Collect Logs in order to Troubleshoot Issues With WebRTC Over Expressway

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Introduction

This document describes how to collect logs in order to troubleshoot issues with WebRTC over Expressway.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Basic knowledge of Cisco Meeting Server (CMS) Server, Expressway.
- CMS WebRTC over Expressway setup must be already configured.
- Access of CMS, Expressway servers, PC.

Components Used

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

- CMS Server
- Cisco Meeting App (CMA)
- Expressway core and edge servers
- Wireshark or similar software
- Google Chrome or similar software
- WinScp or similar software

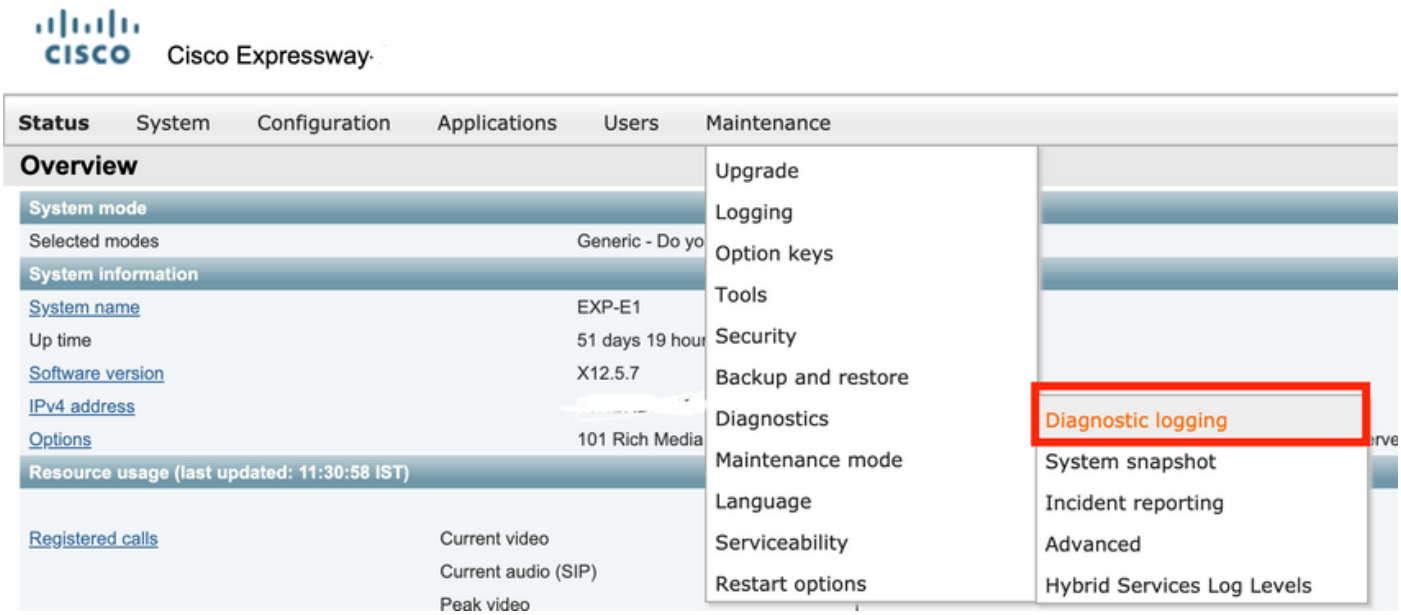
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Collect logs

