



APPENDIX **C**

Command Reference

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file dump

To display the contents of one or more files on the screen, one page at a time, enter the following command.

file dump { **activelog** | **inactivelog** | **install** } *file-spec* [**recent**]

Syntax Description		
activelog		Displays the contents of one or more files that are in the currently active partition.
inactivelog		Displays the contents of one or more files that are in the inactive partition, which, if the system had been upgraded, contains the previous version of the software and the logs from before the most recent upgrade.
install		Displays the contents of one or more log files that are related to installation.
<i>file-spec</i>		File or files you want to dump onto the screen. You can use an asterisk (*) as a wildcard. Enter the <i>file-spec</i> as one of the following items: <ul style="list-style-type: none"> • Directory • Filename • Directory path and filename
recent		(Optional) Displays the content of the most recently changed file in the directory.

Usage Guidelines

If you specify multiple files in the *file-spec*, this command concatenates, or joins, the files and then displays the contents on the screen, one page at a time.

Examples

The following example shows how to display the contents of one file that is in the active partition:

```
admin: file dump activelog ctc/log/server.log
2011-03-16 21:03:01,123 INFO [com.arjuna.ats.jbossatx.jta.TransactionManagerService]
JBossTS Transaction Service (JTA version) - JBoss Inc.
2011-03-16 21:03:01,124 INFO [com.arjuna.ats.jbossatx.jta.TransactionManagerService]
Setting up property manager MBean and JMX layer
2011-03-16 21:03:01,236 INFO [com.arjuna.ats.jbossatx.jta.TransactionManagerService]
Starting recovery manager
2011-03-16 21:03:01,293 INFO [com.arjuna.ats.jbossatx.jta.TransactionManagerService]
Recovery manager started
2011-03-16 21:03:01,293 INFO [com.arjuna.ats.jbossatx.jta.TransactionManagerService]
Binding TransactionManager JNDI Reference
2011-03-16 21:03:06,245 INFO [org.jboss.cache.TreeCache] viewAccepted():
[10.22.140.75:32774|0] [10.22.140.75:32774]
2011-03-16 21:03:06,257 INFO [org.jboss.cache.TreeCache] TreeCache local address is
10.22.140.75:32774
2011-03-16 21:03:06,257 INFO [org.jboss.cache.TreeCache] State could not be retrieved (we
are the first member in group)
2011-03-16 21:03:06,257 INFO [org.jboss.cache.TreeCache] parseConfig(): PojoCacheConfig
is empty
2011-03-16 21:03:07,070 INFO [org.jboss.ws.stack.jbws.NativeServerConfig] JBoss Web
Services - Native
2011-03-16 21:03:07,070 INFO [org.jboss.ws.stack.jbws.NativeServerConfig]
```

```

jboss-2.0.1.SP2_CP08 (build=201003171618)
2011-03-16 21:03:07,474 INFO [org.jboss.jmx.adaptor.snmp.agent.SnmpAgentService] SNMP
agent going active
2011-03-16 21:03:07,629 INFO
[org.jboss.ha.framework.interfaces.HAPartition.Partition-139-230] Initializing

```

Related Commands

Command	Description
file get	Retrieves files by using SSH file transfer protocol (SFTP).
file list	Lists the files and subdirectories that are in a specified directory.
file search	Searches the content of log files and displays the lines that match a specified regular expression.
file tail	Displays the last several lines of a file on the screen and displays appended data as the file grows.
file view	Displays the contents of a file.

file get

To retrieve files by using SSH file transfer protocol (SFTP), enter the following command.

```
file get { activelog | backup | inactivelog | install } file-spec [reltime reltime-age | abstime  
abstime-start abstime-end | match regex | recurs]
```

Syntax Description	
activelog	Gets log files from the currently active partition.
backup	Gets files from the backup partition.
inactivelog	Gets log files from the inactive partition, which, if the system had been upgraded, contains the previous version of the software and the logs from before the most recent upgrade.
install	Gets log files that are related to installation.
<i>file-spec</i>	File or files you want to get through SFTP. You can use an asterisk (*) as a wildcard. Enter the <i>file-spec</i> as one of the following items: <ul style="list-style-type: none"> Directory Filename Directory path and filename
reltime	(Optional) Gets files that are no older than the specified <i>reltime-age</i> .
<i>reltime-age</i>	How recently files must have been updated in order to include them in the get operation. Enter the <i>reltime-age</i> as follows, where you specify the units and then the value: <p>{ months weeks days hours minutes } <i>number</i></p>
abstime	(Optional) Gets files that have been updated between the absolute times <i>abstime-start</i> and <i>abstime-end</i> .
<i>abstime-start</i> <i>abstime-end</i>	Enter the <i>abstime-start</i> and the <i>abstime-end</i> as <i>hh:mm:MM/DD/YYYY</i> , to specify the hour, minute, month, day, and year.
match	(Optional) Gets files whose filenames contain characters that match a regular expression.
<i>regex</i>	Regular expression for which you want to find matches in the filenames.
recurs	(Optional) Gets all files, including the subdirectories, of a specified directory.

Usage Guidelines

When you enter the command, you are prompted to enter the IP address, username, and password for the SFTP server.

Examples

The following example shows how to get all log files that may be of interest to a customer support representative:

```
admin: file get activelog ctc/log/*.log
Please wait while the system is gathering files info ...done.
Sub-directories were not traversed.
Number of files affected: 5
```

```

Total size in Bytes: 180218286
Total size in Kbytes: 175994.42
Would you like to proceed [y/n]? y
SFTP server IP: 10.22.140.75
SFTP server port [22]:
User ID: root
Password: *****

```

```

Download directory: /tmp

```

```

.....
Transfer completed.
:

```

Related Commands

Command	Description
file dump	Displays the contents of one or more files on the screen, one page at a time.
file list	Lists the files and subdirectories that are in a specified directory.
file search	Searches the content of log files and displays the lines that match a specified regular expression.
file tail	Displays the last several lines of a file on the screen and displays appended data as the file grows.
file view	Displays the contents of a file.

file list

To list the files and subdirectories in a directory, enter the following command.

file list { **activelog** | **backup** | **inactivelog** | **install** } *file-spec* [**page**] [**detail**] [**reverse**] [**date**] [**size**]

Syntax Description		
activelog		Specifies the currently active partition.
backup		Specifies the backup partition.
inactivelog		Specifies the inactive partition, which, if the system had been upgraded, contains the previous version of the software and the logs from before the most recent upgrade.
install		Specifies the install partition.
<i>file-spec</i>		Directory whose files and subdirectories you want to list. You can use an asterisk (*) as a wildcard.
page		(Optional) Displays the output one screen at a time.
detail		(Optional) Includes the details of each file and subdirectory in the list.
reverse		(Optional) Displays the list in the reverse sort order.
date		(Optional) Sorts the list items by date.
size		(Optional) Sorts the list items by file size.

Examples

The following example shows how to list all active log files in a specified directory:

```
admin: file list activelog ctc/log/cisco/*
ctc-engine-crm.log          ctc-engine-hibernate.log
ctc-engine-initapp.log     ctc-engine-interop-tps.log
ctc-engine-ivr.log         ctc-engine-license.log
ctc-engine-meetme.log      ctc-engine-netop.log
ctc-engine-ns.log          ctc-engine-servicecontrol.log
ctc-engine-spring.log      ctc-engine.log
dir count = 0, file count = 12
```

Related Commands	Command	Description
	file dump	Displays the contents of one or more files on the screen, one page at a time.
	file get	Retrieves files by using SSH file transfer protocol (SFTP).
	file search	Searches the content of log files and displays the lines that match a specified regular expression.
	file tail	Displays the last several lines of a file on the screen and displays appended data as the file grows.
	file view	Displays the contents of a file.

file search

To search the content of log files and display the lines that match a specified regular expression, enter the following command.

```
file search { activelog | inactivelog | install } file-spec reg-exp [retime retime-age |  
abstime abstime-start abstime-end] [ignorecase] [recurs]
```

Syntax Description

activelog	Searches the log files that are in the currently active partition.
inactivelog	Searches the log files that are in the inactive partition, which, if the system had been upgraded, contains the previous version of the software and the logs from before the most recent upgrade.
install	Searches the installation log files.
<i>file-spec</i>	Directories or files to search. You can use an asterisk (*) as a wildcard. Enter the <i>file-spec</i> as one of the following items: <ul style="list-style-type: none"> • Directory • Filename • Directory path and filename
<i>reg-exp</i>	Regular expression against which you want to find matches in the content of the file or files.
retime	(Optional) Gets files that are no older than the specified <i>retime-age</i> .
<i>retime-age</i>	How recently files must have been updated in order to include them in the get operation. Enter the <i>retime-age</i> as follows, where you specify the units and then the value: { days hours minutes } number
abstime	(Optional) Searches files that have been created or updated between the absolute times <i>abstime-start</i> and <i>abstime-date</i> .
<i>abstime-start</i> <i>abstime-end</i>	Enter the <i>abstime-start</i> and <i>abstime-date</i> as <i>hh:mm:ss MM/DD/YY</i> , to specify the hour, minute, second, month, day, and year.
ignorecase	(Optional) Ignores the case of characters in the regular expression while searching for the files.
recurs	(Optional) Searches all files, including the subdirectories, of a specified directory.

Usage Guidelines

The output is displayed one page at a time. If the search term is found in only one file, the filename appears at the top of the output. If the search term is found in multiple files, each line of the output begins with the filename in which the matching line was found.

Examples

The following example shows how to search active platform log files for errors:

```
admin: file search activelog platform/log/* Err[a-z] ignorecase
```

```
Searching path: /var/log/active/platform/log/*  
/var/log/active/platform/log/cli00028.log:2011-03-06 00:33:10,266 INFO [main] -  
fileError=(disk_full=false)
```



```

/var/log/active/platform/log/cli00028.log:2011-03-06 00:33:10,266 INFO [main] -
fileError=(inode_full=false)
/var/log/active/platform/log/cli00028.log:2011-03-06 00:33:10,266 INFO [main] -
fileError=(no_write=false)
/var/log/active/platform/log/cli00028.log:2011-03-06 00:33:10,266 INFO [main] -
fileError=(internal_error=false)
/var/log/active/platform/log/clustermgr00000002.log:01:34:20.266 |          clm_error_code(0)
/var/log/active/platform/log/clustermgr00000002.log:01:34:20.266 |connectivity test error
code set to 0
...
Search completed

```

Related Commands

Command	Description
file dump	Displays the contents of one or more files on the screen, one page at a time.
file get	Retrieves files by using SSH file transfer protocol (SFTP).
file list	Lists the files and subdirectories that are in a specified directory.
file tail	Displays the last several lines of a file on the screen and displays appended data as the file grows.
file view	Displays the contents of a file.

file tail

To display the last several lines of a file on the screen and continue to display appended data as the file grows, enter the following command.

file tail { **activelog** | **inactivelog** | **install** } *file-spec* [*num-lines*] [**recent**]

Syntax Description		
activelog		Specifies a file that is in the currently active partition.
inactivelog		Specifies a file that is in the inactive partition, which, if the system had been upgraded, contains the previous version of the software and the logs from before the most recent upgrade.
install		Specifies an installation-related log file.
<i>file-spec</i>		File to display the last several lines of, and any appended data as the file grows. You can use an asterisk (*) as a wildcard. Enter the <i>file-spec</i> as one of the following items: <ul style="list-style-type: none"> • Filename • Directory path and filename • Directory—If you enter only a directory, you need to specify the file by adding the recent keyword.
<i>num-lines</i>		(Optional) Number of lines to display in the output. Default: 10.
recent		(Optional) Specifies the most recently changed file in the directory.

