



Command Line Interface Reference Guide for Cisco Unified Contact Center Express Release 8.5(1)

For Cisco Unified Contact Center Express and Cisco Unified IP IVR
Release 8.5(1)

This document describes the Command Line Interface (CLI) commands that are available for Unified CCX. As Unified CCX is based on Cisco Unified Communications Operating System platform, the commands that are used for Cisco Unified Communications Operating System are also applicable for Unified CCX. However, there are few CLI commands available for the Cisco Unified Communications Operating System which are unavailable for the Unified CCX. For list of CLI commands unavailable for Unified CCX, refer to “[CLI Commands Unavailable for Unified CCX](#)” section on page 6

This document has commands specific to UCCX. For detailed information on CLI commands available exclusively for the Cisco Unified Communications Operating System, refer to *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* available here:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

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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 4](#)
- [Getting Help on Commands, page 4](#)
- [Exiting a Command with the Ctrl-C Key Sequence, page 5](#)
- [Ending a CLI Session, page 5](#)

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 few CLI commands that are either unavailable or renamed in Unified CCX as they are not applicable for Unified CCX. 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`
- `file delete license` – Unavailable
- `file get license` – Unavailable
- `file list license` – Unavailable
- `file view license` – Unavailable

Conventions

This document uses the following conventions:

Convention	Description
boldface font	Commands and keywords are in boldface .
<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> .
boldface screen font	Information you must enter is in boldface screen font .
<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 8](#)
- [show uccx jtapi_client version, page 9](#)
- [show uccx components, page 9](#)
- [show uccx subcomponents, page 10](#)
- [show uccx license, page 10](#)
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- [show uccx trace file size component size, page 13](#)
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- [show uccx tech dbserver log diagnostic, page 14](#)
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- [show uccx tech dbserver log message, page 24](#)
- [show uccx dbtable contents, page 24](#)
- [show tech uccx_services, page 25](#)

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 rmc  
UCCX RCMC 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  total      used      dynamic
27      cudbeven -      6750     crslnx   1       151552   75400     off
```

```
tid      name      rstcb    flags    curstk    status
75       sqlexec  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 maxAtte14_3_,
campaignen0_.missedCallbackAction as missedC15_3_,
campaignen0_.privateData as private16_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
uccxcliuser        31224     N   N   N   N           N           N
uccxcliuser        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.
```

show tech uccx_services

This command displays information on all the Unified CCX services that can run on the system.

Command Syntax :

```
show tech uccx_services
```

Requirements

Command privilege level: 0

Allowed during upgrade: Yes

Set Commands

This section contains descriptions of the following commands:

- [set uccx trace defaults, page 26](#)
- [set uccx trace file size component size, page 26](#)
- [set uccx trace file count component no-of-files, page 27](#)
- [set uccx trace enable component sub-component level, page 27](#)
- [set uccx trace disable component sub-component level, page 28](#)
- [set password user security, page 29](#)
- [set uccx provider ip axl, page 30](#)
- [set uccx provider ip jtapi, page 30](#)
- [set uccx provider ip rmcm, page 31](#)
- [set uccx appadmin administrator, page 32](#)

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

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 1

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

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

Example 2

```
set uccx trace enable UCCXEngine ICD_CTI XDEBUGGING1,XDEBUGGING2
Trace for UCCXEngine:ICD_CTI:XDEBUGGING1 is enabled
Trace for UCCXEngine:ICD_CTI:XDEBUGGING2 is enabled
```

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

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, 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.
```

Example 2

```
admin:set uccx trace disable UCCXEngine ICD_CTI XDEBUGGING1,XDEBUGGING2
```

```
Trace for UCCXEngine:ICD_CTI:XDEBUGGING1 is disabled
```

```
Trace for UCCXEngine:ICD_CTI:XDEBUGGING2 is disabled
```

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

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

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

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 rcm 10.78.14.140

UCCX RCM Provider is set to 10.78.14.140

Command Successful.
```

set uccx appadmin administrator

Sets the username as Cisco Unified CCX Appadmin Administrator. You can get the correct username from the call manager's end user page.

**Note**

Run this command to set the administrators for configured Cisco Unified CCX system only. For new install system, you must login with the platform login password specified during installation.

Command Syntax

```
set uccx appadmin administrator <username>
```

Arguments

- <username> — Username is set as the Cisco Unified CCX application administration.

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: False

Example

