

Collect CUCM Logs if RTMT Is Not Accessible or Available

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Introduction

This document describes the procedure to collect the Cisco Unified Communication Manager (CUCM) logs from CLI.

Background Information

There are times where you must collect the CUCM traces in order to troubleshoot a specific issue and the Real Time Monitoring Tool (RTMT) access does not work.

How to Collect Traces from CUCM if RTMT is not Accessible or Available

Use these paths to get the logs via CUCM Secure Shell (SSH):

 **Note:** If traces are collected by CUCM root CLI log in, then replace: `file get activelog` with `/var/log/active/`.

 **Note:** Prior to log collection, ensure the external SFTP server is configured and accessible.

ENTRY

FILE SPECIFICATION	
Prog Logs	<code>file get activelog cm/trace/ccm/Proglogs/*.* file get activelog cm/trace/cti/Proglogs/*.*</code>
Service Manager	<code>file get activelog platform/log/servm*.log</code>
SNMP Main Agent	<code>file get activelog platform/snmp/snmpdm/*.*</code>
MIB2 Agent	<code>file get activelog platform/snmp/mib2agt/*.*</code>
Host Resources Agent	<code>file get activelog platform/snmp/hostagt/*.*</code>
System Application Agent	<code>file get activelog platform/snmp/sappagt/*.*</code>
Event Viewer-Application Log	<code>file get activelog syslog/CiscoSyslog*.*</code>
Event Viewer-System Log	<code>file get activelog</code>

	syslog/messages.*
Boot Logs	file get activelog syslog/boot.*
Install and Upgrade Logs	file get install *
SELinux Logs	file get activelog platform/selinux_startup.log file get activelog syslog/security- diagnostics.tar.gz
Cisco Tomcat Logs	file get activelog tomcat/logs/catalina*.* file get activelog tomcat/logs/host-manager.* file get activelog tomcat/logs/admin.* file get activelog tomcat/logs/agnostic-memory.* file get activelog tomcat/logs/agnostic-info.* file get activelog tomcat/logs/localhost_access*.txt file get activelog tomcat/logs/manager.* file get activelog tomcat/logs/agnostic-threads.* file get activelog tomcat/logs/*.hprof file get activelog tomcat/logs/localhost*.log
Cisco Tomcat Security Logs	file get activelog tomcat/logs/security/log4j/security*.*
IPT Platform GUI Logs	file get activelog tomcat/logs/iptplatform/log4j/iptplatform*.*
IPT Platform CertMgr Logs	file get activelog platform/log/certMgmt*.log
IPT Platform IPsecMgmt Logs	file get activelog platform/log/ipsecMgmt*.log
IPT Platform Cluster Manager Logs	file get activelog platform/log/clustermgr*
IPT Platform CLI Logs	file get activelog platform/log/cli*.log
IPT Platform CLI Created Reports	Hardware: file get activelog platform/log/SystemReport-*.tgz Platform: file get activelog platform/log/platformConfig- *.tar SE Linux: file get activelog syslog/security-diagnostics.tar.gz
IPT Platform RemoteSupport Logs	file get activelog platform/log/getflag* file get activelog platform/log/create* file get activelog platform/log/remote* file get activelog platform/log/display* file get activelog platform/log/decoder*
IPT Platform Cert Monitor Logs	file get activelog platform/log/certm*.log
Install File Signing	file get activelog platform/log/authenticate*.*
Cisco Bulk Provisioning Service	file get activelog

