

Troubleshoot Trace Locations in CLI for CUCM 14

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Introduction

This document describes the file paths for collecting logs from the Cisco Unified Communications Manager (CUCM) Command Line Interface (CLI).

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

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

- CUCM 14.0.1

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, make sure that you understand the potential impact of any command.

Background Information

CUCM offers the Real-Time Monitoring Tool (RTMT) to simplify trace collection. RTMT provides a list of logical names which allow users to select a service name and collect traces for the selected service(s). Sometimes it is helpful to find the files directly with the CLI. This document maps the RTMT checkboxes to CLI file locations. Trace files and locations may vary by version; however, this document is accurate for CUCM 14.0.1.12900-161.

Tip: The document [CUCM 11.0.1 RTMT Trace Locations in CLI](#) discusses the file path for logs in CUCM 11.0.1

RTMT Check Box mapped to CLI Paths

The headers below are service names listed in RTMT. The CLI file paths which map to the service name are listed beneath each header.

Boot Logs

activelog /syslog/boot.log

Cisco Abort Transaction Spooling

activelog /cm/log/informix/ats/*

Cisco AMC Service

activelog /cm/trace/amc/log4j/amc*.log

Cisco AMC Service AlertLog

activelog /cm/log/amc/AlertLog/AlertLog*.csv

Cisco AMC Service CallLog

activelog /cm/log/amc/CallLog/CallLog*.csv

Cisco AMC Service DeviceLog

activelog /cm/log/amc/DeviceLog/DeviceLog*.csv

Cisco AMC Service PPRLog

activelog /cm/log/amc/PPRLog/<nodeIPAddress>/PPRLog*.csv

activelog /cm/log/amc/PPRLog/PPRDbLog*.csv

Cisco AMC Service ServerLog

activelog /cm/log/amc/ServerLog/ServerLog*.csv

Cisco AMC Service ServiceLog

activelog /cm/log/amc/ServiceLog/ServiceLog*.csv

Cisco AXL Tomcat

activelog /tomcat/logs/axl-tomcat/*

Cisco AXL Web Service

activelog /tomcat/logs/axl/log4j/axl*.log

Cisco Audio Translator App

activelog /cm/trace/cms/sdi/at*.txt

Cisco Audit Event Service

activelog /cm/trace/auditlog/sdi/audittrace*.txt

Cisco Audit Logs

activelog /audit/AuditApp/Audit*.log
activelog /audit/vos/vos-audit.log
activelog /audit/vos/vos-audit.log.*

Cisco Bulk Provisioning Service

activelog /cm/trace/bps/log4j/bps*.log

Cisco CallManager Cisco IP Phone Services

activelog /tomcat/logs/ccmcip/log4j/

Cisco CAR Scheduler

activelog /cm/trace/carsch/log4j/carsch*

Cisco CAR Web Service

activelog /tomcat/logs/car/log4j/car*

Cisco CCM DBL Web Library

activelog /tomcat/logs/dbl/log4j/dbl*.log

Cisco CCM NCS Web Library

activelog /tomcat/logs/ncs/log4j/ncs*.log

Cisco CCM PD Web Service

activelog /tomcat/logs/pd/log4j/*

Cisco CCMAdmin Web Service

activelog /tomcat/logs/ccmadmin/log4j/ccmadmin*.log

Cisco CCMRealm Web Service

activelog /tomcat/logs/ccmrealm/log4j/ccmrealm*.log

Cisco CCMService Web Service

activelog /tomcat/logs/ccmservice/log4j/ccmservice*.log

Cisco CCMUser Web Service

activelog /tomcat/logs/ccmuser/log4j/ccmuser*

Cisco CDP

activelog /cm/trace/cdp/sdi/cdpd*.txt

Cisco CDP Agent

activelog /cm/trace/cdpmib/sdi/*

Cisco CDR Agent

activelog /cm/trace/cdragent/log4j/cdragent*.log
activelog /cm/trace/cdragent/log4j/cdragentThreadDump.log

