



# Troubleshooting

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## Note

Use the information in this chapter in conjunction with the [CLI Command Reference for Cisco Unified SIP Proxy Release 10.2](#). That document contains detailed information about each CLI command listed here, including when to use it, how to use it, and any cautionary information.

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This chapter contains a brief overview of troubleshooting using the CLI and contains the following sections:

- [Using CLI Commands to Troubleshoot the System, page 1](#)
- [Troubleshooting Configuration Changes, page 3](#)
- [Related Topics, page 3](#)

## Using CLI Commands to Troubleshoot the System

Cisco technical support personnel may request that you run one or more of these commands when troubleshooting a problem. Cisco technical support personnel provides additional information about the commands at that time.



## Caution

Some of these commands may impact performance of your system. We strongly recommend that you do not use these commands unless directed to do so by Cisco Technical Support.

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## About Logging

You can use log messages to help you debug system problems. Log messages are saved to the messages.log file.

Logging and tracing to the hard disk is turned off by default. Executing the **log trace boot** command starts the log and trace functions immediately.

To check the log and trace files on the hard disk, use the **show logs** command in Cisco Unified SIP Proxy EXEC mode. It displays the list of logs available, their size and their dates of most recent modification.

Each file has a fixed length of 10 MB, and tracing or logging stops automatically when the file reaches this length. New files overwrite the old files.



**Tip**

If you cannot view the contents of the log files, copy the log files from Cisco Unified SIP Proxy to an external server and use a text editor, such as **vi**, to display the content.

## Log Commands

Cisco Unified SIP Proxy has the following log commands:

- **log console** command
- **log console monitor** command
- **log server** command
- **log trace boot** command
- **log trace buffer save** command
- **show logs** command
- **show trace log** command

## Example of Log Output

The following is an example of the log output:

```
se-Module(exec-mping) > show logs

SIZELAST_MODIFIED_TIMENAME
28719Mon Dec 22 14:15:06 EST 2008linux_session.log
2573Fri Dec 19 08:28:13 EST 2008install.log
8117Fri Dec 19 08:27:51 EST 2008dmesg
2274Fri Dec 19 08:27:55 EST 2008syslog.log
10455Thu Dec 18 16:38:13 EST 2008sshd.log.prev
1268Fri Dec 19 08:28:09 EST 2008atrace.log
384 Fri Dec 19 08:27:55 EST 2008debug_server.log
10380Thu Dec 18 16:06:58 EST 2008postgres.log.prev
1361Fri Dec 19 08:28:14 EST 2008sshd.log
5598Fri Dec 19 08:30:13 EST 2008postgres.log
1014Fri Dec 19 08:27:57 EST 2008klog.log
2298494Sun Dec 21 23:30:00 EST 2008messages.log
85292Fri Dec 19 08:25:33 EST 2008shutdown_installer.log
```

## Using Trace Commands

To troubleshoot network configuration in Cisco Unified SIP Proxy, use the **trace enable** command in Cisco Unified SIP Proxy EXEC mode.

Cisco Unified SIP Proxy has the following trace commands:

- **log trace boot** command
- **log trace buffer save** command
- **show trace log** command
- **show trace options** command
- **trace disable** command
- **trace enable** command
- **trace level** command

## Using Show Commands

In addition to the standard show commands, use the following commands to troubleshoot your Cisco Unified SIP Proxy configuration:

- **show status queue**
- **show status server-group radius** [*server-group-name*]
- **show status server-group sip** [*server-group-name*]
- **show status sip**

## Troubleshooting Configuration Changes

**Problem** You lost some configuration data.

**Recommended Action** Copy your changes to the running configuration at frequent intervals. See [“Copying Configurations” on page 1](#).

**Problem** You lost configuration data when you rebooted the system.

**Explanation** You did not save the data before the reboot.

**Recommended Action** Use the **copy running-config startup-config** command to copy your changes from the running configuration to the startup configuration. When Cisco Unified SIP Proxy reboots, it reloads the startup configuration. See [“Copying Configurations” on page 1](#).



**Note** Messages are considered application data and are saved directly to the disk in the startup configuration. (They should be backed up on another server in case of a power outage or a new installation.) All other configuration changes require an explicit “save configuration” operation to preserve them in the startup configuration.

## Related Topics

- For information about the CLI commands, see the [CLI Command Reference for Cisco Unified SIP Proxy Release 10.1](#).
- For information about copying configurations, see [“Copying Configurations” on page 1](#).

