



# Command Line Interface Reference Guide for Cisco Unified Contact Center Express Release 8.0(1)

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This document describes the Unified CCX Command Line Interface (CLI) commands that are available for the Cisco Unified Communications Operating System.

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# Starting a CLI Session

You can access the Cisco Unified Contact Center Express CLI remotely or locally:

- From a SSH-enabled client workstation, you can use SSH to connect securely to the Cisco Unified Contact Center Express.
- You can access the Cisco Unified Contact Center Express CLI directly by using the monitor and keyboard that you used during installation or by using a terminal server that is connected to the serial port. Use this method if a problem exists with the IP address.

## Before You Begin

Ensure you have the following information that gets defined during installation:

- A primary IP address and hostname
- An administrator ID
- A password

You will need this information to log in to the Cisco IPT Platform.

Perform the following steps to start a CLI session:

### Step 1

Do one of the following actions depending on your method of access:

- From a remote system, use SSH to connect securely to the Cisco IPT Platform. In your SSH client, enter `ssh adminname@hostname`

where **adminname** specifies the Administrator ID and **hostname** specifies the hostname that was defined during installation.

For example, **ssh admin@ipt-1**.

- From a direct connection, you receive this prompt automatically:

```
ipt-1 login:
```

where **ipt-1** represents the host name of the system.

Enter your administrator ID.

In either case, the system prompts you for a password.

### Step 2

Enter your password.

The CLI prompt displays. The prompt represents the Administrator ID; for example:

```
admin:
```

## CLI Basics

The following section contains basic tips for using the command line interface.

- [Completing Commands, page 3](#)
- [Getting Help on Commands, page 3](#)
- [Exiting a Command with the Ctrl-C Key Sequence, page 4](#)
- [Ending a CLI Session, page 4](#)

## Completing Commands

To complete commands, use **Tab**:

- Enter the start of a command and press **Tab** to complete the command. For example, if you enter **se** and press **Tab**, **set** gets completed.
- Enter a full command name and press **Tab** to display all the commands or sub-commands that are available. For example, if you enter **set** and press **Tab**, you see all the **set** sub-commands. An **\*** identifies the commands that have sub-commands.
- If you reach a command, keep pressing **Tab**, and the current command line repeats; this indicates that no additional expansion is available.

## Getting Help on Commands

You can get two kinds of help on any command:

- Detailed help that includes a definition of the command and an example of its use
- Short query help that includes only command syntax

### Procedure

To get detailed help, at the CLI prompt, enter

**help** *command*

Where *command* specifies the command name or the command and parameter. See [Example 1-1](#).



#### Note

If you enter the **help** command without specifying the name of a particular command as the optional parameter, the system provides information about the CLI system.

To query only command syntax, at the CLI prompt, enter

*command*?

Where *command* represents the command name or the command and parameter. See [Example 1-2](#).



#### Note

If you enter a **?** after a menu command, such as **set**, it acts like the **Tab** key and lists the commands that are available.

### Example 1-1 Detailed Help Example:

```
admin:help file list activelog

activelog help:
This will list active logging files

options are:
page      - pause output
detail    - show detailed listing
```

```
reverse - reverse sort order
date    - sort by date
size    - sort by size
```

file-spec can contain '\*' as wildcards

Example:

```
admin:file list activelog platform detail
02 Dec,2004 12:00:59      <dir>    drf
02 Dec,2004 12:00:59      <dir>    log
16 Nov,2004 21:45:43      8,557   enGui.log
27 Oct,2004 11:54:33      47,916  startup.log
dir count = 2, file count = 2
```

### **Example 1-2** Query Example:

```
admin:file list activelog?
Syntax:
file list activelog file-spec [options]
file-spec  mandatory   file to view
options    optional    page|detail|reverse| [date|size]
```

## Exiting a Command with the Ctrl-C Key Sequence

You can stop most interactive commands by entering the **Ctrl-C** key sequence, as shown in the following example:

### **Example 3** Exiting a Command with Ctrl-C

```
admin:utils system upgrade initiate
```

Warning: Do not close this window without first exiting the upgrade command.

Source:

```
1) Remote Filesystem
2) DVD/CD
q) quit
```

```
Please select an option (1 - 2 or "q"):
Exiting upgrade command. Please wait...
```

Control-C pressed

```
admin:
```



#### **Note**

If you execute the command **utils system switch-version** and enter **Yes** to start the process, entering **Ctrl-C** exits the command but does not stop the switch-version process.

## Ending a CLI Session

At the CLI prompt, enter **quit**. If you are logged in remotely, you get logged off, and the ssh session gets dropped. If you are logged in locally, you get logged off, and the login prompt returns.

# CLI Commands Unavailable for Unified CCX

There are a few CLI commands that are either unavailable or renamed in Unified CCX since Unified CCX does not support Dynamic Host Configuration Protocol (DHCP) and Internet Protocol version 6 (IPv6). However, these CLI commands continue to be available for the Cisco Unified Communications Solutions Operating System.

These CLI commands are as follows:

- `set network dhcp` – Unavailable
- `show uccx tech dbschemaversion` – Unavailable
- `set network ipv6 dhcp` – Unavailable
- `set network ipv6 service` – Unavailable
- `set network ipv6 static_address` – Unavailable
- `show network ipv6 settings` – Unavailable
- `show tech ccm_services` – Renamed to `show tech uccx_services`



## Note

For detailed information on all the CLI commands available for the Cisco Unified Communications Operating System, refer to *Command Line Interface Reference Guide for Cisco Unified Communications Solutions, Release 8.0* available here:

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html)

## Conventions

This document uses the following conventions:

Convention	Description
<b>boldface font</b>	Commands and keywords are in <b>boldface</b> .
<i>italic font</i>	Arguments for which you supply values are in <i>italics</i> .
[ ]	Elements in square brackets are optional.
{ x   y   z }	Alternative keywords are grouped in braces and separated by vertical bars.
[ x   y   z ]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A non-quoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in <code>screen font</code> .
<b>boldface screen font</b>	Information you must enter is in <b>boldface screen font</b> .
<i>italic screen font</i>	Arguments for which you supply values are in <i>italic screen font</i> .
	This pointer highlights an important line of text in an example.
^	The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.
< >	Non-printing characters, such as passwords, are in angle brackets.

Notes use the following conventions:



**Note**

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Timesavers use the following conventions:



**Timesaver**

Means *the described action saves time*. You can save time by performing the action described in the paragraph.

Tips use the following conventions:



**Tip**

Means *the information contains useful tips*.

Cautions use the following conventions:



**Caution**

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Warnings use the following conventions:



**Warning**

**This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, you must be aware of the hazards involved with electrical circuitry and familiar with standard practices for preventing accidents.**

The following sections list and describe the CLI commands that are available for the Cisco Unified Contact Center Express.

# Show Commands

This section contains descriptions of the following commands:

- [show uccx version, page 7](#)
- [show uccx jtapi-client version, page 8](#)
- [show uccx components, page 8](#)
- [show uccx subcomponents, page 9](#)
- [show uccx license, page 9](#)
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- [show uccx provider ip jtapi, page 11](#)
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- [show uccx trace file size component size, page 12](#)
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- [show uccx tech dbserver all, page 13](#)
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- [show uccx dbserver user list, page 21](#)
- [show uccx dbserver user waiting, page 22](#)
- [show uccx tech dbserver log message, page 23](#)
- [show uccx dbtable contents, page 23](#)

## show uccx version

This command displays the Unified CCX versions on the active partition and the inactive partition. The inactive version is displayed only if the inactive partition is available.