Cisco CDR Repository Manager

activelog /cm/trace/cdrrep/log4j/cdrrepmgr*.log

Cisco CDR files on CM server

activelog /cm/cdr/

Cisco CDR files on Publisher Processed

activelog /cm/cdr_repository/processed/

Cisco CTIManager

activelog /cm/trace/cti/sdl/SDL*_200_*.txt

Cisco CTL Provider

activelog /cm/trace/ctlprovider/sdi/*

Cisco CallManager

activelog /cm/trace/ccm/sdl/SDL00*_100*.txt

activelog /cm/trace/ccm/calllogs/calllogs*.txt

Cisco CallManager SNMP Service

activelog /cm/trace/ccmmib/sdi/CcmMibAgent*.txt

Cisco Certificate Authority Proxy Function

activelog /cm/trace/capf/sdi/capf*.txt

Cisco Certificate Change Notification

activelog /platform/log/certCN*.log

Cisco Certificate Change Notification Service

activelog /platform/log/certCN*.log

Cisco Change Credential Application

activelog /tomcat/logs/changecredential/log4j/changepin*.log

Cisco Common User Interface

activelog /tomcat/logs/cui/log4j/cui*.log

Cisco ControlCenter CLI

activelog /cm/trace/ccmservice/log4j/ccmservice*.log

Cisco DHCP Monitor Service

activelog /cm/trace/dhcpmon/log4j/dhcpmon*.log

Cisco Extended Functions Report

activelog /cm/log/cef/xml/qrt*

Cisco DRF Local

activelog /platform/drf/trace/drfLA*.log

Cisco DRF Master

activelog /platform/drf/trace/drfMA*.log

Cisco Database Cli Output

activelog /cm/trace/dbl/ncsj/ncsjUndefined*.out

activelog /cm/trace/dbl/dblj/dbljdbims*.out

activelog /cm/trace/dbl/dblj/dbljdbtaps*.out

Cisco Database Installation Service

activelog /cm/trace/dbl/sdi/installdb*.log.err
activelog /cm/trace/dbl/sdi/installdb*.log

Cisco Database Layer Monitor

activelog /cm/trace/dbl/sdi/dbmon*.txt

Cisco Database Library Trace

activelog /cm/trace/dbl/sdi/capf/dbl_capf*.log
activelog /cm/trace/dbl/sdi/dbmon/dbl_dbmon*.log
activelog /cm/trace/dbl/sdi/ilsd/dbl_ilsd*.log
activelog /cm/trace/dbl/sdi/installdb/dbl_installdb*.log
activelog /cm/trace/dbl/sdi/RisDC/dbl_RisDC*.log
activelog /cm/trace/dbl/sdi/tvs/dbl_tvs*.log
activelog /cm/trace/dbl/sdi/LpmTool/dbl_LpmTool*.log
activelog /cm/trace/dbl/sdi/ctftp/dbl_ctftp*.log
activelog /cm/trace/dbl/sdi/CTLProvider/dbl_CTLProvider*.log
activelog /cm/trace/dbl/sdi/ccmAgt/dbl_ccmAgt*.log
activelog /cm/trace/dbl/sdi/CiscoSyslogSubAgt/dbl_CiscoSyslogSubAgt*.log
activelog /cm/trace/dbl/sdi/ccm/dbl_ccm*.log
activelog /cm/trace/dbl/sdi/lbm/dbl_lbm*.log
activelog /cm/trace/dbl/sdi/AuditLog/dbl_AuditLog*.log
activelog /cm/trace/dbl/sdi/ipvmsd/dbl_ipvmsd*.log
activelog /cm/trace/dbl/sdi/dnaserver/dbl_dnaserver*.log
activelog /cm/trace/dbl/sdi/CTIManager/dbl_CTIManager*.log
activelog /cm/trace/dbl/sdi/cef/dbl_cef*.log