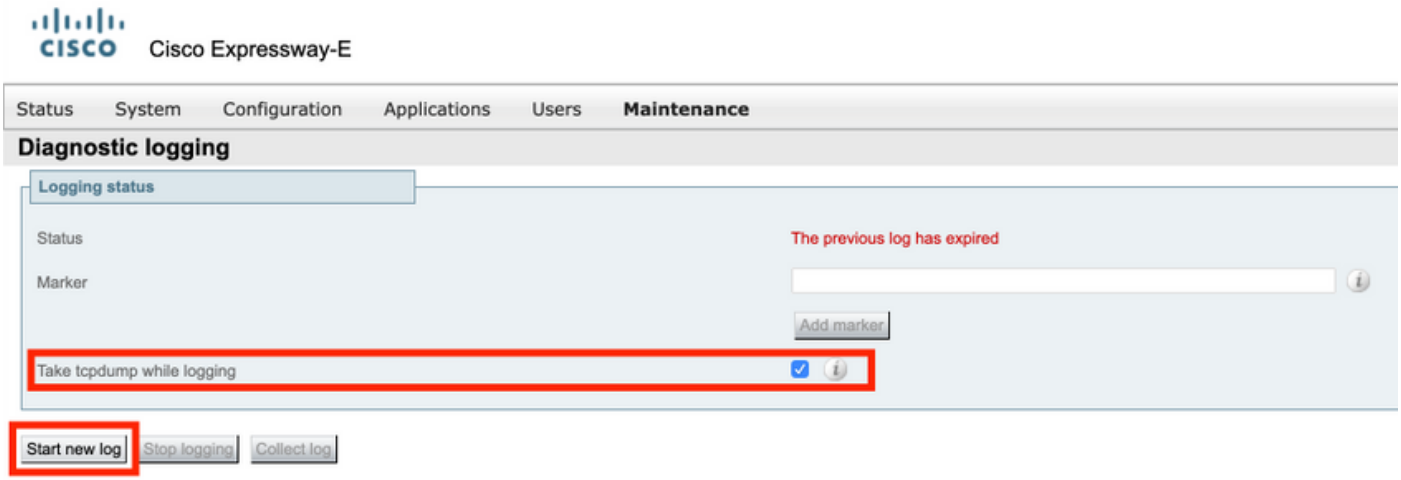
Step 1. Start logging on Expressway servers.

Start Diagnostic logging along with tcpdump on both Expressway-Core and Edge servers.

1. Navigate to **Maintenance > Diagnostics > Diagnostic logging** as shown in the image.



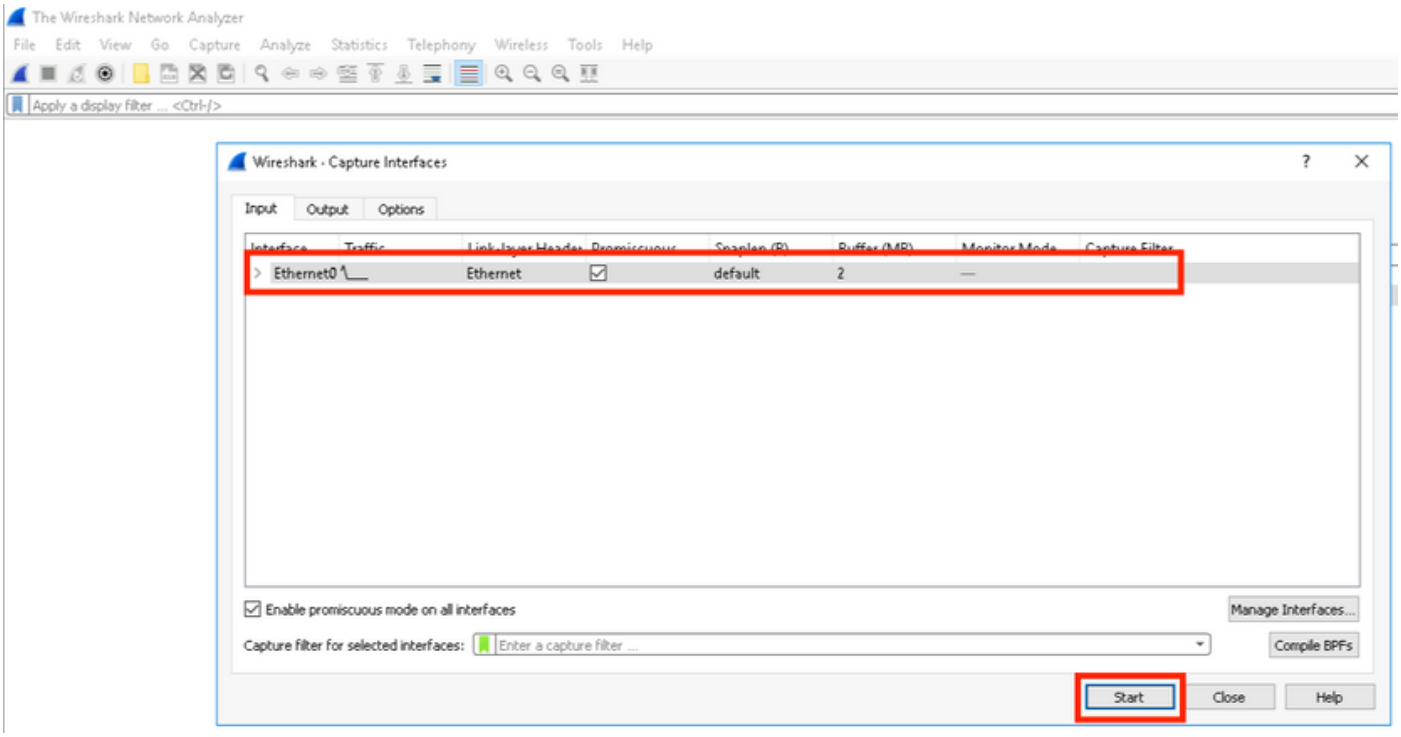
2. Select the checkbox **Take tcpdump while logging** as shown in the image and then select on the **Start new log** button as shown in the image.



