Serviceability Connector Log Collection Fails Due to Missing CCUC Configuration Setting

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Issue

The Cisco Serviceability Connector, deployed and registered to Control Hub with integration to approximately 20 CUCM clusters, fails to complete Connected UC log collection requests. Log collection attempts consistently stall at step 2 of 4 and remain stuck for hours before eventually failing. This prevents the retrieval of CUCM call logs needed for troubleshooting call failures.

During log collection attempts, the this HTTP 404 error is observed in HAR files:

```
HTTP/1.1 404 Not Found
{"status": "Requested log collection transaction id is not found", "scenario_transaction_id": "68QDXW59
```

Backend diagnostic data shows that while log collection processes reach a partial completion state with successful upload marked as **COMPLETE_PARTIAL_DATA**, subsequent attempts to retrieve these logs fail with messages indicating "log files are not available for the given criteria."

Environment

- Cisco Serviceability Connector version 1.X
- Webex Control Hub with Connected UC troubleshooting feature
- Multiple CUCM clusters (approximately 20 clusters) integrated with Serviceability Node
- Serviceability Connector deployed and registered to Control Hub

Resolution

The issue was resolved by enabling a critical configuration setting on the Serviceability Node that was initially disabled.

Step 1: Verify and Enable CCUC Data Collection Setting

Navigate to the Serviceability Node configuration and locate the **Config Settings** section. Verify that the setting **Collect data for CCUC troubleshooting from CDR source cluster** is enabled (set to **True**).

If this setting is disabled (set to False), enable it by setting the value to **True**.

Step 2: Apply Configuration to All Serviceability Nodes

Ensure this setting is enabled on all Serviceability nodes that are deployed or intended for use with Connected UC troubleshooting. This setting must be activated on each individual Serviceability node to avoid future collection issues.

Step 3: Test Log Collection

After enabling the setting, attempt to collect logs again from Control Hub through **Troubleshooting > Connected UC**. The log collection process must now complete successfully beyond step 2.

Step 4: Verify Network Connectivity (If Issues Persist)

If log collection issues continue, verify that all required Serviceability Connector domains and URLs are allowlisted according to Cisco documentation. Additionally, run connection and bandwidth tests on the Serviceability Connector node to ensure proper network connectivity.

Cause

The root cause was a disabled configuration setting on the Serviceability Node. The critical setting **Collect data for CCUC troubleshooting from CDR source cluster** was set to **False**, preventing the Serviceability Connector from properly collecting and making available log data for Connected UC troubleshooting

requests. This setting must be enabled on all Serviceability nodes to allow successful log collection and retrieval through Control Hub.

Related Content

- External connections made by the Serviceability Connector
- Cisco Technical Support & Downloads