Cisco Database Notification Service

activelog /cm/trace/dbl/sdi/dbmon/dbnotify_dbmon*.log
activelog /cm/trace/dbl/sdi/ilsd/dbnotify_ilsd*.log
activelog /cm/trace/dbl/sdi/RisDC/dbnotify_RisDC*.log
activelog /cm/trace/dbl/sdi/LpmTool/dbnotify_LpmTool*.log
activelog /cm/trace/dbl/sdi/tvs/dbnotify_tvs*.log
activelog /cm/trace/dbl/sdi/ctftp/dbnotify_ctftp*.log
activelog /cm/trace/dbl/sdi/ccmAgt/dbnotify_ccmAgt*.log
activelog /cm/trace/dbl/sdi/CiscoSyslogSubAgt/dbnotify_CiscoSyslogSubAgt*.log
activelog /cm/trace/dbl/sdi/ccm/dbnotify_ccm*.log
activelog /cm/trace/dbl/sdi/lbm/dbnotify_lbm*.log
activelog /cm/trace/dbl/sdi/AuditLog/dbnotify_AuditLog*.log
activelog /cm/trace/dbl/sdi/CTIManager/dbnotify_CTIManager*.log
activelog /cm/trace/dbl/sdi/dnaserver/dbnotify_dnaserver*.log

Cisco Database Replicator Trace

activelog /cm/trace/dbl/sdi/dblrpc.err
activelog /cm/trace/dbl/sdi/installdb*.log
activelog /cm/trace/dbl/sdi/start.log
activelog /cm/trace/dbl/sdi/startrpc.log
activelog /cm/trace/dbl/sdi/startcar.log
activelog /cm/trace/dbl/sdi/replication_scripts_output.log
activelog /cm/trace/dbl/sdi/spltrace.log

Cisco Device Activation Service

activelog /tomcat/logs/ccmact/log4j/*

Cisco Dialed Number Analyzer

activelog /tomcat/logs/dna/log4j/dna*.log

Cisco Dialed Number Analyzer Server

activelog /cm/trace/dnserver/sdi/dna*.txt

Cisco DirSync

activelog /cm/trace/dirsync/log4j/dirsync*.log
activelog /cm/trace/dirsync/log4j/dirsync_err*.log

Cisco Directory Number Alias Lookup

activelog /tomcat/logs/dnaliaslookup/log4j/dnaliaslookup*.log

Cisco Directory Number Alias Sync

activelog /cm/trace/dnaliassync/log4j/dnaliassync*.log

Cisco E911 Service

activelog /tomcat/logs/e911proxy/log4j/e911proxy*.log

Cisco Extended Functions

activelog /cm/trace/cef/sdi/cef*.txt

Cisco Extended Functions Report

activelog /cm/log/cef/xml/qrt*.xml

Cisco Extension Mobility

activelog /tomcat/logs/em/log4j/emservice*.log

Cisco Extension Mobility Application

activelog /tomcat/logs/em/log4j/emapp*.log

Cisco GRT Communication Web Service

activelog /tomcat/logs/grt/log4j/grt*

Cisco HAProxy

activelog /cm/trace/haproxy/haproxy*

Cisco Headset Service

activelog /tomcat/logs/headset/log4j/*

Cisco IP Manager Assistant

activelog /tomcat/logs/ipma/log4j/*

Cisco IP Voice Media Streaming App

activelog /cm/trace/cms/sdi/cms*.txt

Cisco Informix Database Service

activelog /cm/log/informix/ccm.log.*.gz
activelog /cm/log/informix/car.log
activelog /cm/log/informix/ccm.log

