



Operations Guide for Cisco Virtualized Voice Browser, Release 11.6(1)

First Published: 2017-08-24

Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

Text Part Number:

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: <http://www.cisco.com/go/trademarks>. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

© Cisco Systems, Inc. All rights reserved.



CONTENTS

P r e f a c e

Preface vii

- Change History vii
 - About This Guide viii
 - Audience viii
 - Related Documents viii
 - Documentation and Support viii
 - Documentation Feedback viii
-

C H A P T E R 1

Serviceability 1

- Access Cisco VVB Serviceability 1
- Alarms 1
 - Alarm Configuration 2
 - Alarm Configuration Settings 2
- Traces 3
 - Component Trace Files 4
 - Configure Trace Parameters 4
 - Trace Level Options 5
 - Trace File Collection Tool 5
 - Trace File Information 5
 - Log Profiles Management 5
- Serviceability Tools 6
 - Network Services 6
 - Manage Network Services 6
 - Simple Network Management Protocol 6
 - SNMP Management Information Base (MIB) 6
 - More Info on SNMP 9

APPENDIX A**Command Line Interface 11**

Show commands 11

show vvb version 11

show vvb components 12

show vvb subcomponents 12

show vvb trace levels 13

show vvb trace file size 13

show vvb trace file count 14

show vvb cache browser_cache_size 14

show vvb cache dom_cache_capacity 15

show vvb cache enable_browser_cache 15

show vvb cache enable_browser_cache_trace 15

show vvb cache extensions 16

show vvb cache max_file_size 16

show vvb cache cache_entries 17

show vvb cache cache_entry <URL> 17

show vvb call active voice summary 18

show vvb call ccb disconnect-timeout 19

show vvb call ccb intercept-timeout 19

show vvb call ccb reconnect-timeout 19

show vvb call app ringtone-timeout 20

show vvb call app whisper-timeout 20

show vvb mrcp asr all 21

show vvb mrcp tts all 21

show vvb mrcp asr host 21

show vvb mrcp tts host 22

show vvb host-to-ip 22

show vvb http client response timeout 23

Command Line Interface Basics 23

Start CLI Session 23

Get Help with Commands 24

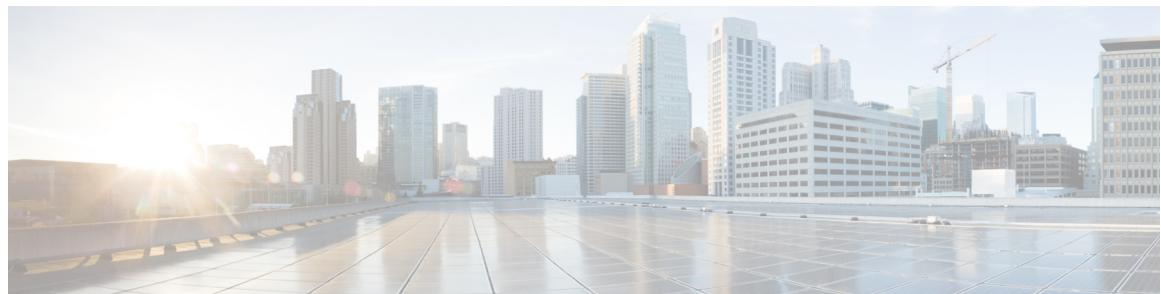
Exit Command with Ctrl-C Key Sequence 25

