

Troubleshooting Guide for Cisco Contact Center SIP Proxy (CCCSP)

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Troubleshooting Guide

Access and Setup

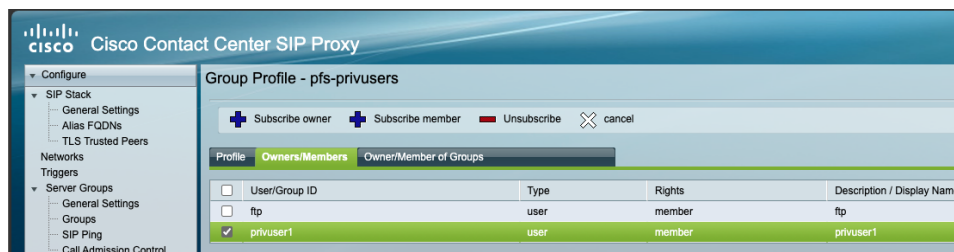
Login as Application User to create PFS privileged users. Run the below commands in EXEC mode:

```

Hostname# username privuser1 create
Hostname# username privuser1 password Test@123
Hostname# username privuser1 group pfs-privusers
Hostname# write

```

You can confirm the same using UI for the group:



SFTP Access

```
sftp privuser1@10.10.10.59
```

Enable Log and Directories

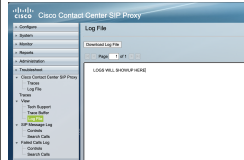
When connected via SFTP:

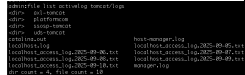
```

sftp> ls
core packetcapture pegcount sipmsg sml.log trace

```

Directory/File	Purpose	Enable (UI)	Enable (CLI)
pegcount	SIP message statistics	Navigate to Configure > SIP Stack > General Settings > SIP General Settings > SIP Statistics 	<pre> Hostname# cusp Hostname(cusp)# config Enter configuration commands, one per line. Hostname(cusp-config)# sip peg-counting 60 86400 </pre> • Param 1: <1-86400> Time duration (seconds) after which pegcount is collected. • Param 2: <1-86400> Time duration (seconds) after which pegcount is reset. 
sipmsg	Detailed SIP message logs	Configure > SIP Stack > General Settings > SIP General Settings > SIP Message Logging Default: Off 	<pre> Hostname# cusp Hostname(cusp)# config Enter configuration commands, one per line. Hostname(cusp-config)# sip logging </pre>
sml.log	Smart Licensing logs	By default, the log is enabled.	NA
trace	Application trace log for calls and TLS issues	Troubleshoot > Traces	NA

Directory/File	Purpose	Enable (UI)	Enable (CLI)
messages	System-level logs	By default, the log is enabled. Troubleshoot > View > Log File 	By default, the log is enabled. Follow the steps to download the log: - OS Admin - List files using the command file list activelog syslog - Download using the command file get activelog syslog, prompts for SFTP details. - Application user - Run the following command in EXEC mode: <pre> Hostname# username privuser1 create Hostname# username privuser1 password Test@123 Hostname# username privuser1 group pfs-privusers Hostname# write </pre> - Login using SFTP and download messages.log and its rotated files.

Directory/File	Purpose	Enable (UI)	Enable (CLI)
catalina.out	Tomcat or HTTP server logs	By default, the log is enabled.	By default, the log is enabled. 1. Login as OS Admin 2. Enter the following command to list the logs: <pre>admin:admin:file list activelog tomcat/logs</pre>  3. Enter the following command to download logs that requests for SFTP details to upload logs to. <pre>admin:file get activelog tomcat/logs</pre>

Packet Capture

Case 1: When CCCSP UI is accessible

- Login to CCCSP UI
- Go to **Troubleshoot** > **Cisco Contact Center SIP Proxy** > **Traces** > **Packet Capture**
- Start Packet Capture



Case 2: When CCCSP UI is not accessible

- Login as OS Admin
- Use the following command to start the packet capture:

```
admin:utils network capture-rotate file mycapturename maxFiles 2
```

maxFiles num- the maxFiles indicates the maximum number of log files to be created. The default value of maxFiles is 10.

