

Download Logs from VOS Servers in a CCE Solution

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Introduction

This document describes the commands used to download logs from various Voice Operating Systems (VOS) in a Contact Center Enterprise (CCE) environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Contact Center Enterprise (UCCE)
- Cisco Packaged Contact Center Enterprise (PCCE)

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Finesse
- Cisco Unified Intelligence Center (CUIC)
- Cisco Live Data
- Cisco Identity Server (IdS)
- Cisco Virtualized Voice Browser (VVB)
- Cisco Cloud Connect

- Cisco Customer Collaboration Platform (CCP) - Formerly SocialMiner

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, ensure that you understand the potential impact of any command.

Finesse Server

Finesse logs can be collected using:

- Real Time Monitoring Tool (RTMT)
- CLI commands
- Web Browser

Using RTMT

RTMT download link for Finesse

- https://<Finesse_IP>:8443/plugins/CcmServRtmtPlugin.exe

Collect Files

Select finesse Services/Applications

☐ Select all Services on all Servers

Name	All Servers	<input type="checkbox"/> ucce1262finesse.jo123.local
Cisco Finesse Admin Container	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Finesse Client Logs	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Finesse Database	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Finesse Desktop Container	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Finesse Desktop Webservices	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Finesse Diagnostic Portal	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Finesse IPPA	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Finesse Notification Service	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Finesse Orchestration Manager	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Finesse Realm	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Finesse Tomcat	<input type="checkbox"/>	<input type="checkbox"/>

Using CLI

<#root>

Cisco Finesse Client Logs

```
file get activelog /desktop/logs/clientlogs
```

Cisco Finesse Database

```
file get activelog /desktop/logs/db
```

Cisco Finesse Desktop Webservices

```
file get activelog /desktop/logs/webservices
```

Cisco Finesse IPPA

```
file get activelog /desktop/logs/fippa
```

Cisco Finesse Notification Service

```
file get activelog /desktop/logs/openfire
```

Cisco Finesse Realm

```
file get activelog /desktop/logs/realm
```

Cisco Finesse Tomcat

```
file get activelog /desktop/logs/tomcat
```

Using a Web Browser

Cisco Finesse Client Logs

- https://<Finesse_IP>:8445/finesse/logs/clientlogs

Cisco Finesse Database

- https://<Finesse_IP>:8445/finesse/logs/db

Cisco Finesse Desktop Webservices

- https://<Finesse_IP>:8445/finesse/logs/webservices/

Cisco Finesse IPPA

- https://<Finesse_IP>:8445/finesse/logs/fippa

Cisco Finesse Notification Service

- https://<Finesse_IP>:8445/finesse/logs/openfire/

Cisco Finesse Realm

- https://<Finesse_IP>:8445/finesse/logs/realm

Cisco Finesse Tomcat

- https://<Finesse_IP>:8445/finesse/logs/tomcat

CUIC Server

CUIC logs can be collected using:

- Real Time Monitoring Tool (RTMT)
- CLI commands

Using RTMT

RTMT download link for CUIC

- Log into the CUIC OAMP page (<https://<cuic-IP>/oamp/Main.jsp>) and navigate to: Tools >> Download RTMT Plugin

Name	All Servers	<input type="checkbox"/> ucce1262cuic.jo123.local
Intelligence Center OAMP Service	<input type="checkbox"/>	<input type="checkbox"/>
Intelligence Center Perfmon Service	<input type="checkbox"/>	<input type="checkbox"/>
Intelligence Center Reporting Service	<input type="checkbox"/>	<input type="checkbox"/>
Intelligence Center SNMP Java Adapter Service	<input type="checkbox"/>	<input type="checkbox"/>
Intelligence Center Serviceability Service	<input type="checkbox"/>	<input type="checkbox"/>

Using CLI

```
<#root>
```

```
Intelligence Center OAMP Service
```

```
file get activelog cuic/logs/oamp/ recurs compress
```

```
Intelligence Center Perfmon Service
```

```
file get activelog cuic/logs/perfmon/ recurs compress
```

```
Intelligence Center Reporting Service (Combined - Reporting Service & CUIC Tomcat)
```

```
file get activelog cuic/logs/ recurs compress
```

```
// Just the 'Intelligence Center Reporting Service' logs
```

```
file get activelog cuic/logs/cuic/ recurs compress
```

```
// Just the 'CUIC Tomcat' logs
```

```
file get activelog cuic/logs/cuicsrvr/ recurs compress
```

Intelligence Center Serviceability Service

```
file get activelog cuic/logs/jmx/ recurs compress
```