Usage Guidelines

Use this command when you want to quickly display the most recent entries in a log file and display any additional logs as they are written into the file.

Examples

The following example shows how to display the tail end of a file:

```
admin: file tail activelog ctc/log/cisco/ctc-engine.log
2011-03-17 04:13:10,717 DEBUG {ctx-eng-2|}|-[DataAccessor:getAllOnlineResources|273] -
Online Resources:[]
2011-03-17 04:13:25,716 INFO {ctx-eng-2|}|-[MeetmeOperation:timeout|274] - Updating
current resources list from database
2011-03-17 04:13:25,716 DEBUG {ctx-eng-2|}|-[DataAccessor:getAllOfflineResources|112] -
ivrResourcesList :[]
2011-03-17 04:13:25,716 DEBUG {ctx-eng-2|}|-[DataAccessor:getAllOfflineResources|125] -
ctmsResourcesList :[]
2011-03-17 04:13:25,716 DEBUG {ctx-eng-2|}|-[DataAccessor:getAllOfflineResources|138] -
cuvvmResourceList :[]
2011-03-17 04:13:25,716 DEBUG {ctx-eng-2|}|-[DataAccessor:getAllOfflineResources|151] -
sipResourceList :[]
2011-03-17 04:13:25,717 DEBUG {ctx-eng-2|}|-[DataAccessor:getAllOfflineResources|164] -
tpsResourceList :[]
2011-03-17 04:13:25,717 DEBUG {ctx-eng-2|}|-[DataAccessor:getAllOfflineResources|177] -
media2ResourceList :[]
2011-03-17 04:13:25,717 DEBUG {ctx-eng-2|}|-[DataAccessor:getAllOfflineResources|189] -
Offline Resources:[]
2011-03-17 04:13:25,717 DEBUG {ctx-eng-2|}|-[DataAccessor:getAllOnlineResources|273] -
Online Resources:[]
2011-03-17 04:13:40,716 INFO {ctx-eng-2|}|-[MeetmeOperation:timeout|274] - Updating
current resources list from database
```

Related Commands	Command	Description
	file dump	Displays the contents of one or more files on the screen, one page at a time.
	file get	Retrieves files by using SSH file transfer protocol (SFTP).
	file list	Lists the files and subdirectories that are in a specified directory.
	file search	Searches the content of log files and displays the lines that match a specified regular expression.
	file view	Displays the contents of a file.

file view

To display the contents of a file, enter the following command.

file view { **activelog** | **inactivelog** | **install** } *file-spec*

Syntax Description	activelog	Displays the contents of a file in the currently active partition.
	inactivelog	Displays the contents of a file in the inactive partition, which, if the system had been upgraded, contains the previous version of the software and the logs from before the most recent upgrade.
	install	Displays the contents of an installation-related log file.
	<i>file-spec</i>	File you want to view. You can use an asterisk (*) as a wildcard as long as it resolves to a single file. Enter the <i>file-spec</i> as a filename or as a directory path with a filename.

Usage Guidelines

If the command output spans multiple screens, use the options that appear at the bottom of the screen to navigate within the file contents or to quit the view.

Examples

The following example shows how to display the contents of a file:

admin: **file view activelog ctc/log/server.log**

```

2011-03-23 20:51:44,859 INFO [com.arjuna.ats.jbossatx.jta.TransactionManagerService]
JBossTS Transaction Service (JTA version) - JBoss Inc.
2011-03-23 20:51:44,861 INFO [com.arjuna.ats.jbossatx.jta.TransactionManagerService]
Setting up property manager MBean and JMX layer
2011-03-23 20:51:44,987 INFO [com.arjuna.ats.jbossatx.jta.TransactionManagerService]
Starting recovery manager
2011-03-23 20:51:45,042 INFO [com.arjuna.ats.jbossatx.jta.TransactionManagerService]
Recovery manager started
2011-03-23 20:51:45,042 INFO [com.arjuna.ats.jbossatx.jta.TransactionManagerService]
Binding TransactionManager JNDI Reference
2011-03-23 20:51:49,857 INFO [org.jboss.cache.TreeCache] viewAccepted():
[10.22.139.125:33935|0] [10.22.139.125:33935]
2011-03-23 20:51:49,871 INFO [org.jboss.cache.TreeCache] TreeCache local address is
10.22.139.125:33935
2011-03-23 20:51:49,871 INFO [org.jboss.cache.TreeCache] State could not be retrieved (we
are the first member in group)
2011-03-23 20:51:49,871 INFO [org.jboss.cache.TreeCache] parseConfig(): PojoCacheConfig
is empty
2011-03-23 20:51:50,680 INFO [org.jboss.ws.stack.jbws.NativeServerConfig] JBoss Web
Services - Native
2011-03-23 20:51:50,680 INFO [org.jboss.ws.stack.jbws.NativeServerConfig]
jbossws-native-2.0.1.SP2_CP09 (build=201011082206)
2011-03-23 20:51:51,105 INFO [org.jboss.jmx.adaptor.snmp.agent.SnmpAgentService] SNMP
agent going active
2011-03-23 20:51:51,279 INFO
[org.jboss.ha.framework.interfaces.HAPartition.Partition-139-90] Initializing
2011-03-23 20:51:53,329 INFO
[org.jboss.ha.framework.interfaces.HAPartition.Partition-139-90] Number of cluster
members: 1
2011-03-23 20:51:53,329 INFO
[org.jboss.ha.framework.interfaces.HAPartition.Partition-139-90] Other members: 0

```

```

2011-03-23 20:51:53,329 INFO
[org.jboss.ha.framework.interfaces.HAPartition.Partition-139-90] Fetching state (will wait
for 30000 milliseconds):
2011-03-23 20:51:53,329 INFO
[org.jboss.ha.framework.interfaces.HAPartition.Partition-139-90] State could not be
retrieved (we are the first member in group)
2011-03-23 20:51:53,347 INFO [org.jboss.ha.jndi.HANamingService] Started ha-jndi
bootstrap jnpPort=1100, backlog=50, bindAddress=/0.0.0.0
2011-03-23 20:51:53,426 INFO [org.jboss.cache.TreeCache] No transaction manager lookup
class has been defined. Transactions cannot be used
2011-03-23 20:51:55,527 INFO [org.jboss.cache.TreeCache] viewAccepted():
[10.22.139.125:33940|0] [10.22.139.125:33940]

options: q=quit, n=next, p=prev, b=begin, e=end (lines 1 - 20 of 952) :
...

```

Related Commands

Command	Description
file dump	Displays the contents of one or more files on the screen, one page at a time.
file get	Retrieves files by using SSH file transfer protocol (SFTP).
file list	Lists the files and subdirectories that are in a specified directory.
file search	Searches the content of log files and displays the lines that match a specified regular expression.
file tail	Displays the last several lines of a file on the screen and displays appended data as the file grows.

set adminserver changedbip

To change the database server virtual IP (VIP) address that is configured on the administration server, enter the following command.

set adminserver changedbip *database-vip-address*

Syntax Description

<i>database-vip-address</i>	VIP address of the database servers.
-----------------------------	--------------------------------------

Usage Guidelines

Use this command only on the administration server.

The VIP address that is shared by the database servers is entered during the installation of the administration server. If the database server VIP address was entered incorrectly, use this command to correct the configuration.

After you use this command to change the database server VIP address, you need to restart the administration server by entering the [utils service adminserver stop](#) and [utils service adminserver start](#) commands.

Examples

The following example shows how to change the database VIP address on the administration server:

```
admin: set adminserver changedbip 10.22.128.234
Database server IP address has been changed to 10.22.128.234
Please restart the Admin server using the 'utils service adminserver stop|start' command
for the change to take effect
```

Related Commands

Command	Description
show dbip	Displays the database VIP address that is defined on the administration server or call engine server.
set sipserver changedbip	Configures the database VIP address that is configured on the call engine server.

set adminserver trapvip

To add or remove a virtual IP (VIP) address in product-specific SNMP notifications, enter the following command.

```
set adminserver trapvip {ena vip-address | dis}
```

Syntax Description	ena	Adds the VIP address to product-specific notifications.
	<i>vip-address</i>	VIP address that your remote management system can use to identify a specific Cisco TelePresence Exchange System server cluster. For a list of VIP address options, see the “Adding a Cluster-Identifying VIP Address to SNMP Notifications” section on page 26-8.
	dis	Removes the VIP address from product-specific notifications.

Usage Guidelines

Use this command only on the administration server.

For details, see the [“Adding a Cluster-Identifying VIP Address to SNMP Notifications”](#) section on page 26-8.

Examples

The following example shows how to add a VIP address to product-specific notifications:

```
admin: set adminserver trapvip ena 10.22.128.212
Updated SNMP Trap VIP to 10.22.128.212
```

```
admin: show trapvip
SNMP Trap VIP: 10.22.128.212
```

The following example shows how to remove the VIP address from product-specific notifications:

```
admin: set adminserver trapvip dis
Disabled SNMP Trap VIP
```

```
admin: show trapvip
SNMP Trap VIP is not enabled/configured on this server.
```

Related Commands	Command	Description
	show trapvip	Displays the VIP address, if configured, in product-specific SNMP notifications.
	set snmp trapdest add	Adds an SNMP trap destination.

set cdp disable

To disable CDP for one or all interfaces on a server, enter the following command.

set cdp disable {*interface* | **all**}

Syntax Description

<i>interface</i>	Interface on which you want to disable CDP.
all	Specifies that you want to disable CDP on all interfaces of the server.

Usage Guidelines

To list the interfaces on which CDP is enabled, use the **show cdp config** command. To specify a particular interface for which you want to disable CDP, enter the interface name as it appears in the **show cdp config** command output.

To list the interfaces that would be affected if you entered **set cdp disable all**, use the **show cdp list** command.

Examples

The following example shows how to display the CDP-enabled interfaces on a database server and how to disable CDP for one of those interfaces:

```
admin: show cdp config
CDP Configuration: Enabled

Hello Timer : 60 seconds
Hold Time   : 180 seconds
Enabled on  : bond1
Enabled on  : bond0

admin: set cdp disable bond1
CDP configuration updated.
cdp.....Stopped
cdp.....Starting - PID <18427>
admin: show cdp config
CDP Configuration: Enabled

Hello Timer : 60 seconds
Hold Time   : 180 seconds
Enabled on  : bond0
```

Related Commands

Command	Description
set cdp enable	Enables CDP for one or all interfaces on a server.
show cdp	Displays CDP information for a server.

set cdp enable

To enable CDP for one or all interfaces on a server, enter the following command.

```
set cdp enable {interface | all}
```

Syntax Description

<i>interface</i>	Interface on which you want to enable CDP.
all	Specifies that you want to enable CDP on all interfaces of the server.

Usage Guidelines

By default, CDP is enabled on the Bond 0 interface on each Cisco TelePresence Exchange System server.

To list the interfaces on which CDP is enabled, use the **show cdp config** command. To list all available interfaces on which you can enable CDP, use the **show cdp list** command.

To specify a particular interface for which you want to enable CDP, enter the interface name as it appears in the **show cdp list** command output. The **show cdp list** command output lists the interfaces that would be affected if you entered **set cdp enable all**.

