



## **Operations Guide for Cisco Virtualized Voice Browser, Release 12.6(2)**

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# Preface

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# Change History

Change	See	Date
<b>Initial Release of Document for Release 12.6(2)</b>		April 2023
Added the following set commands: <ul style="list-style-type: none"> <li>• set speechserver logJVMStats</li> <li>• set speechserver audioPacketSizeInBytes default</li> <li>• set speechserver audioPacketSizeInBytes</li> <li>• set vvb https strict_hostname_verifier</li> <li>• set vvb http pna</li> </ul>	<b>Command Line Interface &gt; Set Commands</b>	
Added the following show commands: <ul style="list-style-type: none"> <li>• show speechserver logJVMStats</li> <li>• show speechserver audioPacketSizeInBytes</li> <li>• show vvb https strict_hostname_verifier</li> <li>• show vvb http pna-status</li> </ul>	<b>Command Line Interface &gt; Show Commands</b>	

## 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*

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# CHAPTER 1

## 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.
- Setting Java Virtual Machine (JVM) parameters for different VVB services to collect thread and memory traces.



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**Note** Cisco VVB does not support clustering. Therefore, you may ignore any message on the Cisco VVB Admin UI/CLI that refers to **cluster**, **publisher**, **subscriber**, etc.

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**Note** For more information, see *Cisco Virtualized Voice Browser Serviceability Administration Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/virtualized-voice-browser/tsd-products-support-series-home.html>

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## Alarms

You can view alarm information by using the SysLog Viewer in Cisco Unified Real-Time Monitoring Tool (RTMT).

For more information, see *Cisco Virtualized Voice Browser Serviceability Administration Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/virtualized-voice-browser/tsd-products-support-series-home.html>

## 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.

For more information, see *Cisco Virtualized Voice Browser Serviceability Administration Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/virtualized-voice-browser/tsd-products-support-series-home.html>

## 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.

For more information, see *Cisco Virtualized Voice Browser Serviceability Administration Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/virtualized-voice-browser/tsd-products-support-series-home.html>



## APPENDIX **A**

# 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

Custom values are set on the VVB servers by the `VoiceBrowser.properties` and `SIPSubsystem.properties` properties files. The following commands may reset the custom values to their default values:

```
show vvb cache *
show vvb call *
show vvb mrp *
show vvb http client response timeout
```

## 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_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****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
2048000 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 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 exceeds this limit, the 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
2048 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: 2048000 KB
Total Cache size used: 66 KB
MaxFileSize: 2048 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: 2048000 KB
Total Cache size used: 66 KB
MaxFileSize: 2048 KB
Total number of Cache Entries: 1
Number of Entries retrieved: 1
EntryType      Size(Bytes)      Cache Entry
```

```
show vvb cache cache_entry <URL>
```

```
-----
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.

### 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
```

```
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.
```

## show vvb call app dtmf-payload

This command shows the value of DTMF payload.

### Command syntax

**show vvb call app dtmf-payload**

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:show vvb call app dtmf-payload
dtmf-payload:100
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.

**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.
```

## show speechserver httpsProxy host

This command shows the proxy host of the Speech Server.

### Command Syntax:

```
show speechserver httpsProxy host
```

### Example:

```
admin:show speechserver httpsProxy host
abc.cisco.com
Command successful.
```

## show vvb https strict\_hostname\_verifier

This command shows the strict\_hostname\_verifier for VVB. Hostname verifier is used while establishing TLS connection.

### Command Syntax:

```
show vvb https strict_hostname_verifier
```

### Example:

```
admin:show vvb https strict_hostname_verifier
true
Command successful.
```

## show speechserver httpsProxy port

This command shows the proxy port of the Speech Server.

### Command Syntax:

```
show speechserver httpsProxy port
```

### Example:

```
admin:show speechserver httpsProxy port
80
Command successful.
```

## show vvb https strict\_hostname\_verifier

This command shows the `strict_hostname_verifier` for VVB. Hostname verifier is used while establishing the TLS connection.

### Command Syntax:

```
show vvb https strict_hostname_verifier
```

### Example:

```
admin:show vvb https strict_hostname_verifier
true
Command successful.
```



---

**Note** The default value of `strict_hostname_verifier` is **true**. If you are upgrading, it is enabled by default.

---

## show vvb sip controlTransport

This command shows the SIP control transport mode.

### Command syntax

```
show vvb sip controlTransport
```

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:show vvb vvb sip controlTransport
controlTransport: TCP
Command successful.
```

## show vvb sip optionsTransport

This command shows the SIP option transport mode.

### Command syntax

```
show vvb sip optionsTransport
```

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:show vvb sip optionsTransport
optionsTransport: TCP
Command successful.
```

## show vvb http client submit\_badfetch\_error

This command shows the boolean value to indicate whether submitting bad fetch (404) error to VXML server is enabled.

