



## **Operations Guide for Cisco Virtualized Voice Browser, Release 11.0(1)**

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## Preface

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## Change History

This table lists and links to changes made to this guide and gives the dates those changes were made. Earliest changes appear in the bottom rows.

Change	Date
<a href="#">Initial release of the document.</a>	January 25, 2016

## About this Guide

This document describes how to configure and administer using CLI commands for Cisco Virtualized Voice Browser (Cisco VVB) Release 11.0(1).

## Audience

This guide helps the administrator to configure Cisco VVB server using Serviceability portal and CLI.

## Related Documents

Cisco VVB provides the following documentation:

- *Design Guide for Cisco Unified Customer Voice Portal*
- *Configuration Guide for Cisco Unified Customer Voice Portal*
- *Installation and Upgrade Guide for Cisco Virtualized Voice Browser*
- *Port Utilization Guide for Cisco Virtualized Voice Browser*
- *Developer Guide for Cisco Virtualized Voice Browser*
- *Troubleshooting Wiki for Cisco Virtualized Voice Browser*

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation*, at: <http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html>.

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# Serviceability

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Cisco VVB Serviceability provides configuration details for the following functionality:

- Configuring alarms for local and remote Syslogs.
  - Configuration trace settings for VVB components. After these settings are enabled, you can collect and view trace information using the Real-Time Monitoring Tool (RTMT).
  - Configuring and managing log profiles for different VVB components.
  - Managing and controlling network services.
  - Setting parameters for different platform services.
  - Setting Java Virtual Machine (JVM) parameters for different VVB services to collect thread and memory traces.
- 
- [Access Cisco VVB Serviceability, page 1](#)
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## Access Cisco VVB Serviceability

Log in to Cisco VVB with the application user credentials configured during installation.

To access Cisco VVB Serviceability, log in to Cisco VVB Serviceability page using the following URL format: `https://<server name or IP address>/uccxservice/`.

## Alarms

You can view alarm information by using the SysLog Viewer in Cisco Unified Real-Time Monitoring Tool (RTMT). See “Real-Time Monitoring Tool” section for detailed information on how to view alarm information.

## Alarm Configuration

Use the **Alarm Configuration** web page in Cisco VVB Serviceability to view and configure alarm server settings for different Cisco VVB components.


**Note**

To find more information on the Alarm messages in the system, use **Alarm Definition** page in *Cisco Unified Serviceability*.

## Alarm Configuration Settings

Use the **Alarm Configuration** page to modify alarm settings.

Following table defines the options available on this page:

**Table 1: Alarm Configuration Settings**

Setting	Description
Enable Alarm for Local Syslogs	Enables the alarms to be stored as syslog messages locally. This setting can be viewed in the Application logs within Syslog viewer from the RTMT tool.  For information about viewing logs with the SysLog Viewer, see “Real-Time Monitoring Tool” topic.
Enable Alarm for Remote Syslogs	Enable the alarm messages to be sent to the configured Syslog server.  <b>Server Name</b> field - Provide the IP / hostname of the Syslog server to which the system should send the alarm messages.

Setting	Description
Alarm Event Level	<p>Alarm event level messages range from severity 0 (most severe) to severity 7 (least severe). See the description below for each alarm event level option. When you choose a severity level, all messages of that severity level and higher are sent.</p> <p>For example, if you choose ERROR_ALARM (Severity 3), all messages of severity 3, severity 2, severity 1, and severity 0 are sent. The default is INFORMATIONAL_ALARM (Severity 6), which will send messages on all severity levels starting from 6 to severity level 0.</p> <p>You can choose one of the following alarm event level options from the drop-down list box:</p> <p><b>Emergency</b></p> <p>Systemic failures causing the whole Contact Center to be down. For example, "Cisco VVB engine crashed or went down abruptly".</p> <p><b>Alert</b></p> <p>Multiple components failures on the system. For example, "Telephony and RCMCM subsystem out of service due to CTI provider failure".</p> <p><b>Critical</b></p> <p>Failures in the Major component of the system. For example "Web chat subsystem out of service".</p> <p><b>Error</b></p> <p>Functionality or certain scenario not working as expected. For example, "Create dialog group failed".</p> <p><b>Warning</b></p> <p>Some limits or threshold about to be breached. For example, "Historical reporting internal queue near capacity".</p> <p><b>Notice</b></p> <p>Trigger of major operation notification. For example, "Engine Shutdown initiated by Administrator"</p> <p><b>Informational</b></p> <p>Information about various minor event occurrences in the system. For example, "Backup Operation completed".</p> <p><b>Debug</b></p> <p>Detailed traces which help in debugging issues. For example, detailed information on some Cisco VVB events.</p>

# Traces

A trace file is a log file that records activity from the Cisco VVB components. Trace files provide detailed information about specific errors and help you troubleshoot the errors.

The Cisco VVB system also generates information about all threads that are running in the system. This information is stored in the thread dump file and is useful for troubleshooting.

## Component Trace Files

The component trace file contains information about each component. You can create a trace file for any of the following Cisco VVB components:

- Administration
- Engine

## Configure Trace Parameters

To update trace file information and to activate and deactivate logging, follow this procedure:

### Procedure

- Step 1** From the Cisco VVB Serviceability menu, choose **Trace > Configuration**.
- Step 2** From the **Select Service** drop-down list box, choose a service or component for which you want to configure trace. Then click **Go**.  
The debug levels for different Cisco VVB subfacilities or services that are displayed may vary depending on the selected service.
- Step 3** Update the debug level for one or more of the libraries or subfacilities for the selected service using the check box provided and click **Save**.
- Step 4** To limit the number and size of the trace files, you can specify the trace output setting using the following table.

Field	Description
Maximum Number of Files	<p>The maximum number of trace files that can be retained by the system.</p> <p>This field specifies the total number of trace files for a given service. Cisco VVB Serviceability automatically appends a sequence number to the file name to indicate which file it is, for example, Cisco001MADM14.log. When the last file in the sequence is full, the trace data begins writing over the first file. The default value varies by service.</p>

Field	Description
Maximum File Size	This field specifies the maximum size of the trace file in kilobytes depending on the selected service. The default value varies according to the service you select.

**Caution** You should activate logging *only* for debugging and remember to *deactivate* logging once the debugging session is complete.

---

## Trace Level Options

A trace file that records all information for a component, such as the Cisco VVB Engine, can become large and difficult to read. To help you manage the trace file, the Cisco VVB system lets you specify the subfacilities for which you want to record information using Trace Level Options page.

For each component, you can select one or more Debugging trace level options. The selections in the Trace Level page specify the level of details in the debugging messages that the system sends to a trace file. For instance, if you select Debugging option, the system sends only the basic error messages, while if you select XDebugging5 option, the system will send errors, warnings, informational, debugging, verbose messages and so on in detail to the trace file.