	cm/trace/bps/log4j/bps.log
Cisco TAPS Service	
Cisco CDR Agent	file get activelog cm/trace/cdragent/log4j/cdragent.log
Cisco DHCP Monitor Service	file get activelog cm/trace/dhcpmon/log4j/dhcpmon.log
Cisco CallManager SNMP Service	file get activelog cm/trace/ccmmib/sdi/CcmMibAgent.txt
Cisco UXL Web Service	file get activelog core/UXLService.*
Cisco CTIManager	file get activelog cm/trace/cti/sdl/SDL.txt
Cisco CDR Repository Manager	file get activelog cm/trace/cdrrep/log4j/cdrrepmgr.log
Cisco AXL Web Service	file get activelog tomcat/logs/axl/log4j/axl.log
Cisco User Data Services	file get activelog tomcat/logs/cucm-uds/log4j/cucm-uds.log
Self Provisioning IVR	file get activelog core/PnPLauncher.*
Cisco TAPS Service	file get activelog cm/trace/taps/log4j/taps.log
Cisco Dialed Number Analyzer Server	file get activelog cm/trace/dnaserver/sdi/dna.txt
Cisco Dialed Number Analyzer	file get activelog tomcat/logs/dna/Results
Cisco Directory Number Alias Sync	file get activelog cm/trace/dnaliasync/log4j/dnaliasync.log
Cisco Intercluster Lookup Service	file get activelog cm/trace/ils/sdl/SDL.*
Cisco License Manager	file get activelog cm/trace/userlicensing/log4j/userlicensing*.log file get activelog cm/trace/licensing/postinstall/log4j/licensepostinstall*.log file get activelog cm/trace/licensing/log4j/licenseclient*.log file get activelog tomcat/logs/licensing/log4j/licenseloader*.log
Cisco Location Bandwidth Manager	file get activelog cm/trace/lbm/sdl/SDL.*
Cisco Extension Mobility	file get activelog tomcat/logs/em/log4j/emservice.log
Cisco Directory Number Alias Lookup	file get activelog tomcat/logs/dnaliaslookup/log4j/dnaliaslookup.log
Cisco CallManager	SDL: file get activelog cm/trace/ccm/sdl/SDL.* CallLog: file get activelog cm/trace/ccm/calllogs/calllogs_.txt
Cisco IP Manager Assistant	file get activelog tomcat/logs/ipma/log4j/ipma_ChangeLog.log file get activelog tomcat/logs/ipma/log4j/service.log file get activelog tomcat/logs/ipma/log4j/ipma_CtiClient.log file get activelog tomcat/logs/ipma/log4j/ipma_Security.log
Cisco CAR Scheduler	file get activelog cm/trace/carsch/log4j/carsch.log

Cisco Extended Functions	file get activelog cm/trace/cef/sdi/cef.txt
Cisco CAR Web Service	file get activelog tomcat/logs/car/log4j/car.log
Cisco Trust Verification Service	file get activelog cm/trace/tvs/sdi/tvs.txt
Cisco CallManager Cisco IP Phone Services	file get activelog tomcat/logs/ccmcip/log4j/ccmcip.log
Cisco WebDialer Web Service	file get activelog tomcat/logs/webdialer/log4j/webdialer.log file get activelog tomcat/logs/webdialer/log4j/webdialer_CTIClient.txt file get activelog tomcat/logs/webdialer/log4j/webdialer_Security.txt
Cisco Unified Mobile Voice Access Service	file get activelog tomcat/logs/ccmivr/log4j/ccmivr.log
Cisco IP Voice Media Streaming App	file get activelog cm/trace/cms/sdi/cms.txt
SOAP - Diagnostic Portal Database Service	file get activelog tomcat/logs/dp/log4j/dp.log
Cisco Tftp	SDL: file get activelog cm/trace/ctftp/sdl/* SDI: file get activelog cm/trace/ctftp/sdi/ctftp.txt
Cisco CTL Provider	file get activelog cm/trace/ctlprovider/sdi/ctlprovider.txt
Cisco Certificate Authority Proxy Function	file get activelog cm/trace/capf/sdi/capf.txt
Cisco Audit Event Service	file get activelog cm/trace/auditlog/sdi/audittrace.txt
Cisco Messaging Interface	file get activelog cm/trace/cmi/sdi file get activelog cm/trace/cmi/sdi/csumi.txt
Cisco E911 Service	file get activelog tomcat/logs/e911proxy/log4j/e911proxy.log
Cisco WebDialerRedirector Web Service	file get activelog tomcat/logs/redirector/log4j/redirector.log
Cisco AMC Service	file get activelog cm/trace/amc/log4j/amc.log
Cisco SOAPMessage Service	file get activelog tomcat/logs/soapmessage/log4j/soapmessage.log
Cisco CCM DBL Web Library	file get activelog tomcat/logs/dbl/log4j/dbl.log
Cisco Serviceability Reporter AlertReport	file get activelog cm/report/rmtreporter/AlertRep/
Cisco AMC Service DeviceLog	file get activelog cm/log/amc/DeviceLog/
Cisco CCMRealm Web Service	file get activelog tomcat/logs/ccmrealm/log4j/ccmrealm.log
Cisco Log Partition Monitoring Tool	file get activelog cm/trace/lpm/sdi/lpm.txt
Cisco RIS Data Collector	file get activelog cm/trace/ris/sdi/ris.txt
Cisco Corefile Recovery Tool	file get activelog cm/trace/cfrr/cfrr.txt
Cisco Database Layer Monitor	file get activelog cm/trace/dbl/sdi/limitexceeded*

