

Raccogli log CUCM se RTMT non è accessibile o disponibile

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Introduzione

Questo documento descrive la procedura per raccogliere i log di Cisco Unified Communications Manager (CUCM) dalla CLI.

Sfondo

In alcuni casi, è necessario raccogliere le tracce CUCM per risolvere un problema specifico e l'accesso allo strumento di monitoraggio in tempo reale (RTMT) non funziona.

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Come raccogliere le tracce da CUCM se RTMT non è accessibile o disponibile

Utilizzare questi percorsi per ottenere i log tramite CUCM Secure Shell (SSH):

Nota: se le tracce vengono raccolte da CUCM root CLI login, sostituire: `file get activelog` con `/var/log/active/`.

Nota: prima della raccolta dei log, accertarsi che il server SFTP esterno sia configurato e accessibile.

VOCE

SPECIFICA FILE	
Log di programma	<code>file get activelog cm/trace/ccm/Proglogs/*.*</code> <code>file get activelog cm/trace/cti/Proglogs/*.*</code>
Service Manager	<code>file get activelog platform/log/servm*.log</code>
Agente principale SNMP	<code>file get activelog platform/snmp/snmpdm/*.*</code>
Agente MIB2	<code>file get activelog platform/snmp/mib2agt/*.*</code>

Host Resources Agent	file get activelog platform/snmp/hostagt/*.*
Agente applicazione di sistema	file get activelog platform/snmp/sappagt/*.*
Event Viewer-Log delle applicazioni	file get activelog syslog/CiscoSyslog*.*
Event Viewer-Log di sistema	file get activelog syslog/messages.*
Registri di avvio	file get activelog syslog/boot.*
Log di installazione e aggiornamento	file scarica installazione *
Log SELinux	file get activelog platform/selinux_startup.log file get activelog syslog/security- diagnostics.tar.gz
Registri Cisco Tomcat	file get activelog tomcat/logs/catalina*.* file get activelog tomcat/logs/host-manager.* file get activelog tomcat/logs/admin.* file get activelog tomcat/logs/diagnostic- memory.* file get activelog tomcat/logs/diagnostic-info.* file get activelog tomcat/logs/localhost_access* .txt file get activelog tomcat/logs/manager.* file get activelog tomcat/logs/diagnostic- threads.* file get activelog tomcat/logs/*.hprof file get activelog tomcat/logs/localhost*.log
Log di Cisco Tomcat Security	file get activelog tomcat/logs/security/log4j/sec urity*.*
Registri GUI piattaforma IPT	file get activelog tomcat/logs/iptplatform/log4j/ip tplatform*.*
Registri di CertMgr piattaforma IPT	file get activelog platform/log/certMgmt*.log
Log IPsecMgmt della piattaforma IPT	file get activelog platform/log/ipsecMgmt*.log
Registri di Gestione cluster piattaforma IPT	file get activelog platform/log/clustermgr*
Registri CLI piattaforma IPT	file get activelog platform/log/cli*.log
Report creati da IPT Platform CLI	Hardware: file get activelog platform/log/SystemReport- *.tgz Piattaforma: file get activelog platform/log/platformConfig- *.tar SE Linux: scarica activelog

	syslog/security-diagnostics.tar.gz
Registri RemoteSupport per piattaforma IPT	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*
Registri di Monitoraggio certificati piattaforma IPT	file get activelog platform/log/certm*.log
Installa firma file	file get activelog platform/log/authentication*. *
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
Servizio di monitoraggio DHCP Cisco	file get activelog cm/trace/dhcpmon/log4j/dhcpmon.log
Servizio SNMP Cisco CallManager	file get activelog cm/trace/ccmmib/sdi/CcmMibAgent.txt
Servizio Web Cisco UXL	file get activelog core/UXLService.*
Cisco CTIM Manager	file get activelog cm/trace/cti/sdl/SDL.txt
Cisco CDR Repository Manager	file get activelog cm/trace/cdrrep/log4j/cdrrepmgr.log
Servizio Web Cisco AXL	file get activelog tomcat/logs/axl/log4j/axl.log
Cisco User Data Services	file get activelog tomcat/logs/cucm-uds/log4j/cucm-uds.log
IVR con provisioning automatico	file get activelog core/PnPLauncher.*
Cisco TAPS Service	file get activelog cm/trace/taps/log4j/taps.log
Cisco Dial Number Analyzer Server	file get activelog cm/trace/dnaserver/sdi/dna.txt
Cisco Dial Number Analyzer	file get activelog tomcat/logs/dna/Results
Sincronizzazione alias numero directory Cisco	file get activelog cm/trace/dnaliassync/log4j/dnaliassync.log
Servizio di ricerca tra cluster Cisco	file get activelog cm/trace/ils/sdl/SDL.*
Cisco License Manager	file get activelog cm/trace/userlicensing/log4j/u