## Trace File Location

You can collect and view trace information using the Real-Time Monitoring Tool (RTMT).

### Trace File Information

The trace files contain information in standard Syslog format. The file includes some or all of the following information for each event that is recorded:

- Line number
- Date and time the event occurred
- Facility and subfacility (component) name
- Severity level
- Message name
- Explanation
- Parameters and values

## Log Profiles Management

Log profile is an aggregated entity that preserves multiple trace settings of the following Cisco VVB services:

- Cisco VVB Engine (Traces termed as MIVR)
- Cisco VVB Administration (Traces termed as MADM)
- Cisco VVB Cluster View Daemon (Traces termed as MCVD)

Choose **Trace > Profile** from the Cisco VVB Serviceability menu to access the **Log Profiles Management** page.

Log profiles in Cisco VVB can be one of the following two types:

- 1 System Log Profiles: These log profiles are preinstalled with Cisco VVB, and you cannot modify these profiles.
- 2 Custom Log Profiles: If the trace settings generated by system profiles are not sufficient in a particular scenario, you can create custom log profiles for better troubleshooting. You can create and enable these custom log profiles as needed.

**Note**

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You cannot delete the profile if the selected log profile is the last-enabled profile in the system.

---

## Serviceability Tools

### Network Services

Network services include services that the system requires to function and are activated by default.

After you install your application, network services start automatically.

### Manage Network Services

Control Center in Cisco VVB Serviceability lets you perform the following tasks:

- Start, stop, and restart Cisco VVB services
- View and refresh the status of Cisco VVB services

Choose **Tools > Control Center - Network Services** from the Cisco VVB Serviceability menu to manage network services.

**Tip**

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You may need to manage services in both Cisco VVB Serviceability and Cisco Unified Serviceability to troubleshoot a problem. The Cisco Unified Serviceability services are described in the *Cisco Unified Serviceability Administration Guide*.

---

**Note**

You cannot start or stop Cisco VVB Serviceability service using the Cisco VVB Serviceability web interface and you need to use CLI. For a list of services that you can start and stop using the CLI and for detailed instructions, see “Command Line Interface Reference” section.

## Configure Performance Monitoring of Cisco VVB Servers

Use the Performance Configuration and Logging page to configure Java Virtual Machine (JVM) parameters and dump Thread and Memory traces for performance monitoring of Cisco VVB servers.

Use the following procedure to configure JVM parameters for a particular service on a particular server.

### Procedure

- Step 1** Choose **Tools > Performance Configuration and Logging** and select the server and a service for which you want to get the JVM options.
- Step 2** Click **Dump Thread Trace** to dump the thread traces for the selected service in the selected server. You can collect the corresponding `jvm.log` from the log folder for that facility using Real-Time Monitoring Tool (RTMT).
- Step 3** Click **Dump Memory Trace** to dump the memory traces. This creates the following two logs in the log folder for that facility.
  - Memory-<facility name>-<time stamp>.hprof (for heap dump)
  - histo-<facility name> <time stamp>.log (for histogram)
- Step 4** Click **Enable** or **Disable** radio buttons in this page to change the JVM options.
- Step 5** Click **Update JVM Options** to update the new settings for selected service on selected node.

## Simple Network Management Protocol

Simple Network Management Protocol (SNMP) is an industry-standard interface for exchanging management information between network devices. SNMP enables you to monitor and manage the Cisco VVB system. You also can set up SNMP traps to automatically notify any high-severity messages and errors that are generated by the Cisco VVB system.

You can configure the SNMP settings using the **Cisco Unified Serviceability** web interface.

## SNMP Management Information Base (MIB)

A Management Information Base (MIB) designates a collection of information that is organized hierarchically. MIBs are made up of managed objects, which are referenced by object identifiers. Managed objects are made up of one or more object instances, which are essentially variables. MIBs provide status monitoring, provisioning, and notification.

**Table 2: SNMP MIBs**

MIB	Agent Service
CISCO-VOICE-APPS-MIB	Cisco VVB Voice Subagent
CISCO-CDP-MIB	Cisco CDP Agent
CISCO-SYSLOG-MIB	Cisco Syslog Agent
SYSAPPL-MIB	System Application Agent
MIB-II	MIB2 Agent
HOST-RESOURCES-MIB	Host Resources Agent

**Note**

- In Cisco VVB, the SysAppl MIB will not provide the Cisco VVB subsystem information and their status information. You can view the subsystem and their status information through Cisco VVB Serviceability web interface.
- Syslog messages can also be sent as SNMP traps using the CISCO-SYSLOG-MIB. Refer to the section on CISCO-SYSLOG-MIB for details. They can be correlated to the failure of important features of Cisco VVB.

The following section describes CISCO-VOICE-APPS-MIB. For more information about other Cisco VVB supported MIBs, see **Cisco Unified CM SNMP** chapter in the *Cisco Unified Serviceability Administration Guide* available here:

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/prod_maintenance_guides_list.html)

**CISCO-VOICE-APPS-MIB**

The CISCO-VOICE-APPS-MIB provides information associated with the installed workflow applications provisioned on the Cisco VVB Server. It also provides information on the supported SNMP Traps on Cisco VVB. You can manage CISCO-VOICE-APPS-MIB through **Cisco VVB Serviceability** web interface.

**Cisco VVB Voice Subagent**

Cisco VVB Voice Subagent service implements the CISCO-VOICE-APPS-MIB. Cisco VVB Voice Subagent Service communicates with the SNMP Master Agent through Cisco VVB SNMP Java Adaptor. The Cisco VVB SNMP Java Adaptor service should be up and running for the Cisco VVB Voice Subagent to work properly.

For more information about the CISCO-VOICE-APPS-MIB, see this URL: <ftp://ftp.cisco.com/pub/mibs/v2/CISCO-VOICE-APPS-MIB.my>.



**Note**

- In Cisco VVB, while exposing the Cisco VVB workflow information through CISCO-VOICE-APPS-MIB, only one trigger per application row will be returned when doing a walk on the workflow table (cvaWorkflowInstallTable object). If there are multiple triggers associated with a Workflow application, these are shown as separate entries (rows).

**SNMP Traps**

Subsystems, which are the functional blocks of Cisco VVB, sends out alarms that are routed to the Syslog or as SNMP Traps. SNMP Traps are generated when any Cisco VVB Subsystem or module or processes start or stop or runtime failure occurs for a module. These failures can be tracked for each major component to track the health of the Cisco VVB system.