Cisco Intercluster Lookup Service

activelog /cm/trace/ils/sdl/SDL*_600_*.txt

Cisco License Manager

activelog /cm/trace/userlicensing/log4j/userlicensing*.log

Cisco Location Bandwidth Manager

activelog /cm/trace/lbm/sdl/SDL*_700_*.txt

Cisco Log Partition Monitoring Tool

activelog /cm/trace/lpm/sdi/lpm*.txt

Cisco Log4jinit Servlet

activelog /tomcat/logs/log4jinit/log4j/log4jinit*.log

Cisco Management Agent Service

activelog /cm/trace/emas/log4j/emas*

Cisco Push Notification Service

activelog /cm/trace/ccmpns/log4j/ccmpns*

Cisco RIS Data Collector

activelog /cm/trace/ris/sdi/ris*.txt

Cisco RIS Data Collector PerfMonLog

activelog /cm/log/ris/csv/PerfMon*.csv

Cisco RTMT Web Service

activelog /tomcat/logs/rtmt/log4j/rtmt*.log

Cisco RisBean Library

activelog /tomcat/logs/risbean/log4j/risbean*.log

Cisco Role-based Security

activelog /tomcat/logs/rbs/log4j/rbsaccess*.log

Cisco Row Information Spooling

activelog /cm/log/informix/ris/*

Cisco Smart License Manager

activelog /cm/trace/slm/log4j/*

Cisco SOAPMessage Service

activelog /tomcat/logs/soapmessage/log4j/soapmessage*

Cisco SOAP Web Service

activelog /tomcat/logs/soap/csv/ratecontrol*.csv
activelog /tomcat/logs/soap/log4j/soap*.log

Cisco SSO

activelog /platform/log/ssoApp.log

activelog tomcat/logs/ssosp/log4j/ssosp*.log

Cisco SSOSP Tomcat

activelog /tomcat/logs/ssosp-tomcat/*

Cisco Serviceability Reporter

activelog /cm/trace/rtmtreporter/log4j/rtmtreporter*.log

Cisco Serviceability Reporter AlertReport

activelog /cm/report/rtmtreporter/AlertRep/AlertRep*.pdf

Cisco Serviceability Reporter CallActivitiesReport

activelog /cm/report/rtmtreporter/CallActivitiesRep/CallActivitiesRep*.pdf

Cisco Serviceability Reporter DeviceReport

activelog /cm/report/rtmtreporter/DeviceRep/DeviceRep*.pdf

Cisco Serviceability Reporter PPRReport

activelog /cm/report/rtmtreporter/PerformanceRep/<nodeIPAddress>/PerformanceRep*.pdf

Cisco Serviceability Reporter ServerReport

activelog /cm/report/rtmtreporter/ServerRep/ServerRep*.pdf

Cisco Serviceability Reporter ServiceReport

activelog /cm/report/rtmtreporter/ServiceRep/ServiceRep*.pdf

Cisco Stored Procedure Trace

activelog /cm/trace/dbl/sdi/spltrace.log.*.gz
activelog /cm/trace/dbl/sdi/spltrace.log

Cisco Syslog Agent

activelog /cm/trace/syslogmib/sdi/syslogmib*.txt

Cisco TAPS Service

activelog /cm/trace/taps/log4j/taps*.log

Cisco Telemetry Service

activelog /telemetry/*

Cisco Tftp

activelog /cm/trace/ctftp/sdl/SDL*_600_*.txt

Cisco Tomcat

activelog /tomcat/logs/manager.*.log
activelog /tomcat/logs/admin.*.log
activelog /tomcat/logs/host-manager.*.log
activelog /tomcat/logs/catalina.out
activelog /tomcat/logs/localhost_access_log.txt
activelog /tomcat/logs/localhost.*.log

Cisco Tomcat Security Logs

activelog /tomcat/logs/security/log4j/security*.log

Cisco Tomcat Stats Servlet

activelog /tomcat/logs/tomcatstats/log4j/tomcatstats*.log

Cisco Trace Collection Service

activelog /cm/trace/tct/log4j/tct*.log

Cisco Trust Verification Service

activelog /cm/trace/tvs/sdi/tvs*.txt

Cisco UDS Tomcat

activelog activelog /tomcat/logs/uds-tomcat/*

Cisco Unified Mobile Voice Access Service

activelog /tomcat/logs/ccmivr/log4j/ccmivr*.log

Cisco Unified OS Admin Web Service

activelog /tomcat/logs/cmplatform/log4j/cmplatform*.log

Cisco Unified OS Platform API

activelog /tomcat/logs/platform-api/log4j/platform-api*.log

Cisco Unified Reporting Web Service

activelog /tomcat/logs/cucreports/log4j/cucreports*.log

Cisco User Data Services

activelog /tomcat/logs/cucm-uds/log4j/cucm-uds*.log

Cisco UXL Web Service

activelog /tomcat/logs/uxl/log4j/UXL*

Cisco WebDialer Web Service

activelog /tomcat/logs/webdialer/log4j/webdialer*

Cisco Wireless Controller Synchronization Service

activelog /cm/trace/cwlcss/log4j/cwlcss*.log

Cisco WebDialerRedirector Web Service

activelog /tomcat/logs/redirector/log4j/redirector*.log

Cron Logs

activelog /syslog/cron

Event Viewer-Application Log

activelog /syslog/CiscoSyslog*
activelog /syslog/CiscoSyslog
activelog /syslog/AlternateSyslog.*
activelog /syslog/AlternateSyslog

Event Viewer-System Log

activelog /syslog/messages

FIPS Logs

activelog /platform/fips/fips.log

Host Resources Agent

activelog /platform/snmp/hostagt/hostagt.log

IPT Platform CLI Created Reports

activelog /platform/log/diag*

activelog /platform/log/platform*
activelog /syslog/csa*

IPT Platform CLI Logs

activelog /platform/log/dbl*.log
activelog /platform/log/cli*.log

IPT Platform Cert Monitor Logs

activelog /platform/log/certm.log

IPT Platform CertMgr Logs

activelog /platform/log/certMgmt*.log

IPT Platform Cluster Manager Logs

activelog /platform/log/clustermgr*.log

IPT Platform GUI Logs

activelog /tomcat/logs/iptplatform/log4j/iptplatform*.log

IPT Platform IPsecMgmt Logs

activelog /platform/log/ipsecMgmt.log

IPT Platform RemoteSupport Logs

activelog /platform/log/create*

Install File Signing

activelog /platform/log/authenticateFile.log

Install and Upgrade Logs

install /install_log*.log
install /selinux_post.log
install /system-history.log
install /install.log
install /lbn_post_install.log

MIB2 Agent

activelog /platform/snmp/mib2agt/mib2agt.log

Mail Logs

activelog /syslog/maillog

Mgetty Logs

activelog /mgetty/mgetty*

NTP Logs

activelog /syslog/ntp_stop.sh.log
activelog /syslog/ntp_start.sh.log
activelog /syslog/sd_ntp.log

Packet Capture Logs

activelog /platform/cli/*.cap

Phone Migration Service

activelog /tomcat/logs/pms/log4j/*

Platform Administrative Web Service

activelog /tomcat/logs/platform-api/log4j/*

Platform Communication Web Service

activelog /tomcat/logs/platformcom/log4j/*

Prog Logs

activelog /cm/trace/cti/Proglogs/CTIManager*.ProgLog
activelog /cm/trace/ccm/Proglogs/ccm*.ProgLog

SAR Logs

activelog /sa/sar*

SELinux logs

activelog /platform/selinux_startup.log

SNMP Master Agent

activelog /platform/snmp/snmpdm/SnmpMasterAgt*.log

Security Logs

activelog /syslog/secure-*

Self Provisioning IVR

activelog /cm/trace/PnP/log4j/PnP*.log

Service Manager

activelog /platform/log/servm*.log

Spooler Logs

activelog /syslog/spooler*

System Application Agent

activelog /platform/snmp/sappagt/startup.txt
activelog /platform/snmp/sappagt/sappagt.log

Related Information

- [Command Line Interface Reference Guide for Cisco Unified Communications Solutions, Release 14](#)