# Collect Logs for MRA Phone Service Failures

## Contents

## Introduction

This document describes how to collect the logs required for troubleshooting phone service problems experienced when using Mobile Remote Access (MRA).

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of Cisco Unified Communications Manager (CUCM) and Cisco Expressway.

### Components Used

The information in this document is based on the listed software versions:

- Cisco Unified Communications Manager 14.0.1 SU3
- Cisco Expressway X14.2.5
- Cisco Jabber 14.1.5
- Webex App 43.6.0

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

## Process to Collect Logs

### Setup Logging

It is important to setup logging correctly before re-creating the reported MRA phone service failure.

**Cisco Expressway**

- Start diagnostic logging on the Expressway C and Expressway E.
  - Log into the Expressway C and Expressway E and navigate to **Maintenance > Diagnostics > Diagnostic logging**.
    - Select the checkbox near the option for **Take tcpdump while logging**.
    - Next, select **Start new log**.

---

**Note**: Select the **Start new log** option from Primary Expressway C and Expressway E to initiate logging on all cluster peers.

---

**Jabber**

- Set Cisco Jabber for iPhone and Android to detailed logging. Reference the steps detailed in the [Collect Logs for UC Applications](#) guide.

---

**Note**: Cisco Jabber for Windows and MAC does not need to have detailed logging set as it is set to detailed by default.

---

## Collect Logs and Traces

After recreating the phone service issue over MRA, collect the logs and traces.

**Cisco Expressway**

Collect the Expressway C and Expressway E diagnostic log.

- Log into the Expressway C and Expressway E and navigate to **Maintenance > Diagnostics > Diagnostic logging**.
  - Select **Stop Logging**.
  - Next, select **Collect Log**.
  - Once the download log button appears, select **Download Log** to save the file.

**Cisco Unified Communications Manager Traces**

CUCM logs can be collected easily using the Real Time Monitoring Tool (RTMT) desktop application or Cloud Connected Unified Communication (CCUC) Web RTMT.

**Collect the CUCM logs using Cisco Real Time Monitoring Tool (RTMT)**

For information on how to use RTMT to collect logs from CUCM, refer to the [Collect Trace Data for CUCM 9.X or Later](#) guide.

Collect the listed traces:

- Cisco CallManager
- Cisco CTIManager
- Cisco Tomcat
- Cisco Tomcat Security
- Cisco User Data Services
- Event Viewer - Application Log

- Event Viewer - System Log

**Collect CUCM logs using Web RTMT**

- Log in to [WebEx Control Hub](WebEx Control Hub)
- Navigate to **Connected UC > Dashboard**
  - Select the **CUCM Cluster** from clusters section.
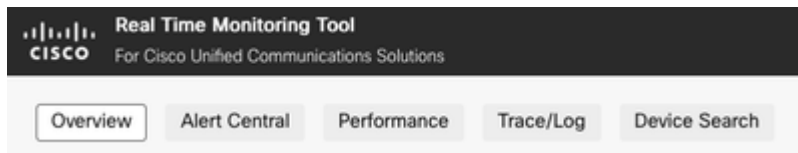  - Once redirected, log into the tool with an Admin account.



*CUCM Web RTMT Log in*

- Once logged in, select the **Trace/Log** from the navigation menu.



*Web RTMT Trace/Log*

- Next, select the listed service traces.
  - Cisco CallManager
  - Cisco CTIManager
  - Cisco Tomcat
  - Cisco Tomcat Security
  - Cisco User Data Services
  - Event Viewer - Application Log
  - Event Viewer - System Log

- Once the services have been chosen, select the radio button to **Download Logs** and define the time range you would like to collect. Then, select **Download**.

*Web RTMT Download Log*

### Cisco Jabber

When collecting the Jabber logs, take note of the operating system that Jabber is being used on, and refer to the [Collect Logs for UC Applications](#) guide.

### Cisco WebEx App

- **Webex App Desktop**

  ◦ For information on how to collect the WebEx App Diagnostic logs on a Windows or MAC machine, refer to the [Webex App | Troubleshoot connection issues](#) guide.

- **WebEx App for iPhone**

  ◦ Select the **Profile Picture** located in the top left corner.
  ◦ Choose the option to **Report an Issue**.
  ◦ Next, collect the **Calling Environment Data**.
    ◦ Select the **Profile Picture** located in the top left corner.
    ◦ Choose **Settings**.
    ◦ Choose **Calling** and **Export calling environment data**.
      ◦ Select your email app, and enter the email where you want to send the logs.

- **WebEx App for Android**

  ◦ Select the **Profile Picture** located in the top left corner.
  ◦ Choose the option to **Send Logs**.
  ◦ Next, collect the **Calling Environment Data**.
    ◦ Select the **Profile Picture** located in the top left corner.