



# CHAPTER 6

## Troubleshooting CTRS

Revised: November 2009

The following sections describe the Troubleshooting tools for the Cisco TelePresence Recording Server (CTRS):

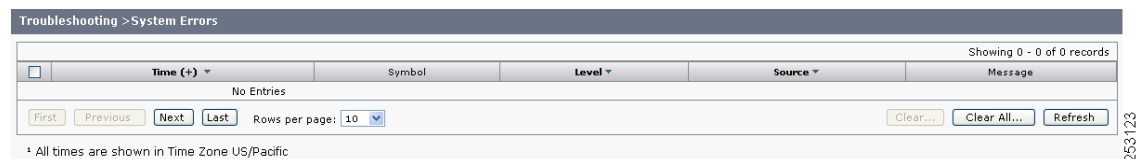
- [CTRS Alarms and System Errors Messages, page 6-1](#)
- [Log Files, page 6-3](#)

## CTRS Alarms and System Errors Messages

You can view CTRS alarms, systems error and system warning messages in one of two ways:

- Click **System Errors** in the left menu (see [Figure 6-1](#)). The System Errors screen displays a list of all warning and error messages.

**Figure 6-1** Troubleshooting > System Errors



- From the **System Status** bar, click the icon for **Warnings** or **Errors**.



If you click the icon for **Warnings**, you will see endpoint alert information. Warnings are issued every 20 seconds when an endpoint crosses its packet loss threshold. If congestion continues for more than 40 seconds, the endpoint will be dropped.



If you click the icon for **Errors**, you will see endpoint drop information. Whenever an endpoint drops from high packet loss, an error is issued with the error code “CONGESTION.”

The following table provides field descriptions for all system error and warning displays:

**Table 6-1 System Error Field Descriptions**

Field	Description
Select All	Check this box to select all system errors table entries listed.
Time	Displays the time at which this error occurred. Click the arrow to change the order (descending, ascending based on time) in which the errors are displayed.
Symbol	Text string (name) of the error message.
Level	<p>Indicates the severity level of the error. There are eight severity levels as follows:</p> <ul style="list-style-type: none"> <li>• OFF</li> <li>• CRIT</li> <li>• ERROR</li> <li>• WARN</li> <li>• INFO</li> <li>• DEBUG</li> </ul> <p>Click the arrow to change the order (descending, ascending based on level) in which the errors are displayed.</p>
Source	Indicates the CTRS system process associated with this alarm or error message. Click the arrow to change the order (descending, ascending based on source) in which the errors are displayed.
Message	Message describing the error.

- To display a defined number of table rows, click the down arrow next to **Rows Per Page**. Click to highlight and select predetermined amounts.
- If there are multiple pages listing log files, click the **First**, **Previous**, **Next**, or **Last** button to navigate to the desired page.
- To delete one of the system error messages, click the radio button to the left of the table entry, and then click **Clear**.
- To delete all error messages displayed, click **Clear All**.

# Log Files

Click **Log Files** in the left menu to display or modify log information (see [Figure 6-2](#)).

**Figure 6-2** Troubleshooting > Log Files

The screenshot shows the 'Log Files' configuration page. At the top, there are five rows for process configuration, each with a dropdown menu set to 'INFO':

- CCS: INFO
- Post Process: INFO
- Execution Manager: INFO
- Media Processor: INFO
- Key Exchange: INFO

Below this is a 'Log Files' section with a 'Process' dropdown set to 'All' and a 'Filter' button. A table displays the following log files:

Filename	Process	Last Modified (+)	Size (KB)
<a href="#">web_ui.log</a>	Web-UI	10/03/2009 06:48 AM	383.19
<a href="#">web_ui.log.2009-10-02</a>	Web-UI	10/02/2009 04:48 PM	1138.37
<a href="#">ccs_log</a>	CCS	10/02/2009 02:01 PM	68.95
<a href="#">config.xml</a>	N.A	10/02/2009 01:44 PM	1.71
<a href="#">sip_log</a>	SIP	10/02/2009 01:33 PM	2.71
<a href="#">alarm_log</a>	Alarm-Logs	10/02/2009 01:33 PM	0.24

At the bottom of the table, there are navigation buttons: 'First', '< Previous', 'Next >', 'Last', 'Rows Per Page: 10', and 'Download All...'. A note at the bottom left states: 'All times are shown in Time Zone US/Pacific'.

Use the Log File screen to set severity levels for alarms associated with specific system processes, to filter log files displayed, and to download log files.

## Configuring the Severity Level of System Error Messages

To configure the severity level of system level error messages and alarms for specific process areas:

- Step 1** Click **Log Files** under **Troubleshooting** in the left menu to access the **Log Files** screen.
- Step 2** At the top of the Log Files screen, there is a table listing the following CTRS system processes:
- CCS
  - Post Processor
  - Execution Manager
  - Media Processor
  - Key Exchange

To the right of each process is a drop-down list, listing the following severity levels:

- OFF
- CRIT
- ERROR
- WARN
- INFO
- DEBUG

Click the down arrow to display the drop-down list of defined levels of severity, and then highlight to select a specific severity level for all error messages and alarms associated a particular CTRS system process.

**Note**

Log levels create varying amounts of data; for example, DEBUG creates more log entries than CRIT. Because verbose logs can impact system performance, use verbose logs only to track a problem.

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### Filtering the Log File Table Listings

To filter the log files displayed in the Log File Table:

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- Step 1** Click **Log Files** under **Troubleshooting** in the left menu to access the **Log Files** screen.
- Step 2** At the middle of the Log Files screen, click the down arrow to the right of **Processes** to display a list of CTRS process areas, then click to highlight and select a specific process area on which to filter log files. Choices are the following:
- All
  - CCS
  - Execution Manager
  - Media Processor
  - Post Process
  - Key Exchange
  - SIP
  - Web-UI
  - CDR Logs
  - Core
  - Alarm Logs
  - CTRS Sysop
- Step 3** Click the **Filter** button to display the logs files associated with the selected process area in the Log Files table.
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### Downloading Log Files

To download log files from the Log File table:

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- Step 1** Click **Log Files** under **Troubleshooting** in the left menu to open the **Log Files** screen.

**Step 2** At the bottom of the Log Files screen is the Log File table, which lists the available log files. The table is organized as described in [Table 6-2](#).

**Table 6-2 Log Table Field Descriptions**

Field	Description
Filename	Filename of the log file. Click the arrow to change the order (descending, ascending based on alphabetical order of the filenames) in which the log files are displayed.
Process	CTRS system process area. Click the arrow to change the order (descending, ascending based on alphabetical order of the processes) in which the log files are displayed.
Last Modified	Time (Greenwich Mean Time, Pacific Standard Time) at which the log file was collected. Click the arrow to change the order (descending, ascending based on time) in which the log files are displayed.
Size	Size (in kilobytes) of the compressed log file.

**Step 3** To display a defined number of table rows, click the down arrow next to **Rows per Page**. Click to highlight and select predetermined amounts. If there are multiple pages listing log files, click the **First**, **< Previous**, **Next >**, or **Last** button to navigate to the desired page.

**Step 4** Click the filename of a log file to download that file. Click the **Download All** button to download all log files listed.