	serlicensing*.log file get activelog cm/trace/licensing/postinstall/ og4j/licensepostinstall*.log file get activelog cm/trace/licensing/log4j/licecli ent*.log file get activelog tomcat/logs/licensing/log4j/lice loader*.log
Cisco Location Bandwidth Manager	file get activelog cm/trace/lbm/sdl/SDL.*
Cisco Extension Mobility	file get activelog tomcat/logs/em/log4j/emservic e.log
Ricerca alias numero directory Cisco	file get activelog tomcat/logs/dnaliaslookup/log 4j/dnaliaslookup.log
Cisco CallManager	SDL: scaricate il file activelog cm/trace/ccm/sdl/SDL.* CallLog: recupero del file 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_S ecurity.log
Cisco CAR Scheduler	file get activelog cm/trace/carsch/log4j/carsch.l og
Funzioni estese Cisco	file get activelog cm/trace/cef/sdi/cef.txt
Cisco CAR Web Service	file get activelog tomcat/logs/car/log4j/car.log
Servizio di verifica attendibilità Cisco	file get activelog cm/trace/tvs/sdi/tvs.txt
Cisco CallManager - Servizi Cisco IP Phone	file get activelog tomcat/logs/ccmcip/log4j/ccmc ip.log
Servizio Web Cisco WebDialer	file get activelog tomcat/logs/webdialer/log4j/w ebdialer.log file get activelog tomcat/logs/webdialer/log4j/w ebdialer_CTIClient.txt file get activelog tomcat/logs/webdialer/log4j/w ebdialer_Security.txt
Cisco Unified Mobile Voice Access Service	file get activelog tomcat/logs/ccmivr/log4j/ccmiv r.log

Cisco IP Voice Media Streaming App	file get activelog cm/trace/cms/sdi/cms.txt
SOAP - Servizio database portale di diagnostica	file get activelog tomcat/logs/dp/log4j/dp.log
Cisco TFTP	SDL: recupero file activelog cm/trace/ctftp/sdl/* SDI: file get activelog cm/trace/ctftp/sdi/ctftp.txt
Provider Cisco CTL	file get activelog cm/trace/ctlprovider/sdi/ctlprovider.txt
Funzione proxy Cisco Certificate Authority	file get activelog cm/trace/capf/sdi/capf.txt
Cisco Audit Event Service	file get activelog cm/trace/auditlog/sdi/audittrace.txt
Interfaccia di messaggistica Cisco	file get activelog cm/trace/cmi/sdi file get activelog cm/trace/cmi/sdi/csumi.txt
Servizio Cisco E911	file get activelog tomcat/logs/e911proxy/log4j/e911proxy.log
Servizio Web Cisco WebDialerRedirector	file get activelog tomcat/logs/redirector/log4j/redirector.log
Servizio Cisco AMC	file get activelog cm/trace/amc/log4j/amc.log
Cisco SOAPM Message Service	file get activelog tomcat/logs/soapmessage/log4j/soapmessage.log
Libreria Web Cisco CCM DBL	file get activelog tomcat/logs/dbl/log4j/dbl.log
Report avvisi di Cisco Serviceability Reporter	file get activelog cm/report/rmtreporter/AlertReport/
Cisco AMC Service DeviceLog	file get activelog cm/log/amc/DeviceLog/
Servizio Web Cisco CMRealm	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/cfirt/cfirt.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
Servlet Cisco Tomcat Stats	file get activelog tomcat/logs/tomcatstats/log4j/t

