

# 在所有VOS工具型号的改进的信息包获取

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## Introduction

本文描述进程为了发现在语音Operarting系统(VOS)节点和Phone/Gateway/3rd当事人服务器之间的跟踪。

当您在Cisco Unified通信管理器(CUCM)排除故障， Cisco Unified Contact Center Express (UCCX)， Cisco Unity Connection (CUC)或即时消息和存在(IM&P)，是有时必要的收集到/从在VOS服务器的网络接口被发送的断断续续的问题的信息包。命令和屏幕画面为CUCM版本11.X显示，同样可以适用为CUC、UCCX和IM&P (从11.X以上)。

## Prerequisites

### Requirements

Cisco 建议您了解以下主题：

- CUCM
- UCCX
- CUC
- IM&P版本11.X和以上

### Components Used

本文的信息根据呼叫管理器11.X。

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.如果您的网络实际，请保证您了解所有命令的潜在影响。

# Configure

## 正常接口信息包获取

步骤1.连接到CUCM主机。

如镜像所显示，使用使用一个安全壳SSH客户端类似PuTTY/SecureCRT连接到CUCM节点。

```
VMware Installation:
 4 vCPU: Intel(R) Xeon(R) CPU E5-2697A v4 @ 2.60GHz
Disk 1: 110GE, Partitions aligned
4096 Mbytes RAM
...

admin: █
```

步骤2.准备一个捕获跟踪文件。

现在，如镜像所显示，在admin提示以后，您能开始准备捕获网上应用程序为了获取信息包。

```
admin:utils net
      utils netdump
      utils network

admin:utils network cap
      utils network capture
      utils network capture-rotate

admin: █
```

```
utils network capture [Currently available option]
utils network capture-rotate [New feature available from CUCM, UCCX, CUC, IMP version 11.X]
```

第3步。对于一个通常捕获，一个也许要收集所有大小所有信息包从，并且对所有地址到捕获文件里呼叫PC.cap。为了执行此，请运行utils网络捕捉eth0文件如镜像所显示的信息包计数100000大小全部在admin CLI和。

```
admin:utils network capture eth0 file packets count 100000 size all
Warning: existing packets.cap was renamed packets_1.cap
Executing command with options:
 size=ALL          count=100000      interface=eth0
 src=              dest=            port=
 ip=
```

步骤4.按Ctrl+C为了终止捕获。

- 信息包(100000)的有限数量，当您捕获对文件(与上述选项的限制)
- 难捕获断断续续的问题

现在，您若要获取信息包超过100000或断断续续的问题的，因此此增进方法使用收集在CUCM接口的捕获。

# 改进的信息包获取

## 功能

- 获取超过100000个信息包
- 捕获不断地基于集参数
- 捕获断断续续的问题
- 有效利用更大的普通的分区
- 限制/限制：请勿消耗整个普通的分区或触发器LowWaterMark情况

## 配置

您能使用此方法为了添加转动的文件参数：

```
admin:utils network capture-rotate file PC maxfiles 40 sizeperfile 20
```

Syntax:

```
utils network capture-rotate [options]
```

file fname - output the information to a file //Note: The file will be saved in platform/cli/fname. fname should not contain the "." character

size bytes - the number of bytes of the packet to capture. //Note: Valid values include any number up to 65535 or ALL. The default will be ALL.

sizePerFile megabytes - the sizePerFile sets the value for the size of the log files. //Note: The default value of sizePerFile is 25 MB.

maxFiles num - the maxFiles indicates the maximum number of log files to be created. // Note: The default value of maxFiles is 10.

src addr - the source address of the packet as a host name or IPV4 address

dest addr - the destination address of the packet as a host name or IPV4 address

port num - the port number of the packet (either src or dest)

host protocol addr - the protocol should be one of the following: ip/arp/rarp/all. The host address of the packet as a host name or IPV4 address. This option will display all packets to and fro that address.