Refer to *Utility commands in CLI Command Reference Guide for CCCSP*.

```
admin:utils network capture-rotate ?
Syntax:
utils network capture-rotate [options]
options mandatory file fname
options optional size bytes,sizePerFile megabytes, maxFiles num,src addr,dest addr,port num,host protocol addr
options are
file fname          - output the information to a file
                    Note: The file will be saved in platform/cli/fname
                    fname should not contain the "/" character
size bytes          - the number of bytes of the packet to capture
                    Note: Valid values include any number up to 65535 or ALL. The default will be ALL.
sizePerFile megabytes - the sizePerFile sets the value for the size of the log files. (Unit is millions of bytes)
                    Note: The default value of sizePerFile is 25 MB.
maxFiles num        - the maxFiles indicates the maximum number of log files to be created.
                    Note: The default value of maxFiles is 10.
src addr            - the source address of the packet as a host name or IPv4 address
dest addr           - the destination address of the packet as a host name or IPv4 address
port num           - the port number of the packet (either src or dest)
host protocol addr  - the protocol should be one of the following: ip/arp/rarp/all. The host address of the packet as a host name or IPv4 address. This option will display
and for those address.
                    Note: If "host" is provided, do not provide "src" or "dest"
```

Troubleshooting Scenarios

Service Issues

- messages.log

- Trace logs
 - Trace log captures the proxy application level logging and is used to debug errors related to call routing. Debug errors such as, server group element status errors, load balancing issues, license updates, access and configuration-related changes. Enable trace logging and set level for various categories.
 - There are different levels of logging available in CCCSP. The following lists a few of them:
 - **Info:** provides a brief history of the function calls along with transaction parameters.
 - **Debug:** Verbose level of logging and defined only for running with minimal calls volume. It is not recommended to enable debug level of trace logging for any component in production systems. This can severely impact the performance of the CCCSP. This is designed for troubleshooting issues under test environments only. If you enable debug level with high call volume to observe the performance of the CCCSP, reboot is required.
 - **Default:** Captures exceptions and major error debugs. The default is equal to warn level tracing.
 - Show trace options display the levels for each category. Trace file rotates every 10MB. CCCSP supports 5GB of trace logs but default-logging size is 200MB.

Installation or Upgrade Failures

- Login as OS Admin User.
- Run the following command:

```
file get install/<log-file-name>.log
```
- The following logs are generated:
 - system-history.log – Logs upgrade or install status
 - install.log – provides detailed install logs
 - pre_install.log – provides pre-install script logs
 - post_install.log – provides post-install script logs
- You can check the upgrade status using the **utils system upgrade status** command.

OS Issues

- capture.txt – provides failed command output
- install.log – if related to install wizard
- You can check disk usage using the following commands:
 - **admin: show status**

```
admin:show status

Host Name       : VM59
Date            : Wed Sep 10, 2025 22:32:22
Time Zone       : Pacific Daylight Time (America/Los_Angeles)
Locale          : en_IN.UTF-8
Product Ver     : 15.0.1.10000-5.x86_64
Unified OS Version : 8.0.0.0-10.x86_64

Uptime:
22:32:23 up 2 days, 21:00, 2 users, load average: 0.08, 0.22, 0.23

CPU Idle: 97.98% System: 00.51% User: 01.01%
IOWAIT: 00.00% IRQ: 00.00% Soft: 00.51%

Memory Total: 5818048K
Free: 430312K
Used: 2838052K
Cached: 2549628K
Shared: 133072K
Buffers: 2549684K

Disk/active      Total      Free      Used
Disk/active      14178764K  10227428K  3789824K (28%)
Disk/inactive    14178764K  10279728K  3737524K (27%)
Disk/logging     49389136K  42870964K  3976860K (9%)
```

- **admin: show tech runtime disk**

```
admin:show tech runtime disk
----- show platform runtime -----

The disk usage:
Filesystem      Size  Used Avail Use% Mounted on
devtmpfs        2.8G   0  2.8G   0% /dev
tmpfs           2.8G  1.2M  2.8G   1% /dev/shm
tmpfs           2.8G   93M  2.7G   4% /run
tmpfs           2.8G   0  2.8G   0% /sys/fs/cgroup
/dev/sda2       14G   3.7G  9.8G  28% /
/dev/sda1       14G   3.6G  9.9G  27% /partB
/dev/sda6       48G   3.8G  41G   9% /common
/dev/sda3       238M   5.3M  216M   3% /grub
tmpfs           569M   0  569M   0% /run/user/1001
tmpfs           569M   0  569M   0% /run/user/1000
admin:
```

Smart License Failures

- sml.log
- messages.log
- Run the following command to get agent version from CCCSP application user

```
Hostname# show license smart agent-version
SmartAgent Version: 3.1.23
```

- Run the following command to get status:

```
Hostname# show license smart status application cusp
```

```
Smart Agent is Enabled: true
Smart Agent current state: UNIDENTIFIED
```

- Run the following command to get the summary:

```
Hostname# show license smart summary

Smart Agent is Enabled: true
Current State of the Agent: UNIDENTIFIED
Evaluation Mode: YES
Registration Successful: NO
Authorization Successful: YES
..... and more details will be printed here.
```

UI Failures

- messages.log
- catalina.out

CLI Config Issues

- messages.log
- Login as CCCSP Application User from the CLI. Run the **show configuration active verbose** command to get the configuration in CCCSP.

