Log Collection

- Log Collection, on page 1
- Webex CCE Service Monitoring, on page 6

Log Collection

The Webex CCE Monitoring Dashboard (LogVisualizer or LV portal) is a comprehensive platform for collecting logs from UCCE components. The Log Collection tab (which is also the default landing page) lists the following key components:

- Cisco Unified Intelligence Center (CUIC), Cisco LiveData (LD), and Cisco Identity Service (IdS)
- Cisco Finesse (Finesse or FIN)
- CCE Peripheral Gateway (PGs)
- CCE Router (RTR)
- CVP Call Server (Unified CVP)
- CVP VXML Application (Unified CVP)
- Cisco Virtual Voice Browser (Cisco VVB)
- Cisco Unified Communication Manager (Unified CM or Call Manager)
- Cisco Emergency Responder (CER)
- Cisco Cloud Connect (CLC)
- Unity Connection (CUC)

Follow these steps to collect logs for all the instances of any of Unified CCE components listed above:

Procedure

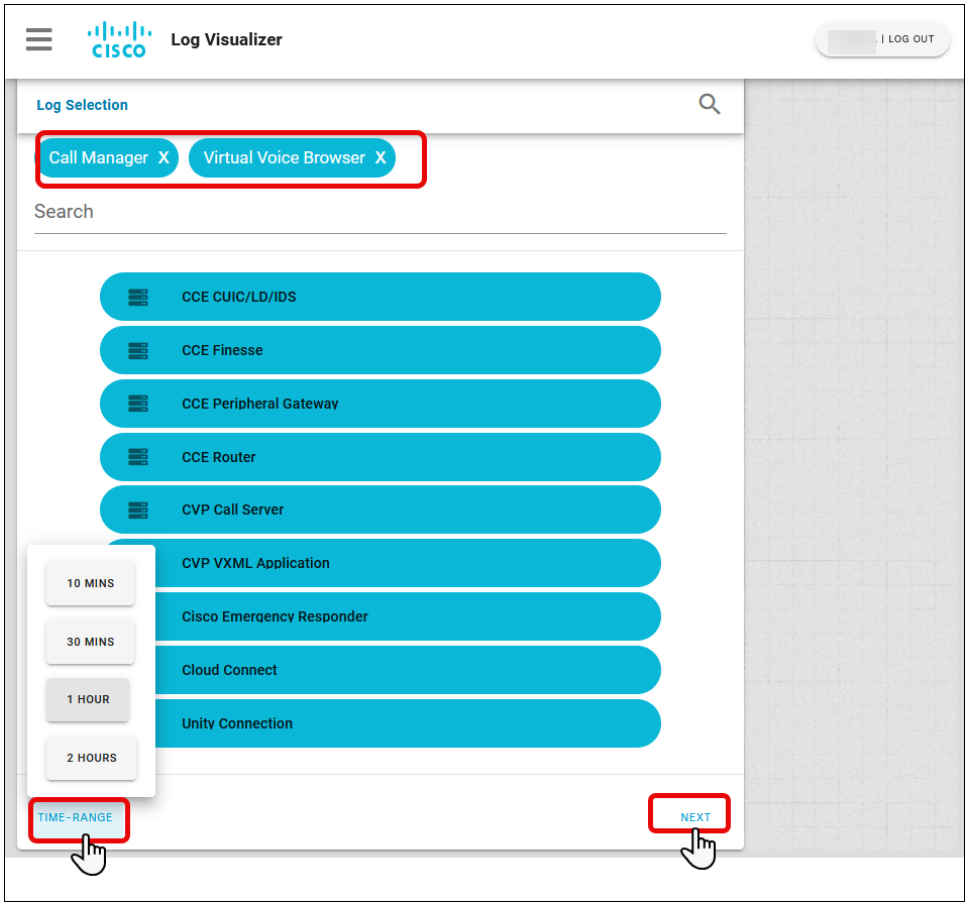
Step 1 Log into the LV Portal.

Step 2 Click to select or deselect the components from which you want to collect the logs.

Step 3 Click **Time Range** and select the option to collect logs from the last 10 minutes, 20 minutes, 1 hour, or 2 hours.

Step 4 Click **Next.** The logs you have selected are retrieved, as indicated by a progress bar. o the LV Portal.

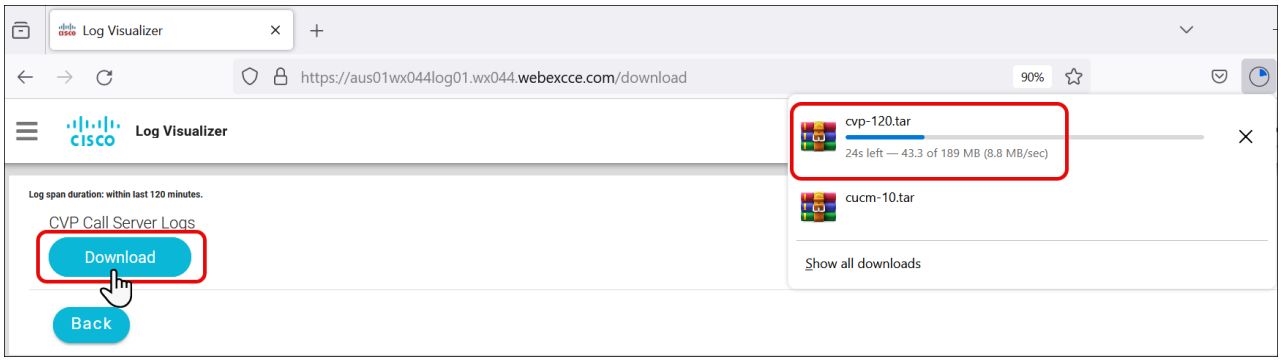
Figure 1: Log Selection



Step 5 Once the retrieval is completed, the **Download** button is displayed.

Step 6 Click **Download** to download the zipped log files bundle to your local system.

Figure 2: Downloading the Logs

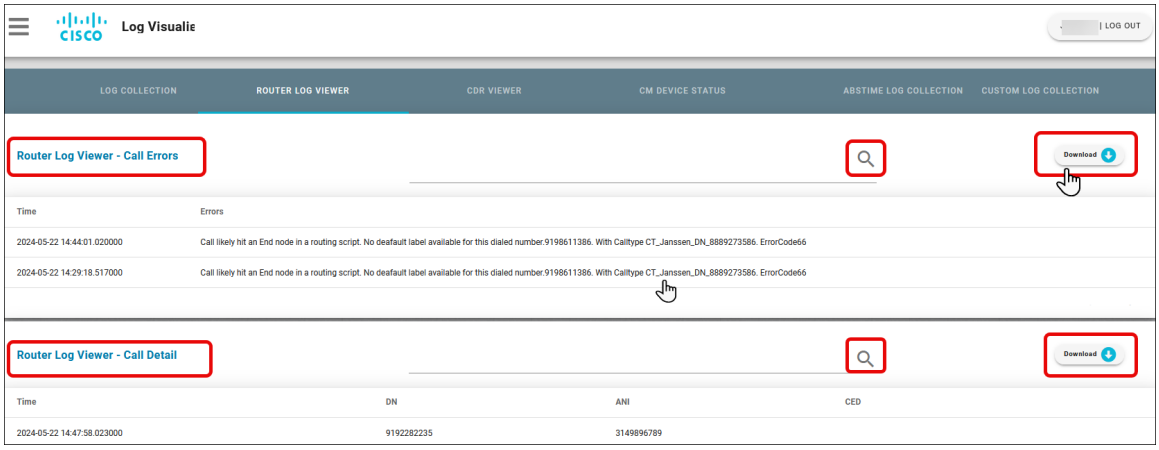


Step 7 To access the log files for each instance of every component, extract the downloaded zip files. The log files are in .txt format.

Router Log Viewer (Call Errors and Call Detail)

The **Router Log Viewer** tab displays the call error logs and call detail logs of the ICM router. You can search for logs or download them.

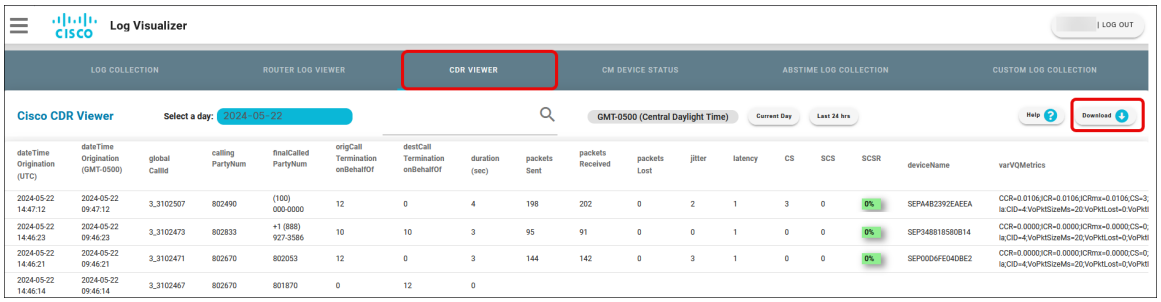
Figure 3: View Router Logs



CDR Viewer

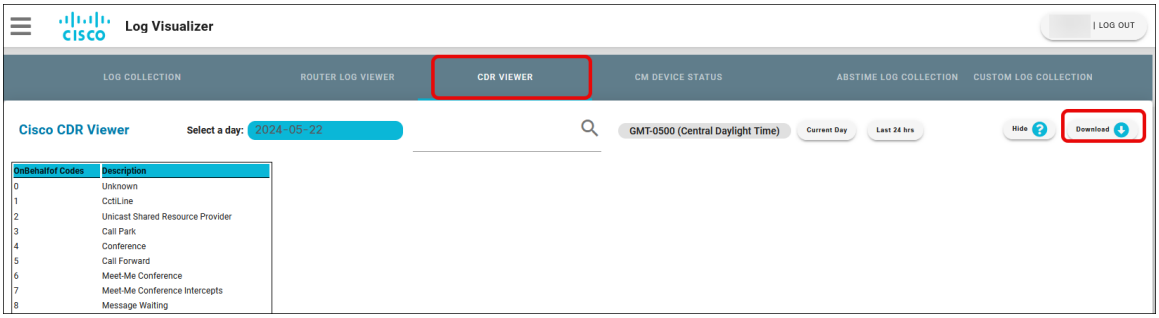
The **CDR Viewer** tab displays the Call Detail Records (CDR) and Call Management Records (CMR) of tenants in a real-time report on voice quality. Click **Download** to export the data to an.xlsx file.

Figure 4: CDR Viewer



Click on **Help**toget detail information about call termination onbehalfOf values.

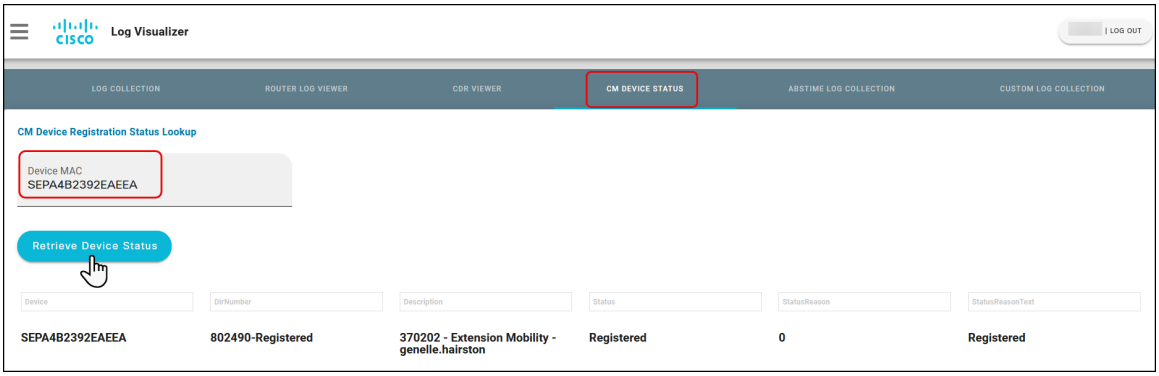
Figure 5: CDR Viewer



CM Device Status

The **CM Device Status** tab enables you to retrieve the Agent device status. Enter the MAC address of the device is the **Device MAC** field and click **Retrieve Device Status** to retrieve Agent device status.

Figure 6: CM Device Status page



Abstime Log Collection

The **ABSTIME Log Collection** tab allows you to get the log for a device or appliance instance within a specific time range. To retrieve appliance log in specified time range:

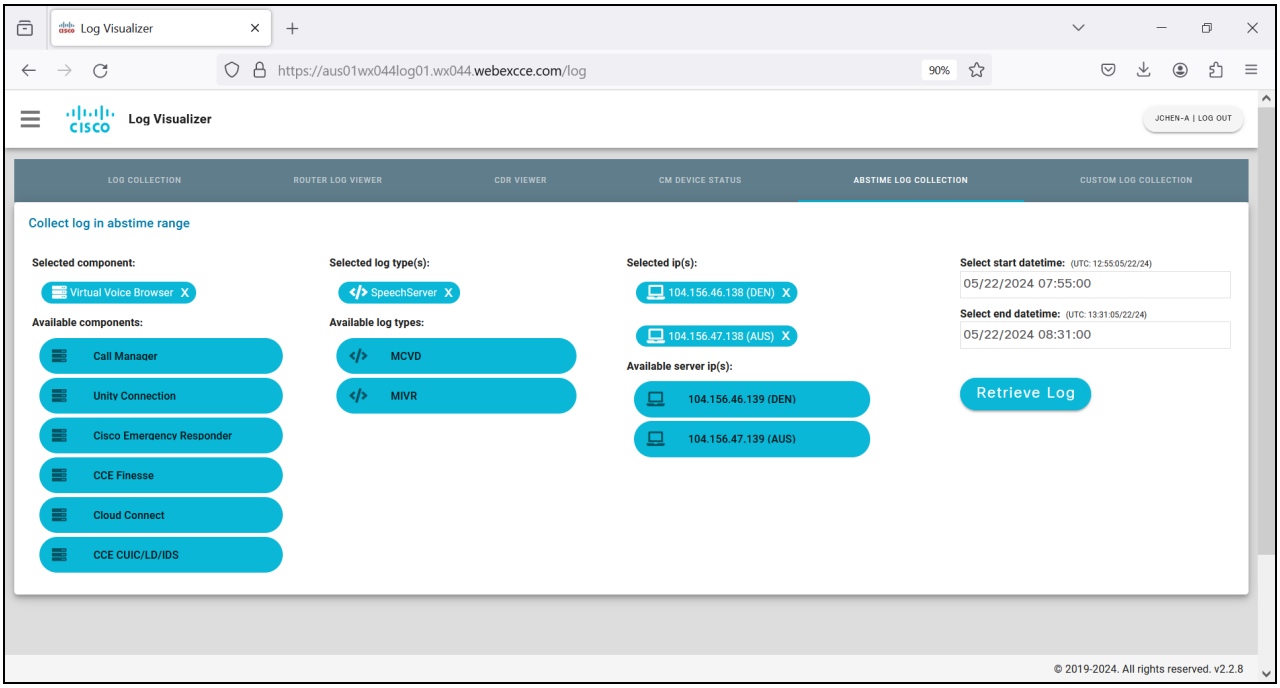
Procedure

Step 1 Choose a component from the **Available Components** section, a log type from the **Available Log Types** section, and a server IP from the **Available Server IPs** section.

Step 2 Select the log start and end datetime.

Step 3 Click **Retrieve Log**.

Figure 7: Collect logs in Absolute Time Range



Custom Log Collection

While the **ABSTIME Log Collection** tab allows you to retrieve the log for a device or appliance instance within two specific times, the **Custom Log Collection** tab lets you access the log within time ranges of 10 minutes, 30 minutes, 1 hour, and 2 hours.

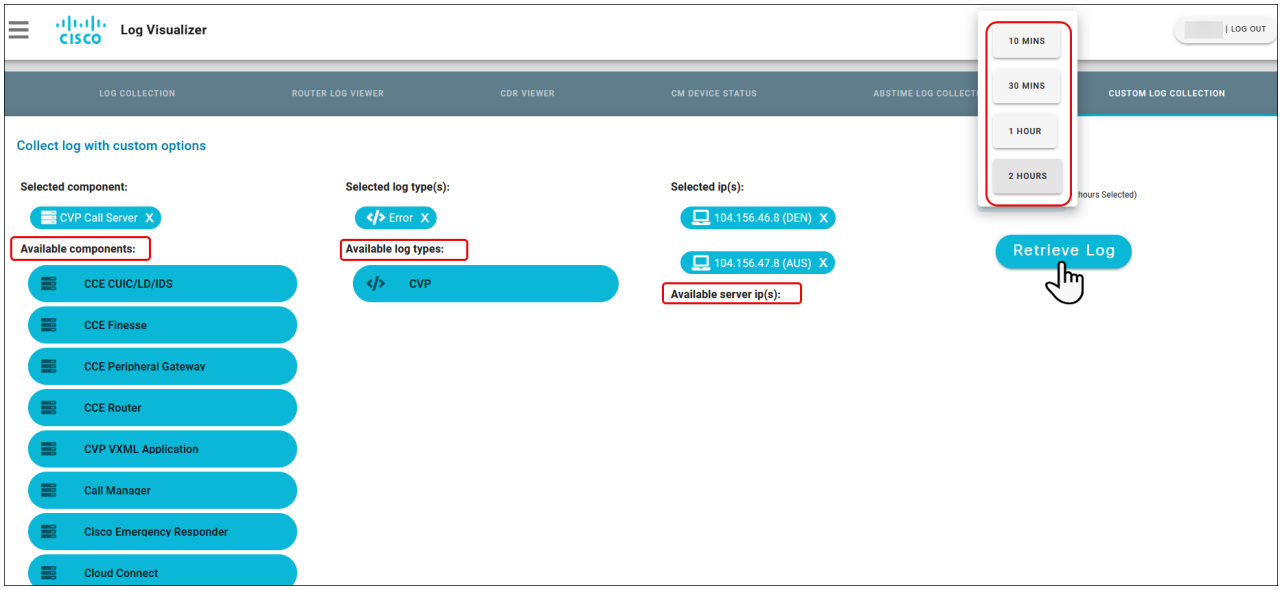
Procedure

Step 1 Choose a component from the **Available Components** section, a log type from the **Available Log Types** section, and a server IP from the **Available Server IPs** section.

Step 2 Click **Time Range** on the top-right corner and choose among the time ranges of 10 minutes, 30 minutes, 1 hour, and 2 hours.

Step 3 Click **Retrieve Log**.

Figure 8: Collect Logs in Custom Time Range



Webex CCE Service Monitoring

Webex CCE Service monitoring provides aggregation and relationship management across diverse platforms and services. Application availability and performance are given weight and risk levels, which provide quantifiable service levels.

Webex CCE Service Monitoring Service List

- IVR Services
- Reporting Services
- Voice Services
- Contact Center Services

IVR Services

Webex CCE IVR Services cover IVR specific services and are listed below:

- Session Border Controller (SBC)
- Cisco Voice Portal (CVP)
- Call Server
- Operations Console
- CVP Reporting server

- Virtual Voice Browser

Reporting Services

Webex CCE Reporting services cover reporting specific service and are list below:

- Cisco Unified Intelligence Center (CUIC)

Voice Services

Webex CCE Voice Services cover telephony specific services and are listed below:

- Cisco Unified Communications Manager (CUCM)
- Unity
- SBC
- Expressway (if deployed)
- CER

Contact Center Services

Webex CCE Contact Center Services cover Contact Center specific services and are listed below:

- Finesse
- Cloud Connect
- Cisco Enterprise chat and email (ECE)
- ICM
- Peripheral Gateways (PG)
- ICM Router
- ICM Logger
- ICM HDS
- ICM Admin Workstation

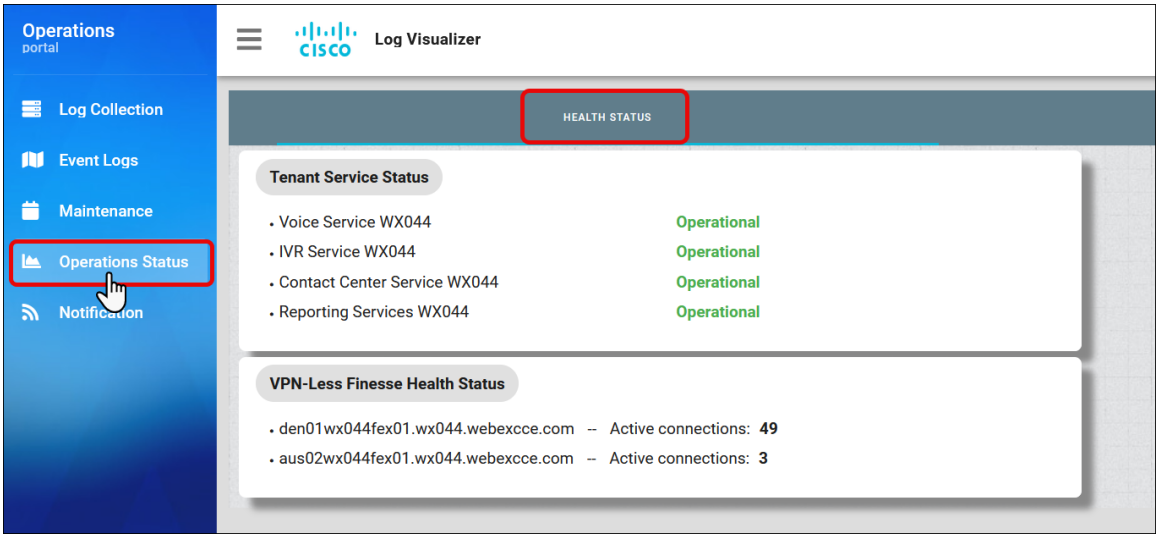
An additional hover-over capability to show current real-time events. These notifications will provide you with valuable insight into potential service-impacting events.

Tenant Service Status

Health Status Tab (includes Voice Service, IVR Service, Contact Center Service and Reporting Services)

The **Health Status** tab provides real-time monitoring of the Webex CCE Service. The following sections provide additional information about the Webex CCE Service Monitoring. For more information, see the Monitoring Technical Guide.

Figure 9: Tenant Service Status

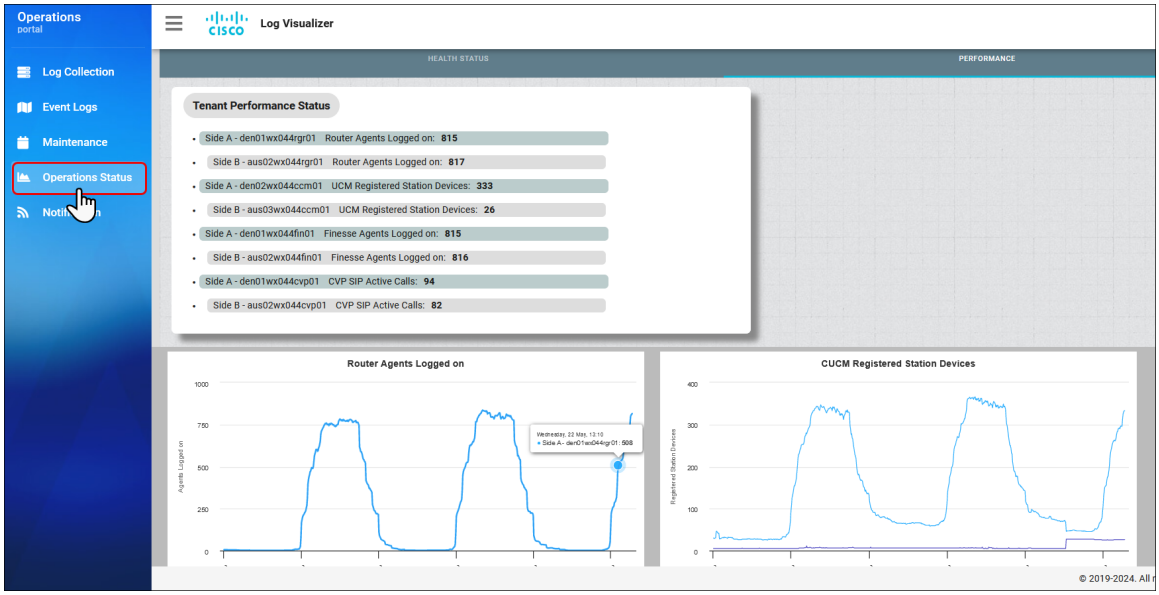


Tenant Performance Status

The Performance tab offers a variety of traditional views and graphs across the following areas. (These counts are generated at five-minute intervals.)

- Router Logged on Agents
- UCM Registered Station Devices
- Finesse Agents Logged on
- CVP SIP Active Calls

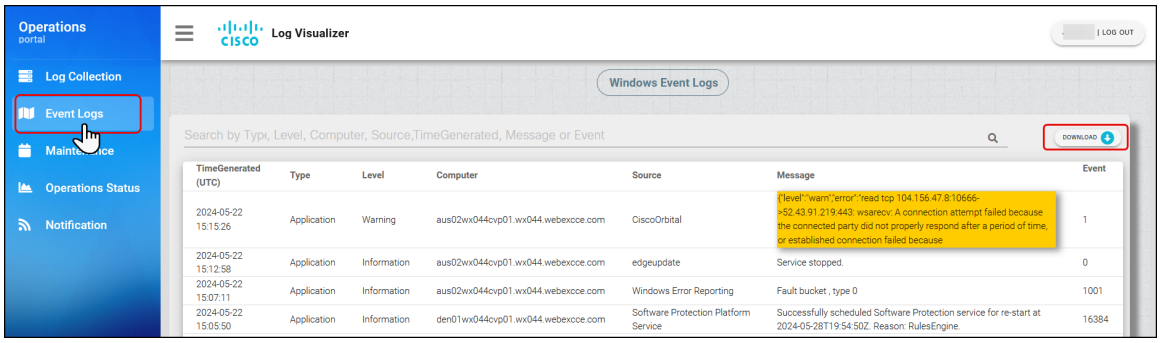
Figure 10: Tenant Performance Status page



Windows Event Logs

The **Windows Event Logs** page enables you to view and search Windows event messages, and includes the capability to download them. To access the **Windows Event Logs** page, select **Event Logs** from the **Operations** menu.

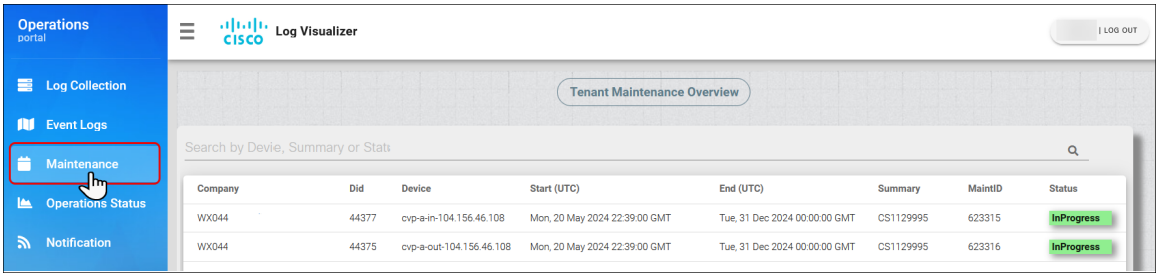
Figure 11: Windows Event Logs page



Tenant Maintenance Overview

The **Tenant Maintenance Overview** page enables you to monitor the current scheduled maintenance activities. To access the **Tenant Maintenance Overview** page, select **Maintenance** from the **Operations** menu.

Figure 12: Tenant Maintenance Overview



Tenant Service Status Notification

This feature allows you to subscribe to event notifications via email. These notifications are the raw events displayed on the **Tenant Service Status Notification** page. To access the **Tenant Service Status Notification** page, select **Notification** from the **Operations** menu.

To subscribe to email notifications, click the edit icon, enter the email address, and then click **Save**. To unsubscribe, click the edit icon, enter the email address you want to remove, and then click **Save**.

The mail test feature has been included to verify whether you are receiving email notifications.

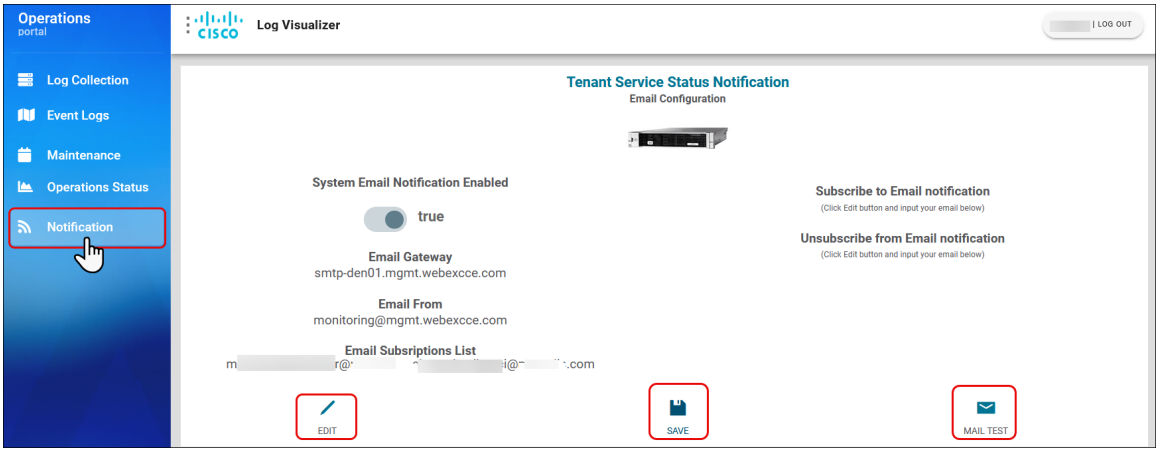



Figure 13: Tenant Service Status Notification