The following Traps are supported as part of the CISCO-VOICE-APPS-MIB:

Trap Name	Description
cvaModuleStart	A cvaModuleStart notification signifies that an application module or subsystem has successfully started and transitioned into in-service state.
cvaModuleStop	A cvaModuleStop notification signifies that an application module or subsystem has stopped. If cause of the failure is known then, it will be specified as part of the Trap message.
cvaModuleRunTimeFailure	cvaModuleRunTimeFailure notification signifies that a run time failure has occurred. If cause of the failure is known then it will be specified as part of the Trap message.
cvaProcessStart	A cvaProcessStart notification signifies that a process has just started.
cvaProcessStop	A cvaProcessStop notification signifies that a process has just stopped.

The ModuleStart and ModuleStop traps are generated when the key Cisco VVB services including Cisco VVB Engine, Cisco VVB Cluster View Daemon and, Cisco VVB Administration and their modules/subsystems are started and stopped respectively.

The ProcessStart and ProcessStop traps are generated when the key Cisco VVB services including Cisco VVB Engine, Cisco VVB Administration are started and stopped.

You can configure the notification destinations by using the **SNMP Notification Destination Configuration** page in Cisco Unified Serviceability.

**Note**

SNMP Traps are not generated for events when the Cisco VVB services and/or their subsystems go Out of Service or are In Service. These events are sent as Remote Syslog messages and can be viewed through any third-party Syslog Viewers. You can refer to the list of Cisco VVB services and their subsystems/modules from the Cisco VVB Serviceability under **Tools > Control Center Network Services**.

**Note**

- Cisco VVB does not support SNMP trap V3 notifications.
- CISCO-VOICE-APPS-MIB does not support INFORM notifications.

For all notifications, the system sends traps immediately if the corresponding trap flags are enabled. Before you configure notification destination, verify that the required SNMP services are activated and running. Also, make sure that you configured the privileges for the community string or user correctly.

## More Info on SNMP

For more information related to SNMP such as SNMP Version 1, Version 2C, Version 3, SNMP system group configuration, SNMP informs and SNMP trap parameters, see *Cisco Unified Serviceability Administration Guide* available here:

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/prod_maintenance_guides_list.html)



## Command Line Interface

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Cisco VVB provides a command line interface as an alternative to the web administration page to configure and troubleshoot the system.

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- [Show commands, page 14](#)
- [Set Commands, page 24](#)
- [Utils Commands, page 34](#)
- [File Commands, page 42](#)

## Command Line Interface Basics

### Start CLI Session

Access the Cisco Virtualized Voice Browser (Cisco VVB) Command Line Interface (CLI) either remotely or locally using one of these two methods:

- From an SSH-enabled client workstation, use SSH to connect securely to the Cisco VVB.
- Access the Cisco VVB CLI directly or by using a terminal server that is connected to the serial port. Use this method if a problem exists with the IP address.

Perform the following steps to start a CLI session:

#### Procedure

---

**Step 1** Perform one of the following tasks:

- From a remote system, use SSH to connect securely to the Cisco VVB Platform. In your SSH client, enter  
*ssh adminname@hostname*

where *adminname* specifies the administrator ID and *hostname* specifies the hostname that was entered during installation.

For example, **ssh admin@vzb-1**.

- From a direct connection, you receive this prompt automatically:

```
vzb-1 login:
```

where **vzb-1** represents the hostname of the system.

Enter your administrator ID.

In either case, the system prompts you for a password.

## Step 2 Enter password.

The CLI prompt displays. The prompt represents the administrator ID, for example:

```
admin:
```

## Get Help with Commands

You can get two kinds of help for any command:

- Detailed help that includes a definition of the command and an example of its use.
- Short query help that includes only command syntax.

To get detailed help, at the CLI prompt, enter

**help** *command*

where *command* specifies the command name or the command and parameter.

### Detailed Help Example:

```
admin:help file list activelog activelog help: This will list active
logging files options are: page - pause output detail - show detailed
listing reverse - reverse sort order date - sort by date size - sort by
size file-spec can contain '*' as wildcards
```

```
admin:file list activelog platform detail 02 Dec,2004 12:00:59 <dir> drf
02 Dec,2004 12:00:59 <dir> log 16 Nov,2004 21:45:43 8,557 enGui.log 27
Oct,2004 11:54:33 47,916 startup.log dir count = 2, file count = 2
```



### Note

If you enter the **help** *command* without specifying the name of a particular command as the optional parameter, the system provides information about the CLI system.

To query only command syntax, at the CLI prompt, enter

*command* ?

where *command* represents the command name or the command and parameter.

### Query Example

```
admin:file list activelog?Syntax: file list activelog file-spec [options]
file-spec mandatory file to view options optional
page|detail|reverse|[date|size]
```

**Note**

If you enter a ? after a menu command, such as **set**, it acts like the **Tab** key and lists the commands that are available.

## Exit Command with Ctrl-C Key Sequence

You can stop most interactive commands by entering the **Ctrl-C** key sequence.

```
admin:utils system upgrade initiate Warning: Do not close this window
without first exiting the upgrade command. Source: 1) Remote Filesystem
2) DVD/CD q) quit Please select an option (1 - 2 or "q"): Exiting upgrade
command. Please wait... Control-C pressed admin:
```

**Note**

If you execute the command **utils system switch-version** and enter **Yes** to start the process, entering **Ctrl-C** exits the command but does not stop the switch-version process.

## End CLI Session

To end the CLI session, enter **quit** at the CLI prompt.

If you are logged in remotely, you get logged off, and the SSH session is terminated. If you are logged in locally, you get logged off, and the login prompt appears.

## Additional CLI Commands

Besides the commands available on Cisco VVB, more commands are available that can be executed as a part of Unified Communications Operating System. For detailed information about all the CLI commands available for the Cisco Unified Communications Operating System, see the *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* available here:

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html)

The following Unified Communications Operating System commands are **not applicable** to Cisco VVB:

- delete dscp
- file delete license
- file get license
- file list license

- file view license
- set cert bulk
- set dscp
- set network cluster publisher
- set network dhcp
- set network ipv6 dhcp
- set network ipv6 service
- set network ipv6 static\_address
- show ctl
- show dscp
- show itl
- show network ipv6 settings
- show tech ccm\_services is renamed to show tech uccx\_services
- show uccx tech dbschemaversion
- run loadxml
- utils sso unavailable

## Show commands

### show vvb version

This command displays the Cisco VVB versions on the active partition and the inactive partition. The inactive version is displayed only if the inactive partition is available.

#### Command syntax

**show vvb version**

#### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

#### Example

```
admin:show vvb version
Active VVB Version: 11.0.0.95000-245
Inactive VVB Version: NA
Command successful.
```

## show vvb components

This command displays the various components in Cisco VVB for which tracing can be turned on or off from CLI commands. This command is useful when you need the list of components to modify the trace settings of Cisco VVB.

### Command syntax

**show vvb components**

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

### Example

```
admin:show vvb components
Various components are as follows -

AppAdmin
Engine
```

## show vvb subcomponents

This command displays the various subcomponents in specific Cisco VVB component. This command is useful when you need the list of subcomponents to modify the trace settings of Cisco VVB.

