

Troubleshooting

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Using CLI Commands to Troubleshoot the System

Cisco technical support personnel may request that you run one or more of these commands when troubleshooting a problem. Cisco technical support personnel provides additional information about the commands at that time.

Note Some of these commands may impact performance of your system. We strongly recommend that you do not use these commands unless directed to do so by Cisco Technical Support.

About Logging

You can use log messages to help you debug system problems. Log messages are saved to the messages.log file.

Logging and tracing to the hard disk is turned off by default. Executing the log trace **boot** command starts the log and trace functions immediately.

To check the log and trace files on the hard disk, use the **show logs** command in CCCSP EXEC mode. It displays the list of logs available, their size and their dates of most recent modification.

Each file has a fixed length of 10 MB, and tracing or logging stops automatically when the file reaches this length. New files overwrite the old files.

Note If you cannot view the contents of the log files, copy the log files from CCCSP to an external server and use a text editor, such as **vi**, to display the content.

Log Commands

CCCSP has the following log commands:

- **log console monitor** command
- **log trace boot** command
- **log trace buffer save** command
- **show logs** command

Example of Log Output

The following is an example of the log output:

```
Hostname(exec-mping)# show logs

SIZE            LAST_MODIFIED_TIME                          NAME
      298   Thu Sep 04 22:23:14 IST 2025          gls-registration.log
     2253   Wed Sep 03 20:36:06 IST 2025                      kdump.log
      776   Thu Sep 04 22:23:14 IST 2025                 cisco.amp.log
    33408   Thu Sep 04 22:32:01 IST 2025               dnf.librepo.log
     8352   Thu Sep 04 22:32:01 IST 2025                   dnf.rpm.log
     3116   Wed Sep 03 20:35:10 IST 2025       vmware-vgauthsvc.log.0
   106399   Thu Sep 04 22:32:01 IST 2025                       dnf.log
        0   Wed Sep 03 21:01:02 IST 2025                      boot.log
     5853   Wed Sep 03 20:35:10 IST 2025          vmware-vmsvc-root.log
     1949   Wed Sep 03 20:35:10 IST 2025      vmware-vmtoolsd-root.log
      189   Tue Aug 26 23:29:20 IST 2025          vmware-network.2.log
      187   Wed Sep 03 20:35:10 IST 2025            vmware-network.log
        0   Tue Aug 26 23:39:25 IST 2025                  messages.log
      241   Wed Sep 03 20:34:46 IST 2025          vmware-network.1.log
```

Using Trace Commands

To troubleshoot network configuration in CCCSP, use the **trace enable** command in CCCSP EXEC mode.

CCCSP has the following trace commands:

- **log trace boot** command
- **log trace buffer save** command
- **show trace log** command
- **show trace options** command
- **trace enable** command
- **trace disable** command
- **trace level** command
- **trace logsize** command

Using Show Commands

In addition to the standard show commands, use the following commands to troubleshoot your CCCSP configuration:

- **show status queue**
- **show status server-group radius** [*server-group-name*]
- **show status server-group sip** [*server-group-name*]
- **show status sip**

Troubleshooting Configuration Changes

Problem: You lost some configuration data.

Recommended Action: Copy your changes to the running configuration at frequent intervals. See Copying Configurations.

Problem: You lost configuration data when you rebooted the system.

Explanation: You did not save the data before the reboot.

Recommended Action: Use the copy running-config **startup-config** command to copy your changes from the running configuration to the startup configuration. When CCCSP reboots, it reloads the startup configuration. See Copying Configurations.



Note Messages are considered application data and are saved directly to the disk in the startup configuration. (They should be backed up on another server in case of a power outage or a new installation). All other configuration changes require an explicit “save configuration” operation to preserve them in the startup configuration.

Related Topics

- For information about the CLI commands, see *CLI Command Reference for Cisco Contact Center SIP Proxy (CCCSP)*.
- For information about copying configurations, see Copying Configurations.

Related Topics