End CLI Session 25

Set Commands 26

set vvb trace defaults	26
set vvb trace file size component size	26
set vvb trace file count component no-of-files	27
set vvb trace enable	27
set vvb trace disable	28
set password user security	29
set vvb cache enable_browser_cache	29
set vvb cache browser_cache_size	30
set vvb cache enable_browser_cache_trace	30
set vvb cache extensions	31
set vvb cache max_file_size	31
set vvb cache browser_cache_reset	32
set vvb cache stale_cache_entry <URL>	32
set vvb cache stale_cache_entries	33
set vvb call ccb disconnect-timeout	33
set vvb call ccb intercept-timeout	33
set vvb call ccb reconnect-timeout	34
set vvb call app ringtone-timeout	34
set vvb call app whisper-timeout	35
set vvb mrcp asr count clear	35
set vvb mrcp tts count clear	35
set vvb http client response timeout default	36
set vvb http client response timeout [seconds]	36
Utils Commands	37
utils remote_account	37
utils system upgrade	37
utils vvb switch-version db-check	38
utils vvb switch-version db-recover	38
utils vvb security_filter enable	39
utils vvb security_filter disable	39
utils vvb security_filter status	40
utils service list	40
utils vvb add host-to-ip	41
utils vvb delete host-to-ip	42
utils vvb restore host-to-ip	42

utils vvbg restart	42
utils vvbg shutdown	43
File Commands	44
file vvbg list prompt_file	44
Platform CLI Commands	45
Platform Show Commands	45
Platform Set Commands	46
Platform Utils Commands	46
Platform Files Commands	46



Preface

- [Change History, page vii](#)
- [About This Guide, page viii](#)
- [Audience, page viii](#)
- [Related Documents, page viii](#)
- [Documentation and Support, page viii](#)
- [Documentation Feedback, page viii](#)

Change History

This table lists changes made to this guide. Most recent changes appear at the top.

Change	See	Date
Initial Release of Document for Release 11.6(1)		August 2017
Added the following commands: <ul style="list-style-type: none">• show tls client min-version• show tls server min-version• set tls client min-version• set tls server min-version• set network hostname• set network ip eth0 <ip_address> <hostname> <default gateway>	Platform CLI commands	

About This Guide

This document describes how to configure and administer using CLI commands for Cisco Virtualized Voice Browser.

Audience

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

Related Documents

Cisco VVB provides the following documentation:

- *Solution Design Guide for Cisco Unified Customer Voice Portal*
- *Configuration Guide for Cisco Unified Customer Voice Portal*
- *Solution Port Utilization Guide for Cisco Virtualized Voice Browser*
- *Operations Guide for Cisco Virtualized Voice Browser*
- *Developer Guide for Cisco Virtualized Voice Browser*

Documentation and Support

To download documentation, submit a service request, and find additional information, see What's New in Cisco Product Documentation at: <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

You can also subscribe to the What's New in Cisco Product Documentation RSS feed to deliver updates directly to an RSS reader on your desktop. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.

Documentation Feedback

To provide comments about this document, send an email to contactcenterproducts_docfeedback@cisco.com



1

CHAPTER

Serviceability

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.
 - Setting Java Virtual Machine (JVM) parameters for different VVB services to collect thread and memory traces.
-
- [Access Cisco VVB Serviceability, page 1](#)
 - [Alarms, page 1](#)
 - [Traces, page 3](#)
 - [Serviceability Tools, page 6](#)
 - [Simple Network Management Protocol, page 6](#)

Access Cisco VVB Serviceability

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

To access Cisco VVB Serviceability, log into Cisco Unified VVB. Select **Cisco VVB Serviceability** from the navigation drop-down list and click **Go**.

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. Server Name field - Provide the IP / hostname of the Syslog server to which the system should send the alarm messages.

Setting	Description
	<p>Alarm Event Level</p> <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> <ul style="list-style-type: none"> Emergency Systemic failures causing the whole Contact Center to be down. Alert Multiple components failures on the system. Critical Failures in the Major component of the system. Error Functionality or certain scenario not working as expected. Warning Some limits or threshold about to be breached. Notice Trigger of major operation notification. Informational Information about various minor event occurrences in the system. Debug Detailed traces which help in debugging issues.

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:

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	The maximum number of trace files that can be retained by the system. 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.
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 additional 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 Collection Tool

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)

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

These log files are system log profiles that are preinstalled with Cisco VVB, and cannot be modified.