Step 2. Start packet capture on local PC.

Start packet capture on the local PC with the help of the Wireshark application.

1. Navigate to **Capture > Options** and select the interface through which the PC access the network and then select **Start** as shown in the image.

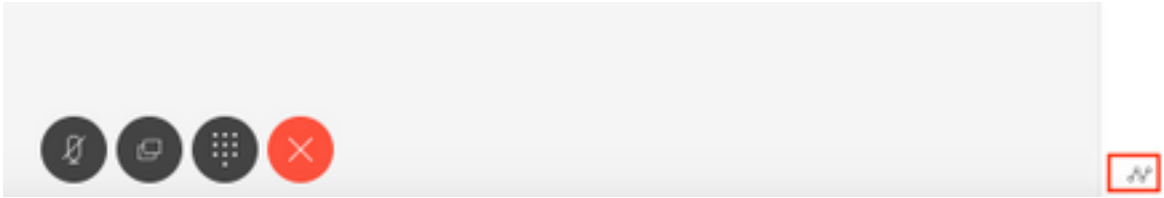


Step 3. Re-create the issue.

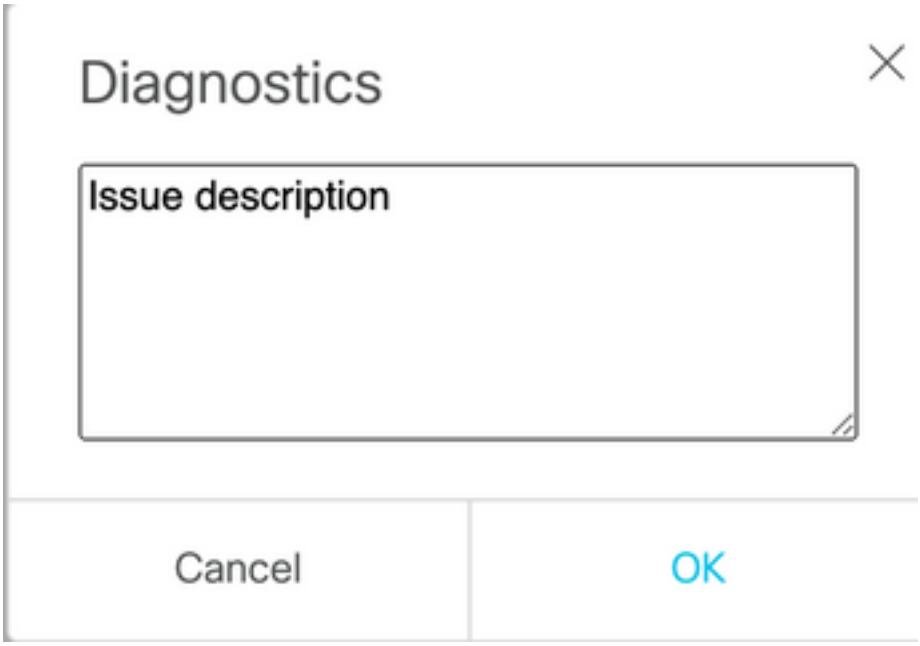
Re-create the actual issue with WebRTC over expressway with the help of the Google Chrome browser in a new tab.