**Note:**如果提供主机，请勿提供src或目的。

镜像显示成功的信息包获取转动命令：

```

admin:utils network capture-rotate file test maxfiles 40 sizeperfile 20

Available common partition disk space      48984M
Projected disk usage from capture          800M
Total common partition size                68863M

Projected common partition utilization after capture is 24%.
The configured common partition low water mark is 90%.
For any given set of parameters, utilization must remain below 85%.

Note:
    Current disk utilization from packet captures is 688K.
    Packet captures will remain on disk until deleted.
    It is recommended to delete these captures periodically.
        To list all captures, please run 'file list activelog platform/cli/*.cap*'
        To download captures, please run 'file get activelog platform/cli/*.cap*'
        To delete captures, please run   'file delete activelog platform/cli/*.cap*'

Executing command with options:
size=65535           interface=eth0
sizePerFile=20      maxFiles=40
src=                 dest=
port=                ip=

```

## Verify

当前没有可用于此配置的验证过程。

## Troubleshoot

本部分提供了可用于对配置进行故障排除的信息。

低水印(LWM)表明可用的磁盘空间是低的在日志(普通的)分区。如果普通的分区超出(LWM - 5)，捕获防止。

当LWM被击中时，如镜像所显示，捕获失效。

```

admin:utils network capture-rotate file test maxfiles 40 sizeperfile 2000

Available common partition disk space      48979M
Projected disk usage from capture          80000M
Total common partition size                68863M

Projected common partition utilization after capture is 137%.
The configured common partition low water mark is 90%.
For any given set of parameters, utilization must remain below 85%.

Note:
    Current disk utilization from packet captures is 704K.
    Packet captures will remain on disk until deleted.
    It is recommended to delete these captures periodically.
        To list all captures, please run 'file list activelog platform/cli/*.cap*'
        To download captures, please run 'file get activelog platform/cli/*.cap*'
        To delete captures, please run   'file delete activelog platform/cli/*.cap*'

Insufficient common partition space available to perform capture operation.
Capture cannot be performed if projected disk usage will trigger a LowWaterMark condition.
To increase the available common partition space, expand the hard disk and restart the server.

Executed command unsuccessfully

```

如果数据库发生故障，并且查询为LWM失效，如镜像所显示，发布的错误是。

```
admin@util-network-capture-rotate: file test maxfiles 40 sizeperfile 20
ERROR: DBQuery failed or failed to parse a number!
available common partition disk space      4096m
Projected disk usage from capture          800M
Total common partition size                68863M

Projected common partition utilization after capture is 24%.
Failed to parse a number from . Will use default limit of 85%.
For any given set of parameters, utilization must remain below 85%.

Note:
    Current disk utilization from packet captures is 704K.
    Packet captures will remain on disk until deleted.
    It is recommended to delete these captures periodically.
    To list all captures, please run 'file list activelog platform/cli/*.cap*'
    To download captures, please run 'file get activelog platform/cli/*.cap*'
    To delete captures, please run 'file delete activelog platform/cli/*.cap*'

Executing command with options:
size=65535          interface=eth0
sizePerFile=20     maxFiles=40
src=                dest=
port=              ip=
```

如果LWM的查询发生故障，被增强的捕获命令失效与数据库错误。这些发出命令查询从数据库的LWM配置并且减去5，因此，如果数据库发生故障，假设LWM是90%和打印警告。

改进的捕获的文件格式：

```
<filename>.cap0, <filename>.cap1
<filename>.cap00, <filename>.cap01
```

CLI命令为了收集信息包获取：

```
file get activelog platform/cli/*.cap*
```

从实时监视工具(RTMT)收集信息包获取。连接对系统>跟踪如镜像所显示， &日志中央>收集文件>信息包获取日志和。



**Note:**为了恢复普通的分区空间，删除捕获文件也许是必要的。

**Note:**如果CLI会话是闭合的，当请转动时命令是活跃的，信息包获取当时终止(和保存)，当窗口是闭合的时。

信息包获取在直到删除的磁盘。推荐周期地删除这些捕获。

- 为了列出所有捕获，请运行文件列表activelog平台/cli/\*.cap\*
- 为了下载捕获，请运行文件上activelog平台/cli/\*.cap\*
- 为了删除捕获，请运行文件删除activelog平台/cli/\*.cap\*

如何下载捕获通过SSH FTP (SFTP)如镜像所显示，服务器是。

```
admin:file get activelog platform/cli/*.cap*
Please wait while the system is gathering files info ...
  Get file: /var/log/active/platform/cli/PC.cap00
done.
Sub-directories were not traversed.
Number of files affected: 1
Total size in Bytes: 938257
Total size in Kbytes: 916.2666
Would you like to proceed [y/n]? y
SFTP server IP: 10.196.105.113
SFTP server port [22]:
User ID: tester
Password: *****
Download directory: /

The authenticity of host '10.196.105.113 (10.196.105.113)' can't be established.
RSA key fingerprint is eb:78:9f:4e:82:8f:c8:bc:4c:1b:47:dc:d4:b5:b6:eb.
Are you sure you want to continue connecting (yes/no)? yes
.
Transfer completed.
```