Examples

The following example shows how to display the CDP-enabled interfaces on a database server, how to view all interfaces on which you may enable CDP, and how to enable CDP for all those interfaces:

```
admin: show cdp config
CDP Configuration: Enabled


Hello Timer : 60 seconds
Hold Time   : 180 seconds
Enabled on  : bond0

admin: show cdp list
Available Interfaces:
bond0
bond1

admin: set cdp enable all
Enabled Interfaces:
bond0
bond1
CDP configuration updated.
cdp.....Stopped
cdp.....Starting - PID <22634>

admin: show cdp config
CDP Configuration: Enabled

Hello Timer : 60 seconds
Hold Time   : 180 seconds
Enabled on  : bond1
Enabled on  : bond0
```



Related Commands	Command	Description
	set cdp disable	Disables CDP for one or all interfaces on a server.
	show cdp	Displays CDP information for a server.

set cdp holdtime

To specify the length of time that the receiving device should hold a CDP packet from this server before discarding it, enter the following command.

set cdp holdtime *seconds*

Syntax Description

<i>seconds</i>	Hold time, in seconds, to be sent in the CDP update packets. Default: 180.
----------------	---

Usage Guidelines

CDP packets are sent with a time to live, or hold time, value. The receiving device will discard the CDP information in the CDP packet after the hold time has elapsed.

You can set the hold time to a value lower than the default setting of 180 seconds if you want the receiving devices to update their CDP information more frequently.

The CDP hold time must be set to a higher number of seconds than the time between CDP transmissions, which is set by using the **set cdp timer** command.

Examples

The following example shows how to display the current CDP hold time value, how to change the value, and how to verify the new value:

```
admin: show cdp config
CDP Configuration: Enabled

Hello Timer : 60 seconds
Hold Time   : 180 seconds
Enabled on  : bond0

admin: set cdp holdtime 120
CDP configuration updated.
cdp.....Stopped
cdp.....Starting - PID <16598>

admin: show cdp config
CDP Configuration: Enabled

Hello Timer : 60 seconds
Hold Time   : 120 seconds
Enabled on  : bond0
```

Related Commands

Command	Description
show cdp	Displays CDP information for a server.
set cdp timer	Specifies how often the server sends CDP updates.

set cdp timer

To specify how often the server sends CDP updates, enter the following command.

set cdp timer *seconds*

Syntax Description

<i>seconds</i>	Server sends CDP update packets, in seconds. Default: 60.
----------------	---

Usage Guidelines

Verify that you set a timer value that is lower than the CDP hold time, which you configure via the **set cdp holdtime** command. Otherwise, the receiving devices will discard the CDP information from this server before the server sends the next update.

If you want the neighboring devices to receive more frequent updates from this server, change the CDP timer value to a lower number. If, however, you want to reduce the network bandwidth utilization, change the CDP timer value to a higher number.

Examples

The following example shows how to display the current CDP timer value, how to change the value, and how to verify the new value:

```
admin: show cdp config
      CDP Configuration: Enabled

      Hello Timer : 60 seconds
      Hold Time   : 120 seconds
      Enabled on  : bond0

admin: set cdp timer 90
CDP configuration updated.
cdp.....Stopped
cdp.....Starting - PID <27387>

admin: show cdp config
      CDP Configuration: Enabled

      Hello Timer : 90 seconds
      Hold Time   : 120 seconds
      Enabled on  : bond0
```

Related Commands

Command	Description
show cdp	Displays CDP information for a server.
set cdp holdtime	Specifies the length of time that the receiving device should hold a CDP packet from this server before discarding it.

set network failover dis

To disable NIC teaming, enter the following command.

set network failover dis

Syntax Description

This command has no arguments or keywords.

Usage Guidelines

The Cisco TelePresence Exchange System software implements NIC teaming to bond certain interfaces together for redundancy:

Server	Bonded Interfaces
Database server	Bond 0—Ethernet 0 with Ethernet 2
	Bond 1—Ethernet 1 with Ethernet 3
Administration server	Bond 0—Ethernet 0 with Ethernet 1
Call engine server	Bond 0—Ethernet 0 with Ethernet 1

Use this command to remove the bond on an administration or call engine server, for example, when you need to change the IP address of the server.



Note

This command is not supported on the database servers. Cisco does not support changing the IP addresses or virtual IP (VIP) address of the database servers. You can change the IP and VIP addresses only by reinstalling the database servers.



Caution

Entering this command will cause temporary loss of connectivity to the server. Cisco recommends that you use this command only during maintenance windows.

Examples

The following example shows how to disable NIC teaming on the server:

```
admin: set network failover dis
*** WARNING ***
This will cause the system to temporarily lose network connectivity

Do you want to continue ?

Enter "yes" to continue or any other key to abort:

yes
executing ...
```

Related Commands	Command	Description
	set network failover ena	Enables the bond between Ethernet 0 and Ethernet 1 on the administration server or call engine server.
	show network failover	Displays which interfaces are bonded together on the server.

set network failover ena

To enable NIC teaming on an administration or call engine server, enter the following command.

set network failover ena

Syntax Description

This command has no arguments or keywords.

Usage Guidelines

If NIC teaming was previously disabled on an administration or call engine server, use this command to reenabling NIC teaming. When entered, the Cisco TelePresence Exchange System software bonds Ethernet 0 with Ethernet 1 together for redundancy as Bond 0.



Caution

Entering this command will cause temporary loss of connectivity to the server. Cisco recommends that you use this command only during maintenance windows.

Examples

The following example shows how to enable NIC teaming:

```
admin: set network failover ena
      *** WARNING ***
This will cause the system to temporarily lose network connectivity

      Do you want to continue ?

Enter "yes" to continue or any other key to abort:

yes
executing ...
```

Related Commands

Command	Description
set network failover dis	Disables the bond between Ethernet 0 and Ethernet 1 on the administration server or call engine server.
show network failover	Displays which interfaces are bonded together on the server.

set network gateway

To change the default gateway for a server, enter the following command.

set network gateway *ip-address*

Syntax Description

<i>ip-address</i>	IP address of the default gateway.
-------------------	------------------------------------

Usage Guidelines

Typically, the default gateway is configured only during server installation. Use this command to change or correct the configuration after installation, for example, if you move a server into a different network.



Caution

Entering this command will cause temporary loss of connectivity to the server. Cisco recommends that you use this command only during maintenance windows.

Examples

The following example shows how to configure the default gateway:

```
admin: set network gateway 10.22.139.97
*** WARNING ***
This will cause the system to temporarily lose network connectivity

Continue (y/n)? y
admin:
```

Related Commands

Command	Description
set network ip eth0	Configures the IP address of the server.

set network ip eth0

To change the IP address of a server, enter the following command.

set network ip eth0 *ip-address subnet-mask*

Syntax Description

<i>ip-address</i>	IP address of the server.
<i>subnet-mask</i>	Subnet mask.

Usage Guidelines

Typically, the IP address is configured only during server installation. Use this command to change or correct the configuration after installation.



Note

Cisco does not support changing the IP addresses or virtual IP (VIP) address of the database servers. You can change the IP and VIP addresses only by reinstalling the database servers.

You will need to disable NIC teaming on the server before you can use this command. For details, see the [“Changing the IP Address of an Administration or Call Engine Server”](#) section on page 28-1.



Caution

Entering this command will cause the system to restart. Cisco recommends that you use this command only during maintenance windows.

Examples

The following example shows how to change the IP address of the server:

```
admin: set network ip eth0 10.22.139.106 255.255.255.240
```

```
*** WARNING ***
```

The system will be rebooted after the change.

```
Continue (y/n)? y
```

```
SIP server listening address has been changed to 10.22.139.106
```

```
Please restart the SIP server using the 'utils service sipserver stop|start' command for the change to take effect
```

```
Warning: Restart could take up to 5 minutes...
```

```
Shutting down Service Manager will take some time..
```

```
\ Service Manager shutting down services... Please Wait  
DONE!!!!
```

```
Broadcast message from root (Thu Feb 17 23:58:48 2011):
```

```
The system is going down for reboot NOW!
```

```
Restart has succeeded
```

Related Commands	Command	Description
	show network eth0	Displays information about the Ethernet 0 interface on the server.
	set network failover dis	Disables NIC teaming and removes bonds between the Ethernet interfaces.

set password admin

To change the administrator password for accessing the CLI, enter the following command.

set password admin

Syntax Description This command has no arguments or keywords.

Usage Guidelines The new password must be at least 6 characters long and cannot repeat a previously used password. The password should not be a word that can be found in a dictionary, any variation of the administrator username, or any name.

You must use the same administrator username and password on all Cisco TelePresence Exchange System servers, because the administration servers also use the administrator credentials over SSH to get the status of all nodes in the server cluster.

Examples The following example shows how to change the administrator password:

```
admin: set password admin
Please enter the old password: *****
Please enter the new password: *****
Reenter new password to confirm: *****
Please wait...

Password updated successfully.
```

Related Commands None.

set sipserver changedbip

To change the database server virtual IP (VIP) address that is configured on the call engine server, enter the following command.

```
set sipserver changedbip database-vip-address
```

Syntax Description

<i>database-vip-address</i>	VIP address of the database servers.
-----------------------------	--------------------------------------

Usage Guidelines

Use this command only on the call engine server.

The VIP address that is shared by the database servers is entered during the installation of the call engine server. If the database server VIP address was entered incorrectly, use this command to correct the configuration.

After you use this command to change the database server VIP address, you need to restart the call engine server by entering the [utils service sipserver stop](#) and [utils service sipserver start](#) commands.

Examples

The following example shows how to change the database VIP address on the call engine server:

```
admin: set sipserver changedbip 10.22.140.184
Database server IP address has been changed to 10.22.140.184
Please restart the SIP server using the 'utils service sipserver stop|start' command for
the change to take effect
```

Related Commands

Command	Description
show dbip	Displays the database VIP address that is defined on the administration server or call engine server.
set adminserver changedbip	Configures the database VIP address that is configured on the administration server.

set sipserver siplb dis

To remove the SIP load balancer virtual IP (VIP) address and port configuration on the call engine servers, enter the following command.

set sipserver siplb dis

Syntax Description

This command has no arguments or keywords.

Usage Guidelines

Use this command only on the call engine servers.



Note

Changes take effect only after you restart the SIP server by using the **utils service sipserver stop** and **utils service sipserver start** commands.

Examples

The following example shows how to remove the SIP load balancer VIP address and port configuration:

```
admin: set sipserver siplb dis
```

```
SIP Loadbalancing has been disabled.
```

```
Please restart the SIP server using the 'utils service sipserver stop|start' command for  
the change to take effect
```

Related Commands

Command	Description
set sipserver siplb ena	Configures the SIP load balancer VIP address and port on the call engine server.
show siplb	Displays the configured SIP load balancer VIP address and port.

set sipserver siplb ena

To configure the virtual IP (VIP) address and port number of the SIP load balancer, which is the Cisco Application Control Engine (ACE), enter the following command.

set sipserver siplb ena *load-balancer-vip-address* [*port*]

Syntax Description

<i>load-balancer-vip-address</i>	VIP address of the SIP load balancer.
<i>port</i>	(Optional) Port number on which the call engine connects to the SIP load balancer. Default: 5060.

Usage Guidelines

Use this command only on the call engine servers.

Typically, the VIP address and port of the SIP load balancer are configured only during the installation of the call engine servers. Nevertheless, this command enables you to set or modify the SIP load balancer VIP address and port after installation.



Note

Changes take effect only after you restart the call engine server by using the **utils service sipserver stop** and **utils service sipserver start** commands.