Step 4. Collect diagnostic logs from the CMA WebRTC app.

1. Select the diagnostic's button as shown in the image.



2. Then enter the issue description in the **Diagnostics** box that pop's up and select **OK** as shown in the image.

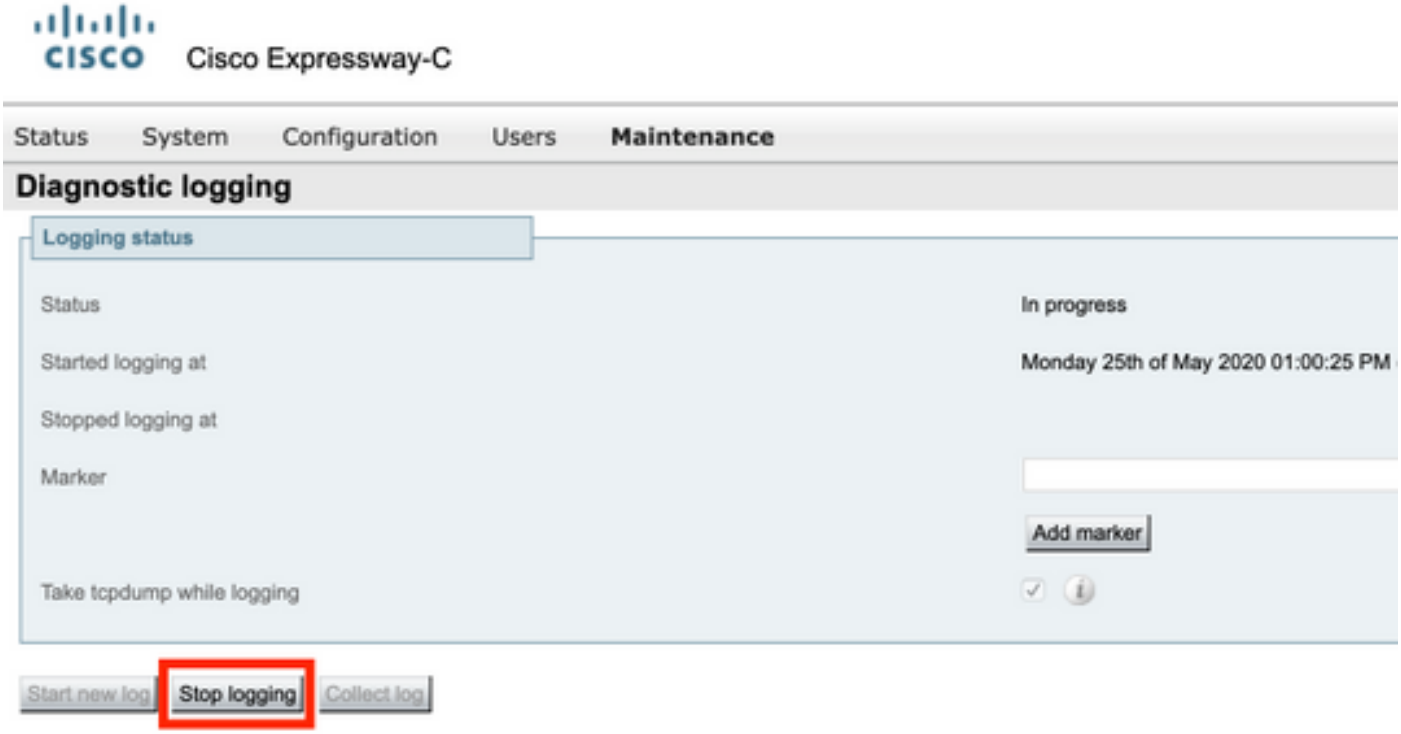


2. Then, Select **Email** button as shown in the image and save the output as a text file.

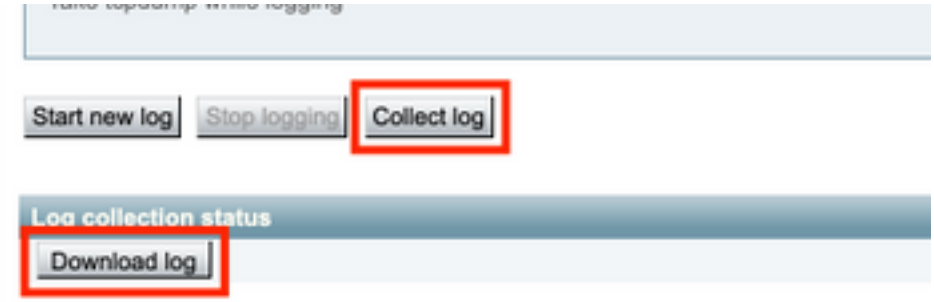


Step 5. Stop and download the log bundle from expressway servers.

1. Stop Diagnostic logging on both Expressway-Core and Edge servers. In order to do that select **Stop logging** as shown in the image.



2. Then select the **Collect log** button and then select **Download** as shown in the image in order to download the captured Diagnostic log bundle.



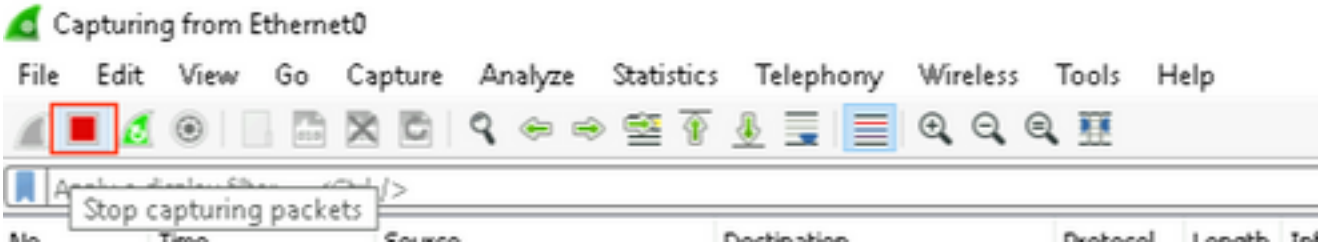
Step 6. Download log bundle from CMS Servers.