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

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.

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

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 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, and 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

[More Info on SNMP](#)



APPENDIX A

Command Line Interface

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

- [Show commands, page 11](#)
- [Command Line Interface Basics, page 23](#)
- [Set Commands, page 26](#)
- [Utils Commands, page 37](#)
- [File Commands, page 44](#)
- [Platform CLI Commands, page 45](#)

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

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_VB
Trace settings for component "Engine" and module 'SS_VB' 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

show vvb trace file count

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

show vvb cache extensions

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:show vvb cache enable_browser_cache_trace
      false
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 stale.

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example 1

```
admin:show vvb cache cache_entries
Total Cache size: 10000 KB
Total Cache size used: 66 KB
MaxFileSize: 9000 KB
Total number of Cache Entries: 1
Number of Entries retrieved: 1
EntryType      Size(Bytes)      Cache Entry
-----
File           68192          http://10.78.0.112:7000/CVP/audio/3min.wav
Command successful.
```

Example 2

```
admin:show vvb cache cache_entries 1 2
Total Cache size: 10000 KB
Total Cache size used: 66 KB
MaxFileSize: 9000 KB
Total number of Cache Entries: 1
Number of Entries retrieved: 1
EntryType      Size(Bytes)      Cache Entry
-----
File           68192          http://10.78.0.112:7000/CVP/audio/3min.wav
Command successful.
```

show vvb cache cache_entry <URL>

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

show vvb call active voice summary

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://10.11.12.13:7000/CVP/audio/
                                              helloworld_audio.wav
EntryType          : File
Cache Entry        : http://10.11.12.13:7000/CVP/audio/helloworld_
                                              audio.wav
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
      Ringtones 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

show vvb call app ringtone-timeout

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.
```

show vvb mrcp asr all

This command shows the number of sessions that are currently running on all ASR hosts.

Command syntax

show vvb mrcp asr all

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:show vvb mrcp asr all
10.11.12.13 : Concurrent = 0      , Aggregate [Success = 0 , Failure = 0
]
11.12.13.14 : Concurrent = 0      , Aggregate [Success = 0 , Failure = 0
]
    Total     : Concurrent = 0      , Aggregate [Success = 0      Failure = 0
]
Command successful.
```

show vvb mrcp tts all

This command shows the number of sessions that are currently running on all TTS hosts.

Command syntax

show vvb mrcp tts all

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:show vvb mrcp tts all
10.11.12.13 : Concurrent = 0      , Aggregate [Success = 0 , Failure = 0
]
11.12.13.14 : Concurrent = 0      , Aggregate [Success = 0 , Failure = 0
]
    Total     : Concurrent = 0      , Aggregate [Success = 0      Failure = 0
]
Command successful.
```

show vvb mrcp asr host

This command shows the number of sessions that are currently running on a particular ASR host.

show vvb mrcp tts host

Command syntax

show vvb mrcp asr host <hostname>

Parameters

<hostname>—Provide ASR server IP address or hostname.

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:show vvb mrcp asr host 10.11.12.13
ASR Statistics : 10.11.12.13
    Concurrent Sessions = 2
    Aggregate Statistics :
        Successful Setups = 6
        Unsuccessful Setups = 0
Command successful.
```

show vvb mrcp tts host

This command shows the number of sessions that are currently running on a particular TTS host.

Command syntax

show vvb mrcp tts host <hostname>

Parameters

<hostname>—Provide TTS server IP address or hostname.