Examples

In the following example, the SIP load balancer VIP address is defined as 192.0.2.25. Because the port number is not specified, the default port 5060 is used.

```
admin: set sipserver siplb ena 192.0.2.25
SIP Loadbalancing is not configured on this engine.
SIP Load Balancer address has been changed to 192.0.2.25
SIP Load Balancer port has been changed to 5060
Please restart the SIP server using the 'utils service sipserver stop|start' command for
the change to take effect
```

Related Commands

Command	Description
show siplb	Displays the configured SIP load balancer VIP address and port.
set sipserver siplb dis	Removes the SIP load balancer VIP address and port configuration on the call engine server.

set snmp trapdest add

To add an SNMP trap destination, enter one of the following commands, depending on whether you are using SNMP version 3 or 2c.

set snmp trapdest add 3 *username destination[:port] [level] passphrase [engineID]*

set snmp trapdest add 2c *community-string destination[:port] [passphrase]*

Syntax Description		
3		Specifies SNMP version 3.
<i>username</i>		SNMP username.
2c		Specifies SNMP version 2c.
<i>community-string</i>		Community string.
<i>destination</i>		IP address or hostname of the host to which the system sends the trap notifications.
<i>port</i>		(Optional) Port number. Default: 162.
<i>level</i>		(Optional) Enter one of the following values: <ul style="list-style-type: none"> authNoPriv—(Default) Authenticates packets based on the HMAC-MD5 algorithm with no encryption. authPriv—Authenticates packets based on the HMAC-MD5 algorithm with DES encryption. noauthNoPriv—Does not authenticate or encrypt packets.
<i>passphrase</i>		(Optional for SNMP version 2c) User password.
<i>engineID</i>		(Optional) Engine ID to use for the trap. By default, the system engine ID is used.

Usage Guidelines Use this command on each Cisco TelePresence Exchange System server from which you want to receive trap notifications. For details, see the [“Adding SNMP Trap Destinations” section on page 26-6](#).

Examples The following example shows how to add a trap destination by using SNMP version 2c:

```
admin: set snmp trapdest add 2c public 10.93.231.187
Successfully added trap destination
```

Related Commands	Command	Description
	show snmp trapdests	Displays the configured SNMP trap destinations.
	set snmp trapdest del	Deletes an SNMP trap destination.

set snmp trapdest del

To delete an SNMP trap destination, enter the following command.

set snmp trapdest del

Syntax Description This command has no arguments or keywords.

Usage Guidelines When you use this command, you will see a list of SNMP trap destinations that are configured on the server. You will then be prompted to choose which trap destination to delete from the list.

For details, see the [“Removing an SNMP Trap Destination”](#) section on page 26-7.

Examples The following example shows that the second SNMP trap destination is deleted:

```
admin: set snmp trapdest del
1) Host = 10.101.180.49:162 (Version 3)

Version 3 Options:
    User = TimTrap                PW = authpriv
    Level = authnopriv            Hash = md5
    EngineID = 0x80001f8803001a6406bc16

2) Host = 10.101.180.49 (Version 3)

Version 3 Options:
    User = TimTrap2               PW = authpriv
    Level = authnopriv            Hash = md5
    EngineID = 0x80001f8803001a6406bc16

3) Host = 10.101.180.49:162 (Version 3)

Version 3 Options:
    User = trapusr                PW = trappass
    Level = authnopriv            Hash = md5
    EngineID = 0x8000DEECAFE8111BEEFADE

Enter which trap number to delete: 2
Successfully deleted trap destination
```


The following show command verifies the removal of the specified SNMP trap destination:

```
admin: show snmp trapdests
1) Host = 10.101.180.49:162 (Version 3)

   Version 3 Options:
       User = TimTrap           PW   = authpriv
       Level = authnopriv       Hash = md5
       EngineID = 0x80001f8803001a6406bc16

2) Host = 10.101.180.49:162 (Version 3)

   Version 3 Options:
       User = trapusr           PW   = trappass
       Level = authnopriv       Hash = md5
       EngineID = 0x8000DEECAFE8111BEEFADE
```

Related Commands

Command	Description
show snmp trapdests	Displays the configured SNMP trap destinations.
set snmp trapdest add	Adds an SNMP trap destination.

set snmp user add

To add an SNMP user, enter one of the following commands, depending on whether you are using SNMP version 3 or 2c.

set snmp user add 3 *snmp-username access [level] passphrase*

set snmp user add 2c *community-string access [passphrase]*

Syntax Description

3	Specifies SNMP version 3.
<i>snmp-username</i>	SNMP username.
2c	Specifies SNMP version 2c.
<i>community-string</i>	Community string.
<i>access</i>	Enter one of the following values: <ul style="list-style-type: none"> r—Read access. w—Write access. rw—Read and write access.
<i>level</i>	(Optional for SNMP version 2c) Enter one of the following values: <ul style="list-style-type: none"> authNoPriv—(Default) Authenticates packets based on the HMAC-MD5 algorithm with no encryption. authPriv—Authenticates packets based on the HMAC-MD5 algorithm with DES encryption. noauthNoPriv—Uses a username match for authentication.
<i>passphrase</i>	(Optional for noauthNoPriv level or SNMP version 2c) User password.

Usage Guidelines

If you use both SNMP versions 3 and 2c, verify that no SNMP usernames are the same as any community strings.

For details, see the [“Adding SNMP Users” section on page 26-4](#).

Examples

The following example shows how to add a user using SNMP version 2c:

```
admin: set snmp user add 2c public r
Successfully added user
```

The following example shows how to add a user using SNMP version 3:

```
admin: set snmp user add 3 test rw authpriv tstpwd
Successfully added user
```

Related Commands

Command	Description
show snmp users	Displays the configured SNMP users on the server.
set snmp user del	Deletes an SNMP user.

set snmp user del

To delete an SNMP user, enter one of the following commands, depending on whether you are using SNMP version 3 or 2c.

set snmp user del 3 *snmp-username*

set snmp user del 2c *community-string*

Syntax Description

3	Specifies SNMP version 3.
<i>snmp-username</i>	SNMP username.
2c	Specifies SNMP version 2c.
<i>community-string</i>	Community string.

Usage Guidelines

For details, see the [“Deleting an SNMP User” section on page 26-5](#).

Examples

The following example shows how to delete an SNMP user:

```
admin: show snmp users
1) Username: mrtg                      Version: v3
   Level: AuthNoPriv                  Mode: RW

2) Community: public                  Version: v2c
   Level: n/a                        Mode: R

3) Username: testuser                 Version: v3
   Level: AuthNoPriv                  Mode: RW

admin: set snmp user del 3 testuser
Successfully deleted user

admin: show snmp users
1) Username: mrtg                      Version: v3
   Level: AuthNoPriv                  Mode: RW

2) Community: public                  Version: v2c
   Level: n/a                        Mode: R
```

Related Commands

Command	Description
show snmp users	Displays the configured SNMP users on the server.
set snmp user add	Adds an SNMP user.

show cdp

To display CDP information for a server, enter the following command.

```
show cdp {config | list}
```

Syntax Description

config	Displays the current CDP configuration on the server.
list	Displays the interfaces on which you can enable or disable CDP.

Usage Guidelines

Use this command to verify the CDP configuration on a server, or to see on which interfaces you can enable CDP on a particular server.

Examples

In the following example, the command output shows the current CDP configuration on a server. This particular example shows the default configuration for all Cisco TelePresence Exchange System servers.

```
admin: show cdp config
      CDP Configuration: Enabled

      Hello Timer : 60 seconds
      Hold Time   : 180 seconds
      Enabled on  : bond0
```

In the following example, the command output from an administration or call engine server shows that only the Bond 0 interface is available for enabling CDP:

```
admin: show cdp list
      Available Interfaces:
          bond0
```

In the following example, the command output from a database server shows that Bond 0 and Bond 1 interfaces are available for enabling CDP:

```
admin: show cdp list
      Available Interfaces:
          bond0
          bond1
```

Related Commands

Command	Description
set cdp enable	Enables CDP for one or all interfaces on a server.
set cdp disable	Disables CDP for one or all interfaces on a server.
set cdp timer	Specifies how often the server sends CDP updates.
set cdp holdtime	Specifies the length of time that the receiving device should hold a CDP packet from this server before discarding it.

show dbip

To display the database virtual IP (VIP) address that is configured on the administration server or call engine server, enter the following command.

show dbip

Syntax Description This command has no arguments or keywords.

Usage Guidelines Use this command only on the administration server or call engine server.

You can use this command to verify that the correct database VIP address is configured on the administration server or call engine server.

Examples The following example shows how to display the database VIP address:

```
admin: show dbip
Database IP: 10.22.130.54
```

Related Commands	Command	Description
	set adminserver changedbip	Configures the database VIP address that is configured on the administration server.
	set sipserver changedbip	Configures the database VIP address that is configured on the call engine server.

show engineip

To display which IP address the call engine server is using to listen for SIP messages, enter the following command.

show engineip

Syntax Description

This command has no arguments or keywords.

Usage Guidelines

Use this command only on the call engine server.

If the command output shows an IP address that differs from the IP address of Ethernet 0 (or Bond 0), contact a customer service representative.

Examples

In the following example, the call engine server is listening for SIP messages on 10.22.130.50, which matches the IP address of Bond 0:

```
admin: show engineip
SIP Engine IP: 10.22.130.50
```

```
admin: show network eth0
eth0 has been overridden by Network Fault Tolerance.
To view the Ethernet port configuration, please use following command:
show network failover
```

```
admin: show network failover
Bond 0
DHCP      : disabled          Status      : up
IP Address : 10.22.130.50      IP Mask     : 255.255.255.224
Link Detected: no             Mode        : Auto disabled, N/A, N/A

Ethernet 0
DHCP      : disabled          Status      : up
IP Address :                   IP Mask     :
Link Detected: yes            Mode        : Auto enabled, Full, 1000MB/s

Ethernet 1
DHCP      : disabled          Status      : up
IP Address :                   IP Mask     :
Link Detected: yes            Mode        : Auto enabled, Full, 1000MB/s

DNS
Primary   :                   Secondary    :
Options   : timeout:5 attempts:2
Domain    :
Gateway   : 10.22.130.33 on Ethernet bond0
```

Related Commands

Command	Description
set network ip eth0	Changes the IP address of a server.
show network eth0	Displays the Ethernet port configuration.
show network failover	Displays which interfaces are bonded together for network fault tolerance.

show network eth0

To display the details for the Ethernet port on the switch that connects to the network, enter the following command.

show network eth0

Syntax Description This command has no arguments or keywords.

Usage Guidelines Use this command to check the general status of the network connection.

Examples In the following example, NIC teaming is not enabled on the server:

```
admin# show network eth0
Ethernet 0
  DHCP      : disabled          Status      : up
  IP Address : 10.22.139.232     IP Mask    : 255.255.255.224
  Link Detected: yes           Mode       : Auto enabled, Full, 1000 Mbits/s
  Duplicate IP : no

  DNS
  Not configured.
  Gateway      : 10.22.139.225 on Ethernet 0
```

In the following example, NIC teaming is enabled on the server, so the IP address of the server is associated with the Bond 0 interface instead of Ethernet 0:

```
admin: show network eth0
eth0 has been overridden by Network Fault Tolerance.
To view the Ethernet port configuration, please use following command:
show network failover

admin: show network failover
Bond 0
  DHCP      : disabled          Status      : up
  IP Address : 10.22.130.58     IP Mask    : 255.255.255.224
  Link Detected: no           Mode       : Auto disabled, N/A, N/A

Ethernet 0
  DHCP      : disabled          Status      : up
  IP Address :                  IP Mask    :
  Link Detected: yes           Mode       : Auto enabled, Full, 1000MB/s

Ethernet 1
  DHCP      : disabled          Status      : up
  IP Address :                  IP Mask    :
  Link Detected: yes           Mode       : Auto enabled, Full, 1000MB/s

DNS
Primary      :                  Secondary   :
Options      : timeout:5 attempts:2
Domain       :
Gateway      : 10.22.130.33 on Ethernet bond0
```

Related Commands	Command	Description
	set network failover ena	Enables the bond between Ethernet 0 and Ethernet 1 on the administration server or call engine server.
	show network failover	Displays which interfaces are bonded together on the server.

show network failover

To display which interfaces are bonded together for network fault tolerance, enter the following command.

show network failover

Syntax Description This command has no arguments or keywords.