### Command syntax

**show vvb http client submit\_badfetch\_error**

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:show vvb http client submit_badfetch_error
true
```

## show speechserver audioPacketSizeInBytes

This command displays the size of the audio packet in bytes which is transmitted to CCAI.

### Command Syntax:

```
show speechserver audioPacketSizeInBytes
```

### Example:

```
admin:show speechserver audioPacketSizeInBytes
1000
Command successful.
```

## show speechserver logJVMStats

This command displays the whether the JVM resource logs are enabled or disabled (returns true/false).

### Command Syntax:

```
show speechserver logJVMStats
```

### Example:

```
admin:show speechserver logJVMStats
true
Command successful.
```

## show vvb http pna-status

This command shows the status of the Private Network Access (PNA) filter which handles Chrome PNA preflight request.

### Command Syntax:

```
show vvb http pna-status
```

### Example:

```
admin:show vvb http pna-status
true
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 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

### 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 Virtualized Voice Browser. In addition to changing the security password, it also changes the passwords of the internal Cisco Virtualized Voice Browser 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

```
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.



---

**Note**

- If .wav files larger than the max file size are fetched, it could impact audio quality. Therefore, it is recommended to increase the max file size accordingly.
- The maximum size of a file that can be cached is 28MB. However, Cisco recommends setting this value to 2MB to avoid initial file download latency and filling up of the disk space.

---

### 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.
```



---

**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 takes 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 stale_cache_entry <URL>
```

### 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 http 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 cache stale\_tts\_cache\_entries

This command marks stale for all tts 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\_tts\_cache\_entries**

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:set vvb cache stale_tts_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.
```

## set vvb call app dtmf-payload

This command sets the default DTMF payload to be either 100 or 101.

### Command syntax

**set vvb call app dtmf-payload [Value]**

### Options

**Value-** 100 or 101 (default)

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:set vvb call app dtmf-payload 100
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

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 is 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.
```

## set speechserver httpsProxy Host

This command sets the proxy host for the Speech Server. It also asks for credentials, if required.

### Command Syntax:

```
set speechserver httpsProxy host <hostname/ip>
Does proxy require Credentials? [Y/N] y
Enter UserName: username
Enter Password: ****
```

### Example:

```
admin:set speechserver httpsProxy host abc.com
Does proxy require Credentials? [Y/N] y
Enter UserName: username
Enter Password: ****
Command successful.
```




---

**Note** You must stop and start Speech Server for the values to be reflected.

**Syntax for stopping Speech Server:** `utils service stop Cisco Speech Server`

**Syntax for starting Speech Server:** `utils service start Cisco Speech Server`

---

## set speechserver httpsProxy nonProxyHosts

This command sets the nonProxyHosts for the Speech Server. The traffic will not go via proxy to these hosts.

### Command Syntax:

```
set speechserver httpsProxy nonProxyHosts <parameter>
```

### Example:

```
admin:set speechserver httpsProxy nonProxyHosts <list of nonProxyHosts separated
by commas>
Command successful.
```




---

**Note**

- The parameter can be a single host or multiple hosts separated by commas.
- You must stop and start Speech Server for the values to be reflected.

**Syntax for stopping Speech Server:** `utils service stop Cisco Speech Server`

**Syntax for starting Speech Server:** `utils service start Cisco Speech Server`

---

## set speechserver httpsProxy port

This command sets the proxy port for the Speech Server.

### Command Syntax:

```
set speechserver httpsProxy port <portNumber>
```

### Example:

```
admin:set speechserver httpsProxy port 80
Command successful.
```




---

**Note** You must stop and start Speech Server for the values to be reflected.

**Syntax for stopping Speech Server:** `utils service stop Cisco Speech Server`

**Syntax for starting Speech Server:** `utils service start Cisco Speech Server`

---

## set vvb https strict\_hostname\_verifier

This command sets the `https strict_hostname_verifier` for VVB. Hostname verifier is used while establishing the TLS connection.

### Command Syntax:

```
set vvb https strict_hostname_verifier <true/false>
```

### Example:

```
admin:set vvb https strict_hostname_verifier true
Command successful.
```



---

**Note** The default value of `strict_hostname_verifier` is **true**. If you are upgrading, it is enabled by default.

---

## set vvb sip controlTransport

This command sets the SIP control transport mode.

### Command syntax

```
set vvb sip controlTransport [Value]
```

### Options

**Value-** tcp/udp (case insensitive)

System is set with the default value TCP. It should not be changed unless explicitly required.

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:set vvb sip controlTransport TCP
Command successful.
```



---

**Note** Cisco VVB Engine restart is required for changes to take affect.

---

## set vvb sip optionsTransport

This command sets the SIP option transport mode.