### Command syntax

**show vvb subcomponents *component* [options]**

### Options

- **component**—(Mandatory) Component such as Engine. For example, some of the VVB subcomponents for 'Engine' component are:
  - APP\_MGR
  - ARCHIVE\_MGR
  - BOOTSTRAP\_MGR
  - CFG\_MGR
  - CHANNEL\_MGR and so on
- **page**—Displays the output one page at a time

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

### Example

```
admin:show vvb subcomponents Engine
```

## show vvb trace levels

This command displays the names and trace levels of the various Cisco VVB components and subcomponents. If the optional component is specified, then the trace settings of all the subcomponents of the specified component are displayed. If both the optional component and subcomponent are specified, then the trace settings of the specified subcomponent of the specified component are displayed.

### Command syntax

**show vvb trace levels [options]**

#### Options

- **Component**—Displays the trace levels of all the subcomponents of this component
- **Sub-component**—Displays the trace levels of this subcomponent for the specified component. The trace levels can be displayed only if the component was specified
- **page**—Displays the output one page at a time
- **file**—Stores the output to a file instead of showing it on the console. The name of the file is displayed after the completion of the command

#### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

### Example

```
admin:show vvb trace levels Engine SS_HTTP
Trace settings for component "Engine" and module 'SS_HTTP' are
ALARM = true
DEBUGGING = false
XDEBUGGING1 = false
XDEBUGGING2 = false
XDEBUGGING3 = false
XDEBUGGING4 = false
XDEBUGGING5 = false

Command successful.
```

## show vvb trace file size

This command shows the trace file size for the specified component.

### Command syntax

**show vvb trace file size [component]**

#### Options



**component**—(Mandatory) Component such as Engine

#### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: Yes

#### Example

```
admin: show vvb trace file size Engine
Trace file size for Engine is 3000000 bytes.

Command Successful.
```

## show vvb trace file count

This command shows the trace file count for the specified component, which is the maximum number of trace files. The new file overwrites the older files.

#### Command syntax

**show vvb trace file count [component]**

#### Options

**component**—(Mandatory) Component such as Engine

#### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: Yes

#### Example

```
admin: show vvb trace file count Engine
Trace file count for Engine is 300.

Command Successful.
```

## show vvb cache browser\_cache\_size

This command shows the currently allocated browser cache size in KB.

#### Command syntax

**show vvb cache browser\_cache\_size**

#### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

#### Example

```
admin:show vvb cache browser_cache_size
1000 KB
Command successful.
```

## show vvb cache dom\_cache\_capacity

This command shows the DOM cache capacity.

### Command syntax

**show vvb cache dom\_cache\_capacity**

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:show vvb cache dom_cache_capacity
64 entries
Command successful.
```

## show vvb cache enable\_browser\_cache

This command shows if the browser cache is enabled where *True* is enabled and *False* is disabled.

### Command syntax

**show vvb cache enable\_browser\_cache**

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:show vvb cache enable_browser_cache
true
Command successful.
```

## show vvb cache enable\_browser\_cache\_trace

This command shows if the browser cache trace is enabled.

### Command syntax

**show vvb cache enable\_browser\_cache\_trace**

### Requirements

Level privilege: 1

Command privilege level: 1  
Allowed during upgrade: No

**Example**

```
admin:show vvb cache enable_browser_cache_trace
false
Command successful.
```

## show vvb cache enable\_dom\_cache

This command shows if the DOM cache is enabled.

**Command syntax**

**show vvb cache enable\_dom\_cache**

**Requirements**

Level privilege: 1  
Command privilege level: 1  
Allowed during upgrade: No

**Example**

```
admin:show vvb cache enable_dom_cache
true
Command successful.
```

## show vvb cache extensions

This command shows the extensions used for Cisco VVB.

**Command syntax**

**show vvb cache extensions**

**Requirements**

Level privilege: 1  
Command privilege level: 1  
Allowed during upgrade: No

**Example**

```
admin:show vvb cache extensions
jsp
ircgi
nohead
testingExt
Command successful.
```

## show vvb cache max\_file\_size

This command shows the maximum cache size of a resource. If the size of the resource is more than this limit, resource will not be added to the cache.

### Command syntax

**show vvb cache max\_file\_size**

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:show vvb cache max_file_size
1000 KB
Command successful.
```

## show vvb cache cache\_entries

This command shows all or selected entries that are cached.

### Command syntax

**show vvb cache cache\_entries <start\_index> <end\_index>**

### Options

**<start\_index>**- (Optional) Provide start index entry number.

**<end\_index>**- (Optional) Provide end index entry number.



### Note

The pound "#" sign, that is prefixed for size, indicates the entry is staled.

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example 1

```
admin:show vvb cache cache_entries
Total Cache size: 1000KB
Total Cache size used: 245KB
MaxFileSize: 500
Total number of Cache Entries: 3
Number of Entries retrieved: 3
EntryType      Reference      Size      Cache Entry
-----
```

```

File           0           #68192
http://10.64.82.186:7000/CVP/audio/helloworld_audio.wav
File           0           115520
http://10.64.82.186:7000/CVP/audio/QA_Perf_15sec.wav
File           0           67950
http://10.64.82.186:7000/CVP/audio/Prompt2.wav
Command successful.

```

### Example 2

```

admin:show vvb cache cache_entries 1 2
Total Cache size: 1000KB
Total Cache size used: 245KB
MaxFileSize: 500
Total number of Cache Entries: 3
Number of Entries retrieved: 2
EntryType      Reference      Size      Cache Entry
-----
File           0           #68192
http://10.64.82.186:7000/CVP/audio/helloworld_audio.wav
File           0           115520
http://10.64.82.186:7000/CVP/audio/QA_Perf_15sec.wav
Command successful.

```

## show vvb cache cache\_entry <URL>

This command shows details, such as size and age, of a cache entry.

### Command syntax

**show vvb cache cache\_entry <URL>**

### Options

**URL-** (Mandatory) Provide cache entry URL.

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```

admin:show vvb cache cache_entry
http://10.64.82.186:7000/CVP/audio/helloworld_audio.wav
EntryType      : File
Cache Entry    :
http://10.64.82.186:7000/CVP/audio/helloworld_audio.wav
Reference      : 0
Size           : 68192 Bytes
Age            : 09 minutes:19 seconds
FreshTime      : 0
CreationTime   : 23/06/2015 15:40:59
Stale flag     : true
Command successful.

```

## show vvb call active voice summary

This command shows active voice call summary.

