Collect Logs for UC Applications

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Introduction

This document describes how to collect logs for the Cisco Unified Communication (UC) Applications.

UC Applications Log Collection How to Guide

UC Applications covered in this document include Cisco Jabber clients, Cisco Unified Communication Integration for Microsoft Lync (CUCI-Lync), Cisco Unified Attendant Console (CUAC)-Standard, CUAC-Advanced, Cisco Instant Messaging & Presence (IM&P), and Cisco Internet Protocol Communicator (CIPC).



Note: CIPC is now End of Service (EOS).

For each scenario, provide details on the problem and note the time the problem occurred and the calling number.

Jabber for Windows

1. Navigate to **Help > Report a Problem** to create a problem report.

2. Choose the option that denotes the problem.

3. Under options, describe the problem and generate the report.

4. This places a .zip file on the user desktop.

<#root>

Default Jabber log location

%userprofile%\AppData\Local\Cisco\Unified Communications\Jabber\CSF\Logs

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Jabber for MAC

1. Navigate to **Help > Report a Problem** to create a problem report.

2. Choose the option that denotes the problem.

3. Under options, describe the problem and generate the report.

4. This places a .zip file on the user desktop.

<#root>

Default Jabber log location

/Users/<userid>/Library/Logs/Jabber/

Jabber for iPhone, iPad, and Android

1. Navigate to **Menu > Settings > Problem Reporting**.

2. Enable **Detailed Logging**.

3. Exit Jabber and relaunch.

4. When the problem occurs, navigate to **Menu > Settings > Problem Reporting**.

5. Click **Send Problem Report** and email the problem report.



Tip: You can use these Cisco Video links:

- How to Clear the Cache
- Create a Jabber Problem Report
- Collect Logs for Phone Issues
- Collect Logs from Expressway (When Jabber is over MRA)

CUCI-Lync

1. Navigate to **Help > Report a Problem** to create a problem report.

2. Choose the option that denotes the problem.

3. Under options, describe the problem and generate the report.

4. This places a .zip file on the user desktop.

<#root>

Default CUCI-Lync log location

%userprofile%\AppData\Local\Cisco\Unified Communications\Jabber\CSF\Logs

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VXME for Windows

1. Navigate to **Help > Report a Problem** to create a problem report.

2. Choose the option that denotes the problem.

3. Under options, describe the problem and generate the report.

4. This places a .zip file on the user desktop.

<#root>

Default VXME log locations

VXME Client Log location: %userprofile%\AppData\Local\Cisco\VXME\

VXME Agent Log Location: %userprofile%\Local\Cisco\Unified Communications\Jabber\CSF\Logs\Virtualisatio

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Cisco IM and Presence

Set Logging Levels to Debug

1. Log in to Cisco Unified Serviceability for the IM&P Server.

2. Navigate to **Trace > Configuration**.

3. Select the **IM&P Server** from the drop-down.

4. Select the **Service Group** from the drop-down menu.

5. Select the **Service**.

6. Click **Trace On** box.

7. Select **Debug** level trace.

8. Click **Save** button.

Collect Logs with Real-Time Monitoring Tool (RTMT)

Download RTMT and collect logs, for more information on how to download and collect files refer to IM and Presence Server RTMT Log Collection Configuration Example.

Tip: You can use these Cisco Video links:

- Configuring Service Trace Levels
- Collect Logs from the RTMT
- Obtain a Packet Capture from the IM&P

Cisco IP Communicator

1. Right-click anywhere on CIPC, navigate to **Preferences > User tab**. Check **Enable Logging**.

2**.** Restart Cisco IP Communicator to place the application in a known state.

3. On the Windows desktop, navigate to **Start > All Programs > Cisco IP Communicator > Create CIPC Problem Report**.

CUAC Standard

CUAC Standard Client

1. Navigate to **Options > Logging > Collect** Logs. **Save** to the desktop.

Cisco TSP

Collect all files in this directory:

<#root>

```
C:\Temp\CiscoTSP001Log
```

CUAC Advanced

Attendant Server Service Logs:

1. Log in to the CUAC-Advanced web page.

2. Navigate to **Engineering > Logging Managemen**t.

3. Select all checkboxes on Cisco Unified Attendant Server section.

4. Collect logs.

<#root>

Default file locations for CUAC-A 10.x and Earlier

32 Bit CUAC-A Server - C:\Program Files\Cisco\Logging\SRV
64 Bit CUAC-A Server - C:\Program Files (x86)\Cisco\Logging\SRV

Default file locations for CUAC-A 11.X and Later

%ALLUSERSPROFILE%\Cisco\CUACA\Server\Logging\SVR

LDAP Plug-in Logs:

1. Log in to the CUAC-Advanced web page.

2. Navigate to **Engineering > Logging Management**.

3. Select all checkboxes on **LDAP Plug-in** section.

4. Collect logs.

<#root>

Default file locations for CUAC-A 10.x and earlier

32 Bit CUAC-A Server - C:\Program Files\Cisco\Logging\LDAP
64 Bit CUAC-A Server - C:\Program Files (x86)\Cisco\Logging\LDAP

Default file location for CUAC-A 11.X and later

```
%ALLUSERSPROFILE%\Cisco\CUACA\Server\Logging\LDAP\
```

CUPS Plug-in Logs

1. Log in to the CUAC-Advanced web page.

2. Navigate to **Engineering > Logging Management**.

3. Select all checkboxes on **CUPS Plug-in Logs** section.

4. Collect logs.

<#root>

Default file locations for CUAC-A 10.x and earlier

```
32 Bit CUAC-A Server - C:\Program Files\Cisco\Logging\CUPS
64 Bit CUAC-A Server - C:\Program Files (x86)\Cisco\Logging\CUPS
```

Default file location for CUAC-A 11.x and later

```
%ALLUSERSPROFILE%\Cisco\CUACA\Server\Logging\CUPS\
```

BLF Plug-in Logs:

1. Log in to the CUAC-Advanced web page.

2. Navigate to **Engineering > Logging Management**.

3. Select all checkboxes on **BLF Plug-in Logs** section.

4. Collect logs.

<#root>

Default file locations for CUAC-A 10.x and earlier

32 Bit CUAC-A Server - C:\Program Files\Cisco\Logging\CTIS
64 Bit CUAC-A Server - C:\Program Files (x86)\Cisco\Logging\CTIS

Default file location for CUAC-A 11.x and later

%ALLUSERSPROFILE%\Cisco\CUACA\Server\Logging\CTI\

Cisco TSP

Collect all files in this directory.

<#root>

C:\Temp\CiscoTSP001Log

CUAC Advanced Client (version 11.X and later)

1. Launch and log in (if unable to log in, proceed to Step 4) to the CUAC-Advanced operator client.

2. Navigate to **Options** > **Preferences** > **Logging**.

3. Place a check in the **Database** and **Server Communication** checkboxes. Select **Apply**.

4. Reproduce the problem.

5. Navigate to **Help** > **Collect Logs**.

6. Enter the location where the log files must be saved.

7. Select **Start**.