



## 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>