### Command syntax

**show vvb call active voice summary**

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:show vvb call active voice summary
      Total Concurrent Calls = 1
      Total CPS = 0.1
        Ringtone CPS = 0.0
        Whisper CPS = 0.0
        Agent Greeting CPS = 0.0
        Others CPS = 0.1

Command successful.
```

## show vvb call ccb disconnect-timeout

This command displays timer value used by CCB to wait for disconnect command response from Ingress Gateway.

### Command syntax

**show vvb call ccb disconnect-timeout**

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:show vvb call ccb disconnect-timeout
disconnect-timeout: 7 seconds

Command successful.
```

## show vvb call ccb intercept-timeout

This command displays timer value used by CCB to wait for intercept command response from Ingress Gateway.

### Command syntax

**show vvb call ccb intercept-timeout****Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:show vvb call ccb intercept-timeout
intercept-timeout: 4 seconds
```

```
Command successful.
```

**show vvb call ccb reconnect-timeout**

This command displays timer value used by CCB to wait for reconnect command response from Ingress Gateway.

**Command syntax**

**show vvb call ccb reconnect-timeout**

**Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:show vvb call ccb reconnect-timeout
reconnect-timeout: 70 seconds
```

```
Command successful.
```

**show vvb call app ringtone-timeout**

This command shows the maximum duration that is set to play tone for the caller.

**Command syntax**

**show vvb call app ringtone-timeout**

**Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:show vvb call app ringtone-timeout
ringtone-timeout:100 seconds
Command successful.
```

## show vvb call app whisper-timeout

This command shows the maximum duration that is set to play tone for the agent.

### Command syntax

**show vvb call app whisper-timeout [Value]**

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:show vvb call app whisper-timeout
whisper-timeout:12 seconds
Command successful.
```

## Set Commands

### set vvb trace defaults

This command sets the default trace levels for all components and subcomponents in Cisco VVB. If the optional component is specified, it sets the default trace levels only for all the subcomponents of the specified component. If both the optional component and subcomponent are specified, it sets the default trace levels only for the specified subcomponent under the component.

### Command syntax

**set vvb trace defaults [component] [subcomponent]**

### Options

- **Component**—(Mandatory) Sets the default trace levels for all the subcomponents of this component. The various components are Engine and AppAdmin.
- **Sub-component**—(Optional) Sets the default trace levels for this subcomponent for the specified component. This trace level can be specified only if the component was specified preceding it.

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example



```
admin:set vvb trace defaults Engine
SS_HTTP
Default traces restored successfully for the module.
```

## set vvb trace file size component size

This command sets the trace file size for the specified component.

### Command syntax

**set vvb trace file size [component] [size]**

### Parameters

**component**—(Mandatory) The component such as Engine

**size**—(Mandatory) Specifies the file size in bytes

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:set vvb trace file size engine 3145728
Trace file size for engine is set to 3145728 bytes.
```

## set vvb trace file count component no-of-files

This command sets the trace file count for the specified component, that is the maximum number of trace files after which older files will start getting overwritten.

### Command syntax

**set vvb trace file count [component] [no-of-files]**

### Arguments

- **component**—(Mandatory) The component such as Engine.
- **no-of-files**—(Mandatory) Specifies the number of files after which older files will get overwritten.

### Requirements

Level privilege—1

Command privilege level—1

Allowed during upgrade—No

### Example

```
admin:set vvb trace file count engine 300
Trace file count for engine is set to 300
```

## set vvb trace enable

Enables the specified logging level for the sub-component in the component mentioned in the command. The user can enter multiple levels of logging by separating them by commas.

After the completion of the command, a message is displayed showing the current log trace settings enabled.

Restart the Cisco VVB services for the trace changes to take effect.

### Command syntax

**set vvb trace enable** [*component*] [*sub-component*] [*level*]

### Options

**component**—(Mandatory) The component such as Engine

**sub-component**—(Mandatory) The subcomponent within the component such as JTAPI Subsystem within the Engine component.

**Level**—(Mandatory) The logging level which will be enabled. Tracing levels are Debugging, XDebugging1, XDebugging2, XDebugging3, XDebugging4 and XDebugging5.

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example 1

```
admin:set vvb trace enable engine SS_HTTP debugging
Trace for engine:SS_HTTP:debugging is enabled.
Command successful.
```

### Example 2

```
admin:set vvb trace enable engine ICD_CTI XDEBUGGING1,XDEBUGGING2
Trace for engine:ICD_CTI:XDEBUGGING1 is enabled
Trace for engine:ICD_CTI:XDEBUGGING2 is enabled
Command successful.
```

## set vvb trace disable

Disables the specified logging level for the subcomponent in the component mentioned in the command. The user can enter multiple levels of logging by separating them by commas. You cannot use this command to turn off Alarm tracing.

After the completion of the command, a message is displayed showing the current log trace settings enabled.

Restart the Cisco VVB services for the trace changes to take effect.

### Command syntax

**set vvb trace disable** [*component*] [*sub-component*] [*level*]

### Options

**Component**—The component such as Engine.

**Sub-component**—The subcomponent within the component such as JTAPI Subsystem within the Engine component. For the JTAPI\_CLIENT component, there are no subcomponents.

**Level**—(Mandatory) The logging level which will be disabled. Tracing levels are Debugging, XDebugging1, XDebugging2, XDebugging3, XDebugging4 and XDebugging5. The tracing levels will also be available as part of the help of the command.

#### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

#### Example 1

```
admin:set vvb trace disable engine ss_tel debugging
Trace for engine:ss_tel:debugging is disabled.
Command successful.
```

#### Example 2

```
set vvb trace disable engine ICD_CTI XDEBUGGING1,XDEBUGGING2
Trace for engine:ICD_CTI:XDEBUGGING1 is disabled
Trace for engine:ICD_CTI:XDEBUGGING2 is disabled
Command successful.
```

## set password user security

This command changes the security/SFTP password on the UCOS box. In addition to changing the security password, it also changes the passwords of the internal Cisco VVB users.

#### Command syntax

**set password user security**

#### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

#### Example

```
admin:set password user security
Please enter the old password: *****
Please enter the new password: *****
Reenter new password to confirm: *****
WARNING:
Please make sure that the security password on the publisher is changed
first.
The security password needs to be the same on all cluster nodes,
including the application server, therefore the security password on all
nodes
need to be changed.

After changing the security password on a cluster node, please restart
```

```
that node.  
Continue (y/n)?y  
Please wait...  
Command successful.
```

## set vvb cache browser\_cache\_size

This command sets the cache size in KB. Setting cache size to 0 disables the cache. Disabling cache does not add new entries to the cache. However, existing cache entries can be reused until they are expired.

### Command syntax

**set vvb cache browser\_cache\_size [size\_in\_KB]**

### Requirements

- **size\_in\_KB** —Cache Size in KB

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:set vvb cache browser_cache_size 1000  
Command successful.
```

## set vvb cache dom\_cache\_capacity

This command sets the DOM cache capacity.