Usage Guidelines When NIC teaming is enabled on the server (as it is by default), the Cisco TelePresence Exchange System software bonds certain interfaces together for redundancy, depending on the type of server:

Server	Bonded Interfaces
Database server	Bond 0—Ethernet 0 with Ethernet 2 Bond 1—Ethernet 1 with Ethernet 3
Administration server	Bond 0—Ethernet 0 with Ethernet 1
Call engine server	Bond 0—Ethernet 0 with Ethernet 1

Examples The following example shows that Ethernet 0 and Ethernet 1 are bonded together as Bond 0:

```
admin: show network failover
Bond 0
DHCP      : disabled           Status      : up
IP Address : 10.22.139.105     IP Mask     : 255.255.255.240
Link Detected: no             Mode        : Auto disabled, N/A, N/A

Ethernet 0
DHCP      : disabled           Status      : up
IP Address :                   IP Mask     :
Link Detected: yes            Mode        : Auto enabled, Full, 1000MB/s

Ethernet 1
DHCP      : disabled           Status      : up
IP Address :                   IP Mask     :
Link Detected: no             Mode        : Auto enabled, Unknown! (255), 1000MB/s

DNS
Primary    :                   Secondary   :
Options    : timeout:5 attempts:2
Domain     : localdomain
Gateway    : 10.22.139.97 on Ethernet bond0
```

The following example shows that bonding has been disabled on the server:

```
admin: show network failover
Network Fault Tolerance is not configured.
```

Related Commands	Command	Description
	set network failover dis	Disables the bond between Ethernet 0 and Ethernet 1 on the administration server or call engine server.
	set network failover ena	Enables the bond between Ethernet 0 and Ethernet 1 on the administration server or call engine server.

show role

To display the role of a Cisco TelePresence Exchange System server, enter the following command.

show role

Syntax Description This command has no arguments or keywords.

Usage Guidelines None.

Examples The following example shows sample output from a database server:

admin:**show role**

```
Host Name      : ctx-db-1
Role           : Database

Date           : Thu Feb 10, 2011 04:51:03
Time Zone      : Coordinated Universal Time (Etc/UTC)
Locale         : en_US.UTF-8

Memory Total:   8290136K
      Free:     7898884K
      Used:     391252K
      Cached:   156724K
      Shared:   0K
      Buffers:  32556K

                                Total          Free          Used
Disk/active          8064272K      6327356K      1654988K (21%)
Disk/inactive        8064304K      7603816K       50832K
```

The following example shows sample output from a call engine server:

admin: **show role**

```
Host Name      : ctx-engine-a
Role           : Engine
Database Name:  ctx-db
Database IP    : 10.22.130.54
Admin Name     :
Admin IP       :

Date           : Fri Sep 10, 2010 16:46:07
Time Zone      : Coordinated Universal Time (Etc/UTC)
Locale         : en_US.UTF-8

Memory Total:   8290136K
      Free:     4613228K
      Used:     3676908K
      Cached:   2744600K
      Shared:   0K
      Buffers:  114360K
```

show role

	Total	Free	Used
Disk/active	8064272K	5359072K	2623272K (33%)
Disk/inactive	8064304K	7603816K	50832K

The following example shows sample output from an administration server:

admin: **show role**

```

Host Name      : ctx-admin-a
Role           : Admin
Database Name  : ctx-db
Database IP    : 10.22.130.54
Engine Name    :
Engine IP      :

Date           : Fri Sep 10, 2010 16:51:29
Time Zone      : Coordinated Universal Time (Etc/UTC)
Locale         : en_US.UTF-8

```

```

Memory Total: 8290136K
  Free:      6025892K
  Used:      2264244K
  Cached:    1660596K
  Shared:      0K
  Buffers:    80884K

```

	Total	Free	Used
Disk/active	8064272K	5891600K	2090744K (27%)
Disk/inactive	8064304K	7603816K	50832K

Related Commands None.

show siplb

To display the SIP load balancer virtual IP (VIP) address and port configuration on the call engine server, enter the following command.

show siplb

Syntax Description This command has no arguments or keywords.

Usage Guidelines Use this command only on the call engine servers.

Examples The following example shows the configured SIP load balancer VIP address and port:

```
admin: show siplb
SIP Loadbalancer Host: 10.22.139.103
SIP Loadbalancer Port: 5060
```

The following example shows that the SIP load balancer is not configured on the call engine server:

```
admin: show siplb
SIP Loadbalancer is not enabled/configured on this server.
```

Related Commands	Command	Description
	set sipserver siplb ena	Configures the SIP load balancer VIP address and port on the call engine server.
	set sipserver siplb dis	Removes the SIP load balancer VIP address and port configuration on the call engine server.

show snmp trapdests

To display the SNMP trap destinations that are configured on a Cisco TelePresence Exchange System server, enter the following command.

show snmp trapdests

Syntax Description

This command has no arguments or keywords.

Usage Guidelines

For details, see the [“Configuring SNMP”](#) chapter.

Examples

The following example shows the configured SNMP trap destinations on a server:

```
admin: show snmp trapdests
1) Host = 10.101.180.49:162 (Version 3)

   Version 3 Options:
       User = TimTrap           PW = authpriv
       Level = authnopriv       Hash = md5
       EngineID = 0x80001f8803001a6406bc16

2) Host = 10.101.180.49:162 (Version 3)

   Version 3 Options:
       User = trapusr           PW = trappass
       Level = authnopriv       Hash = md5
       EngineID = 0x8000DEECAFE8111BEEFADE
```

Related Commands

Command	Description
set snmp trapdest add	Adds an SNMP trap destination.
set snmp trapdest del	Deletes an SNMP trap destination.

show snmp users

To display the all SNMP users that are configured on a Cisco TelePresence Exchange System server, enter the following command.

show snmp users

Syntax Description This command has no arguments or keywords.

Usage Guidelines For details, see the [“Configuring SNMP”](#) chapter.

Examples The following example shows the configured SNMP users:

```
admin: show snmp users
1) Username: admin           Version: v3
   Level: AuthNoPriv         Mode: RW

2) Username: tim             Version: v3
   Level: AuthNoPriv         Mode: RW

3) Community: TimRO          Version: v2c
   Level: n/a                Mode: R

4) Community: TimRW          Version: v2c
   Level: n/a                Mode: RW
```

Related Commands	Command	Description
	set snmp user add	Adds an SNMP user.
	set snmp user del	Deletes an SNMP user.

show trapvip

To see whether the system is configured to include a virtual IP (VIP) address in product-specific SNMP notifications, enter the following command.

show trapvip

Syntax Description

This command has no arguments or keywords.

Usage Guidelines

Use this command only on the administration server.

For details, see the following sections:

- [Adding a Cluster-Identifying VIP Address to SNMP Notifications, page 26-8](#)
- [Removing the Cluster-Identifying VIP Address from SNMP Notifications, page 26-10](#)

Examples

The following example shows that a VIP address is configured to be included in product-specific notifications:

```
admin: show trapvip
SNMP Trap VIP: 10.22.129.200
```

The following example shows that a VIP address is *not* configured to be included in product-specific notifications:

```
admin: show trapvip
SNMP Trap VIP is not enabled/configured on this server.
```

Related Commands

Command	Description
set adminserver trapvip	Adds or removes a virtual IP (VIP) address in product-specific SNMP notifications.

utils network ping

To verify connectivity to a database server, administration server, or call engine server, enter the following command from a network console:

utils network ping *ip-address*

Syntax Description

<i>ip-address</i>	IP address or virtual IP (VIP) address to which you are testing connectivity.
-------------------	---

Usage Guidelines

Use this command to verify network connectivity from any Cisco TelePresence Exchange System server to another machine.

Examples

The following example shows how to verify network connectivity from any Cisco TelePresence Exchange System server to another machine:

```
admin: utils network ping 10.22.139.230
```

```
PING 10.22.139.230 (10.22.139.230) 56(84) bytes of data.  
64 bytes from 10.22.139.230: icmp_seq=0 ttl=62 time=0.285 ms  
64 bytes from 10.22.139.230: icmp_seq=1 ttl=62 time=0.189 ms  
64 bytes from 10.22.139.230: icmp_seq=2 ttl=62 time=0.193 ms  
64 bytes from 10.22.139.230: icmp_seq=3 ttl=62 time=0.187 ms  
  
--- 10.22.139.230 ping statistics ---  
4 packets transmitted, 4 received, 0% packet loss, time 2999ms  
rtt min/avg/max/mdev = 0.187/0.213/0.285/0.043 ms, pipe 2
```

Related Commands

None.

utils patch download

To download the patch to the local patch repository of the server, enter the following command.

utils patch download

Syntax Description

This command has no arguments or keywords.

Usage Guidelines

Before you install the patch, you must download it to your designated server.

When you use this command, you are prompted to enter the IP address, username, password, directory, and name of the file to download from the SSH file transfer protocol (SFTP) server. An error occurs if your user credentials are not valid or an invalid field is entered.



Note

The location of the patch is not displayed.

Examples

The following example shows how to download the patch from the SFTP server:

```
admin: utils patch download
SFTP server IP: 55.81.143.210
SFTP server port [22]:
User ID: root
Password: *****
Directory containing file to download: /patches/ctx
Name of file to download: BusinessTP-patchbundle-release version number.tar.gz
```

Download starting. Depending on your network speed, the download may take several minutes.

Download completed.

Related Commands

Command	Description
utils patch history	Lists the sequence of the patches that have been installed and uninstalled.
utils patch install	Installs the patch on the administration server or call engine server.
utils patch show-patches	Displays the names of the patch files that are downloaded in to the repository.
utils patch uninstall	Uninstalls the patch that has already been installed on either the administration server or call engine server.

utils patch history

To list the sequence of the patches that have been installed and uninstalled, enter the following command.

utils patch history

Syntax Description

This command has no arguments or keywords.

Usage Guidelines

A new entry is added to the patch history each time a patch is installed or uninstalled. Each entry displays the date, time of action of when the install or uninstall occurred, whether the entry is for an install or uninstall, and the version of the patch that is installed or uninstalled.

A message is displayed if no patches were installed.

Examples

The following example shows the history of each patch:

```
admin: utils patch history
```

Patch History:

```
Wed Jan 18 21:20:20 PST 2012 install release version number.P2  
Wed Jan 18 21:21:48 PST 2012 uninstall release version number.P2
```

Related Commands

Command	Description
utils patch download	Downloads the patch to the local patch repository of the server.
utils patch install	Installs the patch on the administration server or call engine server.
utils patch show-patches	Displays the names of the patch files that are downloaded in to the repository.
utils patch uninstall	Uninstalls the patch that has already been installed on either the administration server or call engine server.

utils patch install

To install the patch on the administration server or call engine server, enter the following command.

utils patch install *patch-file*

Syntax Description

<i>patch-file</i>	Name of the patch file you want to install.
-------------------	---

Usage Guidelines

Use this command to install the patch file that you previously downloaded on the administration server or call engine server. To locate the names of the previously downloaded patch files, use the [utils patch show-patches](#) command. You must gracefully halt the operation of the administration and call engine servers before continuing (see the [utils service adminserver stop](#) command or [utils service sipserver stop](#) command). When the patch is installed on all the servers, you must start the services again.