```
admin:set uccx appadmin administrator username

UCCX appadmin administrator is set to username
```

**Note**

You cannot assign Administrator capability to a user ID which is the same as the application administrator user ID created during the Unified CCX installation. If you assign Administrator capability to such a user ID, a **Command failed** error message is displayed on the console.

Run Commands

This section contains descriptions of the following commands:

- [run uccx sql <database_name> <sql_query>](#), page 33
- [run uccx sp <database_name> <sp_name>](#), page 33

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 rtlitel1
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 uccx list license](#), page 35
- [utils uccx delete license licenseName](#), page 35
- [utils remote_account](#), page 36
- [utils service \[list, start, stop, restart, auto-restart\]](#), page 37
- [utils uccx jtapi_client update](#), page 38
- [utils uccx database dserver integrity](#), page 39
- [utils system upgrade initiate](#), page 39
- [utils system switch-version](#), page 40
- [utils uccx prepend custom_classpath](#), page 40
- [utils uccx syncusers](#), page 41

utils uccx list license

This command lists the licenses uploaded into the Unified CCX system. The command applies to Cisco Unified CCX Release 8.5(1)SU3 and later.

Command Syntax

```
utils uccx list license
```

Arguments

NA

Requirements

Level privilege: 1

Command privilege: 1

Allowed during upgrade: No

Example

```
admin:utils uccx list license
The following licenses are uploaded in the system:
ccx85_premium_300seat.lic
ccx85_pre_warm_stby_demo.lic
Command successful.
```

utils uccx delete license licenseName

This command deletes a license, permanent or temporary, that is already uploaded into the Unified CCX system. The command applies to Cisco Unified CCX Release 8.5(1)SU3 and later.



Caution

Use this command with extreme care, because it will delete any license that has been uploaded to the Unified CCX system, without checking whether the licence is a temporary or a permanent one. We recommend that you use this command only to delete wrong or invalid permanent licenses. You can delete temporary licenses using Cisco Unified CCX Administration.



Note

For the single node system, execute the delete command first, and then restart Unified CCX node. For the HA system, execute the delete command separately on each of the two nodes, and then restart both the Unified CCX nodes in the cluster.

Command Syntax

```
utils uccx delete license licenseName
```

Arguments

licenseName- mandatory; licence name. This license will be deleted from the Unified CCX system..

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:utils delete license ccx85_premium_300seat.lic
Warning:
Deleting the license may have adverse effect on the working of the uccx system.
After deleting the license the UCCX nodes in the cluster have to be restarted for the
changes to be reflected.
Are you sure you want to run this command?
Continue(y/n)? y
Command successful
```

utils uccx list license

This command lists the licenses that are uploaded into the Unified CCX system. The command applies to Cisco Unified CCX Release 8.5(1)SU3 and later.

Command Syntax

utils uccx list license

Arguments

NA

Requirements

Level privilege: 1

Command privilege: 1

Allowed during upgrade: No

Example

```
admin:utils uccx list license
The following licenses are uploaded in the system:
ccx85_premium_300seat.lic
ccx85_pre_warm_stby_demo.lic
Command successful.
```

utils remote_account

This command allows you to enable, disable, create, and check the status of a remote account.

Command Syntax

- **utils remote_account status**
- **utils remote_account enable**
- **utils remote_account disable**
- **utils remote_account create *username life***

Arguments

- *username* specifies the name of the remote account. The username can contain only lowercase characters and must be more than six characters long.

- *life* specifies the life of the account in days. After the specified number of day, the account expires

Usage Guidelines

A remote account generates a pass phrase that allows Cisco Systems support personnel to get access to the system for the specified life of the account. You can have only one remote account that is enabled at a time.

Example

```
admin:utils remote_account status
```



Caution

Avoid creating remote account usernames starting with "uccx" or "UCCX" because such usernames may conflict with system account names used internally within the Cisco Unified Contact Center Express server.

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

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 system upgrade initiate

This command allows you to install upgrades and Cisco Option Package (COP) files from both local and remote directories.

Command Syntax

```
utils system upgrade initiate
```

Arguments

initiate starts a new upgrade wizard or assumes control of an existing upgrade wizard. The wizard prompts you for the location of the upgrade file for Unified CCX.

utils system switch-version

This command allows you to restart the system on the inactive partition.

Command Syntax

utils system switch-version

Arguments

switch-version switches to the Unified CCX product release that is installed on the inactive partition.

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

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.
```


utils uccx syncusers

This command allows you to synchronize the uccx user passwords with the security password.

Command Syntax

utils uccx syncusers

Parameters

- None

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:utils uccx syncusers
Command successful.
```

File Commands

This section contains descriptions of the following commands:

- [file uccx view, page 41](#)
- [file uccx list, page 42](#)
- [file uccx get, page 42](#)
- [file uccx tail, page 43](#)
- [file uccx delete, page 44](#)
- [file uccx dump, page 44](#)



Note

The Unified CCX custom folder location is `/opt/cisco/uccx/Custom`.