Log into CMS Server with help of WinScp or similar SFTP Client software, admin credentials, and download **logbundle.tar.gz** to your local PC.

Name	Size	Changed	Rights	Owner
ACANO-MIB.txt	4 KB	3/29/2017 5:05:09 PM	r--r--r--	admin
ACANO-SYSLOG-MIB.txt	2 KB	3/29/2017 5:23:32 PM	r--r--r--	admin
audit	12,568 KB	4/17/2017 12:07:05 PM	r--r--r--	admin
boot.json	103 KB	4/13/2017 3:03:11 PM	r--r--r--	admin
cms.lic	108 KB	4/17/2017 12:07:01 PM	r--r--r--	admin
cmsrtp1.cer	108 KB	4/13/2017 4:15:13 PM	r--r--r--	admin
cmsrtp1.csr	108 KB	4/13/2017 4:07:00 PM	r--r--r--	admin
cmsrtp1.key	108 KB	4/13/2017 4:07:00 PM	r--r--r--	admin
combinedserver.cer	108 KB	4/13/2017 4:31:07 PM	r--r--r--	admin
live.json	108 KB	4/17/2017 12:07:01 PM	r--r--r--	admin
log	94,024 KB	4/17/2017 12:07:05 PM	r--r--r--	admin
logbundle.tar.gz	1 KB	4/17/2017 12:07:05 PM	r--r--r--	admin
upgrade.img	213,212 KB	4/4/2017 12:10:03 PM	r--r--r--	admin
vdepee-ca.cer	108 KB	11/29/2016 4:55:55 PM	r--r--r--	admin