A message is displayed if the patch installation is successful or not. You will also be prompted for the following conditions:

- The name of the patch file is not entered correctly.
- The patch is not found in the repository.
- The patch is already installed.
- The install.sh script fails or is not found.

Examples

The following example shows how to install the patch on the administration server:

```
admin: utils service adminserver stop
adminserver.....Stopped
admin: utils patch install BusinessTP-patchbundle-release version number.tar.gz
```

Please make sure that the admin and sip services are stopped on all computers before continuing with this install.

Do you want to continue with this install (yes/no)? **yes**

Opening BusinessTP-patchbundle-release version number.tar.gz...

```
./artifacts/
./artifacts/ctc_userInterface.xml
./install.sh
./properties.sh
./README.txt
./uninstall.sh
./VERSION
===== CTC patch install =====
Current version is release version number
Role of this node is Admin
Current version (short) 1.1.0
Patch version: release version number
```

```
Installing patch on admin server.
Saved ctc_userInterface.xml /common/patches/release version number/original/
cp artifacts/ctc_userInterface.xml to /usr/local/platform/conf/cli/interface/
Finished patching....
```

Installation Complete

When all computers have been patched, restart the services.

```
admin: utils service adminserver start
adminserver.....Started - PID <27494>
```

Related Commands

Command	Description
utils patch download	Downloads the patch to the local patch repository of the server.
utils patch history	Lists the sequence of the patches that have been installed and uninstalled.
utils patch show-patches	Displays the names of the patch files that are downloaded in to the repository.
utils patch uninstall	Uninstalls the patch that has already been installed on either the administration server or call engine server.
utils service adminserver start	Starts an administration server after your server is down or after you use the utils service adminserver stop command.
utils service adminserver stop	Gracefully stops an administration server.
utils service sipserver start	Starts a call engine server that is down.
utils service sipserver stop	Gracefully stops a call engine server.

utils patch show-patches

To display the names of the patch files that are downloaded in to the repository, enter the following command.

utils patch show-patches

Syntax Description

This command has no arguments or keywords.

Usage Guidelines

Use this command to display the patch files that are in the repository. A message is displayed if no patch files were found in the repository.

Examples

The following example shows how to display the patch files:

```
admin: utils patch show-patches
```

Patch Files:

```
BusinessTP-patchbundle-release version number.tar.gz
```

Related Commands

Command	Description
utils patch download	Downloads the patch to the local patch repository of the server.
utils patch history	Lists the sequence of the patches that have been installed and uninstalled.
utils patch install	Installs the patch on the administration server or call engine server.
utils patch uninstall	Uninstalls the patch that has already been installed on either the administration server or call engine server.

utils patch uninstall

To uninstall the patch that has already been installed on either the administration server or call engine server, enter the following command.

utils patch uninstall

Syntax Description This command has no arguments or keywords.

Usage Guidelines Use this command to uninstall the patch that you recently installed. Before you uninstall the patch, you must gracefully halt the operation of the administration server and call engine server (see the [utils service adminserver stop](#) command or [utils service sipserver stop](#) command). When the patch is uninstalled on all the servers, you must start the services again.

A message is displayed if the patch uninstall is successful or not. Only the most recently applied patch is uninstalled. You cannot uninstall multiple patches to revert the system back to the original state. If you attempt to uninstall more than one patch, a message is displayed that another install must be performed before any additional uninstalls can be performed.

Examples The following example shows how to uninstall the patch on the administration server:

```
admin: utils service adminserver stop
adminserver.....Stopped
admin: utils patch uninstall

Do you want to continue with this uninstall (yes/no)? yes

===== CTC patch uninstall =====
Role of this node is Admin

Patch version: release version number

Uninstalling patch on admin server.
Restoring original files /common/patches/release version
number/original//ctc_userInterface.xml to /usr/local/platform/conf/cli/interface/

Uninstall Complete

When all computers have been unpatched, restart the services.

admin: utils service adminserver start
adminserver.....Started - PID <7120>
```

Related Commands	Command	Description
	utils patch download	Downloads the patch to the local patch repository of the server.
	utils patch history	Lists the sequence of the patches that have been installed and uninstalled.
	utils patch install	Installs the patch on the administration server or call engine server.

Command	Description
<code>utils patch show-patches</code>	Displays the names of the patch files that are downloaded in to the repository.
<code>utils service adminserver start</code>	Starts an administration server after your server is down or after you use the utils service adminserver stop command.
<code>utils service adminserver stop</code>	Gracefully stops an administration server.
<code>utils service sipserver start</code>	Starts a call engine server that is down.
<code>utils service sipserver stop</code>	Gracefully stops a call engine server.

utils service adminserver start

To start an administration server after your server is down or after you use the **utils service adminserver stop** command, enter the following command.

utils service adminserver start

Syntax Description This command has no arguments or keywords.

Usage Guidelines Use this command to gracefully start an administration server.

Examples In the following example, the **utils service adminserver start** command was entered because the server status indicated that the administration server was not running:

```
admin: utils service adminserver status
adminserver.....Not running
admin: utils service adminserver start
adminserver.....Started - PID <23338>
admin: utils service adminserver status
adminserver.....Starting - PID <23338>
admin: utils service adminserver status
adminserver.....Running - PID <23338>
```

Related Commands	Command	Description
	utils service adminserver stop	Gracefully stops an administration server.
	utils service adminserver status	Displays the status of the administration server.

utils service adminserver status

To check the status of an administration server, enter the following command.

utils service adminserver status

Syntax Description

This command has no arguments or keywords.

Examples

The following example shows that the administration server is up and running:

admin: **utils service adminserver status**

adminserver.....Not running

The following example shows that the administration server was stopped:

admin: **utils service adminserver status**

adminserver.....<Pid: 3223> Not Running

Related Commands

Command	Description
utils service database status	Checks the status of the database server.
utils service sipserver status	Checks the status of the call engine server.

utils service adminserver stop

To gracefully stop an administration server, enter following command.

utils service adminserver stop

Syntax Description This command has no arguments or keywords.

Usage Guidelines Use this command whenever you need to gracefully halt operation of an administration server. If you enter this command, the CISCO-TELEPRESENCE-EXCHANGE-SYSTEM-MIB will stop responding. After you start the administration server by entering the [utils service adminserver start](#) command, the product-specific MIB will start responding.

Examples The following example shows how to gracefully halt the operation of the administration server:

```
admin: utils service adminserver status
adminserver.....Running - PID <10817>
admin: utils service adminserver stop
adminserver.....Stopped
admin: utils service adminserver status
adminserver.....Not running
```

Related Commands	Command	Description
	utils service adminserver start	Gracefully starts the administration server.
	utils service adminserver status	Displays the status of the administration server.

utils service corosync status

To check the status of a corosync service on the current server, enter the following command.

utils service corosync status

Syntax Description

This command has no arguments or keywords.

Usage Guidelines

Use this command on the administration, call engine, and database servers.

The corosync utility determines which database server takes on the primary role in the cluster. Corosync uses input from each server in the cluster to make this determination and runs on each server as a service.

Examples

The following example shows that the corosync service is up and running on all the Cisco TelePresence Exchange System servers:

```
admin: utils service corosync status
corosync.....Running - PID <18613>
```

The following example shows that the corosync service is not running on all the Cisco TelePresence Exchange System servers:

```
admin: utils service corosync status
corosync.....Not running
```

Related Commands

Command	Description
utils service crm status	Monitors the Cluster Resource Manager (CRM) status on all the Cisco TelePresence Exchange System servers.

utils service crm status

To monitor the Cluster Resource Manager (CRM) status on all the Cisco TelePresence Exchange System servers, enter the following command.

utils service crm status

Syntax Description

This command has no arguments or keywords.

Usage Guidelines

Use this command to check and monitor the CRM status.

In the example, the header shows a summary of the following status fields:

- Date, time of action, and version of when the cluster status last provided a successful output.
- The machine, which is used as the current domain controller (DC), indicates which of the six servers is the current domain controller. During normal operation, all six servers show the same DC and it should be the partition with the quorum. For example, if one server shows a different DC or the partition does not have a quorum, check the network connectivity between the servers. A minimum of four servers must always be online to satisfy the quorum requirement.
- The expected number of servers that are known to the cluster is six.
- The expected number of known resources that are configured is three.

Examples

The following example shows a summary of the current CRM status on the servers, displays the status of all six servers as online, displays the status of one database server with three resources as started, and displays the expected behavior for the four entries on the administration and call engine servers:

```
admin: utils service crm status
=====
Last updated: Tue Apr  3 21:20:53 2012
Stack: openais
Current DC: feature8-db2 - partition with quorum
Version: 1.0.9-89bd754939df5150de7cd76835f98fe90851b677
6 Nodes configured, 6 expected votes
3 Resources configured.
=====

Online: [ feature8-engine2 feature8-admin2 feature8-db2 feature8-engine1 feature
8-admin1 feature8-db1 ]

Resource Group: mysql
  mysql_filesystem (ocf::heartbeat:Filesystem):    Started feature8-db2
  mysql_vip (ocf::heartbeat:IPaddr2):              Started feature8-db2
  mysql_server (ocf::heartbeat:mysql):             Started feature8-db2
Master/Slave Set: mysql_replication
  Masters: [ feature8-db2 ]
  Slaves: [ feature8-db1 ]
Clone Set: gateway_conn_monitor
  Started: [ feature8-engine2 feature8-db2 feature8-admin2 feature8-engine1 f
eature8-admin1 feature8-db1 ]

Failed actions:
  drbd_mysql:0_monitor_0 (node=feature8-admin2, call=5, rc=5, status=complete)
: not installed
```

```

drbd_mysql:0_monitor_0 (node=feature8-engine2, call=5, rc=5, status=complete
): not installed
drbd_mysql:0_monitor_0 (node=feature8-engine1, call=5, rc=5, status=complete
): not installed
drbd_mysql:0_monitor_0 (node=feature8-admin1, call=5, rc=5, status=complete)
: not installed

```

Related Commands

Command	Description
utils service corosync status	Checks the status of a corosync service on the current server.

utils service database drbd disable-ha

To disable high availability (HA) and set the current secondary database server to take over the primary HA role, enter the following command.

utils service database drbd disable-ha

Syntax Description This command has no arguments or keywords.

Usage Guidelines Use this command to set the current secondary database server to act as the primary server. This situation allows the primary database server to assume the primary HA role even when it did not meet the minimum quorum of four votes. For details, see the [“Recovering from a Situation Where Three or More Servers Failed”](#) section on page 33-1.

Examples The following example shows how to disable HA on a database server:

```
admin: utils service database drbd disable-ha
Disabling quorum requirement... [Done]
```

Related Commands	Command	Description
	utils service database drbd enable-ha	Enables HA on the database server.
	utils service database status	Checks the status of the database server.

utils service database drbd discard-node

To reset a database server to function in the secondary high-availability (HA) role, enter the following command.

utils service database drbd discard-node

Syntax Description

This command has no arguments or keywords.

Usage Guidelines

Use this command to recover from split brain mode. For details, see the [“Split Brain Recovery”](#) chapter.