### Command Syntax

**show uccx version**

### Requirements

Level privilege: 0

Command privilege level: 0  
 Allowed during upgrade: Yes

#### Example

```
admin:show uccx version
Active UCCX Version: 8.0.0.39000-151
Inactive UCCX Version: NA
Command successful.
```

## show uccx jtapi-client version

This command displays the JTAPI client version that the Unified CCX is using on the active and the inactive partitions. The inactive version is displayed only if the inactive partition is available.

#### Command syntax

**show uccx jtapi-client version**

#### Requirements

Level privilege: 0  
 Command privilege level: 0  
 Allowed during upgrade: Yes

#### Example

```
admin:show uccx jtapi_client version
Active:Cisco JTAPI version 8.0(0.38000)-5 Release
Inactive: NA
Command successful.
```

## show uccx components

This command displays the various components in Unified CCX for which tracing can be turned on or off from CLI commands. This command is useful when you need the list of components to modify the trace settings of Unified CCX.

#### Command syntax

**show uccx components**

#### Options

NA

#### Requirements

Level privilege: 0  
 Command privilege level: 0  
 Allowed during upgrade: Yes

#### Example

```
admin:show uccx components
Various UCCX components are as follows -

UCCXEngine
```



```

UCCXCVD
UCCXEditor
JTAPI_CLIENT
UCCXAppAdmin

```

## show uccx subcomponents

This command displays the various subcomponents in specific Unified CCX component. This command is useful when you need the list of subcomponents to modify the trace settings of Unified CCX.

### Command syntax

**show uccx subcomponents <component> [options]**

### Options

- **component**—(mandatory) The component such as UCCXEngine or UCCXEditor.
- **page**—Displays the output one page at a time

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

### Example

```
admin:show uccx subcomponents uccxengine
```

Various UCCX sub components for component 'UCCX\_ENGINE' are as follows -

```

APP_MGR
ARCHIVE_MGR
BOOTSTRAP_MGR
CFG_MGR
CHANNEL_MGR

```

## show uccx license

This command displays various licenses configured for Unified CCX and the features which have been activated. This command will work only if the Unified CCX Cluster View Daemon (CVD) is running.

### Command syntax

**show uccx license**

### Options

NA

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

### Example

```
admin:show uccx license
```

Configured Licenses:

```
Package: Cisco Unified CCX Premium
IVR Port(s): 150
Cisco Unified CCX Premium Seat(s): 400
High Availability: Enabled
Cisco Unified CCX Preview Outbound Dialer: Enabled
Cisco Unified CCX Maximum Agents: 300
```

Command successful.

## show uccx trace levels

Displays the names and trace levels of the various Unified CCX components and sub-components. This command will \*not\* display the trace settings for Cisco Agent/Supervisor Desktop services (CAD/CSD). If the optional component is specified, then the trace settings of all the sub-components of the specified component will be displayed. If both the optional component and sub-component are specified, then the trace settings of the specified sub-component of the specified component will be displayed.

### Command Syntax:

**show uccx trace levels [options]**

### Options

- **Component**—Displays the various trace levels of all the sub-components of this component.
- **Sub-component**—Displays the various trace levels of this sub-component for the specified component. This can be specified only if the component was specified.
- **page**—displays the output one page at a time
- **file**—stores the output to a file instead of showing it on the console. The name of the file will be displayed after the completion of the command.

### Requirements

Level privilege:0

Command privilege level:0

Allowed during upgrade:Yes

### Example

```
admin:show uccx trace levels UCCXEngine SS_TEL
```

```
Trace settings for component 'UCCX_ENGINE' and module 'SS_TEL' are
ALARM = true
DEBUGGING = false
XDEBUGGING1 = false
XDEBUGGING2 = false
XDEBUGGING3 = false
XDEBUGGING4 = false
XDEBUGGING5 = false
```

Command successful.

## show uccx provider ip axl

Shows the Unified CCX AXL provider IP address.

### Command Syntax

**show uccx provider ip axl**

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

### Example

```
admin: show uccx provider ip axl
```

```
Cisco Unified Communications Manager IP is 10.78.14.140
```

```
Command Successful.
```

## show uccx provider ip jtapi

Shows the Unified CCX JTAPI provider IP address.

### Command Syntax:

**show uccx provider ip jtapi**

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

### Example

```
admin: show uccx provider ip jtapi
```

```
UCCX JTAPI Provider is 10.78.14.140
```

```
Command Successful.
```

## show uccx provider ip rmcm

Shows the Unified CCX RmCm provider IP address.

### Command Syntax

**show uccx provider ip rmcm**

### Requirements

Level privilege: 0

Command privilege level: 0  
Allowed during upgrade: Yes

**Example**

```
admin: show uccx provider ip rcm  
  
UCCX RCM Provider is 10.78.14.140  
  
Command Successful.
```

## show uccx trace file size component size

Shows the trace file size for the specified component.

**Command Syntax:**

**show uccx trace file size <component>**

**Arguments**

- component - Mandatory; The component such as UCCXEngine or UCCXEditor.

**Requirements**

Level privilege: 1  
Command privilege level: 1  
Allowed during upgrade: Yes

**Example**

```
admin: show uccx trace file size UCCXEngine  
  
Trace file size for UCCXEngine is 3000000 bytes.  
  
Command Successful.
```

## show uccx trace file count component no-of-files

Shows the trace file count for the specified component. i.e. the maximum number of trace files after which older files will start getting overwritten.

**Command Syntax:**

**show uccx trace file count <component>**

**Arguments**

- component—Mandatory; The component such as UCCXEngine or UCCXEditor.

**Requirements**

Level privilege: 1  
Command privilege level: 1  
Allowed during upgrade: Yes

**Example**

```
admin: show uccx trace file count UCCXEngine
```

```
Trace file count for UCCXEngine is 300.
```

```
Command Successful.
```

## show uccx tech dbserver all

Outputs the results of all of the “show uccx tech \*\*\*\*” commands to a text file. The user can view the file using the command “file view activelog file-spec” or can sftp the file out of the Unified Communications Operating System (UCOS) box using the command “file get activelog file-spec [options].” Basically this command runs the commands “show uccx tech dbserver log diagnostic” and “show uccx tech dbserver status” in succession and stores the output of the commands in a file.

**Command Syntax:**

```
show uccx tech dbserver all
```



**Note** The name of the file containing the output from each “show uccx tech” command run is automatically generated by the command script. The file path and file name are displayed upon completion.

**Requirements**

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

**Example**

```
admin:show uccx tech dbserver all
```

```
This operation may take a few minutes to complete. Please wait...
```

```
Output is in file: uccx/cli/DbServerAll_1250664874580.txt
```

```
Command successful.
```

## show uccx tech dbserver log diagnostic

This command checks for the existence of Informix assertion failure and shared memory dump logs. If logs exist, the name and path of the log files is displayed.

**Command Syntax**

```
show uccx tech dbserver log diagnostic [options]
```

**Arguments**

NA

**Options**

- page—displays the output one page at a time

**Requirements**

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

**Example**

```
admin:show uccx tech dbserver log diagnostic
```

This operation may take a few minutes to complete. Please wait...

The following diagnostic logs are available for the UC database server.

```
core/log.txt
```

```
core/gskit.log
```

Command successful.