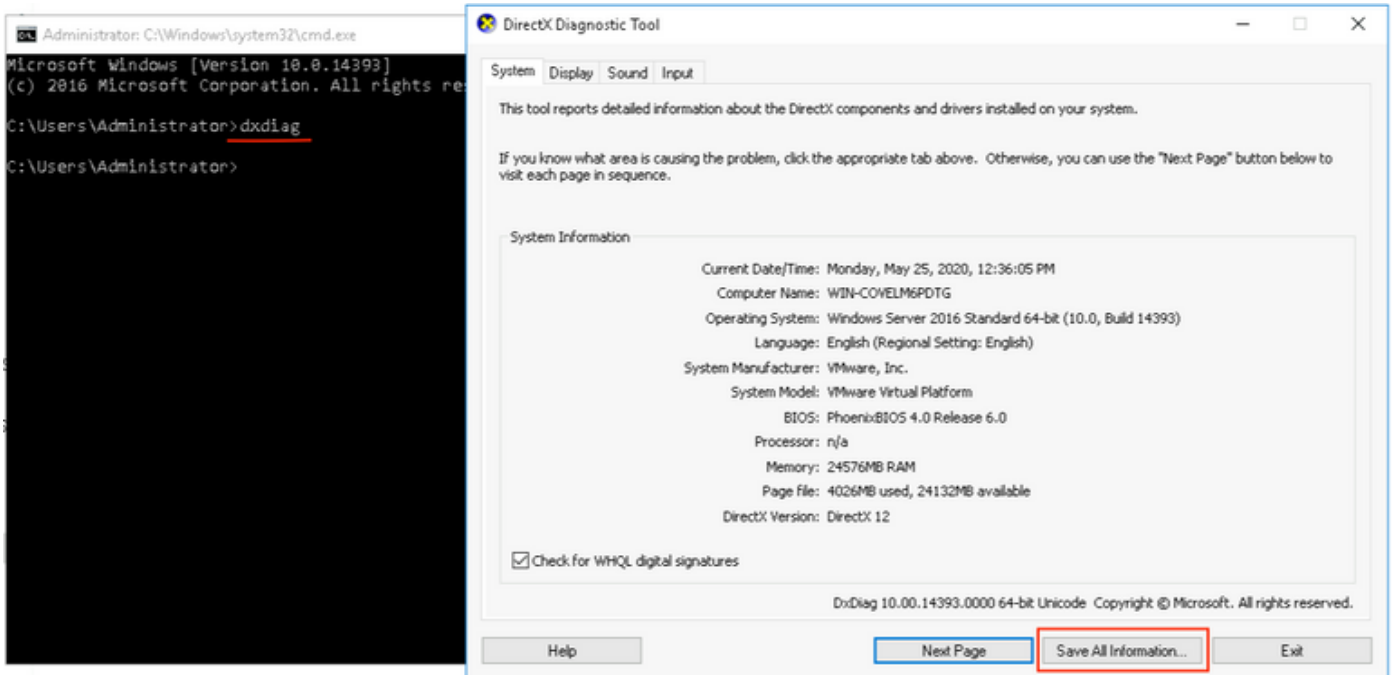
Step 7. Stop and Save packet captures on local PC.

Select Stop packet capture on Wireshark with the help of the Red button as shown in the image and then save the packet capture file to a safe location.



