

MeetingPlace Web Data Conference Diagnostic Log Collection

Document ID: 50818

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Introduction

The data conference diagnostic logs are used for troubleshooting data conference–related issues from the Cisco MeetingPlace Web server side. This document provides a step–by–step procedure to get these diagnostic logs.

Server–side diagnostic logs basically represent snapshots of the operating system (OS), Cisco MeetingPlace Web, and various meeting states, so it is important to retrieve the diagnostics logs as the problem is happening, or at least shortly after the reported problem meeting is over. If you retrieve diagnostic logs long after a meeting is over, useful troubleshooting information will probably have been lost.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco MeetingPlace Web (all versions).

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.

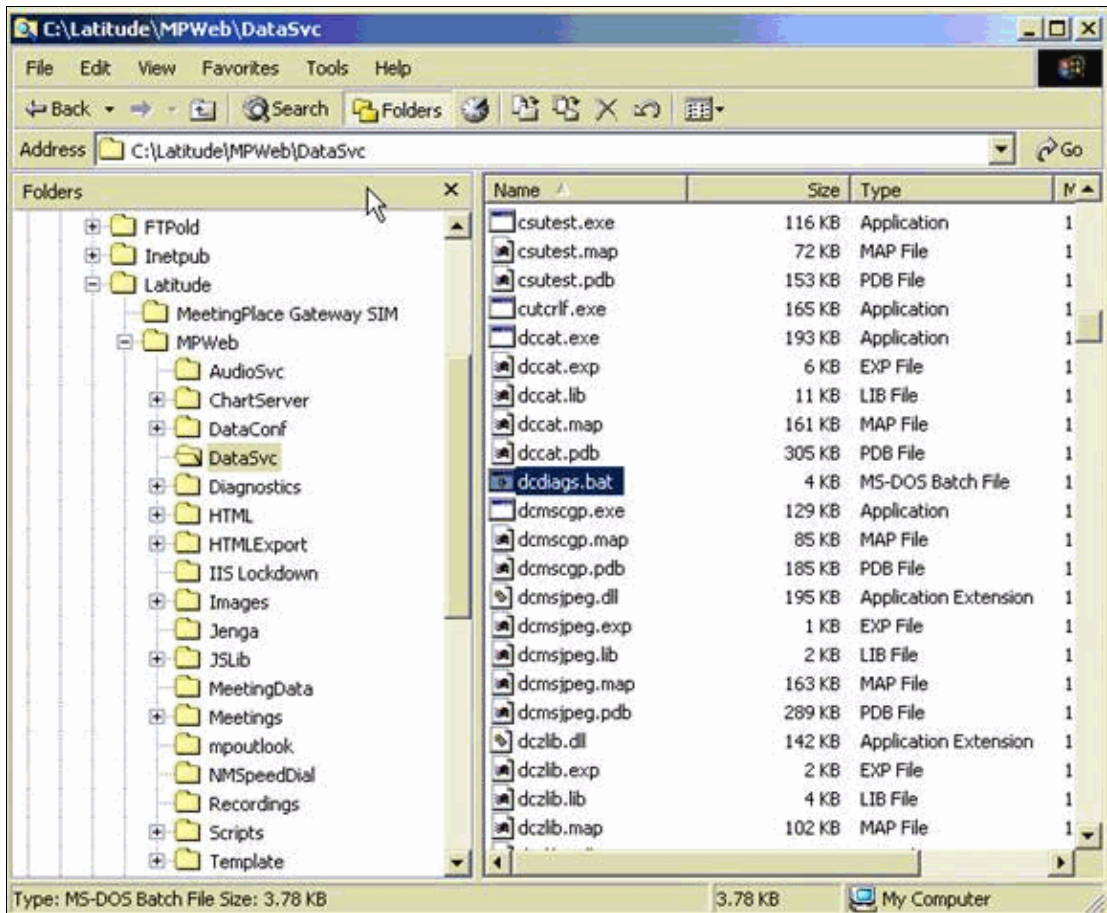
Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Collect Conference Diagnostic Logs

