

# Understand how to Use the Dumplog Utility

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## Introduction

This document describes the **dumplog** utility, which allows you to view Cisco Intelligent Contact Management (ICM) process logs.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- How to troubleshoot software issues
- Cisco ICM

### Components Used

The information in this document is based on the Cisco ICM.

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.

## What Does the Dumplog Utility Do?

The **dumplog** utility converts binary log files written by Cisco ICM processes into readable format. Once converted, the log file contents can be referenced in order to gain insight into the ICM operation. Typically, **dumplog** is used as a tool to troubleshoot, but it can be educational as well.

The **dumplog** utility can be invoked from either a command prompt directly on the ICM server, or from a Telnet session to the ICM server.

**Note:** The next examples assume that ICM is installed on the C drive. If the ICM is installed

on a different drive, then directory locations are changed accordingly.

For server name conventions used in this document, see [ICM Server Name Conventions](#).

## How to Get to the Logfile Directory

The path to the Cisco ICM logfile directory is `<root>\icm\customer instance name\node name`, where `<root>` is the drive where ICM is installed, for example, C, D, or E.

For example, if you consider that Cisco ICM Call Router is installed on the C drive, the logfile directory on geocscortra would be located at: **c:\icm\cscor\tra\logfiles**.

**Note:** This can be used as a shortcut to the logfiles directory: `c:\>cdlog <cust_inst>  
<ICM_Node>`.

## Usage

Command-line options for the **dumplog** utility are shown in this section. They can help you solve problems since they allow you to view Cisco ICM log files within a specific time period. The time period is definable with the `/bd`, `/bt`, `/ed`, and `/et` switches. The user can also search for a specific string in order to further isolate and troubleshoot questionable ICM behavior.

This information can also be found in the *Cisco Intelligent Call Router Administrator Guide*.

```
dumplog [ProcessName(s)] [/dir Dirs] [/if InputFile] [/o]
  [/of OutputFile]
  [/c] [/bd BeginDate(mm/dd/yyyy)] [/bt BeginTime(hh:mm:ss)]
  [/ed EndDate(mm/dd/yyyy)] [/et EndTime(hh:mm:ss)] [/hr HoursBack]
  [/all] [/last] [/prev] [bin] [/m MatchString] [/x ExcludeString] [/ms] [/debug]
  [/ciscoLog]
  [/unzipCmdPrefix Prefix for Unzip command]
  [/unzipCmdInfix Infix for Unzip command]
  [/unzipCmdPostfix Postfix for Unzip command]
  [/unzipTempfile Temporary filename for unzip command]
  [/zipPostfix Postfix of zipped files]
  [/tzadjustoff]
  [/help] [?]
```

### Parameter Descriptions

<b>ProcessName(s)</b>	The command dumps the current day log for this process, unless you specify different dates or times with other arguments.
<b>[/dir Dirs]</b>	Directory specifies the location of the log files for any processes listed on the command after the <code>/dir</code> switch. If no <code>/dir</code> switch is used, the current directory is used by default.
<b>[/if]</b>	InputFile specifies a specific <code>.ems</code> file to dump. The <code>/if</code> token is optional. If you specify input file, the <code>/bd</code> , <code>/bt</code> , <code>/ed</code> , <code>/et</code> , <code>/hr</code> , and <code>/all</code> arguments are ignored.
<b>/o</b>	Writes output to a text file in the <code>\logfiles</code> directory. The filename is formed when you add the <code>.txt</code> suffix to the specified process prefix or input file name (without the <code>.ems</code> suffix). The file is written to the current directory.
<b>/of</b>	OutputFile specifies an output text file; for example, <code>c:\temp\mylog.txt</code> .
<b>/c</b>	Specifies continuous output. The command does not exit after it reaches the end of the log. Instead, it waits and writes any further entries that appear in the log.