Note

When you enter this command, all data on that database server is deleted and cannot be recovered. Make sure that you carefully follow the instructions for split brain recovery.

Examples

The following example shows how to reset a database server to function as the secondary database server:

```
admin: utils service database drbd discard-node
This command will make this node as Secondary
Trying to assume secondary role..... [Done]
Ensuring DRBD volume unmounted...
Ensuring DRBD role is Secondary...
Discarding local MySQL data..... [Done]
```

Related Commands

Command	Description
utils service database drbd keep-node	Resets a database server to function in the primary high-availability (HA) role.
utils service database status	Checks the status of the database server.

utils service database drbd enable-ha

To enable high availability (HA) after manually recovering from a failed primary database server, enter the following command.

utils service database drbd enable-ha

Syntax Description

This command has no arguments or keywords.

Usage Guidelines

Use this command only if you had disabled HA by using the [utils service database drbd disable-ha](#) command. For details, see the [“Recovering from a Situation Where Three or More Servers Failed” section on page 33-1](#).



Caution

Entering this command will temporarily interrupt MySQL service. Cisco recommends that you use this command only during maintenance windows. During the MySQL service interruption, new calls will not be able to connect to meetings, and users will not be able to schedule meetings.

Examples

The following example shows how to enable HA on a database server:

```
admin: utils service database drbd enable-ha
Enabling quorum requirement... [Done]
```

Related Commands

Command	Description
utils service database drbd disable-ha	Disables HA on the database server.
utils service database status	Checks the status of the database server.

utils service database drbd force-discard-node

To reset the metadata for the Distributed Replicated Block Device (DRBD) and set a database server to function in the secondary high-availability (HA) role, enter the following command.

utils service database drbd force-discard-node

Syntax Description

This command has no arguments or keywords.

Usage Guidelines

Use this command to recover when the DRBD metadata is corrupted. For details, see the [“Recovering from Corrupted DRBD Metadata” section on page 30-6](#). The DRBD feature synchronizes the secondary database with changes that are made on the primary database.



Note

When you enter this command, all data on that database server is deleted and cannot be recovered. Make sure that you carefully follow the instructions for corrupted DRBD metadata recovery.

Examples

The following example shows how to reset the DRBD metadata and set a database server to function as the secondary database server:

```
admin: utils service database drbd force-discard-node
Shutting down Heartbeat...
Stopping High-Availability services:
[ OK ]
Ensuring DRBD volume unmounted...
umount: /dev/drbd0: not mounted
Taking down DRBD Resource...
Recreating DRBD meta-data...
NOT initialized bitmap
Bringing up DRBD...
Starting Heartbeat...
Starting High-Availability services:
[ OK ]
[Done]
```

Related Commands

Command	Description
utils service database drbd force-keep-node	Resets the DRBD metadata and sets a database server to function in the primary high-availability (HA) role.
utils service database status	Checks the status of the database server.

utils service database drbd force-keep-node

To reset the metadata for the Distributed Replicated Block Device (DRBD) and set a database server to function in the primary high-availability (HA) role, enter the following command.

utils service database drbd force-keep-node

Syntax Description This command has no arguments or keywords.

Usage Guidelines Use this command to recover when the DRBD metadata is corrupted. For details, see the [“Recovering from Corrupted DRBD Metadata” section on page 30-6](#). The DRBD feature synchronizes the secondary database with changes that are made on the primary database.

Examples The following example shows how to reset the DRBD metadata and set a database server to function as the primary database server:

```
admin: utils service database drbd force-keep-node
This command will make this node as Primary
Trying to assume primary role..... [Done]
Overwriting peer data... [Done]
```

Related Commands	Command	Description
	utils service database drbd force-discard-node	Resets the DRBD metadata and sets a database server to function in the secondary high-availability (HA) role.
	utils service database status	Checks the status of the database server.

utils service database drbd force-mysql-reset

To reformat the Distributed Replicated Block Device (DRBD) partition, restore a backup MySQL installation, and set a database server to function in the primary high-availability (HA) role, enter the following command.

utils service database drbd force-mysql-reset

Syntax Description

This command has no arguments or keywords.

Usage Guidelines

Use this command to recover when the MySQL database is corrupted. For details, see the [“Corrupted MySQL Database Recovery”](#) chapter.



Caution

All data in the MySQL database will be lost and unrecoverable after entering this command. Make sure that you follow the corrupted MySQL database recovery procedures carefully.

Examples

The following example shows how to reset the DRBD metadata and set a database server to function as the primary database server:

```
admin: utils service database drbd force-mysql-reset
This command will make this node as Primary
This command will make this node as Primary
Trying to assume primary role..... [Done]
Temporarily stopping mon services...
Stopping mon daemon: [FAILED]
Stopping MySQL...
  ERROR! MySQL manager or server PID file could not be found!
Ensuring DRBD volume unmounted...
Rebuilding DRBD filesystem...
Filesystem label=
OS type: Linux
Block size=4096 (log=2)
Fragment size=4096 (log=2)
5898240 inodes, 11796480 blocks
589824 blocks (5.00%) reserved for the super user
First data block=0
Maximum filesystem blocks=12582912
360 block groups
32768 blocks per group, 32768 fragments per group
16384 inodes per group
Superblock backups stored on blocks:
    32768, 98304, 163840, 229376, 294912, 819200, 884736, 1605632, 2654208,
    4096000, 7962624, 11239424

Writing inode tables: done
Creating journal (8192 blocks): done
Writing superblocks and filesystem accounting information: done

This filesystem will be automatically checked every 21 mounts or
180 days, whichever comes first.  Use tune2fs -c or -i to override.
Remounting DRBD volume...
Retrieving backup MySQL files...
Starting MySQL...
```

```
Starting MySQL. ERROR! Manager of pid-file quit without updating file.  
Starting mon...  
Starting mon daemon: [ OK ]  
[Done]
```

The server then restarts, is assigned the primary HA role, and initiates the synchronization process.

Related Commands

Command	Description
utils service database status	Checks the status of the database server.

utils service database drbd keep-node

To reset a database server to function in the primary high-availability (HA) role, enter the following command.

utils service database drbd keep-node

Syntax Description

This command has no arguments or keywords.

Usage Guidelines

Use this command to recover from split brain mode or after replacing a failed initial primary database server. For details, see one of the following sections:

- [Split Brain Recovery, page 30-1](#)
- [Recovering from a Situation Where Three or More Servers Failed, page 33-1](#)

Examples

The following example shows how to reset a database server to function as the current primary database server:

```
admin: utils service database drbd keep-node
This command will make this node as Primary
Trying to assume primary role..... [Done]
Reconnecting to MySQL..... [Done]
```

Related Commands

Command	Description
utils service database drbd discard-node	Resets a database server to function in the secondary high-availability (HA) role.
utils service database status	Checks the status of the database server.

utils service database status

To check the status of a database server, enter the following command.

utils service database status

Syntax Description

This command has no arguments or keywords.

Usage Guidelines

Use this command to check the status, configuration, and high-availability (HA) role of a database server, for example, during the installation and synchronization process.

The command output displays both the initial configured HA role and the current HA role of the node. The initial configured HA role is determined by whether you specified the primary role during installation. After the database servers are synchronized and actively in use, you typically only need to see the current HA role in the command output.

The following sample status values indicate an active and healthy system:

- Corosync is running.
- MySQL is running (current primary database server only).
- The Connection Sync Status field is “Connected.”
A Connection Sync Status value of “WFConnection” means that the server is waiting for a connection from its redundant peer, for example, after the installation but before database synchronization.
- The role values indicate that one server has the primary role, and the other server has the secondary role, specifically:
 - The role state on the left shows the HA role of the server on which you are viewing the command output.
 - The role state on the right shows the HA role of the redundant peer.
- The Disk Status field is “UpToDate” for both servers, specifically:
 - The disk status on the left shows the disk status of the server on which you are viewing the command output.
 - The disk status on the right shows the disk status of the redundant peer.

During the initial synchronization, the command output indicates the progress of the synchronization process.

This command is also used to diagnose and recover from various database problems. See the following sections:

- [Split Brain Recovery, page 30-1](#)
- [Corrupted MySQL Database Recovery, page 31-1](#)
- [Server Failure Recovery, page 33-1](#)

Examples

Sample output from the current primary database server:

```
admin: utils service database status
-----
The initial configured HA role of this node      : primary
The current HA role of this node                : primary
The database vip address                       : 10.22.130.61
Node name                                       : ctx-db-1
Node IP address                               : 10.22.130.50
Corosync status                                : Running PID <19250>
Current Designated Controller (DC)            : ctx-db-1 - partition with quorum
MySQL status                                   : Running pid 15633
Connection Sync Status                        : Connected
Role (this-node/peer-node)                     : Primary/Secondary
Disk Status (this-node/peer-node)             : UpToDate/UpToDate
-----
```

Sample output from the current secondary database server:

```
admin: utils service database status
-----
The initial configured HA role of this node      : secondary
The current HA role of this node                : secondary
The database vip address                       : 10.22.130.61
Node name                                       : ctx-db-2
Node IP address                               : 10.22.130.58
Corosync status                                : Running PID <26656>
Current Designated Controller (DC)            : ctx-db-1 - partition with quorum
MySQL status                                   : Not running (only runs on
database server with current role primary.)
Connection Sync Status                        : Connected
Role (this-node/peer-node)                     : Secondary/Primary
Disk Status (this-node/peer-node)             : UpToDate/UpToDate
-----
```

Related Commands

Command	Description
utils service sipserver status	Checks the status of a call engine server.
utils service adminserver status	Checks the status of the administration server.

utils service nodemanager start

To start a Cisco Tomcat service that is down, enter the following command.

utils service nodemanager start

Syntax Description This command has no arguments or keywords.

Usage Guidelines Use this command to gracefully start a Cisco Tomcat service on the administration, call engine, and database servers.

Examples In the following example, the **utils service nodemanager start** command was entered because the service status indicated that the Cisco Tomcat service was not running.

```
admin: utils service nodemanager status
tomcat.....Not running
admin: utils service nodemanager start
tomcat.....Starting - PID <22970>
admin: utils service nodemanager status
tomcat.....Running - PID <22970>
```

Related Commands	Command	Description
	utils service nodemanager status	Checks the status of a Cisco Tomcat service after installation or during general operations.
	utils service nodemanager stop	Gracefully stops a Cisco Tomcat service.

utils service nodemanager status

To check the status of a Cisco Tomcat service after installation or during general operations, enter the following command:

utils service nodemanager status

Syntax Description

This command has no arguments or keywords.

Usage Guidelines

Use this command to check the status of the Cisco Tomcat service on the administration, call engine, and database servers.

Examples

The following example shows that the Cisco Tomcat service is up and running:

```
admin: utils service nodemanager status
tomcat.....Running - PID <15959>
```

The following example shows that the Cisco Tomcat service stopped:

```
admin: utils service nodemanager status
tomcat.....Not running
```

Related Commands

Command	Description
utils service nodemanager start	Starts a Cisco Tomcat service that is down.
utils service nodemanager stop	Gracefully stops a Cisco Tomcat service.

utils service nodemanager stop

To gracefully stop a Cisco Tomcat service, enter the following command.

utils service nodemanager stop

Syntax Description This command has no arguments or keywords.

Usage Guidelines Use this command whenever you need to gracefully halt operation of a Cisco Tomcat service on the administration, call engine, and database servers.