	omcatstats.log
Cisco AMC Service CallLog	file get activelog cm/log/amc/CallLog/
PerfMonLog agente di raccolta dati RIS Cisco	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/cu cmeccs.log
App Cisco Audio Translator	file get activelog cm/trace/cms/sdi/at.txt
Cisco Syslog Agent	file get activelog cm/trace/syslogmib/sdi/syslog mib.txt
Cisco DirSync	file get activelog cm/trace/dirsync/log4j/dirsync. log
Cisco AMC Service ServerLog	file get activelog cm/log/amc/ServerLog/
Report dispositivi Cisco Serviceability Reporter	file get activelog cm/report/rtmtreporter/Device Rep/
Cisco SOAP Web Service	file get activelog tomcat/logs/soap/csv/*.csv file get activelog tomcat/logs/soap/log4j/soap.lo g
Servizio Web di comunicazione GRT Cisco	file get activelog tomcat/logs/grt/log4j/grt.log
Libreria Cisco RisBean	file get activelog tomcat/logs/risbean/log4j/risbe an.log
Cisco Interrompi spooling transazioni	file get activelog cm/log/informix/ats/*.*
Servizio Web di Cisco Unified Reporting	file get activelog tomcat/logs/cucreports/log4j/c ucreports.log
Cisco AMC Service PPRLog	file get activelog cm/log/amc/PPRLog/
Servizio di notifica delle modifiche ai certificati Cisco	file get activelog platform/log/certCN.log
Servizio Web Cisco CAdmin	file get activelog tomcat/logs/ccmadmin/log4j/c cmadmin.log
Cisco Serviceability Reporter Service Report	file get activelog cm/report/rtmtreporter/Service Rep/
Output Cli Del Database Cisco	file get activelog cm/trace/dbl/*.tar file get activelog cm/trace/dbl/*.csv file get activelog cm/trace/dbl/*.out
Report di Cisco Serviceability Reporter	file get activelog cm/report/rtmtreporter/Perform

	anceRep/
Servizio Cisco Trace Collection	file get activelog cm/trace/tct/log4j/tct.log
Traccia parti chiamate Cisco	file get activelog cm/trace/ccm/dntrace/dntrace _.txt
Principale DRF Cisco	file get activelog platform/drf/trace/drfMA.log file get activelog platform/drf/log/*
Interfaccia utente comune Cisco	file get activelog tomcat/logs/cui/log4j/cui.log
Servizio database Cisco Informix	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*
Servizio di installazione database Cisco	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
Servizio Web Cisco CCMUser	file get activelog tomcat/logs/ccmuser/log4j/cc muser.log
Servizio di notifica database Cisco	file get activelog cm/trace/dbl/sdi/dbnotification*
API Cisco Unified OS Platform	file get activelog tomcat/logs/platform- api/log4j/platform-api.log
Notifica di modifica del certificato Cisco	file get activelog platform/log/certCN.log
Cisco Service Reporter	file get activelog cm/trace/rtmtreporter/log4j/rtm treporter.log
Servizio Web Cisco Unified OS Admin	file get activelog tomcat/logs/cmplatform/log4j/c mplatform.log
Cisco DRF Local	file get activelog platform/drf/trace/drfLA.log
Servlet Cisco Log4jinit	file get activelog tomcat/logs/log4jinit/log4j/log4j init.log
Traccia libreria di database Cisco	file get activelog cm/trace/dbl/sdi/dbl*.log
Servizio Web Cisco RTMT	file get activelog tomcat/logs/rtmt/log4j/rtmt.log
Cisco CMService Web Service	file get activelog tomcat/logs/ccmservice/log4j/c cmservice.log

Traccia di Cisco Database Replicator	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.*
Agente MIB2	file get activelog core/mib2agt.*
Agente primario SNMP	file get activelog platform/snmp/snmpdm/*. *
Cisco SSO	file get activelog platform/log/ssApp* file get activelog sso/policyagent/ file get activelog tomcat/logs/ssosp/log4j/*.log

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