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:show vvb mrcp tts host 11.12.13.14
11.12.13.14 : Concurrent = 0 , Aggregate [Success = 0 , Failure = 0 ]
Command successful.
```

show vvb host-to-ip

Shows the user entries from /etc/hosts file.

Command syntax

show vvb host-to-ip

Requirements

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

Example

```
admin:show vvb host-to-ip

IPAddress      HostName
10.11.12.13  vb250.cisco.com vb250

# 2016-06-14 12:57:02.99 10.11.12.14 vb100 mediaserver1
10.11.12.14  vb100

# 2016-06-14 12:57:09.899 10.11.12.15 vb100 mediaserver2
10.11.12.15  vb100

# 2016-06-14 12:58:18.197 10.11.12.17 vb100 "This is testing"
10.11.12.17  vb100

Command successful.
```

show vvb http client response timeout

Shows the http client response timeout details.

Command syntax

show vvb http client response timeout

Requirements

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

```
admin:show vvb http client response timeout
http fetch timeout:15 seconds
Command successful.
```

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.

To start a CLI session:

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 platform 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 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.

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 SS_SIP 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

set vvb trace disable

Example 1

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

Example 2

```
admin:set vvb trace enable engine SS_SIP XDEBUGGING1,XDEBUGGING2
Trace for engine:SS_SIP:XDEBUGGING1 is enabled
Trace for engine:SS_SIP: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 SS_SIP within the Engine component.

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_VB debugging
Trace for engine:SS_VB:debugging is disabled.
Command successful.
```

Example 2

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

set password user security

This command changes the security/SFTP password on Cisco VVB. 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 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

set vvb cache browser_cache_size

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



Note

If this command is issued while browser cache is disabled (`enable_browser_cache = false`), a warning message like this will be shown on console: 'Please note that browser cache is currently disabled, so this operation will take effect once caching is enabled again.'

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.
```

**Note**

If this command is issued while browser cache is disabled (`enable_browser_cache = false`), a warning message like this will be shown on console: 'Please note that browser cache is currently disabled, so this operation will take effect once caching is enabled again.'

set vvb cache extensions

This command is used to create new extensions.

Command syntax

set vvb cache extensions [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 extensions newExtension  
Command successful.
```

**Note**

If this command is issued while browser cache is disabled (`enable_browser_cache = false`), a warning message like this will be shown on console: 'Please note that browser cache is currently disabled, so this operation will take effect once caching is enabled again.'

set vvb cache max_file_size

This command sets the cache size in KB. Setting cache size to 0 disables the cache. That means that 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

set vvb cache browser_cache_reset

Example

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



Note

If this command is issued while browser cache is disabled (enable_browser_cache = false), a warning message like this will be shown on console: 'Please note that browser cache is currently disabled, so this operation will take effect once caching is enabled again.'

set vvb cache browser_cache_reset

This command resets the following browser cache related properties to their default values: enable_browser_cache, browser_cache_size, max_file_size, extensions, enable_browser_cache_trace.

Command Syntax

set vvb cache browser_cache_reset

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:set vvb cache browser_cache_reset
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.

set vvb call ccb reconnect-timeout

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.
```

set vvb mrcp asr count clear

This command clears all the counts that were recorded from the ASR hosts.

Command syntax

set vvb mrcp asr count clear

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:set vvb mrcp asr count clear
ASR reset successfully
Command successful.
```

set vvb mrcp tts count clear

This command clears all the counts that were recorded from the TTS hosts.

Command syntax

set vvb mrcp tts count clear

Requirements

set vvb http client response timeout default

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:set vvb mrcp asr count clear
ASR reset successfully
Command successful.
```

set vvb http client response timeout default

This command is used to configure the number of seconds for which the HTTP client waits for a server response to default value. The default value of 10 seconds.

Command syntax

set vvb http client response timeout default

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

```
admin:set vvb http client response timeout default
Command successful.
admin:

admin:show vvb http client response timeout
http fetch timeout:10 seconds
Command successful.
```

set vvb http client response timeout [seconds]

This command is used to configure the number of seconds for which the HTTP client waits for a server response.

Command syntax

set vvb http client response timeout [seconds]

Seconds: specifies the timeout. HTTP client waits for a response from the server after making a request.

Range is from 5 to 30. The default is 10.

