

CallManager Directory Service Log Trace Level Selection

Document ID: 67902

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Introduction

This document describes the procedure to set the trace level to Detailed for the Directory Service log in the Cisco CallManager environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Directory Service

Components Used

The information in this document is based on Cisco CallManager version 4.1.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. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Set the Trace Level

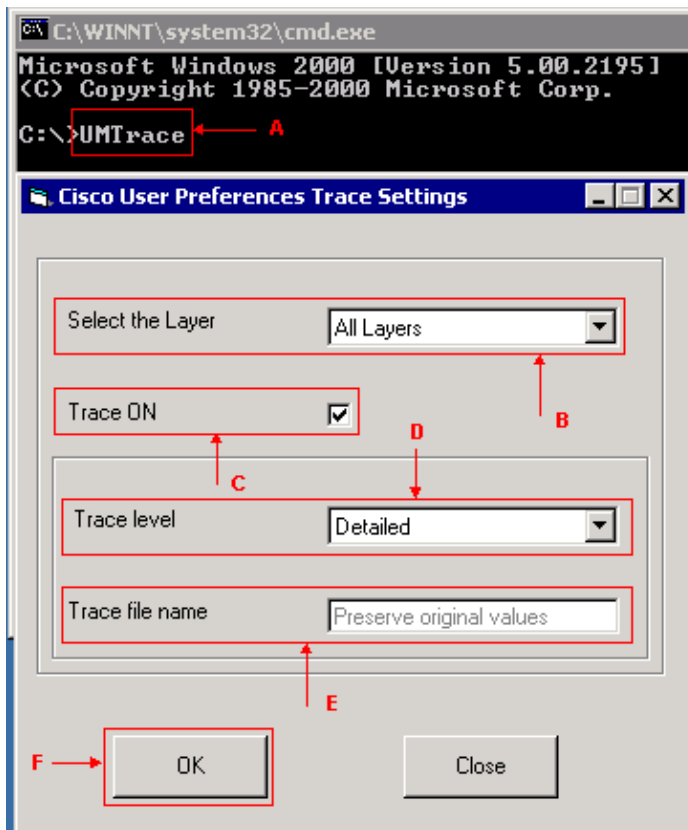
Complete these steps in order to set the trace level for the Directory Service log to Detailed:

1. Choose **Start > Run**.
2. Enter **cmd** at the Open prompt for the Run window.
3. Enter **UMTrace** in the DOS window.

See arrow A in Figure 1.

The Cisco User Preferences Trace Settings window displays.

Figure 1 UMTrace



4. Choose **All Layers** from the Select the Layer drop-down menu.

See arrow B in Figure 1.

The available choices in this menu are:

- ◆ UMAccess
- ◆ UMAuthentication
- ◆ UMEncryption
- ◆ UMProvider
- ◆ UMX
- ◆ All Layers

5. Check the **Trace ON** check box.

See arrow C in Figure 1.

6. Choose **Detailed** from the Trace level drop-down menu.

See arrow D in Figure 1.

The available choices in this menu are:

- ◆ Error
- ◆ Special
- ◆ State Transition
- ◆ Significant
- ◆ Entry Exit
- ◆ Arbitrary

◆ Detailed

7. Leave the Trace file name as Preserve original values.

See arrow E in Figure 1.

8. Click **OK**.

See arrow F in Figure 1.

Retrieve the Trace File

You can find the log files in the C:\dcdsrvr\log folder. See arrow A in Figure 2:

Figure 2 Directory Log Files



The trace file names for each of the layers are:

Note: yyyyyyyy represents the sequence number for the login decimal.

- UMAccess umaccessyyyyyyy.txt
- UMAuthentication umauthenticationyyyyyyy.txt
- UMEncryption umencryptionyyyyyyy.txt
- UMProvider umprovideryyyyyyy.txt
- UMX umxyyyyyyyy.txt

Related Information

- **Voice Technology Support**
- **Voice and IP Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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Updated: Feb 03, 2006

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