## show uccx tech dbserver status

Outputs a detailed status report of the Unified CCX database server (IDS engine) instance, i.e. onstat -a to a txt file.

**Command Syntax:**

**show uccx tech dbserver status**

**Note**

The name of the file is automatically generated by the command script. The file path and file name are displayed upon completion.

**Requirements**

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

**Example**

```
admin:show uccx tech dbserver status
```

This operation may take a few minutes to complete. Please wait...

Output is in file: uccx/cli/DbServerStatus\_1250666138379.txt

Command successful.

## show uccx dbcontents

Dumps the contents of the specified database. This can be used to recreate a customer's database on a test system for troubleshooting. For each Unified CCX database table a dump csv file will be created. Since there would be huge number of files, these files will be created in a subdirectory which will have the name as DbContents\_<TIMESTAMP>. After the completion of the command the subdirectory name and subdirectory path will be displayed.

**Command Syntax**

**show uccx dbcontents database\_name**

**Arguments:**

- database\_name—mandatory; database whose contents will be output to csv

**Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:show uccx dbcontents db_cra
This operation may take a few minutes to complete. Please wait...
Database contents dump is in directory: uccx/cli/DbContents_1250666234370

Command successful.
```

## show uccx dbschema

Outputs the schema for all the tables, views and stored procedures in the specified database to a text file. The output consists of SQL statements that are necessary to replicate a specified database. The IDS “dbschema” utility is used to create the file. This command will only display the DB schema, it will not provide any data in the tables.

**Command Syntax:**

**show uccx dbschema database\_name**

**Arguments**

database\_name—mandatory; name of the database whose schema will be output



**Note** The name of the file containing the schema is automatically generated by the command script. The file path and file name are displayed upon completion.

**Requirements**

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

**Example**

```
admin:show uccx dbschema db_cra

Output is in file: uccx/cli/schema_db_cra_080212-110543.txt
```

## show uccx dbtable list

Displays the names of all the tables contained in the specified Unified CCX IDS database. The database names can be db\_cra, db\_cra\_repository, FCRasSvr, sysmaster.

### Command Syntax

**show uccx dbtable list database\_name [options]**

### Arguments

- database\_name—mandatory; database name where tables reside

### Options

- page—displays the output one page at a time

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

### Example

```
admin:show uccx dbtable list db_cra
List of tables in database 'db_cra' is -
agentconnectiondetail
agentroutingsetting
agentstatedetail
application
areacode
campaign
campaigncsqmap
configlog
configschema
configschemacolumn
configseed
...
...
teamcsqmapping
workflowtask
Command successful.
```

## show uccx dbtable schema

Displays the column names of the specified table

### Command Syntax

**show uccx dbtable schema database\_name table\_name [options]**

### Arguments

- database\_name - mandatory; name of the database (db\_cra, db\_cra\_repository etc..) in which the table resides
- table\_name - mandatory, name of the table



**Options**

- page—displays the output one page at a time

**Requirements**

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

**Example**

```
admin:show uccx dbtable schema db_cra_repository documentsfiletbl
List of columns in table 'documentsfiletbl' in database 'db_cra_repository' is -
filename (nvarchar)
parentfolderid (nvarchar)
payload (blob)
lastmodifystamp (datetime year to fraction(3))
lastmodifyuser (nvarchar)
length (int)
checksum (int)

Command successful.
```

## show uccx dbserver disk

Displays information for each storage space (chunks and dbspaces).

**Command Syntax**

**show uccx dbserver disk [options]**

**Options**

- page - displays the output one page at a time
- file - outputs the information to a txt file. The file name will be generated dynamically at runtime and the file name and path will be displayed to user after the completion of the operation.

**Requirements**

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

**Example**

```
admin:show uccx dbserver disk
```

SNO.	DATABASE NAME	TOTAL SIZE (MB)	USED SIZE (MB)	FREE SIZE (MB)	PERCENT FREE
1	rootdbs	358.4	66.3	292.1	81%
2	log_dbs	317.4	307.3	10.1	3%
3	db_cra	512.0	8.8	503.2	98%
4	db_hist	13000.0	3651.4	9348.6	71%
5	db_cra_repository	10.2	2.9	7.3	71%
6	db_frascal	512.0	2.8	509.2	99%
7	temp_uccx	1572.9	0.1	1572.7	99%
8	uccx_sbospace	3145.7	2988.1	157.6	5%
9	uccx_er	204.8	0.1	204.7	99%
10	uccx_ersb	1572.9	1494.1	78.8	5%

CHUNK NO.	OFFSET	TOTAL SIZE (MB)	FREE SIZE (MB)	FILENAME
1	0	358.4	292.1	/var/opt/cisco/uccx/db/root_uccx_dbs
2	0	317.4	10.1	/var/opt/cisco/uccx/db/log_dbs
3	0	512.0	503.2	/var/opt/cisco/uccx/db/db_cra_dbs
4	0	13000.0	9348.6	/common/var-uccx/dbc/db_hist_dbs
5	0	10.2	7.3	/var/opt/cisco/uccx/db/db_cra_repository_dbs
6	0	512.0	509.2	/var/opt/cisco/uccx/db/db_frascal_dbs
7	0	1572.9	1572.8	/common/var-uccx/dbc/temp_uccx_dbs
8	0	3145.7	157.6	/var/opt/cisco/uccx/db/uccx_sbospace_dbs
9	0	204.8	204.7	/common/var-uccx/dbc/uccx_er_dbs
10	0	1572.9	78.8	/common/var-uccx/dbc/uccx_ersb_dbs

## show uccx dbserver sessions all

Displays detailed session and SQL-related information for each database user session. The content of the information displayed is equivalent to running the IDS command onstat -g ses for each active session.

### Command Syntax:

**show uccx dbserver sessions all [options]**

### Options

- **page** - displays the output one page at a time
- **file** - outputs the information to a txt file. The file name will be generated dynamically at runtime and the file name and path will be displayed to user after the completion of the operation.

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

### Example

```
admin:show uccx dbserver sessions all
IBM Informix Dynamic Server Version 10.00.UC5XD -- On-Line -- Up 58 days 02:26:37 --
444676 Kbytes
```

session id	user	tty	pid	hostname	#RSAM threads	total memory	used memory	dynamic explain
27	cudbeven	-	6750	crslnx	1	151552	75400	off

tid	name	rstcb	flags	curstk	status
75	sqlxec	52477164	Y--P---	4208	cond wait(netnorm)

Memory pools	count	2				
name	class	addr	totalsize	freesize	#allocfrag	#freefrag
27	V	5309a020	147456	73704	148	50
27*00	V	5442f020	4096	2448	1	1

name	free	used	name	free	used
overhead	0	3296	scb	0	96

```

opentable      0          6456          filetable      0          1088

sqscb info
scb      sqscb      optofc      pdqpriority      sqlstats      optcompind      directives
52fda4d0 53234018 0          0          0          0          1

Sess  SQL          Current          Iso Lock          SQL  ISAM F.E.
Id    Stmt type      Database          Lvl Mode          ERR  ERR  Vers Explain
27    -            uccxdirdb        CR Wait 30        0    0    9.03 Off

