the date and time details)

Replication

- file get activelog cm/trace/dbl/*dbl_repl_cdr*
- file get activelog cm/trace/dbl/sdi/replication_scripts_output.log

VOS Packet Capture

<#root>

Initiate the packet capture

```
utils network capture eth0 file vos-pcap count 10000000 size all
```

OR
utils network capture-rotate eth0 file vos-pcap count 1000000 size all [for log-rotate]

List packet captures

file list activelog platform/cli/*.cap*

Download the packet capture

file get activelog /platform/cli/vos-pcap.cap

Cisco Unified Call Manager (CUCM) and other platform logs

https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-communications-manager-callma

Related Information

CCE Solution Design Guide

PCCE 12.6(2) - Features Guide

UCCE 12.6(2) - Features Guide

Technical Support & Documentation - Cisco Systems