Call Failures

For TLS connection issues:

- Use the **show configuration active verbose** command to get configuration.



Note By default, Packet capture, sipmsg, pegcount are not enabled. You can enable them based on the usecase.

```
trace/trace.log

sipmsg/ (all relevant files)

pegcount/ (latest count)

packetcapture/ (latest pcap)
```

- Login to as CCCSP Application user and run the **show crypto key all** command to list all the TLS certificates.

Java Exceptions

- messages.log
- trace.log

Backup Restore Issues

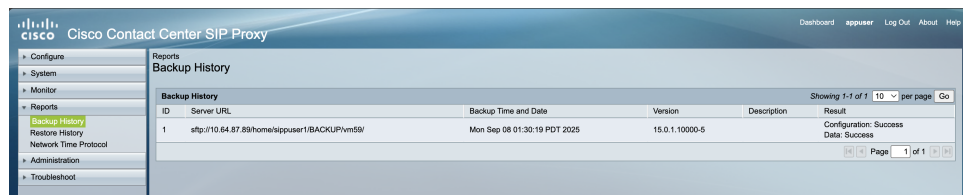
- `messages.log`
- Check History from CCCSP Application User

CLI

- Use the **show backup history** command to get backup history.
- Use the **show restore history** command to restore history.

UI

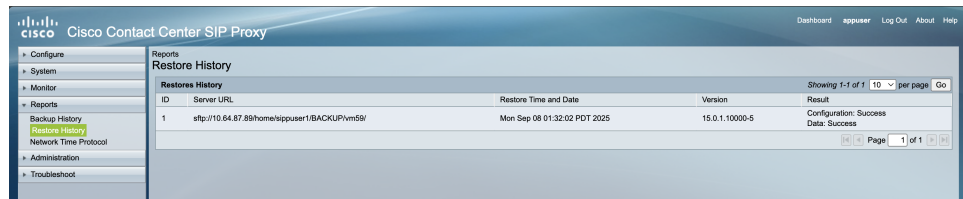
- **Reports > Backup History**



The screenshot shows the Cisco Contact Center SIP Proxy web interface. The left sidebar contains a navigation menu with options: Configure, System, Monitor, Reports, Backup History, Restore History, Network Time Protocol, Administration, and Troubleshoot. The 'Reports' section is selected, and the 'Backup History' report is displayed. The report shows a single entry with ID 1, Server URL sftp://10.64.87.89/home/sippuser1/BACKUP/vm59/, Backup Time and Date Mon Sep 08 01:30:19 PDT 2025, Version 15.0.1.10000-5, and Result Configuration: Success Data: Success. The table is titled 'Backup History' and includes a 'Showing 1-1 of 1' indicator and a 'Go' button.

ID	Server URL	Backup Time and Date	Version	Description	Result
1	sftp://10.64.87.89/home/sippuser1/BACKUP/vm59/	Mon Sep 08 01:30:19 PDT 2025	15.0.1.10000-5		Configuration: Success Data: Success

- **Reports > Restore History**



The screenshot shows the Cisco Contact Center SIP Proxy web interface. The left sidebar contains a navigation menu with options: Configure, System, Monitor, Reports, Backup History, Restore History, Network Time Protocol, Administration, and Troubleshoot. The 'Reports' section is selected, and the 'Restore History' report is displayed. The report shows a single entry with ID 1, Server URL sftp://10.64.87.89/home/sippuser1/BACKUP/vm59/, Restore Time and Date Mon Sep 08 01:32:02 PDT 2025, Version 15.0.1.10000-5, and Result Configuration: Success Data: Success. The table is titled 'Restore History' and includes a 'Showing 1-1 of 1' indicator and a 'Go' button.

ID	Server URL	Restore Time and Date	Version	Description	Result
1	sftp://10.64.87.89/home/sippuser1/BACKUP/vm59/	Mon Sep 08 01:32:02 PDT 2025	15.0.1.10000-5		Configuration: Success Data: Success

Quick Reference Commands

SFTP Get File

```
sftp privUser@<IP_ADDRESS>
sftp> ls
sftp> get <filename>
```

Download sml.log

```
get sml.log
```

Troubleshooting Matrix

Issues	Logs to collect
	To get CCCSP version: • For OS Admin User, use the show version active command. • For Application User, use the show software version command.
Service issue	messages.log
Installation failure	system-history.log, install.log, pre_install.log, post_install.log
Upgrade failure	Same as install failure
OS issue	capture.txt, install.log
Smart license failure	sml.log, messages.log
UI failure	messages.log, catalina.out
CLI config issue	messages.log
Call failure (TLS)	trace.log, sipmsg/, pegcount/, packetcapture/
Java exceptions	messages.log, trace.log
Backup/restore	messages.log