Last parsed SQL statement :
SELECT FIRST 100 *, CAST(Timestamp AS varchar(32)) AS strTimestamp,
CAST(Object_Id AS varchar(64)) AS strObject_Id FROM
UccxDB: DbChangeEventQ WHERE EventId > ? ORDER BY EventId ASC

```

## show uccx dbserver session

Displays detailed session and SQL-related information for a specific session, which represents a user connected to the database server. The content of the information displayed is equivalent to running the IDS command `onstat -g ses` for an active session specified by the session-id.

### Command Syntax

**show uccx dbserver session session\_id [options]**

### Arguments

- session\_id - mandatory; the Informix session ID number

### Options

- page - displays the output one page at a time
- file - outputs the information to a txt file. The file name will be generated dynamically at runtime and the file name and path will be displayed to user after the completion of the operation.

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

### Example

```

admin:show uccx dbserver session 58
IBM Informix Dynamic Server Version 11.50.UC4      -- On-Line -- Up 14 days 04:43:40 --
254160 Kbytes

session          effective          #RSAM      total      used
dynamic
id      user      user      tty      pid      hostname threads  memory      memory
explain
58      uccxuser -            -            -1      sakkumar 1          126976      107496      off

tid      name      rstcb      flags      curstk      status
93      sqlexec  4b2deca0 Y--P--- 5680      cond wait  netnorm  -

Memory pools      count 2
name      class addr      totalsize freesize #allocfrag #freefrag

```

```

58          V      4caa9028 122880      17064      332      18
58*00       V      4c9d0028 4096       2416       1       1

name        free      used      name        free      used
overhead    0          3360     scb         0          96
opentable   0          8344     filetable   0          1104
ru          0          464      log         0          16512
temprec     0          21600    keys        0          1392
ralloc      0          5120     gentcb      0          1240
ostcb       0          2600     sqscb       0          29384
sql         0          40       rdahead     0          848
hashfiletab 0          280      osenv       0          1552
sqtcb       0          7464     fragman     0          368
GenPg       0          592      udr         0          5136

sqscb info
scb      sqscb      optofc      pdqpriority sqlstats optcompind directives
4c907018 4cc92018 1          0          0          2          1

Sess      SQL          Current      Iso Lock      SQL  ISAM F.E.
Id        Stmt type      Database      Lvl Mode      ERR  ERR  Vers  Explain
58        -          db_cra        LC  Not Wait    0    0    9.28 Off

Last parsed SQL statement :
select campaignen0_.campaignID as campaignID3_, campaignen0_.profileID as
profileID3_, campaignen0_.recordID as recordID3_, campaignen0_.active as
active3_, campaignen0_.ansMachineRetry as ansMachi5_3_,
campaignen0_.cacheSize as cacheSize3_, campaignen0_.callbackTimeLimit as
callback7_3_, campaignen0_.campaignName as campaign8_3_,
campaignen0_.createDateTime as createDa9_3_, campaignen0_.dateInactive as
dateIna10_3_, campaignen0_.description as descrip11_3_,
campaignen0_.enabled as enabled3_, campaignen0_.endTime as endTime3_,
campaignen0_.maxAttempts as maxAttel4_3_,
campaignen0_.missedCallbackAction as missedC15_3_,
campaignen0_.privateData as privatel6_3_, campaignen0_.startTime as
startTime3_ from Campaign campaignen0_ where campaignen0_.active=?
Command successful.

```

## show uccx dbserver sessions list

Displays a one-line summary of each active Unified CCX database session. The summary includes the database name, username, session id and process id. The session ID information can be used to display more detailed information about a specified session using the “show uccx dbserver session” command.

### Command Syntax

**show uccx dbserver sessions list [options]**

### Options

- **page** - displays the output one page at a time

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

**Example**

```
admin:show uccx dbserver sessions list
DATABASE          USERNAME          SESSION  PROCESS ID
-----
db_cra            uccxcaduser       64       9395
db_cra            uccxuser          49       -1
db_cra            uccxuser          44       -1
db_cra            uccxuser          46       -1
db_cra            uccxuser          61       -1
db_cra            uccxuser          24       -1
db_cra            uccxuser          18       -1
db_cra            uccxhruuser       31224    -1
db_cra            uccxuser          62       -1
db_cra            uccxuser          60       -1
db_cra            uccxuser          47       -1
db_cra            uccxuser          59       -1
db_cra            uccxuser          58       -1
db_cra            uccxuser          48       -1
db_cra            uccxuser          50       -1
db_cra            uccxcliuser       31616    -1
```

Command successful.

## show uccx dbserver user list

Displays a one-line summary of each active Unified CCX database user. The summary includes the database name, session id and process id. The session ID information can be used to display more detailed information about a specified user session using the “show uccx dbserver session” command.

**Command Syntax**

**show uccx dbserver user list [options]**

**Options**

- **page** - displays the output one page at a time

**Requirements**

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

**Example**

```
admin:show uccx dbserver user list
DATABASE          USERNAME          SESSION  PROCESS ID
-----
sysadmin          informix          15       0
sysadmin          informix          16       0
sysadmin          informix          17       0
sysmaster         uccxuser         18       -1
db_cra            uccxuser         18       -1
sysmaster         uccxuser         24       -1
db_cra            uccxuser         24       -1
db_cra_repository uccxuser         25       -1
sysmaster         uccxuser         25       -1
fcrassvr          uccxuser         26       -1
sysmaster         uccxuser         26       -1
```

```

sysmaster      uccxuser      44      -1
db_cra         uccxuser      44      -1
db_cra_repository uccxuser      45      -1
sysmaster      uccxuser      46      -1
db_cra         uccxuser      46      -1
sysmaster      uccxuser      47      -1
db_cra         uccxuser      47      -1
db_cra         uccxuser      48      -1
sysmaster      uccxuser      48      -1
sysmaster      uccxuser      49      -1

```

Command successful.

## show uccx dbserver user waiting

This command displays a one-line summary of each Unified CCX database user and will display whether a user session is waiting for a resource.

### Command Syntax:

**show uccx dbserver user waiting [options]**

### Options

- **page** - displays the output one page at a time

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

### Example

admin:show uccx dbserver user waiting

USERNAME	SESSION ID	LATCH	LOCK	BUFFER	CHECKPOINT	TRANSACTION	INCRITICAL
informix	16	N	N	N	N	N	N
informix	17	N	N	N	N	N	N
informix	15	N	N	N	N	N	N
uccxcaduser	63	N	N	N	N	N	N
uccxcaduser	64	N	N	N	N	N	N
uccxcliuser	33927	N	N	N	N	N	N
uccxcliuser	32784	N	N	N	N	N	N
uccxcliuser	32737	N	N	N	N	N	N
uccxcliuser	32631	N	N	N	N	N	N
uccxcliuser	34424	N	N	N	N	N	N
uccxcliuser	32522	N	N	N	N	N	N
uccxcliuser	34364	N	N	N	N	N	N
uccxcliuser	32508	N	N	N	N	N	N
uccxcliuser	32480	N	N	N	N	N	N
uccxcliuser	31616	N	N	N	N	N	N
uccxcliuser	31601	N	N	N	N	N	N
uccxcliuser	34327	N	N	N	N	N	N
uccxcliuser	34071	N	N	N	N	N	N
uccxcliuser	33981	N	N	N	N	N	N
uccxcliuser	33939	N	N	N	N	N	N
uccxhruser	31224	N	N	N	N	N	N
uccxuser	30278	N	N	N	N	N	N

