

# Collect ShowTech Logs from the GUI of Prime Collaboration Provisioning



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## Introduction

This document describes the procedure to collect ShowTech logs from the Cisco Prime Collaboration Provisioning (PCP) Manager Global Administration page. This option is available from Cisco PCP Manager Version 10.6 and later.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of Cisco PCP.

### Components Used

The information in this document is based on Cisco PCP Manager Version 10.6.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

## Supported Browsers

The supported browsers are:

- Mozilla Firefox Versions 17 ESR, 24 ESR, and 31 ESR
- Microsoft Internet Explorer Versions 10 and 11

## Procedure

1. Log in to the PCP administration page with the Global Admin credentials.
2. Choose *Administration > Logging and ShowTech*.

The screenshot shows the Cisco Prime Collaboration Administration interface. The top navigation bar includes Home, Design, Deploy, Reports, and Administration. The Administration menu is open, showing options like System Configuration, License Management, Rules, Phone Button Templates, Single Sign-On, System Maintenance, Data Maintenance, Maintenance Mode, Backup Management, Logging and ShowTech, Settings, and Updates. The main content area is divided into several sections:
 

- Voice Terminals (Endpoints):** A pie chart showing capacity usage and a table listing Processor, Voice Terminals (3000), Unified Presence (1), Unified Communications Man... (1), and Unified Message Processors (1).
- Device Sync Status:** A table showing sync status for devices like cucm and CLIPS.
- Logged In Users:** A table showing one user, globeadmin, with domain name and remote address.
- Locked Users:** A section indicating no data is available.

3. Choose **Detail** from the Application level and the NICE level drop-down lists. Click **Save Settings**.

The screenshot shows the 'Logging and ShowTech' configuration page. The main heading is 'View and Set Logging Levels'. There are two dropdown menus:
 

- Application level:** Set to 'Detail (Shows detailed logs, uses...)'
- NICE level:** Set to 'Detail (Shows detailed logs, uses...)'

 A blue 'Save Settings' button is located at the bottom of the configuration area.

4. There is also an option to enable additional debugs for Cisco Unified Communications Manager (CUCM), Instant Messaging and Presence, and Unity Connection information. Check the required check boxes.

- Log Unified CM AXL information
- Log Unity Connection SQL queries
- Log Unified IM & Presence AXL information

5. Note the current timestamp and recreate the issue.

6. Choose **Administration > Logging and ShowTech** and click **Generate ShowTech**.

7. In the popup window, choose the Start date and time and the End date and time *or* specify the duration.

8. In the Select Components section, check or uncheck the required components. Click **Start Collection**.

## Collect ShowTech



File Name

Duration  Last

Range  to  +0530

Select Components

- Deployment Information
- Logs
- Order
- Service Action
- System

9. Click the refresh icon in order to refresh the page with the current ShowTech in progress.

ShowTech Files

Selected 0 | Total 1

Delete

File Name	Size	Components	Duration	Date Generated
<input type="checkbox"/> ShowTech-2015-04-02-222415	In Progress	Deployment Information,Logs,Order,Service ...	02-Apr-2015 21:58:30 +0530 to 02-Apr-2015 22:28:30 +0530	

10. Once collected, click the ShowTech file name in order to open and save the file.

File Name	Size	Components	Duration	Date Generated
<input checked="" type="checkbox"/> ShowTech-2015-04-02-222415.zip				

11. In order to browse through the logs online, choose **Administration > Logging and ShowTech** and click **Browse Logs**.

### Browse Logs

[Application and NICE Logs](#)

[Apache Logs](#)

12. If you browse through logs, a new tab opens as shown in this example.

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# Index of /logs/apache

<a href="#">Name</a>	<a href="#">Last modified</a>	<a href="#">Size</a>	<a href="#">Description</a>
<a href="#">Parent Directory</a>		-	
<a href="#">ssl_request_log</a>	2015-04-02 22:13	806K	
<a href="#">access_log</a>	2015-04-02 22:13	678K	
<a href="#">jk-runtime-status.3237</a>	2015-04-02 22:13	1.0K	
<a href="#">error_log</a>	2015-04-02 21:54	16K	
<a href="#">mod_jk.log</a>	2015-03-13 17:02	1.6K	
<a href="#">jk-runtime-status.32.&gt;</a>	2015-03-13 17:02	1	
<a href="#">httpd.pid</a>	2015-03-13 17:02	5	
<a href="#">jk-runtime-status.27.&gt;</a>	2015-03-13 16:42	1	
<a href="#">jk-runtime-status.2752</a>	2015-03-13 16:42	1.0K	
<a href="#">jk-runtime-status.23553</a>	2014-12-19 01:13	1.0K	
<a href="#">jk-runtime-status.23.&gt;</a>	2014-12-19 01:03	1	

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*Note:* ShowTech might fail if unsupported browsers are used. In Chrome, "Generate ShowTech" is not shown on the screen.

Logging and ShowTech

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**View and Set Logging Levels**

Application level

NICE level

Log Unified CM AXL information

Log Unity Connection SQL queries

Log Unified IM & Presence AXL information

**Browse Logs**

[Application and NICE Logs](#)

[Apache Logs](#)

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ShowTech Files

## Related Information

- *Client Machine Requirements for Prime Collaboration*
- *Prime Collaboration Provisioning ShowTech Collection Configuration Example*
- *Technical Support & Documentation – Cisco Systems*