

# Understand and Limit the Amount for CVP Call Server Logging

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## Introduction

This document provides an understanding of the logs on the Cisco Customer Voice Portal (CVP) server and also outlines how to limit the amount of logs that are stored on the CVP Call server.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- CVP Server
- CVP Operations Console (OAMP)

### Components Used

The information in this document is based on these software:

- CVP Server 9.0
- CVP OAMP 9.0

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 an

## Understand CVP Call Server Logs

Under the folder: C:\Cisco\CVP\conf you are able to see the config files for the CVP call server. If you open the file: log4j.xml, you will see the detail of the configuration for the logs.

There are two types of Call Server logs discussed in this document and they can be configured to be named as you want them to using these parameters:

1- CVP Logs - Based on this configuration file, they are named this way:

```
<param name="FileNamePrefix" value="CVP"/>  
<param name="DatePattern" value="yyyy-MM-dd"/>
```

2- CVP Error Logs - Based on this configuration file, they are named this way:

```
<param name="FileNamePrefix" value="Error"/>  
<param name="DatePattern" value="yyyy-MM-dd"/>
```

These files have a default value for the size that they can have all together:

```
<param name="MaxFileSize" value="10000000"/>
```

The amount of space that can be used for CVP logs or CVP Error Logs is specified as a percentage:

By default, CVP logs use 90% of the total allowed amount:

```
<param name="PercentageOfLogDirToUse" value="90"/>
```

The Error logs use the other 10%:

```
<param name="PercentageOfLogDirToUse" value="10"/>
```

## **How to Limit CVP Call Server Logs**

In order to limit the maximum allowed amount i.e. MaxFileSize which is 10MB by default, you can change it from the CVP OAMP interface:

# Cisco Unified Customer Voice Portal

System ▾ Device Management ▾ User Management ▾ Bulk Administration ▾ SNMP ▾ Tools ▾ Help ▾

## Edit Unified CVP Call Server Configuration

 Save  Save & Deploy  Statistics  File Transfer  Device Associations  Help

General ICM SIP IVR Device Pool **Infrastructure**

### Configuration: Thread Management

Each sub-system JVM uses threads from a thread pool. Define the limits for number of threads to be used.

Maximum threads: \*

### Statistics

Statistics Aggregation Interval: \*  minutes

### Log File Properties

Max log file size: \*  MB

Max log directory size: \*  MB

### License Thresholds

Critical threshold: \*  %

Warning threshold: \*  %

Safe threshold: \*  %

\* Required.