```
uccxuser          60      N      N      N      N      N      N
Command successful.
```

## show uccx tech dbserver log message

Displays the most recent messages in the Informix message log. The number of messages displayed is determined by the lines parameter.

### Command Syntax:

**show uccx tech dbserver log message [lines] [options]**

### Arguments:

- lines - optional; number of lines from message log that will be displayed. Defaults to 20.

### Options

- page - displays the output one page at a time

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

### Example

```
admin:show uccx tech dbserver log message 10
Message Log File: online.uccx.log
```

The last 10 lines of the log file are -

```
16:05:19 Maximum server connections 33
16:05:19 Checkpoint Statistics - Avg. Txn Block Time 0.000, # Txns blocked 0, Plog used
21, Llog used 12

16:10:19 Checkpoint Completed: duration was 0 seconds.
16:10:19 Wed Aug 19 - loguniq 8, logpos 0x93c018, timestamp: 0xb0244c Interval: 4106

16:10:19 Maximum server connections 33
16:10:19 Checkpoint Statistics - Avg. Txn Block Time 0.000, # Txns blocked 0, Plog used
2, Llog used 2
```

```
Command successful.
```

## show uccx dbtable contents

Displays the contents of the specified table.

### Command Syntax:

**show uccx dbtable contents database\_name table\_name [options]**

**Arguments:**

- `database_name` - mandatory; name of the database (db\_cra, db\_cra\_repository etc..) in which the table resides
- `table_name` - mandatory, name of the table

**Options**

- `page` - displays the output one page at a time

**Requirements**

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

**Example**

```
admin:show uccx dbtable contents db_cra resource
Output is in file: uccx/cli/resource_Contents_1250666550481.csv

Command successful.
```

## Set Commands

This section contains descriptions of the following commands:

- [set uccx trace defaults, page 24](#)
- [set uccx trace file size component size, page 25](#)
- [set uccx trace file count component no-of-files, page 25](#)
- [set uccx trace enable component sub-component level, page 26](#)
- [set uccx trace disable component sub-component level, page 27](#)
- [set password user security, page 28](#)
- [set uccx provider ip axl, page 28](#)
- [set uccx provider ip jtapi, page 29](#)
- [set uccx provider ip rmcm, page 30](#)

### set uccx trace defaults

Sets the default trace levels for all components and sub-components in Unified CCX. If the optional component is specified, it sets the default trace levels only for all the sub-components of the specified component. If both the optional component and sub-component are specified, it sets the default trace levels only for the specified sub-component under the component.

**Command Syntax:**

**set uccx trace defaults [options]**



**Options**

- **Component**—Sets the default trace levels for all the sub-components of this component. The various components are UCCXEngine, UCCXCvd, UCCXAppAdmin, JTAPI\_CLIENT.
- **Sub-component**—Sets the default trace levels for this sub-component for the specified component. This can be specified only if the component was specified preceding it.

**Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:set uccx trace defaults uccxengine SS_TEL
Default traces restored successfully for the module.
```

## set uccx trace file size component size

Sets the trace file size for the specified component.

**Command Syntax:**

**set uccx trace file size <component> <size >**

**Parameters**

- **component**—Mandatory; The component such as UCCXEngine or UCCXEditor.
- **size**—Mandatory; Specifies the file size in bytes

**Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:set uccx trace file size uccxengine 3145728
Trace file size for uccxengine is set to 3145728 bytes.
```

## set uccx trace file count component no-of-files

Sets the trace file count for the specified component. i.e. the maximum number of trace files after which older files will start getting overwritten.

**Command Syntax:**

**set uccx trace file count <component> <no-of-files>**

**Arguments**

- **component**—Mandatory; The component such as UCCXEngine or UCCXEditor.
- **no-of-files**—Mandatory; Specifies the number of files after which older files will get overwritten.

**Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:set uccx trace file count uccxengine 300
Trace file count for uccxengine is set to 300
```

## set uccx trace enable component sub-component level

Enables the specified logging level for the sub-component in the component mentioned in the command. The user can enter multiple levels of logging by separating them by commas. The following formats for level are supported # and #, #.

This command will *not* set the trace settings for CAD/CSD services. There will be a separate set of CLI commands for them. Trace settings for the DB component i.e. the Informix server will also not be available.

After the completion of the command, a message is displayed showing the current log trace settings enabled.

The Unified CCX services will have to be restarted for the trace changes to take effect. For more information on how to restart the Unified CCX services, see the *Cisco Unified CCX Serviceability Administration Guide* available here:

[http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html)

**Command Syntax:**

**set uccx trace enable <component> <sub-component> <level>**

**Arguments**

- component—Mandatory; The component such as UCCXEngine or UCCXEditor or JTAPI\_CLIENT
- sub-component—Mandatory - The sub-component within the component such as JTAPI Subsystem within the UCCXEngine component. For the JTAPI\_CLIENT component there are no sub-components.
- Level—Mandatory - The logging level which will be enabled. Various tracing levels are Debugging, XDebugging1, XDebugging2, XDebugging3, XDebugging4 and XDebugging5. For the JTAPI\_CLIENT the various tracing levels are Warning, Informational, Debug, Jtapi\_Debug, JtapiImpl\_Debug, Cti\_Debug, CtiImpl\_Debug, Protocol\_Debug and Misc\_Debug.

**Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:set uccx trace enable uccxengine ss_tel debugging

Trace for uccxengine:ss_tel:debugging is enabled.
```

Command successful.

## set uccx trace disable component sub-component level

Disables the specified logging level for the sub-component in the component mentioned in the command. The user can enter multiple levels of logging by separating them by commas. The following formats for level are supported # and #, #. Turning off Alarm tracing using this command will not be possible.

This command will \*not\* set the trace settings for CAD/CSD services. There will be a separate set of CLI commands for them. Trace settings for the DB component i.e. the Informix server will also not be available.

After the completion of the command, a message is displayed showing the current log trace settings enabled.

The Unified CCX services will have to be restarted for the trace changes to take effect. For more information on how to restart the Unified CCX services, see the *Cisco Unified CCX Serviceability Administration Guide* available here:

[http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html)

### Command Syntax:

**set uccx trace disable <component> <sub-component> <level>**

### Arguments

- **Component**—The component such as UCCXEngine or UCCXEditor or JTAPI\_CLIENT.
- **Sub-component**—The sub-component within the component such as JTAPI Subsystem within the UCCXEngine component. For the JTAPI\_CLIENT component there are no sub-components.
- **Level**—Mandatory - The logging level which will be disabled.
- Various tracing levels are Debugging, XDebugging1, XDebugging2, XDebugging2, XDebugging3, XDebugging4 and XDebugging5. For the JTAPI\_CLIENT the various tracing levels are Warning, Informational, Debug, Jtapi\_Debug, JtapiImpl\_Debug, Cti\_Debug, CtiImpl\_Debug, Protocol\_Debug and Misc\_Debug. The various tracing levels will also be available as part of the help of the command.

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:set uccx trace disable uccxengine ss_tel debugging
```

```
Trace for uccxengine:ss_tel:debugging is disabled.
Command successful.
```

## set password user security

This is the CLI command for changing the security/SFTP password on the UCOS box. In addition to changing the security password, it will also change the passwords of the internal Unified CCX users.

**Command Syntax****set password user security****Arguments**

None

**Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```

admin:set password user security
    Please enter the old password: *****
    Please enter the new password: *****
Reenter new password to confirm: *****
WARNING:
Please make sure that the security password on the publisher is changed first.
The security password needs to be the same on all cluster nodes,
including the application server, therefore the security password on all nodes
need to be changed.