Live Data Server

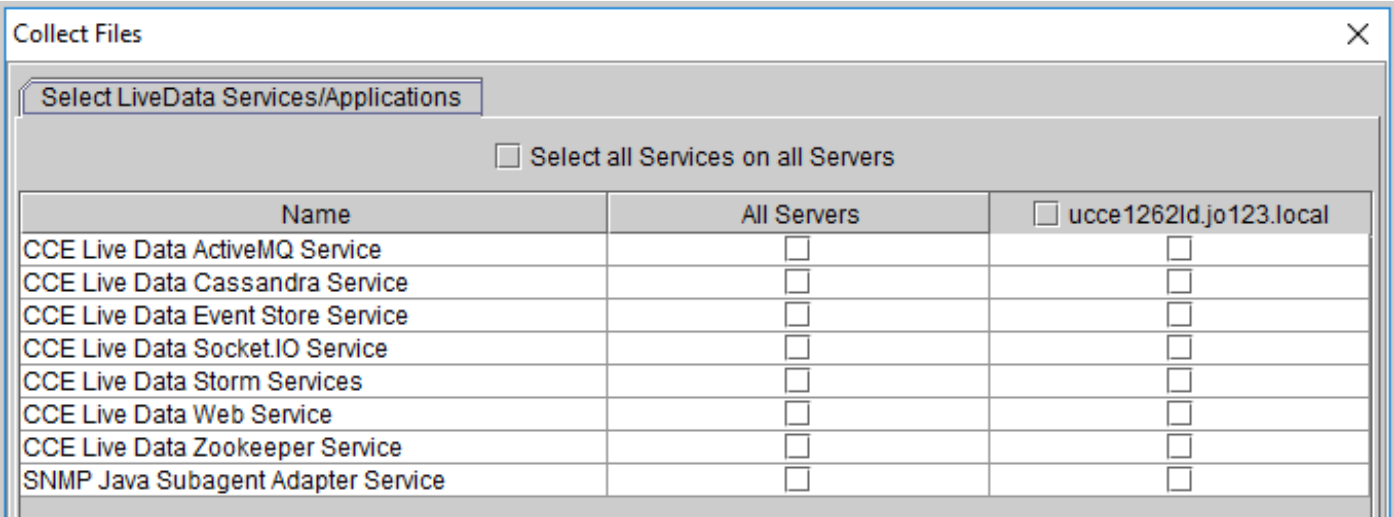
Live Data logs can be collected using:

- Real Time Monitoring Tool (RTMT)
- CLI commands

Using RTMT

RTMT download link for Live Data:

- *https://<LiveData_IP>:8443/plugins/CcmServRtmtPlugin.exe*



Using CLI

```
<#root>
```

CCE Live Data ActiveMQ

```
file get activelog livedata/logs/livedata-activemq
```

CCE Live Data Cassandra Service

```
file get activelog livedata/logs/livedata-cassandra
```

CCE Live Data NGINX Service

file get activelog livedata/logs/livedata-nginx

CCE Live Data Socket.IO Service

file get activelog livedata/logs/socketio-service

CCE Live Data Storm Services

file get activelog livedata/logs/livedata-storm

CCE Live Data Web Service

file get activelog livedata/logs/livedata-web

CCE Live Data Zookeeper Service

file get activelog livedata/logs/livedata-zookeeper

<#root>

LiveData (All of the above combined)

file get activelog livedata/logs/ recurs compress

IdS Server

IdS logs can be collected using:

- Real Time Monitoring Tool (RTMT)
- CLI commands

Using RTMT

RTMT download link for IdS

- https://<IdS_IP>:8443/plugins/CcmServRtmtPlugin.exe

Collect Files

Select IdS Services/Applications

☐ Select all Services on all Servers

Name	All Servers	<input type="checkbox"/> ucce1262ids.jo123.local
Cisco Identity Service	<input type="checkbox"/>	<input type="checkbox"/>

Using CLI

<#root>

Cisco Identity Service

```
file get activelog ids/log/ recurs compress
```

VVB Server

VVB logs can be collected using:

- Real Time Monitoring Tool (RTMT)
- CLI commands

Using RTMT

RTMT download link for VVB

- Log in to the VVB Administration page (<https://<vvb-IP>/appadmin/>) and navigate to Tools >> Plugins >> Cisco Unified Real-Time Monitoring Tool for Windows

Collect Files

Select VVB Services/Applications

☐ Select all Services on all Servers

Name	All Servers	<input type="checkbox"/> 125wb2.jo123.local
Administration	<input type="checkbox"/>	<input type="checkbox"/>
Cluster View Daemon	<input type="checkbox"/>	<input type="checkbox"/>
DB Perfmon Counter Service	<input type="checkbox"/>	<input type="checkbox"/>
Database	<input type="checkbox"/>	<input type="checkbox"/>
Engine	<input type="checkbox"/>	<input type="checkbox"/>
SNMP Java Adapter	<input type="checkbox"/>	<input type="checkbox"/>
Voice Subagent	<input type="checkbox"/>	<input type="checkbox"/>

Using CLI

<#root>

Administration

```
file get activelog /uccx/log/MADM recurs compress
```

Cluster View Daemon

```
file get activelog /uccx/log/MCVD recurs compress
```

Engine

```
file get activelog /uccx/log/MIVR recurs compress
```

Database

```
file get activelog /uccx/log/db recurs compress  
file get activelog /uccx/log/out_UccxDB*
```