	file get activelog cm/trace/dbl/sdi/dbmon.txt file get activelog cm/trace/dbl/sdi/.csv
Cisco Tomcat Stats Servlet	file get activelog tomcat/logs/tomcatstats/log4j/tomcatstats.log
Cisco AMC Service CallLog	file get activelog cm/log/amc/CallLog/
Cisco RIS Data Collector PerfMonLog	file get activelog cm/log/ris/csv/PerfMon*.csv
Cisco CDP	file get activelog cm/trace/cdp/sdi/cdpd.txt
Cisco External Call Control Service	file get activelog tomcat/logs/cucmeccs/log4j/cucmeccs.log
Cisco Audio Translator App	file get activelog cm/trace/cms/sdi/at.txt
Cisco Syslog Agent	file get activelog cm/trace/syslogmib/sdi/syslogmib.txt
Cisco DirSync	file get activelog cm/trace/dirsync/log4j/dirsync.log
Cisco AMC Service ServerLog	file get activelog cm/log/amc/ServerLog/
Cisco Serviceability Reporter DeviceReport	file get activelog cm/report/rtmtreporter/DeviceRep/
Cisco SOAP Web Service	file get activelog tomcat/logs/soap/csv/*.csv file get activelog tomcat/logs/soap/log4j/soap.log
Cisco GRT Communication Web Service	file get activelog tomcat/logs/grt/log4j/grt.log
Cisco RisBean Library	file get activelog tomcat/logs/risbean/log4j/risbean.log
Cisco Abort Transaction Spooling	file get activelog cm/log/informix/ats/*.*
Cisco Unified Reporting Web Service	file get activelog tomcat/logs/cucreports/log4j/cucreports.log
Cisco AMC Service PPRLog	file get activelog cm/log/amc/PPRLog/
Cisco Certificate Change Notification Service	file get activelog platform/log/certCN.log
Cisco CCMAdmin Web Service	file get activelog tomcat/logs/ccmadmin/log4j/ccmadmin.log
Cisco Serviceability Reporter ServiceReport	file get activelog cm/report/rtmtreporter/ServiceRep/
Cisco Database Cli Output	file get activelog cm/trace/dbl/*.tar file get activelog cm/trace/dbl/*.csv file get activelog cm/trace/dbl/*.out
Cisco Serviceability Reporter PPRReport	file get activelog cm/report/rtmtreporter/PerformanceRep/
Cisco Trace Collection Service	file get activelog cm/trace/tct/log4j/tct.log
Cisco Called Party Tracing	file get activelog cm/trace/ccm/dntrace/dntrace_.txt
Cisco DRF Main	file get activelog platform/drf/trace/drfMA.log

	file get activelog platform/drf/log/*
Cisco Common User Interface	file get activelog tomcat/logs/cui/log4j/cui.log
Cisco Informix Database Service	file get activelog cm/log/informix/shmem* file get activelog cm/log/informix/*.log file get activelog cm/log/informix/*.gz file get activelog cm/log/informix/af*
Cisco Database Installation Service	file get activelog cm/trace/dbl/sdi/*.sql.log file get activelog cm/trace/dbl/sdi/installdb*.log file get activelog cm/trace/dbl/sdi/installdb*.log.err file get activelog cm/trace/dbl/sdi/*.sql.log.err
Cisco CCMUser Web Service	file get activelog tomcat/logs/ccmuser/log4j/ccmuser.log
Cisco Database Notification Service	file get activelog cm/trace/dbl/sdi/dbnotify*
Cisco Unified OS Platform API	file get activelog tomcat/logs/platform- api/log4j/platform-api.log
Cisco Certificate Change Notification	file get activelog platform/log/certCN.log
Cisco Serviceability Reporter	file get activelog cm/trace/rtmtreporter/log4j/rtmtreporter.log
Cisco Unified OS Admin Web Service	file get activelog tomcat/logs/cmplatform/log4j/cmplatform.log
Cisco DRF Local	file get activelog platform/drf/trace/drfLA.log
Cisco Log4jinit Servlet	file get activelog tomcat/logs/log4jinit/log4j/log4jinit.log
Cisco Database Library Trace	file get activelog cm/trace/dbl/sdi/dbl*.log
Cisco RTMT Web Service	file get activelog tomcat/logs/rtmt/log4j/rtmt.log
Cisco CCMSERVICE Web Service	file get activelog tomcat/logs/ccmservice/log4j/ccmservice.log
Cisco Database Replicator Trace	file get activelog cm/trace/dbl/sdi/replication_scripts_output.log file get activelog cm/trace/dbl/sdi/startrpc.log file get activelog cm/trace/dbl/*.log file get activelog cm/trace/dbl/sdi/dblrpc.*
MIB2 Agent	file get activelog core/mib2agt.*
SNMP Primary Agent	file get activelog platform/snmp/snmpdm/*.*
Cisco SSO	file get activelog platform/log/ssoApp* file get activelog sso/policyagent/ file get activelog tomcat/logs/ssosp/log4j/*.log