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

```
admin:set vvb http client response timeout value 15
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

utils vvb switch-version db-check

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 version 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 16:16:19:000000000
+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

```
utils vvb security_filter enable

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

utils vvb security_filter status

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 add host-to-ip

This command adds the entries from /etc/hosts.

Command Syntax

utils vvb add host-to-ip

Requirements

Level privilege: 0

Level privilege: 0

Allowed during upgrade: No

Example

```
admin:utils vvb add host-to-ip vb111 10.11.12.13 mediaserver111
```

```
Command successful.
```

utils vvb delete host-to-ip

utils vvb delete host-to-ip

This command deletes the entries from /etc/hosts.

Command Syntax

utils vvb delete host-to-ip

Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: No

Example

```
admin:utils vvb delete host-to-ip vb111 10.11.12.13
Command successful.
```

utils vvb restore host-to-ip

Restores the entries in the hosts file, which are removed after the system reboot/restated.

Command Syntax

utils vvb restore host-to-ip

Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: No

Example

```
admin:utils vvb restore host-to-ip
Copying the temp file
Copying the temp file success
Command successful.
```

utils vvb restart

This command is used to restart the Virtualized Voice Browser when required and has two options:

- **utils vvb restart forceful:** This command when executed restarts the Virtualized Voice Browser forcefully even though calls are running.
- **utils vvb restart graceful:** This command when executed does not restart the Virtualized Voice Browser when the calls are running but restarts only when the calls are over.

Command Syntax

utils vvb restart**Requirements**

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: No

Example

```
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...

Broadcast message from admin@vb11162
          (unknown) at 15:07 ...

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

```
utils vvb restart graceful
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
Broadcast message from admin@vb11162
          (unknown) at 15:18 ...

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

utils vvb shutdown

This command is used to shutdown the Virtualized Voice Browser when required and has two options:

- **utils vvb shutdown forceful:** This command when executed restarts the Virtualized Voice Browser forcefully even though calls are running.
- **utils vvb shutdown graceful:** This command when executed does not restart the Virtualized Voice Browser when the calls are running but restarts only when the calls are over.

Command Syntax

utils vvb shutdown

Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: No

Example

```
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...
```

```
utils vvb shutdown graceful
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...
```

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/default/vb detail
no such file or directory can be found
admin:file vvb list prompt_file system/G711_ULAW/default/vb detail
09 May, 2017 22:07:43      32,110  ringback.wav
dir count = 0, file count = 1
```

Platform CLI Commands

This section lists all the platform CLI commands supported by Cisco VVB, for syntax of each command and detailed descriptions see *Command Line Interface Guide for Cisco Unified Communications Solutions* guide.

**Note**

There are other commands exposed by platform CLI, which may or may not be applicable for Cisco VVB. Running these commands can affect the normal system behavior of Cisco VVB.

Platform Show Commands

The platform show commands supported by Cisco VVB are:

- show account
- show accountlocking
- show cli
- show date
- show diskusage
- show hardware
- show login
- show media stream
- show myself
- show network *
- show open *
- show password *
- show process *
- show registry *
- show risdb
- show sessions max limit
- show stats io
- show status

- show tech
- show timezone
- show tls client min-version
- show tls server min-version

Platform Set Commands

The platform set commands supported by Cisco VVB are:

- set cli
- set commandcount
- set date
- set logging
- set password user admin
- set timezone
- set webapp session timeout
- set tls client min-version
- set tls server min-version
- set network hostname
- set network ip eth0 <ip_address> <netmask> <default gateway>

Platform Utils Commands

The platform utils commands supported by Cisco VVB are:

- utils auditd *
- utils iostat
- utils iothrottle
- utils network capture
- utils network ping
- utils reset_application_ui_administrator_password
- utils service *

Platform Files Commands

The platform file commands supported by Cisco VVB are:

- file delete *

- file dump *
- file get *
- file list *
- file search *
- file tail
- file view
- unset network *
- delete process