<b>/bd</b>	<code>BeginDate(mm/dd/yyyy)</code> specifies the begin date. If used with <code>/bt</code> , this specifies a range of dates. Otherwise, <b>dumplog</b> dumps events for only the specified date.
<b>/bt</b>	<code>BeginTime(hh:mm:ss)</code> specifies the begin time. Use with <code>/et</code> in order to specify a range of time.
<b>/ed</b>	<code>EndDate(mm/dd/yyyy)</code> specifies the end date. Use with <code>/bd</code> in order to specify a range of time.
<b>/et</b>	<code>EndTime(hh:mm:ss)</code> specifies the end time. Use with <code>/bt</code> in order to specify a range of time.
<b>/hr</b>	<code>HoursBack</code> specifies a number of hours back from the current time.
<b>/all</b>	Displays all information from the specified process log files.
<b>/last</b>	Displays information from the most recent log file for the process.
<b>/prev</b>	Displays information from the next to last log file for the process.
<b>/m</b>	<code>MatchString</code> displays only events that contain a match for the specified string.
<b>/x</b>	<code>ExcludeString</code> displays only events that do not contain a match for the specified string.
<b>[/ms]</b>	Displays milliseconds in time stamps.
<b>[/mc]</b>	Use multiple colors when you dump merged logs. Each process is given a different color. You must specify either a <code>ProcessPrefix</code> or an <code>InputFile</code> . If you give only a <code>ProcessPrefix</code> value (for example, <code>rtr</code> , <code>nm</code> , or <code>lgr</code> ), <b>dumplog</b> displays the current day log for that process by default.
<b>/ciscoLog</b>	Enables the CiscoLog functionality.
<b>/unzipCmdPrefix</b>	Prefix parameters for unzip, for example <code>gzip -d -c</code> .
<b>/unzipCmdInfix</b>	Infix parameter for unzip, for example <code>&gt;</code> .
<b>/unzipCmdPostfix</b>	Postfix parameter for unzip, for example <code>" "</code> .
<b>/unzipTempfile</b>	Temp file for unzip, for example <code>"temp.ems"</code> .
<b>/zipPostfix</b>	File postfix parameter, for example <code>".gz"</code> .
<b>/tzadjustoff</b>	When the EMS files are copied to a system in a different timezone, or if the timezone of the system is changed, without this option, all the queries made are relative to the machine on which the logfiles were generated. Otherwise, <code>/tzadjustoff</code> is used in order to switch behavior where queries are made with respect to this machine time.

**Note:** In order to view redirected log files with Microsoft Notepad, save the log file to a text file (use the **dumplog** `/of` argument), and open the text file from the command prompt with the **notepad filename** command.

## Sample Dumplog Usage

This example shows how to dump the `rtr` log file on the router from April 29, 1999 until April 30, 1999. It outputs to a log file called `rtr.txt`. The file `rtr.txt` can now be viewed with a standard text editor such as Notepad.

```
c:\icm\cisco\rtra\logfiles dumplog rtr /bd 04/29/1999 /ed 04/30/1999 /o
```

This command dumps the **pgag** log file from a peripheral gateway (PG) begin at the last time a new log file was open for output.

```
c:\icm\cisco\rtra\logfiles dumplog pgag /last
```

This command dumps logs from several processes in the interlaced manner and writes the output into a single output file.

```
dumplog /ms /hr 1 /of output.txt rtr mds rts
```

```
14:51:40:298 ra-rts Trace: Received 1 System Capacity Real Time records
```

```
14:51:40:298 ra-rts Trace: Updating base System Capacity Real Time record for ID1 1 and ID2 0,
```

cbRecSize=96

14:51:43:298 ra-rtr Trace: TIP: TIPUpLink::sendCongestionControlTIPMsg Sent  
CongestionControlEvent

14:51:46:298 ra-rtr Trace: TIP: TIPUpLink::sendCongestionControlTIPMsg Sent  
CongestionControlEvent

14:51:49:298 ra-rtr Trace: TIP: TIPUpLink::sendCongestionControlTIPMsg Sent  
CongestionControlEvent

14:51:49:688 ra-mds MDS Process is reporting periodic overall metering statistics.

A syntax with hyphens is also supported.

**dumplog -ms -hr 1 -of output.txt rtr mds rts**