### Command syntax

**set vvb cache dom\_cache\_capacity [Number]**

### Parameters

**Number**—(Mandatory) Enter number of entries that are required to set DOM cache.

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:set vvb cache dom_cache_capacity 65  
Command successful.
```

## set vvb cache enable\_browser\_cache

This command enables or disables the browser cache where *True* is enabled and *False* is disabled.

### Command syntax

**set vvb cache enable\_browser\_cache [Option]**

### Parameters

**Boolean**—(Mandatory) Enter boolean value true or false.

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:set vvb cache enable_browser_cache false
Command successful.
```

## set vvb cache enable\_browser\_cache\_trace

This command enables or disables the browser cache trace.

### Command syntax

**set vvb cache enable\_browser\_cache\_trace [Option]**

### Parameters

**Boolean**—(Mandatory) Enter boolean value true or false.

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:set vvb cache enable_browser_cache_trace true
Command successful.
```

## set vvb cache enable\_dom\_cache

This command enables or disables the DOM cache.

### Command syntax

**set vvb cache enable\_dom\_cache [Option]**

### Parameters

**Boolean**—(Mandatory) Enter boolean value true or false.

**Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:set vvb cache enable_dom_cache false
Command successful.
```

## set vvb cache extensions

This command is used to create new extensions.

**Command syntax**

**set vvb cache enable\_dom\_cache [Name]**

**Parameters**

**Name**—(Mandatory) Enter the extension name.

**Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:set vvb cache enable_dom_cache newExtension
Command successful.
```

## set vvb cache max\_file\_size

This command sets the cache size in KB. Setting cache size to 0 disables the cache. That means, new entries will not be added to the cache. However existing cache entries will be reused until they are expired.

**Command syntax**

**set vvb cache browser\_cache\_size [size\_in\_KB]**

**Options**

- **size\_in\_KB** —Cache Size in KB

**Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:set vvb cache browser_cache_size 1000  
Command successful.
```

## set vvb cache stale\_cache\_entry <URL>

This command marks stale for the given cache entry URL. The stale cache entry resource gets downloaded only for the first instance after it is marked as stale.

### Command syntax

**set vvb cache stale\_cache\_entry <URL>**

### Options

**URL-** Provide cache entry URL that you like to stale.

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:set vvb cache stale_cache_entry <URL>  
Command successful.
```

## set vvb cache stale\_cache\_entries

This command marks stale for all cache entries. The stale cache entries get downloaded only for the first instance after it is marked as stale.

### Command syntax

**set vvb cache stale\_cache\_entries**

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:set vvb cache stale_cache_entries  
Command successful.
```

## set vvb call ccb disconnect-timeout

This command sets how long the Courtesy Call Back (CCB) waits for disconnect command response from Ingress Gateway.

### Command syntax

**set vvb call ccb disconnect-timeout [Value]**

**Options**

**Value-** Provide value between 4-8 seconds. Default value is set to 4 seconds.

**Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:set vvb call ccb disconnect-timeout 5  
Command successful.
```

## set vvb call ccb intercept-timeout

This command sets how long the CCB waits for intercept command response from Ingress Gateway.

**Command syntax**

**set vvb call ccb intercept-timeout [Value]**

**Options**

**Value-** Provide value between 2-8 seconds. Default value is set to 2 seconds.

**Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:set vvb call ccb intercept-timeout 5  
Command successful.
```

## set vvb call ccb reconnect-timeout

This command sets how long the CCB waits for reconnect command response from Ingress Gateway.

**Command syntax**

**set vvb call ccb reconnect-timeout [Value]**

**Options**

**Value-** Provide value between 60-180 seconds. Default value is set to 120 seconds.

**Requirements**

Level privilege: 1

Command privilege level: 1



Allowed during upgrade: No

**Example**

```
admin:set vvb call ccb reconnect-timeout 120  
Command successful.
```

## set vvb call app ringtone-timeout

This command sets the maximum duration to play tone for the caller.

**Command syntax**

**set vvb call app ringtone-timeout [Value]**

**Options**

**Value-** Provide value between 30 - 180 seconds. Default value is set to 120 seconds.

**Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:set vvb call app ringtone-timeout 100  
Command successful.
```

## set vvb call app whisper-timeout

This command sets the maximum duration to play tone for the agent.

**Command syntax**

**set vvb call app whisper-timeout [Value]**

**Options**

**Value-** Provide value between 10 - 20 seconds. Default value is set to 15 seconds.

**Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:set vvb call app whisper-timeout 13  
Command successful.
```

# Utils Commands

## utils remote\_account

This command allows you to enable, disable, create, and check the status of a remote account.

### Command Syntax

- `utils remote_account status`
- `utils remote_account enable`
- `utils remote_account disable`
- `utils remote_account create username life`

### Arguments

- **username**—Specifies the name of the remote account. The username can contain only lowercase characters and must be more than six characters long.
- **life**—Specifies the life of the account in days. After the specified number of days, the account expires.

### Usage Guidelines

A remote account generates a pass phrase that allows Cisco support personnel to access the system for the specified life of the account. You can have only one remote account that is enabled at a time.

### Example

```
admin:utils remote_account status
Remote Support
Status      : disabled
Decode Version : 2
```

## utils system upgrade

This command allows you to install upgrades and Cisco Option Package (COP) files from both local and remote directories.

### Command syntax

**utils system upgrade [Options]**

### Options

**initiate**—Starts a new upgrade wizard or assumes control of an existing upgrade wizard. The wizard prompts you for the location of the upgrade file for Cisco VVB.

**status**—Displays status of the upgrade

**cancel**—Stops the upgrade process

### Example

```
admin:utils system upgrade initiate

Warning: Do not close this window without first canceling the upgrade.

Source:

1) Remote Filesystem via SFTP
2) Remote Filesystem via FTP
3) Local DVD/CD
q) quit

Please select an option (1 - 3 or "q" ):
```

## utils vvb switch-version db-check

This command allows you to check whether the database was corrupted after an unsuccessful switch version due to a restart in the middle of a switch version attempt. The command displays the status of last switch version. If there is a database backup available that can be restored, it prints the time stamp of the backup and display the CLI command **utils vvb switch-version db-recover** to recover from this backup.

### Command Syntax

**utils vvb switch-version db-check**

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:utils vvb switch-version db-check
vvb DB was found to be corrupted.

Last switch version was aborted at 05/29/2012 16:18:07
05/29/2012 16:18:07|root:Switch Version 9.0.1.10000-41 to 9.0.10000-42
Aborted

There is a VVB backup with timestamp 2012-05-29 16:16:19.000000000 +0530
that was taken during a prior switch version.

!!!WARNING!!! IF YOU CHOOSE TO RECOVER FROM THIS BACKUP, ANY CHANGES DONE
TO THE DATABASE AFTER THE TIMESTAMP OF THIS BACKUP WILL BE LOST.

