

Finesse Commonly Used CLI Commands

TAC

Document ID: 116216

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Jul 05, 2013

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Introduction

This document describes some commonly used CLI (Command Line Interface) commands for Cisco Finesse.

Commonly Used CLI Commands for Cisco Finesse

Log Collection

In order to collect the logs for the majority of application issues, enter this command into the CLI:

```
file get activelog desktop recurs compress
```

The date/time range is specified with relative or absolute time. For example:

```
file get activelog desktop recurs compress reltime hours 2  
file get activelog desktop recurs compress abstime 00:00:03/17/13 23:59:03/19/13
```

Tip: Use a "?" for additional syntax options.

Packet Capture

Enter this command into the CLI in order to perform a packet capture:

```
utils network capture file <filename> count 1000000
```

There are additional filters, but when you set the count to the maximum (1000000), it delivers the best results. This is the packet count, so it captures 1000000 packets and then stops.

Tip: Use a "?" for additional filters.

The file is saved in *platform/cli/<filename>.cap*. In order to collect the file, enter this command:

```
file get active_log platform/cli/<filename>.cap
```

Ping

Enter this command into the CLI in order to perform a ping:

```
utils network ping
```

Traceroute

Enter this command into the CLI in order to perform a traceroute:

```
utils network traceroute
```

DNS Lookup

Enter this command into the CLI in order to perform a Domain Name System (DNS) lookup:

```
utils network host
```

See Version, Date/Time, CPU, Memory, Disk Utilization

Enter this command into the CLI in order to look up the version/build number, date/time, CPU, memory, and disk utilization:

```
show status
```

Ensure DNS is Configured or Get Basic Network Information

Enter this command into the CLI in order to ensure that the DNS is configured or get basic network information:

```
show network eth0
```

View Overall VOS Process Statuses

Enter this command into the CLI in order to view the overall Virtual Origin Server (VOS) process statuses (this command does not signify if Finesse is in service):

```
utils service list
```

Important processes to Finesse are Cisco Tomcat and Cisco Finesse Notification Service.

Ensure NTP is Properly Synched

Enter this command into the CLI in order to ensure that the Network Time Protocol (NTP) is properly synched (this is a requirement of Finesse):

```
utils ntp status
```

Port Utilization/Netstat Equivalent

Enter this command into the CLI in order to view the port utilization, or "netstat" equivalent:

```
show tech network sockets
```

Related Information

- *Cisco Finesse Administration and Serviceability Release 9.1(1)*
- *Technical Support & Documentation – Cisco Systems*

Updated: Jul 05, 2013

Document ID: 116216