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] - cmGMVL 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 45
- [show uccx dbreplication servers](#), page 46
- [utils uccx modify remote_IPAddress](#), page 47
- [utils uccx database forcedatasync](#), page 48
- [utils uccx dbreplication setup](#), page 48
- [utils uccx dbreplication status](#), page 49
- [utils uccx dbreplication templatestatus](#), page 50
- [utils uccx dbreplication repair](#), page 50
- [utils uccx dbreplication stop](#), page 51
- [utils uccx dbreplication start](#), page 51
- [utils uccx dbreplication reset](#), page 52
- [utils uccx dbreplication teardown](#), page 52

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_fcascallogweek
STATE:          Active ON:g_pshree_dactyl_pub_uccx
CONFLICT:       Timestamp
FREQUENCY:      immediate
QUEUE SIZE:     0
PARTICIPANT:    fcassvr:informix.fcascallogweek
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

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 gets the data from the other node in the cluster; effectively overwriting the data on this node.

Command Syntax:

utils uccx database forcedatasync

Arguments:

NA

Options

NA

Requirements

Level privilege: 1

Command privilege level: 0

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 status

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



Note

This command is available from Cisco Unified CCX Release 8.5(1) SU2.

Command Syntax:

utils uccx dbreplication status

Options

NA

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
utils uccx dbreplication status
SERVER                ID STATE   STATUS   QUEUE  CONNECTION  CHANGED
-----
g_alpha_ha_n1_uccx    1 Active  Connected  0 Aug  8 18:45:26
g_alpha_ha_n2_uccx    2 Active  Local      0
```

```
-----
REPLICATE                STATE
-----
db_cra:informix.agentconnectiondetail  Active
db_cra:informix.contactcalldetail      Active
db_cra:informix.contactroutingdetail   Active
db_cra:informix.eememailstatusdescription Active
db_cra:informix.eemreasoncodedescription Active
db_cra:informix.eemcontactemaildetail  Active
db_cra:informix.eememailagentstatedetail Active
db_cra_repository:informix.promptsfoldertbl Active
db_cra_repository:informix.promptsfiletbl Active
db_cra_repository:informix.grammarsfiletbl Active
db_cra_repository:informix.documentsfiletbl Active
db_cra_repository:informix.sysgrammarsfiletbl Active
db_cra_repository:informix.latestsynchedtime Active
fcrassvr:informix.fcrascallogweek      Inactive
fcrassvr:informix.fcrasrecordlog       Inactive
fcrassvr:informix.latestsynchedtime    Inactive
db_cra:informix.agentstatedetail        Active
db_cra_repository:informix.scriptsfiletbl Active
fcrassvr:informix.fcrascallogtoday     Inactive
db_cra:informix.monitoredresourcedetail Active
db_cra:informix.latestsynchedtime      Active
db_cra:informix.eemactiveemail         Active
```

```

db_cra_repository:informix.grammarsfoldertbl      Active
db_cra_repository:informix.documentsfoldertbl    Active
db_cra_repository:informix.scriptsfoldertbl      Active
fcrassvr:informix.fcrasstatelogletoday          Inactive
db_cra:informix.contactqueuedetail              Active
db_cra:informix.remotemonitoringdetail           Active
db_cra:informix.eemstatedescription             Active
db_cra:informix.eemqueueagentdetail             Active
db_cra_repository:informix.sysgrammarsfoldertbl  Active
-----

```

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

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.

CAD and CSD Commands

This section contains descriptions of the following commands:

- [utils cad show versioninfo, page 54](#)
- [utils uccx ldap search, page 54](#)
- [utils uccx ldap modify, page 55](#)
- [utils uccx ldap delete, page 55](#)
- [utils uccx ldap add, page 55](#)
- [utils uccx ldap cat, page 56](#)
- [utils uccx ldap index, page 56](#)
- [utils uccx ldap recover, page 56](#)
- [utils uccx ldap archive, page 56](#)
- [utils uccx ldap stat, page 57](#)
- [utils uccx ldap modrdn, page 57](#)
- [utils uccx ldap checkpoint, page 57](#)
- [utils uccx dump packets, page 58](#)
- [utils uccx recordings purge, page 58](#)
- [show uccx cad license usage, page 59](#)
- [show uccx cad prefs, page 59](#)
- [show uccx cad log, page 59](#)
- [show uccx cad config, page 59](#)
- [show uccx recordings space, page 60](#)
- [show uccx recordings allowed, page 60](#)
- [show uccx servm config, page 60](#)
- [set uccx cad prefs, page 61](#)
- [set uccx cad config, page 61](#)
- [set uccx cad log, page 61](#)

utils cad show versioninfo

This command displays the version information for the file(s) supplied. You can either give a single file (or) a pattern for files.

Command Syntax:

```
utils cad show versioninfo <file>|<pattern>
```

Parameters

- **file.** The file for which version info has to be displayed.
- **pattern.** Patterns like *.so are also allowed.

Example

```
admin:utils cad show versioninfo /opt/cisco/uccx/desktop/lib/libSplkCRS.so
Retrieving Version Info for 1 file(s)
Version Info for file /opt/cisco/uccx/desktop/lib/libSplkCRS.so
```

utils uccx ldap search

This command returns the results based on user's search query. You need to provide the baseDN and an optional filter and attribute.

Command Syntax:

```
utils uccx ldap search <baseDN> [filter] [Attribute]
```

Parameters

- **<baseDN>.** The point where the attribute is to be searched
- **filter.** Filter if there are any. This is optional
- **Attribute.** The list of attributes to be listed. This is optional.

Example

```
admin:utils uccx ldap search "ou=Agents,lcc=Call Center 1,ou=Company,o=Spanlink
Communications" "empID=dactuser1"
Using Host: 10.192.252.85
dn: empID=dactuser1,ou=Agents,lcc=Call Center 1,ou=Company,o=Spanlink Communications
role: 0
userPassword:: MEMzMURGMTAwNTVGQ0U0QjFBQTYxRTJBRTg4MTkwN0E=
recordTS: 0
objectClass: agent
objectClass: employee
empID: dactuser1
loginName: dactuser1
cn:: IERhY3R5bFRlc3Rvc2VyMQ==
sn: DactylTestUser1
tid: 1
awg: default
```

utils uccx ldap modify

This command modifies the entries in an LDAP as mentioned in the ldif file.

Command Syntax:

```
utils uccx ldap modify <ldifFile>
```

Parameters

ldifFile. The file should contain the entries to be modified as per ldif file format. If null, it will read from standard input

Example

```
utils uccx ldap modify /tmp/ldp_mod.ldif
```

utils uccx ldap delete

This command deletes the entries in an LDAP as mentioned in the ldif file.

Command Syntax:

```
utils uccx ldap delete <ldifFile>
```

Parameters

ldifFile. The file should contain the DN of the entries to be deleted as per LDIF file format. If passed null, it will read from standard input.

Example

```
uccx ldap delete /tmp/ldp_del.ldif
```

utils uccx ldap add

This command updates LDAP with the entries the file passed in LDIF file format.

Command Syntax:

```
utils uccx ldap add <ldifFile>
```

Parameters

ldifFile. The file should contain the DN of the entries to be added as per LDIF file format.

Example

```
utils uccx ldap add /tmp/ldp_add.ldif
```

**Note**

Execute this command when SLAPD is not running.

utils uccx ldap cat

This command dumps the entire contents of LDAP in to the file passed in LDIF file format.

Command Syntax:

```
utils uccx ldap cat <ldifFile>
```

Parameters

ldifFile. Name of the file to which the data is to be dumped.

Example

```
utils uccx ldap cat /tmp/ldap_cat.ldif
```

utils uccx ldap index

This command regenerates slapd indices based on the current contents of a database.

Command Syntax:

```
utils uccx ldap index
```

Parameters

None.

Example

```
utils uccx ldap index
```

utils uccx ldap recover

This command recovers the LDAP database from an inconsistent state.

Command Syntax:

```
utils uccx ldap recover
```

Parameters

None.

Example

```
utils uccx ldap recover
```

utils uccx ldap archive

This command displays the path names of LDAP transaction log files that are no longer in use.

Command Syntax:

```
utils uccx ldap archive
```

Parameters

None.

Example

```
utils uccx ldap archive
```

utils uccx ldap stat

This command displays the statistics of LDAP database.

Command Syntax:

```
utils uccx ldap stat
```

Parameters

None.

Example

```
utils uccx ldap stat
```

utils uccx ldap modrdn

This command modifies the RDN of entries. The entry information is read from standard input, from file passed as an argument, or from the command-line pair DN and RDN.

Command Syntax:

```
utils uccx ldap modrdn [add] [file <ldifFile>] | [DN RDN]
```

Parameters

add. This option is to add the RDN but not delete the existing DN.

file <ldifFile>. Should contain 2 lines. 1st line will be the existing DN and 2nd line is new RDN.

DN RDN. DN is the existing DN and RDN is the new DN to be added/updated.

Example