After changing the security password on a cluster node, please restart that node.

Continue (y/n)?y

Please wait...

Command successful.

```

## set uccx provider ip axl

Sets the Unified CCX AXL provider IP address. This command should only be used when the IP address of Unified CM has been changed and Unified CCX is being pointed to the new IP address.

**Note**

After you run this command, restart all the Unified CCX services. After Unified CCX services start successfully, restart Cisco Tomcat using the CLI command "utils service restart Cisco Tomcat".

For more information on how to restart the Unified CCX services, see the *Cisco Unified CCX Serviceability Administration Guide* available here:

[http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html)

**Command Syntax:****set uccx provider ip axl <ip-address>****Arguments**

- <ip-address>—The IP address of the AXL provider.

**Requirements**

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: No

**Example**

```
admin: set uccx provider ip axl 10.78.14.140
```

Cisco Unified Communications Manager IP is set to 10.78.14.140

Command Successful.

## set uccx provider ip jtapi

Sets the Unified CCX JTAPI provider IP address. This command should only be used when the IP address of Unified CM has been changed and Unified CCX is being pointed to the new IP address.

**Note**

After you run this command, restart all the Unified CCX services. After Unified CCX services start successfully, restart Cisco Tomcat using the CLI command "utils service restart Cisco Tomcat".

For more information on how to restart the Unified CCX services, see the *Cisco Unified CCX Serviceability Administration Guide* available here:

[http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html)

**Command Syntax**

**set uccx provider ip jtapi <ip-address>**

**Arguments**

- <ip-address>—The IP address of the JTAPI provider.

**Requirements**

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: No

**Example**

```
admin: set uccx provider ip jtapi 10.78.14.140
```

UCCX JTAPI Provider is set to 10.78.14.140

Command Successful.

## set uccx provider ip rmcm

Sets the Unified CCX RmCm provider IP address. This command should only be used when the IP address of Unified CM has been changed and Unified CCX is being pointed to the new IP address.

**Note**

After you run this command, restart all the Unified CCX services. After Unified CCX services start successfully, restart Cisco Tomcat using the CLI command "utils service restart Cisco Tomcat".

For more information on how to restart the Unified CCX services, see the *Cisco Unified CCX Serviceability Administration Guide* available here:

[http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html)

**Command Syntax**

**set uccx provider ip rmcm <ip-address>**

**Arguments**

- <ip-address>—The IP address of the RMCM provider.

**Requirements**

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: No

**Example**

```
admin: set uccx provider ip rmcm 10.78.14.140
```

```
UCCX RMCM Provider is set to 10.78.14.140
```

```
Command Successful.
```

## Run Commands

This section contains descriptions of the following commands:

- [run uccx sql <database\\_name> <sql\\_query>](#), page 30
- [run uccx sp <database\\_name> <sp\\_name>](#), page 31

### run uccx sql <database\_name> <sql\_query>

Executes a SQL “select” statement from the CLI. Read-only operations will be permitted. Insert, Update, Delete and any DML statements are disallowed. This command allows queries to be run against the Unified CCX databases (data stores) and sysmaster database for the Unified CCX Informix instance (IDS engine).

**Command Syntax**

**run uccx sql <database\_name> <sql\_query> [options]**

**Arguments**

- database\_name—mandatory; database on which the SQL statement will be run

- `sql_query`—mandatory; the sql statement to run

#### Options

- `page`—displays the output one page at a time
- `file`—stores the output to a file instead of showing it on the console. The name of the file will be displayed after the completion of the command.

#### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: No

#### Example

```
admin:run uccx sql db_cra select resourceid,resourceName from resource
RESOURCEID      RESOURCENAME
-----
1              b
2              Joshi
3              sacagent3
4              sacagent1
7              user
8              sacagent2
9              ankit agent2
10             ankit rtlite1
11             agent130
14             sk1
15             sk2
24             Ankit RT Pro
```

## run uccx sp <database\_name> <sp\_name>

Executes a stored procedure specified as a parameter on the database which is also mentioned as a parameter. This command will just run a stored procedure.

#### Command Syntax

**run uccx sp <database\_name> <sp\_name> [options]**

#### Arguments

- `database_name`—mandatory; database on which the stored procedure will be run
- `sp_name`—mandatory; the stored procedure to be run

#### Options

- `page`—displays the output one page at a time
- `file`—stores the output to a file instead of showing it on the console. The name of the file will be displayed after the completion of the command.

#### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: No

### Example

```
admin:run uccx sp db_cra sp_ivr_traffic_analysis('2008-11-20 00:00:00', '2008-12-20
00:00:00', 0)
DATEVALUE          TOTAL_INCOMING_CALLS    AVG_CALLS          PEAK_CALLS          START_PEAK_HOUR
END_PEAK_HOUR      AVG_CALL_LENGTH MIN_CALL_LENGTH      MAX_CALL_LENGTH     FINAL_AVG_CALLS
FINAL_AVG_CALL_LEN  LATESTSYNCHETIME
-----
--

No records found.

Command successful.
```

## Utils Commands

This section contains descriptions of the following commands:

- [utils service \[list, start, stop, restart, auto-restart\], page 32](#)
- [utils uccx jtapi-client update, page 33](#)
- [utils uccx database dbserver integrity, page 34](#)
- [utils uccx prepend custom\\_classpath, page 35](#)

### utils service [list, start, stop, restart, auto-restart]

This is the CLI command for service control.

The CLI command allows starting, stopping, and restarting of all the services as listed:

System SSH

Service Manager

A Cisco DB

Cisco Tomcat

Cisco Database Layer Monitor

Cisco Unified Serviceability

Cisco CAR DB

Service Manager

Cisco Unified CCX Cluster View Daemon

Cisco Unified CCX Database

Cisco Unified CCX Application Administration

Cisco Unified CCX Serviceability Administration

Cisco Unified CCX Engine

Cisco Desktop Agent E-Mail Service

Cisco Desktop Call/Chat Service



Cisco Desktop Enterprise Service  
 Cisco Desktop LDAP Monitor Service  
 Cisco Desktop License and Resource Manager Service  
 Cisco Desktop Recording and Playback Service  
 Cisco Desktop Recording and Statistics Service  
 Cisco Desktop Sync Service  
 Cisco Desktop VoIP Monitor Service  
 Cisco Desktop Browser and IP Phone Agent Service

**Command Syntax:**

**utils service** [option] [service-name]

**Arguments:**

- <option>—The option to start/stop/restart etc.
- <service-name>—The service which is to be started/stopped or restarted.

**Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin: utils service start "Unified CCX Application Administration"
```

```
Command successful.
```

```
Unified CCX Application Administration started successfully.
```

## utils uccx jtapi-client update

This command updates the JTAPI Client version on the active partition on the Unified CCX box to match JTAPI version on the Unified CM. This command downloads the JTAPI Client from the Unified CM and checks if the downloaded version needs to be installed. If the downloaded version needs to be installed, it will install the downloaded JTAPI Client and will display a message that the JTAPI Client was updated with the previous and the current versions. If the downloaded version does not need to be installed, it will display a message saying the same and will display the current JTAPI Client version.

The JTAPI client update will happen only on the local node and not the second node in case of an HA deployment.