### Command syntax

```
set vvb sip optionsTransport [Value]
```

**Options****Value-** tcp/udp (case insensitive)

Default value is UDP. It should not be changed unless explicitly required.

**Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:set vvb sip optionsTransport TCP
Command successful.
```




---

**Note** Cisco VVB Engine restart is required for changes to take affect.

---

## set vvb http client submit\_badfetch\_error

This command enables/disables the submitting of bad fetch (404) error to the VXML server.

**Command syntax****set vvb http client submit\_badfetch\_error [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 http client submit_badfetch_error false
Command successful.
```

## set speechserver audioPacketSizeInBytes

This command sets the audio packets size to the given bytes (1000/4000).

**Command Syntax:**

```
set speechserver audioPacketSizeInBytes <1000/4000>
```

**Example:**

```
admin:set speechserver audioPacketSizeInBytes 4000
Command successful.
```



---

**Note** Restart the Speech Server for the set value to get reflected.

---

## set speechserver audioPacketSizeInBytes default

This command sets the audio packets size to the default size (1000 bytes).

### Command Syntax:

```
set speechserver audioPacketSizeInBytes default
```

### Example:

```
admin:set speechserver audioPacketSizeInBytes default
Command successful.
```



---

**Note** Restart the Speech Server for the set value to get reflected.

---

## set speechserver logJVMStats

This command enables/disables the JVM resource logs.

### Command Syntax:

```
set speechserver logJVMStats <true/false>
```

### Example:

```
admin:set speechserver logJVMStats true
Command successful.
```



---

**Note**

- The default value of `logJVMStats` is set as `true`.
- Restart the Speech Server for the set value to get reflected.

---

## set vvb http pna

This command enables or disables the Private Network Access (PNA) filter which handles Chrome PNA preflight request.

### Command Syntax:

```
set vvb http pna-<enable/disable>
```

**Example:**

```
admin:set vvb http pna-enable
Command successful.
```



---

**Note** The default value of the PNA filter is set to true.

---

## Unset Commands

### unset speechserver httpsProxy host

This command unsets the proxy host for the Speech Server.

**Command Syntax:**

```
unset speechserver httpsProxy host
```

**Example:**

```
admin:unset speechserver httpsProxy host
Command successful.
```



---

**Note** You must stop and start Speech Server for the values to be reflected.

**Syntax for stopping Speech Server:** `utils service stop Cisco Speech Server`

**Syntax for starting Speech Server:** `utils service start Cisco Speech Server`

---

### unset speechserver httpsProxy port

This command unsets the proxy port for the Speech Server.

**Command Syntax:**

```
unset speechserver httpsProxy port
```

**Example:**

```
admin:unset speechserver httpsProxy port
Command successful.
```



---

**Note** You must stop and start Speech Server for the values to be reflected.

**Syntax for stopping Speech Server:** `utils service stop Cisco Speech Server`

**Syntax for starting Speech Server:** `utils service start Cisco Speech Server`

---

## unset speechserver httpsProxy nonProxyHosts

This command unsets the nonProxy host for the Speech Server.

### Command Syntax:

```
unset speechserver httpsProxy nonProxyHosts
```

### Example:

```
admin:unset speechserver httpsProxy nonProxyHosts
Command successful.
```



---

**Note** You must stop and start Speech Server for the values to be reflected.

**Syntax for stopping Speech Server:** `utils service stop Cisco Speech Server`

**Syntax for starting Speech Server:** `utils service start Cisco Speech Server`

---

## 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 displays 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

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...
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 Speechserver[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]
Platform Communication 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 DirSync[STOPPED] Service Not Activated
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

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 run restarts the Virtualized Voice Browser forcefully even though calls are running.
- **utils vvb restart graceful:** This command when run 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@vbl1162
      (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 run restarts the Virtualized Voice Browser forcefully even though calls are running.
- **utils vvb shutdown graceful:** This command when run 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. 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 usual system behavior of Cisco VVB.

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## 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 server cert\_type
- 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

## Platform File Get Commands

This section lists the Platform file get commands for Speech Server service.

### Get Speech Server Logs

Run the following command to get the Speech Server logs.

```
file get activelog /speechserver/logs/SpeechServer
```

### Gets Speech Server Configuration Logs

Run the following command to get the Speech Server configuration logs.

```
file get activelog /speechserver/logs/SpeechConfig
```