```
utils uccx ldap file modrdn /tmp/ldap_modadd.ldif
```

utils uccx ldap checkpoint

This command Checkpoints the log once, regardless of whether or not there has been activity since the last check-point and then exit.

Command Syntax:

```
utils uccx ldap checkpoint
```

Parameters

None.

Example

```
utils uccx ldap checkpoint
```

utils uccx dump packets

This command dumps the 'active span based monitoring packets' to the file mentioned.

**Note**

Be careful while giving the time value. If the value is large, the capturing will go on and it will be difficult to stop the capture process.

This will end up capturing the packets and eating up the space.

Command Syntax:

```
utils uccx dump packets <Capturefile.cap> <Time interval>
```

Parameters

<Capturefile.cap>. File to which the packets are to be dumped. Give absolute path and .cap extension
<Time interval>. Interval for which capturing should go on. The value is in seconds.

Example

```
utils uccx dump packets capturefile.cap 5
```

utils uccx recordings purge

This command will delete the XX MB of recording files.

**Note**

This command purges the oldest recording files first.

Command Syntax:

```
utils uccx recordings purge <size in MB>
```

Parameters

<size in MB>. Space to be freed up in MB.

Example

```
utils uccx recordings purge 2
```

show uccx cad license usage

This will display the available and used license information. This will take a few seconds to retrieve the license details.

Command Syntax:

```
show uccx cad license usage
```

Parameters

None.

Example

```
show uccx cad license usage
```

show uccx cad prefs

This will display the contents of the configuration file.

Command Syntax:

```
show uccx cad prefs <pathkey>
```

Parameters

pathkey. It is the mandatory Pathkey for which configuration has to be displayed.

Example

```
show uccx cad prefs SiteSetup
```

show uccx cad log

This will display the contents of the desktop service's log configuration file.

Command Syntax:

```
show uccx cad log <pathkey>
```

Parameters

<pathkey>. It is the mandatory Pathkey for which log configuration has to be displayed.

Example

```
show uccx cad log BIPPAService
```

show uccx cad config

This will display the contents of the desktop service's configuration file.

Command Syntax:

```
show uccx cad config <pathkey>
```

Parameters

<pathkey>. It is the mandatory Pathkey for which configuration has to be displayed.

Example

```
show uccx cad config BIPPAService
```

show uccx recordings space

This will display the total size of all the recording files.

Command Syntax:

```
show uccx recordings space
```

Parameters

None.

Example

```
show uccx recordings space
```

show uccx recordings allowed

This will display the maximum amount of disk size allowed for recordings.

Command Syntax:

```
show uccx recordings allowed
```

Parameters

None.

Example

```
show uccx recordings allowed
```

show uccx servm config

This should be used to get the list of services/specified service in servM configuration file.

Command Syntax:

```
show uccx servm config llhl<Service>
```

Parameters

1. List all the services in servM configuration file. Group and Services displayed;

<Service>. Displays the configuration of the specified 'Service'. To know the 'Service'(s) present, try this command with 'l'.

Example

```
Example1: show uccx servm config list
```

```
Example2: show uccx servm config "Cisco Unified CCX Administration"
```

set uccx cad prefs

This command will set the value to the corresponding key of CAD server's preferences file.

Command Syntax:

```
set uccx cad prefs <pathkey> <key> <value>
```

Parameters

<key> - key name in quotes (case sensitive)

<value> - new value in quotes.

Example

```
set uccx cad prefs SiteSetup "LDAP Host 5" 0
```

set uccx cad config

This will set configuration file value for the CAD server's configuration file.

Command Syntax:

```
set uccx cad config <pathkey> <key> <value>
```

Parameters

<pathkey> - mandatory; Pathkey for which configuration has to be set

<key> - mandatory; key name (case sensitive)

<value> - mandatory; new value.

Example

```
set uccx cad config BIPPAService CMPort 8090
```

set uccx cad log

This command displays log configuration info for the desktop service.

Command Syntax:

```
set uccx cad log <pathkey> <type> <key> <value>
```

Parameters

<pathkey> - mandatory; pathkey for which configuration has to be set.

<type> - mandatory; type of file we need to update. eg., log/debug.

<key> - mandatory; key name (case sensitive).

<value> - mandatory; new value.

Example

This will set value against the key in cad server's log configuration file.

```
Example1: set uccx cad log LRMSERVICE log Files 15
```

```
Example2: set uccx cad log LRMSERVICE debug Files 15
```

This will set value for Enable or Disable Alarm in cad server's log configuration file.

```
Example1: set uccx cad log LRMSERVICE log Alarm Enable
```

```
Example2: set uccx cad log LRMSERVICE log Alarm Disable
```

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
- 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

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