DB Perfmon Counter Service

```
file get activelog /uccx/log/perfmon recurs compress
```

SNMP Java Adapter

```
file get activelog /uccx/log/out_jsadkagt*
```

Voice Subagent

```
file get activelog /uccx/log/SNMP recurs compress  
file get activelog /uccx/log/out_uccxagt*
```

SpeechServer

```
file get activelog speechserver/logs/SpeechServer
```

Cloud Connect Server

Cloud Connect logs can be collected using:

- Real Time Monitoring Tool (RTMT)
- CLI commands

Using RTMT

RTMT download link for Cloud Connect:

- https://<Cloud-Connect_IP>:8443/plugins/CcmServRtmtPlugin.exe

Collect Files ✕

Select cloudconnect Services/Applications

☐ Select all Services on all Servers

Name	All Servers	<input type="checkbox"/> ucce1262ccpub.jo123...	<input type="checkbox"/> ucce1262ccsub.jo12
Ansible Controller	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Cloud Connect CLIs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Cloud Connect Cherrypoint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Cloud Connect Config-Merge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Cloud Connect Container Manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Cloud Connect Dataconnector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Cloud Connect Digitalrouting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Cloud Connect Inventory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Cloud Connect Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Orchestration Audit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Using CLI

<#root>

Refer the following document - Manage Container Services and Collect Cloud Connect Logs in Contact Center

<https://www.cisco.com/c/en/us/support/docs/contact-center/unified-contact-center-enterprise-1262/222318>

CCP Server - Formerly SocialMiner

CCP logs can be collected using:

- Real Time Monitoring Tool (RTMT)
- CLI commands

Using RTMT

RTMT download link for CCP

- Log in to the CCP Administration page (<https://<ccp-IP>/administration.jsp>) and navigate to Administration >> RTMT Download

Collect Files ✕

Select CCP Services/Applications

☐ Select all Services on all Servers

Name	All Servers	<input type="checkbox"/> ucce1261ccp.jo123.local
CCP Chat Gateway Service	<input type="checkbox"/>	<input type="checkbox"/>
CCP Datastore Service	<input type="checkbox"/>	<input type="checkbox"/>
CCP Indexer Service	<input type="checkbox"/>	<input type="checkbox"/>
CCP Migration	<input type="checkbox"/>	<input type="checkbox"/>
CCP ORM Service	<input type="checkbox"/>	<input type="checkbox"/>
CCP Public REST API	<input type="checkbox"/>	<input type="checkbox"/>
CCP REST API	<input type="checkbox"/>	<input type="checkbox"/>
CCP Runtime Service	<input type="checkbox"/>	<input type="checkbox"/>
CCP XMPP Server Service	<input type="checkbox"/>	<input type="checkbox"/>

Using CLI

```
<#root>
```

```
CCP Chat Gateway Service
```

```
file get activelog mmca/logs/ccp-chat-gateway/*
```

```
CCP Datastore Service
```

```
file get activelog mmca/logs/ccp-ds-storage/*
```

```
CCP Indexer Service
```

```
file get activelog mmca/logs/ccp-ds-indexer/*
```

```
CCP ORM Service
```

```
file get activelog mmca/logs/orm/*
```

```
CCP Public REST API
```

```
file get activelog mmca/logs/ccppublicapps/*
```

```
CCP REST API
```

```
file get activelog mmca/logs/ccpapi/*
```

```
CCP Runtime Service
```

```
file get activelog mmca/logs/runtime/*
```

CCP XMPP Server Service

file get activelog mmca/logs/ccp-xmpp-server/*

CCP Tomcat

file get activelog mmca/logs/tomcat/*

Webproxy Logs

- file get activelog /webproxy/webproxy_cli.log
- file get activelog /webproxy/error.log
- file get activelog /webproxy/webproxy_launcher.log

file list activelog /webproxy/*

- error.log
- webproxy_cli.log
- webproxy_launcher.log

Platform Logs

Platform Tomcat

- file get activelog tomcat/logs recurs compress

Installation

- file get install system-history.log
- file get install install_log*
- file list install /*
- file list install /* date detail (this command lists the files under the install directory along with the date and time details)

Replication

- file get activelog cm/trace/dbl/*dbl_repl_cdr*
- file get activelog cm/trace/dbl/sdi/replication_scripts_output.log

VOS Packet Capture

<#root>

Initiate the packet capture

utils network capture eth0 file vos-pcap count 10000000 size all

OR
utils network capture-rotate eth0 file vos-pcap count 1000000 size all [for log-rotate]

List packet captures

file list activelog platform/cli/*.cap*

Download the packet capture

file get activelog /platform/cli/vos-pcap.cap

Cisco Unified Call Manager (CUCM) and other platform logs

<https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-communications-manager-callma>

Related Information

[CCE Solution Design Guide](#)

[PCCE 12.6\(2\) - Features Guide](#)

[UCCE 12.6\(2\) - Features Guide](#)

[Technical Support & Documentation - Cisco Systems](#)