**Note**

After you run this command, you must reboot the Unified CCX server and restart all the Unified CCX services. For more information on how to restart the Unified CCX services, see the *Cisco Unified CCX Serviceability Administration Guide* available here:

[http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html)

### Command Syntax

**utils uccx jtapi-client update**

### Arguments

NA

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:utils uccx jtapi-client update
Node ID: 1 -- Cisco JTAPI Client versions are consistent
Command successful.
```

## utils uccx database dbserver integrity

Checks the integrity of the database server disk structures and displays results. It also checks the DB config integrity and does a fix if integrity is broken. Detailed information is output to a text file. The Informix utility oncheck will be used for the command.

### Command Syntax

**utils uccx database dbserver integrity**

### Arguments

The name of the file containing the output from all the checks performed is automatically generated by the command script. In order for the filename to be generated to be unique, the naming format will be DbServerIntegrity\_<TIMESTAMP>.txt. This will ensure the uniqueness across processes and over time. The file path and file name are displayed upon completion.

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

### Example

```
This operation may take a few minutes to complete. Please wait...

Output is in file: uccx/cli/DbServerIntegrity_1270057580834.txt
Command successful.
Starting DB config integrity check
This operation may take a few minutes to complete. Please wait...
Output is in file: uccx/cli/DbConfigIntegrity_1270057597410.txt
Command successful..
```

## utils uccx prepend custom\_classpath

This command adds the CustomJarName to the classpath ahead of the system classpath.



### Note

This command must be used when there are common classes being used in the custom code as well as by UCCX and there is a version mismatch between the common classes being used.



### Warning

**The Custom classpath be added only if the Custom class files have a newer version than the class files used by UCCX. Adding class files that are of older version at the start of the classpath could lead to system instability.**

### Command Syntax

**utils uccx prepend custom\_classpath <CustomJarName>**

### Parameters

- CustomJarName—Mandatory; Custom jar filename to be prepended to classpath.

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: Yes

### Example

```
admin:utils uccx add custom_classpath jsafe.jar
Command successful.
```

## File Commands

This section contains descriptions of the following commands:

- [file uccx view, page 36](#)
- [file uccx list, page 36](#)
- [file uccx get, page 37](#)
- [file uccx tail, page 37](#)
- [file uccx delete, page 38](#)
- [file uccx dump, page 39](#)

## file uccx view

This command is used to view custom files created by Unified CCX scripts.

### Command Syntax

**file uccx view custom\_file file-spec**

**Arguments**

- file-spec—mandatory; the file to view. The file-spec must resolve to a single file. file-spec can contain '\*' as wildcards, providing it resolves to a single file

**Options****Requirements**

Level privilege—0

Command privilege level—1

Allowed during upgrade—false

**Example**

```
admin:file uccx view custom_file test.txt
```

## file uccx list

This command will list custom files created by Unified CCX scripts.

**Command Syntax**

**file uccx list custom\_file file-spec [options]**

**Arguments**

- file-spec—mandatory; the file to view. file-spec can contain '\*' as wildcards.

**Options**

- page—pause output
- detail—show detailed listing
- reverse—reverse sort order
- date— sort by date
- size— sort by size

**Requirements**

Level privilege—0

Command privilege level—1

Allowed during upgrade—false

**Example**

```
admin:file uccx list custom_file * detail
```

```
08 Dec,2009 16:56:11 0 text.txt
```

```
dir count = 0, file count = 1
```

## file uccx get

This command will transfer the custom files created by Unified CCX scripts outside the box.

### Command Syntax

**file uccx get custom\_file file-spec [options]**

### Arguments

- file-spec—mandatory; file to transfer. file-spec can contain '\*' as wildcards

### Options

- reltime—relative time to filter
- abstime—absolute time to filter
- match—search pattern to filter
- recurs—obtain all the files located in file-spec and subdirectories
- compress—transfer files as compressed file

### Requirements

Level privilege—0

Command privilege level—1

Allowed during upgrade—false

### Example

```
admin:file uccx get custom_file text.txt abstime 00:00:12/01/08 01:00:12/30/08
```

## file uccx tail

This command will tail a custom file created by a Unified CCX script.

### Command Syntax

**file uccx tail custom\_file file-spec [options]**

### Arguments

- file-spec—mandatory; file to tail.

### Options

hex,[num lines],regexp "expression"

recent: to tail the most recently changed file in the directory.

### Requirements

Level privilege—0

Command privilege level—1

Allowed during upgrade—false

**Example**

Tail file starting with the last 10 lines with pagination enabled:

```
admin:file uccx tail custom_file text.txt page 10
2005-08-03 15:01:41,248 DEBUG [main] - cmdMVL size = 0
2005-08-03 15:01:41,248 INFO [main] - adding command in level3 (password/security)
2005-08-03 15:01:41,249 DEBUG [main] - begin for level4, topVL size = 0
2005-08-03 15:01:41,250 DEBUG [main] - begin for level4, topVL size = 0
2005-08-03 15:01:41,256 DEBUG [main] - begin for level3, topVL size = 0
2005-08-03 15:01:41,257 DEBUG [main] - begin for level2, topVL size = 0
2005-08-03 15:01:41,884 INFO [main] - merging complete
2005-08-03 15:06:27,619 INFO [main] - got to save history
2005-08-03 15:06:27,620 INFO [main] - Exiting CLI
```

## file uccx delete

This command will delete a custom file created by a Unified CCX script. This will delete one or more files on the Unified CCX custom files area




---

**Note** Files that are in use cannot be deleted.

---

**Command Syntax**

**file uccx delete custom\_file file-spec [options]**

**Arguments**

- file-spec—mandatory; file to delete. file-spec can contain '\*' as a wildcard

**Options**

- detail,noconfirm

**Requirements**

Level privilege—0

Command privilege level—1

Allowed during upgrade—false

**Example**

```
admin:file uccx delete custom_file log/*.log det noconfirm
deleting file : log/cli00001.log
deleting file : log/cli00002.log
deleting file : log/cli00003.log
deleting file : log/cli00004.log
files:          found = 4, deleted = 4
```

## file uccx dump

This command will dump the contents of a file on the Unified CCX custom files area.

**Command Syntax**

**file uccx dump custom\_file file-spec [options]**

**Arguments**

- file-spec—mandatory; file to dump

**Options**

hex,regexp "expression"

recent: to dump the most recently changed file in the directory.

**Requirements**

Level privilege—0

Command privilege level—1

Allowed during upgrade—false

**Example**

```
admin:file uccx dump custom_file text.txt
23640935: Dec 06 22:59:43.407 IST Unable to process call,
Exception=java.lang.NullPointerException
23640936: Dec 06 22:59:43.407 IST java.lang.NullPointerException
```

## High Availability Commands

This section contains descriptions of the following commands:

- [show uccx dbreplication tables](#), page 40
- [show uccx dbreplication servers](#), page 41
- [utils uccx modify remote\\_IPAddress](#), page 41
- [utils uccx database forcedatasync](#), page 42
- [utils uccx dbreplication setup](#), page 42
- [utils uccx dbreplication templatestatus](#), page 43
- [utils uccx dbreplication repair](#), page 43
- [utils uccx dbreplication stop](#), page 44
- [utils uccx dbreplication start](#), page 44
- [utils uccx dbreplication reset](#), page 45
- [utils uccx dbreplication teardown](#), page 45

## show uccx dbreplication tables

This command is only available in the High Availability deployment of Unified CCX. This command lists all the database tables which are involved in replication in the high availability deployment.

**Command Syntax:**

**show uccx dbreplication tables [options]**

**Options**

- page - displays the output one page at a time

- file - stores the output to a file and displays the filename

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

### Example

```
admin:show uccx dbreplication tables
```

This operation may take a few minutes to complete. Please wait...

CURRENTLY DEFINED REPLICATES

```
-----
REPLICATE:      template_db_cra_pshree_dactyl_sub_uccx_1_2_agentstatedetail
STATE:          Active ON:g_pshree_dactyl_pub_uccx
CONFLICT:       Timestamp
FREQUENCY:      immediate
QUEUE SIZE:     0
PARTICIPANT:    db_cra:informix.agentstatedetail
OPTIONS:        transaction,ris,ats,fullrow
REPLID:         131075 / 0x20003
REPLMODE:       PRIMARY ON:g_pshree_dactyl_pub_uccx
APPLY-AS:       INFORMIX ON:g_pshree_dactyl_pub_uccx
REPLTYPE:       Master

.....
.....
.....