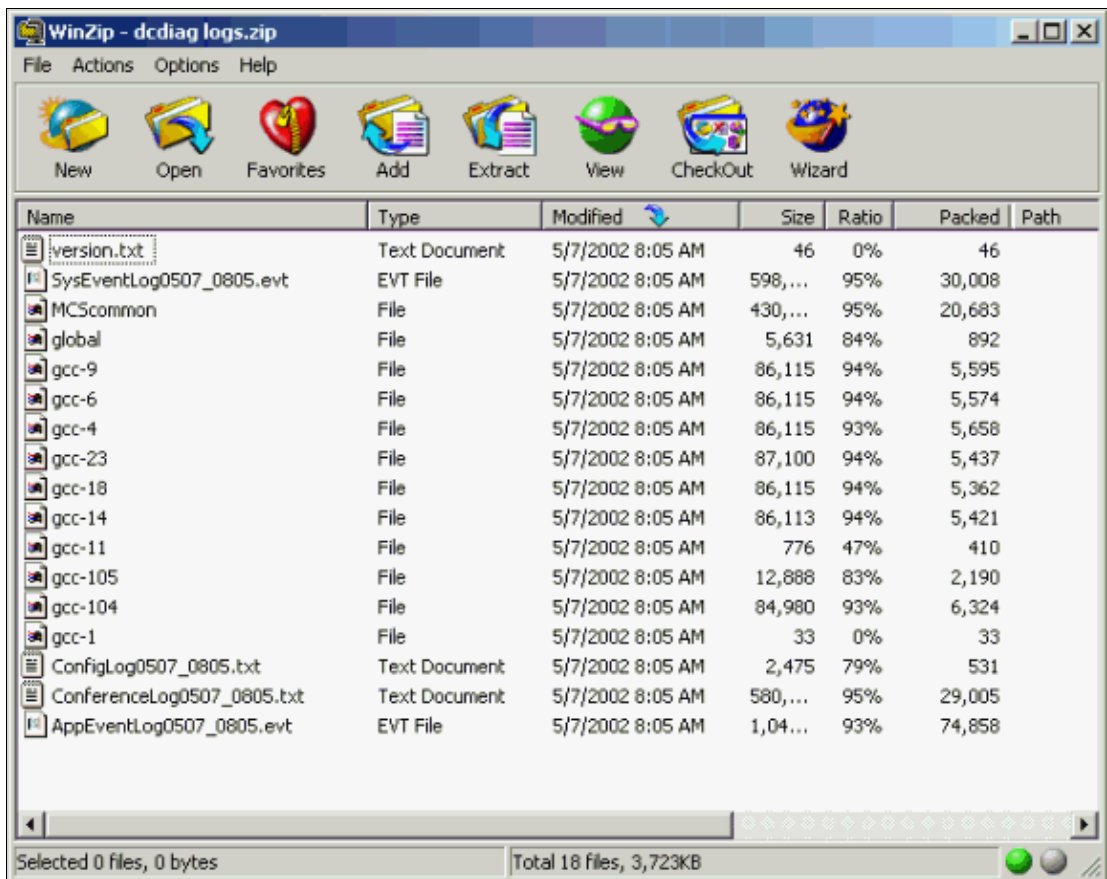
Complete these steps:

1. Log in to the Cisco MeetingPlace Web server.
2. Find the **dcdiags.bat** file in the *drive:*\Latitude\MPWeb\DataSvc folder.



3. Double-click the **dcdiags.bat** file.
4. A Disk Operating System (DOS) window opens and closes automatically, and then a Microsoft Management Console (MMC) window opens to show system information. When all of the system information is displayed on the screen, close this MMC window. (This entire step should take no more than 10 to 15 seconds.)
5. Every time you run dcdiags.bat, a new set of files is generated and placed at **\Latitude\MPWeb\Diagnostics**. Any files that were in this folder when you ran dcdiags.bat are moved into the **\Latitude\MPWeb\Diagnostics\old** folder.
6. Go to the **drive:\Latitude\MPWeb\Diagnostics** folder. Verify that you have a set of files and that their file creation dates correspond to the time you ran dcdiags.bat.
7. Select all the files in the **drive:\Latitude\MPWeb\Diagnostics** folder and zip them into a file. Create a Service Request (registered customers only). In the Additional Details section, there is an option to attach the .zip file.

If you open the .zip file, it should resemble this:



Related Information

- [Voice Technology Support](#)
- [Voice and IP Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support – Cisco Systems](#)

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