Step 8. Collect System Diagnostic logs from the local PC.

- On Windows, Run the command **"dxdiag"** command in command prompt and then select **Save All Information..** button in order to save the output in the windows opened as shown in the image.

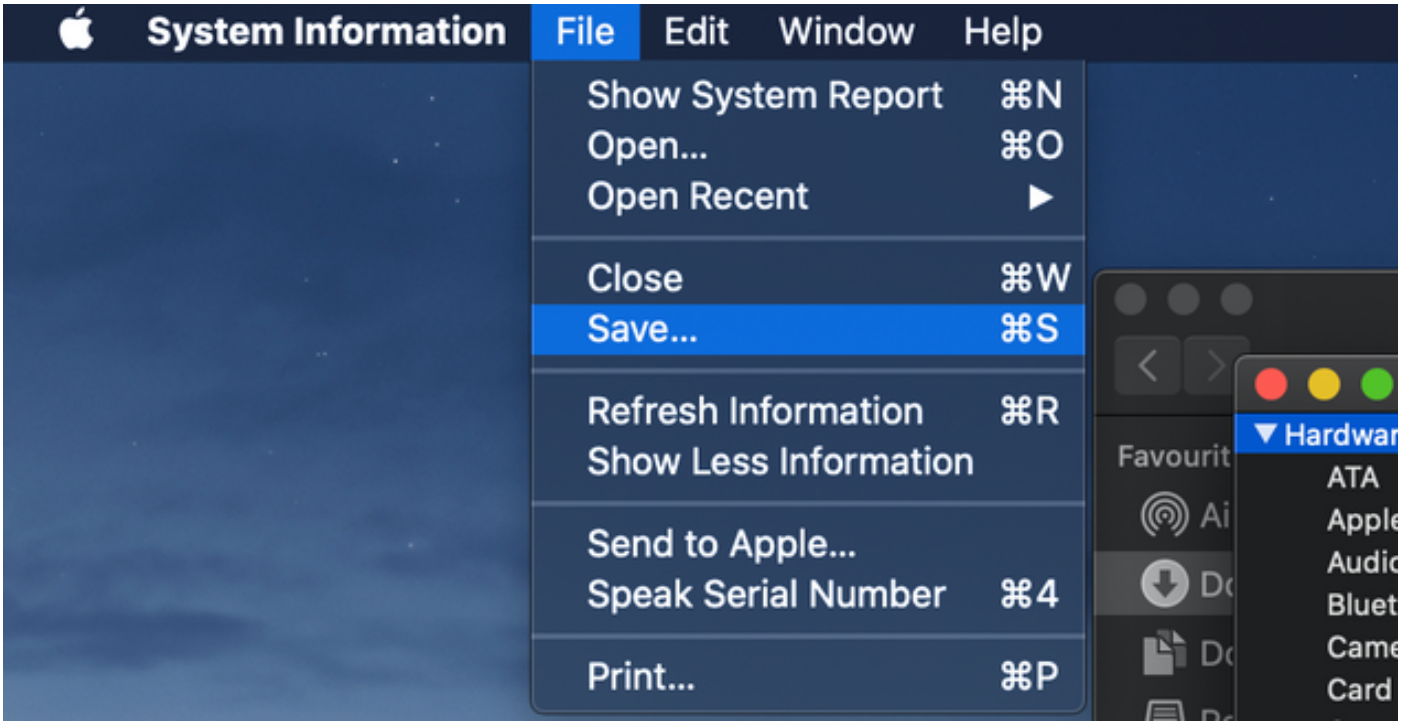


- On Mac,

1. Navigate to **Apple menu** on your menubar > **About this Mac** and then select **System Report...**



2. Then on the new dialog box opened, Navigate to **File > Save** in order to save system report.



Upload collected logs onto TAC case

Upload downloaded diagnostic log bundles from expressways, packet capture, System Diagnostic logs, and CMA WebRTC diagnostic logs from local PC onto TAC case with the help of the procedure given here.