REPLICATE:      template_fcassvr_pshree_dactyl_sub_uccx_3_3_fcasscalllogweek
STATE:          Active ON:g_pshree_dactyl_pub_uccx
CONFLICT:       Timestamp
FREQUENCY:      immediate
QUEUE SIZE:     0
PARTICIPANT:    fcassvr:informix.fcasscalllogweek
OPTIONS:        transaction,ris,ats,fullrow
REPLID:         131104 / 0x20020
REPLMODE:       PRIMARY ON:g_pshree_dactyl_pub_uccx
APPLY-AS:       INFORMIX ON:g_pshree_dactyl_pub_uccx
REPLTYPE:       Master
```

Command successful.

admin:

## show uccx dbreplication servers

This command is only available in the High Availability deployment of Unified CCX. This command lists all the database servers which are involved in replication in the high availability deployment and whether replication is still connected or if replication is broken.

### Command Syntax:

**show uccx dbreplication servers [options]**

### Options

- page - displays the output one page at a time



- file - stores the output to a file and displays the filename

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

### Example

```
admin:show uccx dbreplication servers
```

SERVER	ID	STATE	STATUS	QUEUE	CONNECTION	CHANGED
10.76.253.106	110	Active	Connected	0	Apr 7 22:01:19	
10.76.253.107	100	Active	Local	0		

## utils uccx modify remote\_IPAddress

This command is only available in the High Availability deployment of Unified CCX. This command updates IP Address of remote node in the server. Use this command during IP Address change of remote node.



### Note

Use this command only when the IP Address of the other node is going to be changed.

After you run this command, you must reboot the Unified CCX server and restart all the Unified CCX services. For more information on how to restart the Unified CCX services, see the *Cisco Unified CCX Serviceability Administration Guide* available here:

[http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html)

### Command Syntax

```
utils uccx modify remote_IPAddress <remote_server_old_ip_address>
<remote_server_new_ip_address>
```

### Arguments

- remote\_server\_old\_ip\_address—Old IP address of the remote server
- remote\_server\_new\_ip\_address—New IP address of the remote server

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:utils uccx modify remote_IPAddress 10.76.253.82 10.76.253.83
```

```
Old Remote IP Address: 10.76.253.82
```

```
New Remote IP Address: 10.76.253.83
```

```

This command should be executed only in case you are changing IP Address of remote server.
Are you sure you want to run this command?
Continue (y/n)?y
Command successful.

```

## utils uccx database forcedatasync

This command is only available in the High Availability deployment of Unified CCX. This command is used to overwrite the contents of the local database with the contents of the remote database.

### Command Syntax:

**utils uccx database forcedatasync**

### Arguments:

NA

### Options

NA

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin: utils uccx database forcedatasync
```

```

Are you sure you want to overwrite the local database? (y/n).
Command successful.

```

## utils uccx dbreplication setup

This command is only available in the High Availability deployment of Unified CCX. This command is used to setup the database replication. The command can be executed on any node and it will setup database replication in the cluster.

### Command Syntax:

**utils uccx dbreplication setup**

### Options

- page - displays the output one page at a time

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:utils uccx dbreplication setup
```

The DB replication for the UCCX cluster has been setup.

## utils uccx dbreplication templatestatus

This command is only available in the High Availability deployment of Unified CCX. This command is used to see the template status of the database replication.

**Command Syntax:**

**utils uccx dbreplication templatestatus**

**Options**

- page - displays the output one page at a time

**Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:utils uccx dbreplication templatestatus
```

The DB replication templatestatus is as follows.

## utils uccx dbreplication repair

This command is only available in the High Availability deployment of Unified CCX. This command can be executed on any node. This command repairs mismatched data between cluster nodes; it does not repair replication setup. The command initiates the repair which executes in the background. The user would have to go to data store control centre in serviceability administration to monitor the status of the repair process. For more information, see the *Cisco Unified CCX Serviceability Administration Guide* available here:

[http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html)

**Command Syntax:**

**utils uccx dbreplication repair [database\_name]all**

**Arguments:**

- [database\_name]all - mandatory; database\_name - which database to repair replication on. all - fix replication on all nodes.

**Options**

- page - displays the output one page at a time

**Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:utils uccx dbreplication repair all
```

Repair has been initiated in the background...

Please go to Data Control Center in Serviceability Admin to monitor the status of the repair.

## utils uccx dbreplication stop

This command is only available in the High Availability deployment of Unified CCX. This command is used to stop database replication. Run this command on any node to stop database replication in the entire cluster.

**Command Syntax:**

**utils uccx dbreplication stop**

**Options**

- page - displays the output one page at a time

**Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:utils uccx dbreplication stop
```

The DB replication for the UCCX cluster has been stopped.

## utils uccx dbreplication start

This command is only available in the High Availability deployment of Unified CCX. This command is used to start the database replication. Run this command on any node to start database replication in the entire cluster.

**Command Syntax:**

**utils uccx dbreplication start**

**Options**

- page - displays the output one page at a time

**Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:utils uccx dbreplication start
```

The DB replication for the UCCX cluster has been started.

## utils uccx dbreplication reset

This command is only available in the High Availability deployment of Unified CCX. This command is used to reset the database replication. Resetting replication involves the following activities, in the same order and is equivalent to the commands presented in parentheses.

- Remove database replication (utils uccx dbreplication teardown)
- Setup database replication (utils uccx dbreplication setup)
- Initiate a data repair process for all the databases (utils uccx dbreplication repair all).

**Command Syntax:**

**utils uccx dbreplication reset**

**Options**

- page - displays the output one page at a time

**Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:utils uccx dbreplication reset
```

The DB replication for the UCCX cluster has been reset.

## utils uccx dbreplication teardown

This command is only available in the High Availability deployment of Unified CCX. This command is used to remove the database replication. Running this command on any node with the cluster will remove database replication between all nodes.

**Command Syntax:**

**utils uccx dbreplication teardown**

**Options**

- page - displays the output one page at a time

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:utils uccx dbreplication teardown
```

The DB replication for the UCCX cluster has been teardown.

## Related Documentation

- For further information about Cisco Unified Contact Center Express documentation, refer to the following URL:  
[http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html)
- For a complete list of terms used in Cisco Unified CCX and Cisco Unified IP IVR, see the following URL:  
[http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod\\_technical\\_reference\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_technical_reference_list.html)

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