Examples The following example shows how to gracefully halt the operation of the Cisco Tomcat service:

```
admin: utils service nodemanager status
tomcat.....Running - PID <22970>
admin: utils service nodemanager stop
tomcat.....Stopped
admin: utils service nodemanager status
tomcat.....Not running
```

Related Commands	Command	Description
	utils service nodemanager start	Starts a Cisco Tomcat service that is down.
	utils service nodemanager status	Checks the status of a Cisco Tomcat service after installation or during general operations.

utils service sipserver start

To gracefully start a call engine server that is down, enter the following command.

utils service sipserver start

Syntax Description This command has no arguments or keywords.

Usage Guidelines Use this command to gracefully start a call engine server.

Examples In the following example, the **utils service sipserver start** command was entered because the server status indicated that the call engine server was not running:

```
admin: utils service sipserver status
sipserver.....Not running
admin: utils service sipserver start
sipserver.....Starting - PID <14891>
admin: utils service sipserver status
sipserver.....Running - PID <14891>
```

Related Commands

Command	Description
utils service sipserver stop	Gracefully stops the call engine server.
utils service sipserver status	Displays the status of the call engine server.

utils service sipserver status

To check the status of a call engine server after installation or during general operations, enter the following command.

utils service sipserver status

Syntax Description This command has no arguments or keywords.

Usage Guidelines None.

Examples The following example shows that the call engine server is up and running:

```
admin: utils service sipserver status
sipserver.....<Pid: 3223> running
```

The following example shows that the call engine server stopped:

```
admin: utils service sipserver status
sipserver.....Not running
```

Related Commands	Command	Description
	utils service adminserver status	Checks the status of the administration server.
	utils service database status	Checks the status of the database server.

utils service sipserver stop

To gracefully stop a call engine server, enter the following command.

utils service sipserver stop *service*

Syntax Description

This command has no arguments or keywords.

Examples

The following example shows how to gracefully halt the operation of the call engine server:

```
admin: utils service sipserver status
sipserver.....Running - PID <13097>
admin: utils service sipserver stop
sipserver.....Stopped
admin: utils service sipserver status
sipserver.....Not running
```

Related Commands

Command	Description
utils service sipserver start	Gracefully starts a call engine server.
utils service sipserver status	Checks the status of a call engine server.

utils snmp get

To get the SNMP data for a discrete MIB object, enter one of the following commands, depending on whether you are using SNMP version 3 or 2c.

utils snmp get 3 *username ip-address object-id [file]*

utils snmp get 2c *community-string ip-address object-id [file]*

Syntax Description

3	Specifies SNMP version 3.
<i>username</i>	SNMP username.
2c	Specifies SNMP version 2c.
<i>community-string</i>	Community string.
<i>ip-address</i>	IP address of the server that you want to query. To query the server on which you are logged in to the CLI, enter the localhost IP address 127.0.0.1.
<i>object-id</i>	Object ID (OID).
<i>file</i>	(Optional) Filename or directory path to the file for the output.

Usage Guidelines

This command enables you to query a server for the value of a discrete MIB object, or one piece of management data. If you instead want the values of a table MIB object, which contains multiple pieces of management data, use the **utils snmp walk** command.

This command is typically used to troubleshoot SNMP issues. See the [“Troubleshooting SNMP” section on page 26-12](#).

Examples

The following example shows how to get the system description (sysDescr.0) from SNMP:

```
admin: utils snmp get 2c private 10.22.140.73 1.3.6.1.2.1.1.1.0
```

This command may temporarily impact CPU performance.

Continue (y/n)? **y**

```
iso.3.6.1.2.1.1.1.0 STRING: "\"Hardware:7845I3, 2 Intel(R) Xeon(R) CPU E5540 @ 2.53GHz, 8192 MB Memory: Software:UCOS 4.0.0.0-31 Product:Cisco TelePresence Exchange System:1.0.1.0.1103-6\""
```

Related Commands

Command	Description
show snmp users	Displays the configured SNMP users on the server.
utils snmp walk	Get the SNMP data for a table MIB object.

utils snmp hardware-agents restart

To restart the hardware agent for an IBM server, enter the following command.

utils snmp hardware-agents restart

Syntax Description This command has no arguments or keywords.

Usage Guidelines Use this command to restart the hardware agent for an IBM server without rebooting the server. Typically, this command is used only if the hardware agent on the server fails, that is, when IBM MIBs do not respond while the CISCO-TELEPRESENCE-EXCHANGE-SYSTEM-MIB and other MIBs continue to work.

Examples The following example shows how to restart the hardware agent for an IBM server:

```
admin: utils snmp hardware-agents restart  
Stopping SNMP agents ...  
SNMP agents stopped  
Starting SNMP agents ...  
SNMP agents started
```

Related Commands None.

utils snmp walk

To get the SNMP data for a table MIB object, enter one of the following commands, depending on whether you are using SNMP version 3 or 2c.

utils snmp walk 3 *username ip-address object-id*

utils snmp walk 2c *community-string ip-address object-id*

Syntax	Description
3	Specifies SNMP version 3.
<i>username</i>	SNMP username.
2c	Specifies SNMP version 2c.
<i>community-string</i>	Community string.
<i>ip-address</i>	IP address of the server that you want to query. To query the server on which you are logged in to the CLI, enter the localhost IP address 127.0.0.1.
<i>object-id</i>	Object ID (OID).
<i>file</i>	<i>Not supported.</i>

Usage Guidelines

This command enables you to query a server for the values of a table MIB object, which contains multiple pieces of management data. If you instead want to query a server for the value of a discrete MIB object, or one piece of management data, use the **utils snmp get** command.

This command is typically used to troubleshoot SNMP issues. See the [“Troubleshooting SNMP” section on page 26-12](#).

Examples

The following example shows how to query an administration server for the values of the CISCO-TELEPRESENCE-EXCHANGE-SYSTEM-MIB objects:

```
admin: utils snmp walk 2c public 127.0.0.1 1.3.6.1.4.1.9.9.758
```

This command may temporarily impact CPU performance.

Continue (y/n)? **y**

```
iso.3.6.1.4.1.9.9.758.1.1.1.1.2.1 Hex-STRING: 8A 96 01 49 2B 3B 42 0D 01 2B 3B 45 0C 70 00
0D
iso.3.6.1.4.1.9.9.758.1.1.1.1.3.1 STRING: "cisco"
iso.3.6.1.4.1.9.9.758.1.1.1.1.4.1 STRING: "description 1"
iso.3.6.1.4.1.9.9.758.1.1.1.1.5.1 STRING: "null"
iso.3.6.1.4.1.9.9.758.1.1.2.1.2.1 Hex-STRING: 8A 96 01 49 2B 3B 42 0D 01 2B 3B 60 A4 E7 00
1D
iso.3.6.1.4.1.9.9.758.1.1.2.1.2.2 Hex-STRING: 8A 96 01 49 2B 3B 42 0D 01 2B 3B 60 A5 1C 00
28
iso.3.6.1.4.1.9.9.758.1.1.2.1.3.1 STRING: "San Francisco"
iso.3.6.1.4.1.9.9.758.1.1.2.1.3.2 STRING: "San FranciscoMLM"
iso.3.6.1.4.1.9.9.758.1.1.2.1.4.1 STRING: "null"
iso.3.6.1.4.1.9.9.758.1.1.2.1.4.2 STRING: "8a9601492b3b420d012b3b60a4e7001d"
iso.3.6.1.4.1.9.9.758.1.1.2.1.5.1 Hex-STRING: 8A 96 01 49 2B 3B 42 0D 01 2B 3B 45 0C 70 00
0D
iso.3.6.1.4.1.9.9.758.1.1.2.1.5.2 Hex-STRING: 8A 96 01 49 2B 3B 42 0D 01 2B 3B 45 0C 70 00
0D
iso.3.6.1.4.1.9.9.758.1.1.3.1.2.1 Hex-STRING: 8A 96 01 49 2B A4 08 1A 01 2B AC 20 FD 10 03
E8
```

```

iso.3.6.1.4.1.9.9.758.1.1.3.1.3.1 STRING: "testSNMP"
iso.3.6.1.4.1.9.9.758.1.1.3.1.4.1 STRING: "null"
iso.3.6.1.4.1.9.9.758.1.1.3.1.5.1 Gauge32: 48
iso.3.6.1.4.1.9.9.758.1.1.3.1.6.1 INTEGER: 2
iso.3.6.1.4.1.9.9.758.1.1.3.1.7.1 Hex-STRING: 8A 96 01 49 2B 3B 42 0D 01 2B 3B 45 0C 70 00
0D
iso.3.6.1.4.1.9.9.758.1.1.4.1.1.2.1 Hex-STRING: 8A 96 01 49 2B BC 9D 2A 01 2B C0 38 4C AC
01 C9
iso.3.6.1.4.1.9.9.758.1.1.4.1.1.2.2 Hex-STRING: 8A 96 01 49 2B 64 00 20 01 2B 6A 26 BD FD
03 27
iso.3.6.1.4.1.9.9.758.1.1.4.1.1.2.3 Hex-STRING: 8A 96 01 49 2B 54 91 68 01 2B 54 96 59 3A
00 2A
iso.3.6.1.4.1.9.9.758.1.1.4.1.1.2.4 Hex-STRING: 8A 96 01 49 2B 3B 42 0D 01 2B 3B D3 2D F6
01 04
iso.3.6.1.4.1.9.9.758.1.1.4.1.1.3.1 STRING: "agile5-ctsman2"
iso.3.6.1.4.1.9.9.758.1.1.4.1.1.3.2 STRING: "tps1"
iso.3.6.1.4.1.9.9.758.1.1.4.1.1.3.3 STRING: "agile5-ctms"
iso.3.6.1.4.1.9.9.758.1.1.4.1.1.3.4 STRING: "agile4-ivr-resource"
Press <enter> for 1 line, <space> for one page, or <q> to quit

```

Related Commands

Command	Description
show snmp users	Displays the configured SNMP users on the server.
utils snmp get	Gets the SNMP data for a discrete MIB object.

utils system restart

To restart a database, administration, or call engine server, enter the following command:

utils system restart

Syntax Description	This command has no arguments or keywords.
---------------------------	--

Usage Guidelines	If you restart the server over SSH, you will lose your connection while the server restarts.
-------------------------	--

Examples	<p>The following example shows how to restart a database server:</p> <pre>admin: utils system restart Do you really want to restart ? Enter (yes/no)? yes Current DRBD state is Connected. OK to proceed with restart. Appliance is being Restarted ... Shutting down Service Manager will take some time.. \ Service Manager shutting down services... Please Wait DONE!!!! Broadcast message from root (Thu Feb 10 04:55:47 2011): The system is going down for reboot NOW! Waiting . Operation succeeded restart now.</pre>
-----------------	---

Related Commands	Command	Description
	utils system shutdown	Shuts down a Cisco TelePresence Exchange System server.

utils system shutdown

To shut down a database, administration, or call engine server, enter the following command.

utils system shutdown

Syntax Description

This command has no arguments or keywords.

Usage Guidelines

Use this command to shut down the system for maintenance, for example, to upgrade software.

Examples

The following example shows how to shut down a database server:

```
admin: utils system shutdown

Do you really want to shutdown ?

Enter (yes/no)? yes
Current DRBD state is Connected. OK to proceed with restart.

Appliance is being Powered - Off ...
Shutting down Service Manager will take some time..
\  Service Manager shutting down services... Please Wait
DONE!!!!

Broadcast message from root (Thu Mar 24 19:47:04 2011):

The system is going down for system halt NOW!
Waiting .

Operation succeeded

shutdown now.
```

Related Commands

Command	Description
utils system restart	Restarts a Cisco TelePresence Exchange System server.