You can run the CLI command "utils vvb switch-version db-recover" to
restore the DB from this backup.
```

## utils vvb switch-version db-recover

This command first checks whether the database was corrupted after an unsuccessful switch version due to the restart in the middle of a switch version attempt. The command displays the status of the last switch version. If there is a database backup available that can be restored, it prints the time stamp of the backup and

offer an option to restore the database from this backup. If the restore option is chosen, the command completes after restoring the database from this backup and bringing up all the services.

### Command Syntax

**utils vvb switch-version db-recover**

### Requirements

Level privilege: 1

Command privilege: 1

Allowed during upgrade: No

### Example

```
admin:utils vvb switch-version db-recover
VVB DB was found to be corrupted.

Last switch verison was aborted at 05/29/2012 16:18:07
05/29/2012 16:18:07|root:Switch Version 9.0.1.10000-42 Aborted

There is a VVB DB backup with timestamp 2012-05-29 16:16:19:0000000000
+530 that was taken during a prior switch version.

!!!WARNING!!! IF YOU CHOOSE TO RECOVER FROM THIS BACKUP, ANY CHANGES DONE
TO THE DATABASE AFTER THE TIMESTAMP OF THIS BACKUP WILL BE LOST.

Are you sure you want to continue?
Continue (y/n)?y
This operation may take a few minutes to complete. Please wait
```

## utils vvb security\_filter enable

Run this command to enable Cisco VVB administration security filter settings.

### Command syntax

**utils vvb security\_filter enable**

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:utils vvb security_filter enable
The status of security filter is: enabled
Please restart Cisco VVB service using
'utils service restart Cisco Tomcat' for changes to take effect.
```

## utils vvb security\_filter disable

Run this command to disable Cisco VVB administration security filter settings.

**Command syntax****utils vvb security\_filter disable****Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:utils vvb security_filter disable
The status of security filter is: disabled
Please restart Cisco VVB service using
'utils service restart Cisco Tomcat' for changes to take effect.
```

## utils vvb security\_filter status

Run this command to check the status of Cisco VVB administration security filter flag.

**Command syntax****utils vvb security\_filter status****Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:utils vvb security_filter status
vvb security filter is :enabled
```

## utils service list

This command shows all the services running on Cisco VVB server.

**Command syntax****utils service list****Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:utils service list

Requesting service status, please wait...
System SSH [STARTED]
```

```

Cluster Manager [STARTED]
Cisco SCSI Watchdog [STARTED]
Service Manager [STARTED]
Service Manager is running
Getting list of all services
>> Return code = 0
Cisco AMC Service[STARTED]
Cisco Audit Event Service[STARTED]
Cisco CDP[STARTED]
Cisco CDP Agent[STARTED]
Cisco Certificate Change Notification[STARTED]
Cisco Certificate Expiry Monitor[STARTED]
Cisco RIS Data Collector[STARTED]
Cisco RTMT Reporter Servlet[STARTED]
Cisco Syslog Agent[STARTED]
Cisco Tomcat[STARTED]
Cisco Tomcat Stats Servlet[STARTED]
Cisco Trace Collection Service[STARTED]
Cisco Trace Collection Servlet[STARTED]
Administration[STARTED]
CVD Dependent Webapp[STARTED]
Cluster View Daemon[STARTED]
Configuration API[STARTED]
Database[STARTED]
Engine[STARTED]
Perfmon Counter Service[STARTED]
SNMP Java Adapter[STARTED]
Serviceability[STARTED]
Voice Subagent[STARTED]
WebServices[STARTED]
Cisco Unified Serviceability RTMT[STARTED]
Host Resources Agent[STARTED]
MIB2 Agent[STARTED]
Platform Administrative Web Service[STARTED]
SNMP Master Agent[STARTED]
SOAP -Log Collection APIs[STARTED]
SOAP -Performance Monitoring APIs[STARTED]
SOAP -Real-Time Service APIs[STARTED]
System Application Agent[STARTED]
Cisco Serviceability Reporter[STOPPED]   Service Not Activated
Primary Node =true

Command successful.

```

## utils vvb shutdown graceful

This command shuts down the server gracefully. If maxwait option is given, then it honors all ongoing call until the maxwait time expires. During this time, no incoming calls are accepted.

### Command syntax

**utils vvb shutdown graceful**

### Options

**maxwait-** (Optional) Provide maximum wait time (in mins) to shut down the server.

Maxwait Range: 1 min to 60 mins

Default: 60 mins

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example 1

```
admin: utils vvb shutdown graceful maxwait 2
```

Do you really want to shutdown ?

Enter (yes/no)? yes

```
Waiting for concurrent calls to complete. Total concurrent calls = 3
Waiting for concurrent calls to complete. Total concurrent calls = 3
Waiting for concurrent calls to complete. Total concurrent calls = 3
Waiting for concurrent calls to complete. Total concurrent calls = 2
Waiting for concurrent calls to complete. Total concurrent calls = 2
Waiting for concurrent calls to complete. Total concurrent calls = 1
Waiting for concurrent calls to complete. Total concurrent calls = 1
Waiting for concurrent calls to complete. Total concurrent calls = 1
Waiting for concurrent calls to complete. Total concurrent calls = 1
Waiting for concurrent calls to complete. Total concurrent calls = 1
Waiting for concurrent calls to complete. Total concurrent calls = 1
Waiting for concurrent calls to complete. Total concurrent calls = 1
```

```
Appliance is being Restarted ...
Warning: Restart could take up to 5 minutes.
Stopping Service Manager...
```

```
Broadcast message from admin@testbed
(unknown) at 14:25 ...
```

```
The system is going down for reboot NOW!
Waiting Command Line Interface is starting up, please wait ...
```

### Example 2

```
admin: utils vvb shutdown graceful
```

Do you really want to shutdown ?

Enter (yes/no)? yes

```
Waiting for concurrent calls to complete. Total concurrent calls = 3
Waiting for concurrent calls to complete. Total concurrent calls = 3
Waiting for concurrent calls to complete. Total concurrent calls = 3
Waiting for concurrent calls to complete. Total concurrent calls = 2
Waiting for concurrent calls to complete. Total concurrent calls = 2
Waiting for concurrent calls to complete. Total concurrent calls = 1
Waiting for concurrent calls to complete. Total concurrent calls = 1
Waiting for concurrent calls to complete. Total concurrent calls = 1
Waiting for concurrent calls to complete. Total concurrent calls = 1
Waiting for concurrent calls to complete. Total concurrent calls = 1
Waiting for concurrent calls to complete. Total concurrent calls = 1
Waiting for concurrent calls to complete. Total concurrent calls = 1
```

```

Waiting for concurrent calls to complete. Total concurrent calls = 1

Appliance is being Restarted ...
Warning: Restart could take up to 5 minutes.
Stopping Service Manager...

Broadcast message from admin@testbed
      (unknown) at 14:25 ...

The system is going down for reboot NOW!
Waiting Command Line Interface is starting up, please wait ...

```

## utils vvb restart graceful

This command restarts the server gracefully. If maxwait option is given, then it honors all ongoing call until the maxwait time expires. During this time, no incoming calls are accepted.

### Command syntax

#### utils vvb restart graceful

#### Options

**maxwait-** (Optional) Provide maximum wait time (in mins) to shut down the server.

Maxwait Range: 1 min to 60 mins

Default: 60 mins

#### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

#### Example 1

```

admin: utils vvb restart graceful maxwait 20

Do you really want to restart ?

Enter (yes/no)? yes

Waiting for concurrent calls to complete. Total concurrent calls = 3
Waiting for concurrent calls to complete. Total concurrent calls = 3
Waiting for concurrent calls to complete. Total concurrent calls = 3
Waiting for concurrent calls to complete. Total concurrent calls = 2
Waiting for concurrent calls to complete. Total concurrent calls = 2
Waiting for concurrent calls to complete. Total concurrent calls = 1
Waiting for concurrent calls to complete. Total concurrent calls = 1
Waiting for concurrent calls to complete. Total concurrent calls = 1
Waiting for concurrent calls to complete. Total concurrent calls = 1
Waiting for concurrent calls to complete. Total concurrent calls = 1
Waiting for concurrent calls to complete. Total concurrent calls = 1
Waiting for concurrent calls to complete. Total concurrent calls = 1

Appliance is being Restarted ...
Warning: Restart could take up to 5 minutes.

```



```
Stopping Service Manager...

Broadcast message from admin@testbed
      (unknown) at 14:25 ...

The system is going down for reboot NOW!
Waiting Command Line Interface is starting up, please wait ...
```

### Example 2

```
admin: utils vvb restart graceful

Do you really want to restart ?

Enter (yes/no)? yes

Waiting for concurrent calls to complete. Total concurrent calls = 3
Waiting for concurrent calls to complete. Total concurrent calls = 3
Waiting for concurrent calls to complete. Total concurrent calls = 3
Waiting for concurrent calls to complete. Total concurrent calls = 2
Waiting for concurrent calls to complete. Total concurrent calls = 2
Waiting for concurrent calls to complete. Total concurrent calls = 1
Waiting for concurrent calls to complete. Total concurrent calls = 1
Waiting for concurrent calls to complete. Total concurrent calls = 1
Waiting for concurrent calls to complete. Total concurrent calls = 1
Waiting for concurrent calls to complete. Total concurrent calls = 1
Waiting for concurrent calls to complete. Total concurrent calls = 1
Waiting for concurrent calls to complete. Total concurrent calls = 1

Appliance is being Restarted ...
Warning: Restart could take up to 5 minutes.
Stopping Service Manager...

Broadcast message from admin@testbed
      (unknown) at 14:25 ...

The system is going down for reboot NOW!
Waiting Command Line Interface is starting up, please wait ...
```

## utils vvb shutdown forceful

This command shuts down the server immediately. The active calls get terminated and no incoming calls are accepted.

### Command syntax

**utils vvb shutdown forceful**

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin: utils vvb shutdown forceful

Do you really want to shutdown ?

Enter (yes/no)? yes

Appliance is being Powered - Off ...
Warning: Shutdown could take up to 5 minutes.
Stopping Service Manager...

Broadcast message from admin@testbed
      (unknown) at 19:01 ...

The system is going down for halt NOW!
```

## utils vvb restart forceful

This command restarts the server immediately. The active calls get terminated and no incoming calls are accepted until it successfully restarts.

### Command syntax

**utils vvb restart forceful**

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin: utils vvb restart forceful

Do you really want to restart ?

Enter (yes/no)? yes

Appliance is being Restarted ...
Warning: Restart could take up to 5 minutes.
Stopping Service Manager...
/  Service Manager shutting down services... Please Wait

The system is going down for reboot NOW!
Waiting
```

## File Commands

File commands help in creating custom files that are stored in a specific directory in Cisco VVB Filesystem.

## file vvb list prompt\_file

This command lists prompt files created for various locales.

**Command syntax****file vvb list prompt\_file file\_spec [options]****Arguments****file-spec**—(Mandatory) The file to view. File-spec can contain asterisks (\*) as wildcard.**Options****page**—Pauses output**detail**—Shows detailed listing**reverse**—Reverses sort order**date**—Sorts by date**size**—Sorts by size**Requirements**

Level privilege: 0

Command privilege level: 1


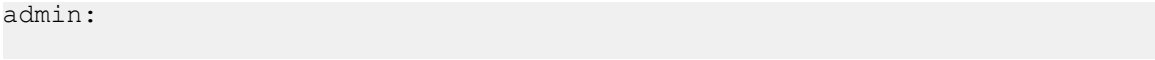
Allowed during upgrade: No

**Example**

```

admin:file vvb list prompt_file system/G711_ULAW/en_US detail
16 May,2012 17:50:19      <dir>      AA
16 May,2012 17:50:19      <dir>      ICD
16 May,2012 17:50:19      <dir>      ICM
16 May,2012 17:50:19      <dir>      SNU
16 May,2012 17:50:19      <dir>      SSA
16 May,2012 17:50:19      <dir>      UserDialog
16 May,2012 17:50:19      <dir>      gen
05 Dec,2002 06:19:03      13,822  continue_enter_number.wav
05 Dec,2002 06:19:03      7,280   credit_of.wav
05 Dec,2002 06:19:04      18,310  did_not_hear_name.wav
05 Dec,2002 06:19:04      11,430  enter_phone_number.wav
05 Dec,2002 06:19:05      12,926  finished.wav
05 Dec,2002 06:19:05      4,448   goodbye.wav
05 Dec,2002 06:19:06      8,546   name_cancelled.wav
05 Dec,2002 06:19:06      47,572  name_confirm.wav
05 Dec,2002 06:19:07      22,990  name_not_found.wav
05 Dec,2002 06:19:08      36,142  no_phone_number.wav
05 Dec,2002 06:19:08      3,902   of.wav
05 Dec,2002 06:19:09      5,492   past.wav
05 Dec,2002 06:19:09      5,110   pound.wav
05 Dec,2002 06:19:10      8,070   spell.wav
05 Dec,2002 06:19:10      11,524  spell_again.wav
05 Dec,2002 06:19:11      12,724  spell_another.wav
05 Dec,2002 06:19:11      5,596   star.wav
05 Dec,2002 06:19:12      45,074  system_problem.wav
05 Dec,2002 06:19:12      5,038   thankyou.wav
05 Dec,2002 06:19:13      8,910   try_again.wav
05 Dec,2002 06:19:14      51,810  unrecov_error_rec.wav
05 Dec,2002 06:19:14      5,216   welcome.wav
dir count = 7, file count = 22

```

 file vvb list prompt\_file

admin: