



# Command Line Interface

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

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## Command Line Interface Basics

### Start CLI Session

Access the Cisco Unified Contact Center Express (Unified CCX) 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 Unified CCX.
- Access the Unified CCX 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:

#### Procedure

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

- From a remote system, use SSH to connect securely to the Cisco CCX 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@ccx-1**.

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

```
ccx-1 login:
```

where **ccx-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.

## Show commands

### show uccx version

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

#### Command syntax

**show uccx version**

#### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

### Example

```
admin:show uccx version
Active UCCX Version: 10.5.0.95000-152
Inactive UCCX Version: NA
Command successful.
```

## show uccx jtapi\_client version

This command displays the JTAPI client version that the Unified CCX is using on the active and the inactive partitions. The inactive version is displayed only if the inactive partition is available.

### Command syntax

**show uccx jtapi\_client version**

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

### Example

```
admin:show uccx jtapi_client version
Active: Cisco JTAPI version 9.0(0.96000)-4 Release
Inactive: NA
Command successful.
```

## show uccx components

This command displays the various components in Unified CCX 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 Unified CCX.

### Command syntax

**show uccx components**

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

### Example

```
admin:show uccx components
Various UCCX components are as follows -

UCCXEngine
UCCXCVD
```

```
UCCXEditor  
JTAPI_CLIENT  
UCCXAppAdmin
```

## show uccx subcomponents

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

### Command syntax

**show uccx subcomponents** *component* [options]

### Options

- **component**—(Mandatory) Component such as UCCXEngine or UCCXEditor. For example, some of the UCCX subcomponents for 'UCCX\_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 uccx subcomponents uccxengine
```

## show uccx license

This command displays various licenses that are configured for Unified CCX and the features which have been activated. This command works only if the Unified CCX Cluster View Daemon (CVD) is running.



**Note** This command does not display license-expiry information. For more information about viewing licenses, see the .

### Command syntax

**show uccx license**

**Requirements**

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

**Example**

```
admin:show uccx license
Configured Licenses:

Package: Cisco Unified CCX Premium
IVR Port(s): 300
Cisco Unified CCX Premium Seat(s): 300
High Availability : Enabled
Cisco Unified CCX Preview Outbound Dialer: Enabled
Cisco Unified CCX Quality Manager Seat(s): 300
Cisco Unified CCX Advanced Quality Manager Seat(s): 300
Cisco Unified CCX Workforce Manager Seat(s): 300
Cisco Unified CCX Compliance Recording Seat(s): 300
Cisco Unified CCX Maximum Agents: 400
Cisco Unified CCX Licensed Outbound IVR Port(s): 150
Cisco Unified CCX Licensed Outbound Agent Seat(s): 150
For dynamic content like the Inbound ports In Use and Outbound IVR Ports/Agent
Seats In Use please check using the Cisco Unified CCX Administration.

Command successful.
```

## show uccx trace levels

This command displays the names and trace levels of the various Unified CCX 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 uccx 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 uccx trace levels UCCXEngine
Trace settings for component 'UCCX_ENGINE' and module are
ALARM = true
DEBUGGING = false
XDEBUGGING1 = false
XDEBUGGING2 = false
XDEBUGGING3 = false
XDEBUGGING4 = false
XDEBUGGING5 = false

Command successful.
```

```
admin:show uccx trace levels UCCXEngine
Trace settings for component 'UCCX_ENGINE' and module are
ALARM = true
DEBUGGING = false
XDEBUGGING1 = false
XDEBUGGING2 = false
XDEBUGGING3 = false
XDEBUGGING4 = false
XDEBUGGING5 = false

Command successful.
```

## show uccx provider ip axl

This command shows the Unified CCX AXL provider IP address.

### Command syntax

```
show uccx provider ip axl
```

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

### Example

```
admin: show uccx provider ip axl
Cisco Unified Communications Manager IP is 10.78.14.140

Command Successful.
```

## show uccx provider ip jtapi

This command shows the Unified CCX JTAPI provider IP address.

### Command syntax

```
show uccx provider ip jtapi
```

### Requirements

Level privilege: 0  
Command privilege level: 0  
Allowed during upgrade: Yes

### Example

```
admin: show uccx provider ip jtapi
UCCX JTAPI Provider is 10.78.14.140

Command Successful.
```

## show uccx provider ip rmcm

This command shows the Unified CCX Resource Manager-Contact Manager provider IP address.

### Command syntax

**show uccx provider ip rmcm**

### Requirements

Level privilege: 0  
Command privilege level: 0  
Allowed during upgrade: Yes

### Example

```
admin: show uccx provider ip rmcm
UCCX RMCM Provider is 10.78.14.140

Command Successful.
```

## show uccx trace file size

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

### Command syntax

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

### Options

component—(Mandatory) Component such as UCCXEngine or UCCXEditor

### Requirements

Level privilege: 1  
Command privilege level: 1  
Allowed during upgrade: Yes

### Example

```
admin: show uccx trace file size UCCXEngine
Trace file size for UCCXEngine is 3000000 bytes.

Command Successful.
```

## show uccx 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 uccx trace file count [component]
```

### Options

**component**—(Mandatory) Component such as UCCXEngine or UCCXEditor

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: Yes

### Example

```
admin: show uccx trace file count UCCXEngine
Trace file count for UCCXEngine is 300.

Command Successful.
```

## show uccx tech dbserver all

This command runs the commands **show uccx tech dbserver log diagnostic** and **show uccx tech dbserver status** in succession and stores the output of the commands in a file.

### Command syntax

```
show uccx tech dbserver all
```



---

**Note** The name of the file containing the output from each **show uccx tech** command run is automatically generated by the command script. The file path and filename are displayed after the completion of the operation.

---

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

### Example

```
admin:show uccx tech dbserver all
This operation may take a few minutes to complete. Please wait...

Output is in file: uccx/cli/DbServerAll_1250664874580.txt

Command successful.
```

## show uccx tech dbserver log diagnostic

This command checks for the existence of Informix assertion failure and shared memory dump logs. If logs exist, the name and path of the log files are displayed.

### Command syntax

**show uccx tech dbserver log diagnostic [options]**

### Options

**page**—Displays the output one page at a time

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

### Example

```
admin:show uccx tech dbserver log diagnostic
This operation may take a few minutes to complete. Please wait...

The following diagnostic logs are available for the UC database server.
  core/log.txt
  core/gskit.log

Command successful.
```

## show uccx tech dbserver status

This command outputs a detailed status report of the Unified CCX database server (IDS engine) instance, that is **onstat -a** to a txt file.

### Command syntax

**show uccx tech dbserver status**




---

**Note** The name of the file is automatically generated by the command script. The file path and filename are displayed after the completion of the operation.

---

### Requirements

Level privilege—0

Command privilege level—0

Allowed during upgrade—Yes

### Example

```
admin:show uccx tech dbserver status
This operation may take a few minutes to complete. Please wait...

Output is in file: uccx/cli/DbServerStatus_1250666138379.txt

Command successful.
```

## show uccx dbcontents

This command dumps the contents of the specified database. This command can be used to recreate a customer database on a test system for troubleshooting. For each Unified CCX database table, a dump csv file is created. Because there are huge numbers of files, these files are created in a subdirectory which will have the name as DbContents\_<TIMESTAMP>. After the completion of the command, the subdirectory name and subdirectory path are displayed.

### Command syntax

**show uccx dbcontents database\_name**

### Arguments

**database\_name**—(Mandatory) Database whose contents will be output to CSV file

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:show uccx dbcontents db_cra
This operation may take a few minutes to complete. Please wait...
Database contents dump is in directory: uccx/cli/DbContents_1250666234370

Command successful.
```

## show uccx dbtable schema

This command displays the column names of the specified table.

### Command syntax

**show uccx dbtable schema database\_name table\_name [options]**

### Arguments

**database\_name**—(Mandatory) Name of the database (db\_cra, db\_cra\_repository etc..) in which the table resides

**table\_name**—(Mandatory) Name of the table

### Options

page—Displays the output one page at a time

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

### Example

```
admin:show uccx dbtable schema db_cra_repository documentsfiletbl
List of columns in table 'documentsfiletbl' in database 'db_cra_repository' is -
filename (nvarchar)
parentfolderid (nvarchar)
payload (blob)
lastmodifystamp (datetime year to fraction(3))
lastmodifyuser (nvarchar)
length (int)
checksum (int)

Command successful.
```

## show uccx dbschema

This command outputs the schema for all the tables, views, and stored procedures in the specified database to a text file. The output consists of SQL statements that are necessary to replicate a specified database. The IDS “dbschema” utility is used to create the file. This command only displays the DB schema; it does not provide any data in the tables.

### Command syntax

**show uccx dbschema database\_name**

### Arguments

**database\_name**—(Mandatory) Name of the database whose schema will be output




---

**Note** The name of the file containing the schema is automatically generated by the command script. The file path and filename are displayed after the completion of the operation.

---

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

### Example

```
admin:show uccx dbschema db_cra
Output is in file: uccx/cli/schema_db_cra_080212-110543.txt
```

## show uccx dbtable list

This command displays the names of all the tables contained in the specified Unified CCX IDS database. The database names can be db\_cra, db\_cra\_repository, FCRasSvr, sysmaster.

### Command syntax

**show uccx dbtable list database\_name [options]**

### Arguments

database\_name—(Mandatory) Database name where tables reside

### Options

page—Displays the output one page at a time

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

### Example

```
admin:show uccx dbtable list
db_craList of tables in database 'db_cra' is -
agentconnectiondetail
agentroutingsetting
agentstatedetail
application
areacode
campaign
campaigncsqmap
configlog
configschema
configchemacolumn
configseed
...
...
teamcsqmapping
workflowtask
Command successful.
```

## show uccx dbserver disk

This command displays information for each storage space (chunks and dbspaces).

### Command syntax

**show uccx dbserver disk [options]**

### Options

page—Displays the output one page at a time

file—Outputs the information to a .txt file. The filename is generated dynamically at runtime and the filename and path are displayed to user after the completion of the operation.

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

### Example

```
admin:show uccx dbserver disk
SNO. DATABASE NAME          TOTAL SIZE (MB) USED SIZE (MB) FREE SIZE (MB) PERCENT
FREE
-----
1      rootdbs                358.4           66.3           292.1
81%
2      log_dbs                 317.4           307.3           10.1
3%
3      db_cra                   512.0            8.8           503.2
98%
4      db_hist                  13000.0         3651.4         9348.6
71%
5      db_cra_repository         10.2            2.9            7.3
71%
6      db_frascal                512.0            2.8           509.2
99%
7      temp_uccx                 1572.9           0.1           1572.7
99%
8      uccx_sbospace            3145.7          2988.1          157.6
5%
9      uccx_er                   204.8            0.1           204.7
99%
10     uccx_ersb                  1572.9          1494.1           78.8
5%
```

```
CHUNK NO. OFFSET TOTAL SIZE (MB) FREE SIZE (MB) FILENAME
-----
1          0          358.4           292.1
/var/opt/cisco/uccx/db/root_uccx_dbs
2          0          317.4           10.1   /var/opt/cisco/uccx/db/log_dbs
3          0          512.0          503.2   /var/opt/cisco/uccx/db/db_cra_dbs
4          0         13000.0         9348.6  /common/var-uccx/dbc/db_hist_dbs
5          0           10.2            7.3
/var/opt/cisco/uccx/db/db_cra_repository_dbs
6          0           512.0           509.2
/var/opt/cisco/uccx/db/db_frascal_dbs
7          0          1572.9         1572.8  /common/var-uccx/dbc/temp_uccx_dbs
8          0          3145.7          157.6
/var/opt/cisco/uccx/db/uccx_sbospace_dbs
9          0           204.8           204.7  /common/var-uccx/dbc/uccx_er_dbs
10         0          1572.9           78.8  /common/var-uccx/dbc/uccx_ersb_dbs
```

## show uccx dbserver sessions all

This command displays detailed session and SQL-related information for each database user session. The content of the information displayed is equivalent to running the IDS command **onstat -g ses** for each active session.

### Command syntax

**show uccx dbserver sessions all [options]**

### Options

- **page**—Displays the output one page at a time
- **file**—Outputs the information to a txt file. The filename is generated dynamically at runtime and the filename and path are displayed to user after the completion of the operation.

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

### Example

```
admin:show uccx dbserver sessions all
IBM Informix Dynamic Server Version 10.00.UC5XD  -- On-Line -- Up 58 days 02:26:37
-- 444676 Kbytes

session
id      user      tty      pid      hostname  #RSAM   total    used      dynamic
27      cudbeven -        6750     crslnx   1        151552  75400    off

tid      name      rstcb    flags    curstk    status
75      sqlexec  52477164 Y--P---  4208     cond wait(netnorm)

Memory pools      count 2
name      class addr      totalsize freesize #allocfrag #freefrag
27        V      5309a020 147456   73704    148       50
27*00     V      5442f020 4096     2448     1         1

name      free      used      name      free      used
overhead  0         3296     scb       0         96
opentable 0         6456     filetable 0         1088

sqscb info
scb      sqscb    optofc    pdqpriority sqlstats optcompind directives
52fda4d0 53234018 0         0           0         0           1

Sess  SQL      Current      Iso Lock      SQL  ISAM F.E.
Id    Stmt type  Database     Lvl Mode      ERR  ERR  Vers Explain
27    -        uccxdirdb   CR  Wait 30    0    0    9.03 Off

Last parsed SQL statement :
SELECT FIRST 100 *, CAST(Timestamp AS varchar(32)) AS strTimestamp,
CAST(Object_Id AS varchar(64)) AS strObject_Id FROM
UccxDB: DbChangeEventQ WHERE EventId > ? ORDER BY EventId ASC
```

## show uccx dbserver session

This command displays detailed session and SQL-related information for a specific session, which represents a user connected to the database server. The content of the information displayed is equivalent to running the IDS command **onstat -g ses** for an active session specified by the session-id.

### Command syntax

**show uccx dbserver session session\_id [options]**

### Arguments

session\_id—(Mandatory) The Informix session ID number

### Options

**page**—Displays the output one page at a time

**file**—Outputs the information to a .txt file. The filename is generated dynamically at runtime and the filename and path are displayed to user after the completion of the operation.

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

### Example

```
admin:show uccx dbserver session 58
IBM Informix Dynamic Server Version 11.50.UC4      -- On-Line -- Up 14 days 04:43:40
-- 254160 Kbytes

session          effective                                     #RSAM   total      used
dynamic
id      user      user      tty      pid      hostname threads  memory    memory
explain
58      uccxuser -      -      -1      sakkumar 1      126976  107496
off

tid      name      rstcb      flags      curstk      status
93      sqlexec  4b2deca0  Y--P---  5680      cond wait  netnorm  -

Memory pools      count 2
name      class  addr      totalsize freesize #allocfrag #freefrag
58      V      4caa9028  122880   17064    332      18
58*00   V      4c9d0028  4096    2416     1        1

name      free      used      name      free      used
overhead  0         3360     scb       0         96
opentable 0         8344     filetable 0         1104
ru        0         464      log       0         16512
temprec   0         21600    keys      0         1392
ralloc    0         5120     gentcb    0         1240
ostcb     0         2600     sqscb     0         29384
sql       0         40       rdahead   0         848
hashfiletab 0         280     osenv     0         1552
sqtcb     0         7464     fragman   0         368
GenPg     0         592     udr       0         5136

sqscb info
```

```

scb          sqscb      optofc      pdqpriority sqlstats    optcompind  directives
4c907018    4cc92018    1           0            0           2           1

Sess        SQL              Current      Iso Lock      SQL  ISAM F.E.
Id          Stmt type       Database    Lvl Mode     ERR  ERR  Vers Explain
58         -              db_cra      LC Not Wait   0    0    9.28 Off

Last parsed SQL statement :
select campaignen0_.campaignID as campaignID3_, campaignen0_.profileID as
profileID3_, campaignen0_.recordID as recordID3_, campaignen0_.active as
active3_, campaignen0_.ansMachineRetry as ansMachi5_3_,
campaignen0_.cacheSize as cacheSize3_, campaignen0_.callbackTimeLimit as
callback7_3_, campaignen0_.campaignName as campaign8_3_,
campaignen0_.createDateTime as createDa9_3_, campaignen0_.dateInactive as
dateIna10_3_, campaignen0_.description as descripl1_3_,
campaignen0_.enabled as enabled3_, campaignen0_.endTime as endTime3_,
campaignen0_.maxAttempts as maxAttel4_3_,
campaignen0_.missedCallbackAction as missedC15_3_,
campaignen0_.privateData as private16_3_, campaignen0_.startTime as
startTime3_ from Campaign campaignen0_ where campaignen0_.active=?
Command successful.

```

## show uccx dbserver sessions list

This command displays a one-line summary of each active Unified CCX database session. The summary includes the database name, username, session ID, and process ID. The session ID information can be used to display more detailed information about a specified session using the **show uccx dbserver session** command.

### Command syntax

**show uccx dbserver sessions list [options]**

### Options

**page**—Displays the output one page at a time

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

### Example

```

admin:show uccx dbserver sessions list
-----
DATABASE          USERNAME          SESSION  PROCESS ID
-----
db_cra            uccxuser         49       -1
db_cra            uccxuser         44       -1
db_cra            uccxuser         46       -1
db_cra            uccxuser         61       -1
db_cra            uccxuser         24       -1
db_cra            uccxuser         18       -1
db_cra            uccxhruser       31224    -1
db_cra            uccxuser         62       -1
db_cra            uccxuser         60       -1
db_cra            uccxuser         47       -1
db_cra            uccxuser         59       -1
db_cra            uccxuser         58       -1

```

```

db_cra          uccxuser          48          -1
db_cra          uccxuser          50          -1
db_cra          uccxcliuser      31616      -1

Command successful.

```

## show uccx dbserver user list

This command displays a one-line summary of each active uccx database user. The summary includes the database name, session ID and process ID. The session ID information can be used to display more detailed information about a specified user session using the **show Unified CCX dbserver session** command.

### Command syntax

**show uccx dbserver user list [option]**

### Option

**page**—Displays the output one page at a time

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

### Example

```

admin:show uccx dbserver user list
DATABASE          USERNAME          SESSION  PROCESS ID
-----
sysadmin          informix          15       0
sysadmin          informix          16       0
sysadmin          informix          17       0
sysmaster        uccxuser          18       -1
db_cra            uccxuser          18       -1
sysmaster        uccxuser          24       -1
db_cra            uccxuser          24       -1
db_cra_repository uccxuser          25       -1
sysmaster        uccxuser          25       -1
fcrassvr         uccxuser          26       -1
sysmaster        uccxuser          26       -1
sysmaster        uccxuser          44       -1
db_cra            uccxuser          44       -1
db_cra_repository uccxuser          45       -1
sysmaster        uccxuser          46       -1
db_cra            uccxuser          46       -1
sysmaster        uccxuser          47       -1
db_cra            uccxuser          47       -1
db_cra            uccxuser          48       -1
sysmaster        uccxuser          48       -1
sysmaster        uccxuser          49       -1

Command successful.

```

## show uccx dbserver user waiting

This command displays a one-line summary of each Unified CCX database user and also displays whether a user session is waiting for a resource.

### Command syntax

**show uccx dbserver user waiting [option]**

### Option

**page**—Displays the output one page at a time

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

### Example

```
admin:show uccx dbserver user waiting
-----
USERNAME          SESSION ID LATCH LOCK BUFFER CHECKPOINT TRANSACTION INCRITICAL
-----
informix           16         N   N   N   N           N           N
informix           17         N   N   N   N           N           N
informix           15         N   N   N   N           N           N
uccxcliuser        33927      N   N   N   N           N           N
uccxcliuser        32784      N   N   N   N           N           N
uccxcliuser        32737      N   N   N   N           N           N
uccxcliuser        32631      N   N   N   N           N           N
uccxcliuser        34424      N   N   N   N           N           N
uccxcliuser        32522      N   N   N   N           N           N
uccxcliuser        34364      N   N   N   N           N           N
uccxcliuser        32508      N   N   N   N           N           N
uccxcliuser        32480      N   N   N   N           N           N
uccxcliuser        31616      N   N   N   N           N           N
uccxcliuser        31601      N   N   N   N           N           N
uccxcliuser        34327      N   N   N   N           N           N
uccxcliuser        34071      N   N   N   N           N           N
uccxcliuser        33981      N   N   N   N           N           N
uccxcliuser        33939      N   N   N   N           N           N
uccxhruser         31224      N   N   N   N           N           N
uccxuser           30278      N   N   N   N           N           N
uccxuser           60         N   N   N   N           N           N
```

Command successful.

## show uccx tech dbserver log message

This command displays the most recent messages in the Informix message log. The number of messages displayed is determined by the lines parameter.

### Command syntax

**show uccx tech dbserver log message [lines] [option]**

### Arguments

**lines**—(Optional) Number of lines from message log that will be displayed. Defaults to 20.

**Option**

**page**—Displays the output one page at a time

**Requirements**

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

**Example**

```
admin:show uccx tech dserver log message 10
Message Log File: online.uccx.log

The last 10 lines of the log file are -

16:05:19 Maximum server connections 33
16:05:19 Checkpoint Statistics - Avg. Txn Block Time 0.000, # Txns blocked 0,
Plog used 21, Llog used 12

16:10:19 Checkpoint Completed: duration was 0 seconds.
16:10:19 Wed Aug 19 - loguniq 8, logpos 0x93c018, timestamp: 0xb0244c Interval:
4106

16:10:19 Maximum server connections 33
16:10:19 Checkpoint Statistics - Avg. Txn Block Time 0.000, # Txns blocked 0,
Plog used 2, Llog used 2

Command successful.
```

## show uccx dbtable contents

This command displays the contents of the specified table.

**Command syntax**

**show uccx dbtable contents database\_name table\_name [option]**

**Arguments**

**database\_name**—(Mandatory) Name of the database for example, db\_cra, db\_cra\_repository in which the table resides

**table\_name**—(Mandatory) Name of the table

**Option**

**page**—Displays the output one page at a time

**Requirements**

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

**Example**

```
admin:show uccx dbtable contents db_cra resource
Output is in file: uccx/cli/resource_Contents_1250666550481.csv

Command successful.
```

## Set Commands

### set uccx trace defaults

This command sets the default trace levels for all components and subcomponents in Unified CCX. 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 uccx trace defaults [component] [subcomponent]
```

#### Options

- **Component**—(Mandatory) Sets the default trace levels for all the subcomponents of this component. The various components are UCCXEngine, UCCXCvd, UCCXAppAdmin and JTAPI\_CLIENT.
- **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 uccx trace defaults uccxengine
SS_HTTP
Default traces restored successfully for the module.
```

### set uccx trace file size component size

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

#### Command syntax

```
set uccx trace file size [component] [size]
```

#### Parameters

**component**—(Mandatory) The component such as UCCXEngine or UCCXEditor

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

#### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:set uccx trace file size uccxengine 3145728
Trace file size for uccxengine is set to 3145728 bytes.
```

## set uccx 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 uccx trace file count [component] [no-of-files]
```

### Arguments

- **component**—(Mandatory) The component such as UCCXEngine or UCCXEditor.
- **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 uccx trace file count uccxengine 300
Trace file count for uccxengine is set to 300
```

## set uccx 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 Unified CCX services for the trace changes to take effect.

### Command syntax

```
set uccx trace enable [component] [sub-component] [level]
```

### Options

**component**—(Mandatory) The component such as UCCXEngine or UCCXEditor or JTAPI\_CLIENT

**sub-component**—(Mandatory) The subcomponent within the component such as JTAPI Subsystem within the UCCXEngine component. For the JTAPI\_CLIENT component, there are no sub-components.

**sub-component**—(Mandatory) The subcomponent within the component such as SS\_SIP within the UCCXEngine component. For the SS\_SIP component, there are no sub-components.

**Level**—(Mandatory) The logging level which will be enabled. Tracing levels are Debugging, XDebugging1, XDebugging2, XDebugging2, XDebugging3, XDebugging4 and XDebugging5. For the JTAPI\_CLIENT, the tracing levels are Warning, Informational, Debug, Jtapi\_Debug, JtapiImpl\_Debug, Cti\_Debug, CtiImpl\_Debug, Protocol\_Debug and Misc\_Debug.

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

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example 1

```
admin:set uccx trace enable uccxengine SS_VB debugging
Trace for uccxengine:SS_VB:debugging is enabled.
Command successful.
```

### Example 2

```
admin:set uccx trace enable UCCXengine SS_SIP XDEBUGGING1,XDEBUGGING2
Trace for uccxengine:SS_SIP:XDEBUGGING1 is enabled
Trace for uccxengine:SS_SIP:XDEBUGGING2 is enabled
Command successful.
```

## set uccx 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 Unified CCX services for the trace changes to take effect.

### Command syntax

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

### Options

**Component**—The component such as UCCXEngine or UCCXEditor or JTAPI\_CLIENT.

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

**Sub-component**—The subcomponent within the component such as SS\_SIP within the UCCXEngine component.

**Level**—(Mandatory) The logging level which will be disabled. Tracing levels are Debugging, XDebugging1, XDebugging2, 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 uccx trace disable uccxengine SS_VB debugging
Trace for uccxengine:SS_VB:debugging is disabled.
Command successful.
```

**Example 2**

```
set uccx trace disable UCCXEngine SS_SIP XDEBUGGING1,XDEBUGGING2
Trace for uccxengine:SS_SIP:XDEBUGGING1 is disabled
Trace for uccxengine: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 Unified CCX 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 uccx provider ip axl

This command sets the Unified CCX AXL provider IP address. Use this command only when the IP address of Unified Communications Manager has been changed and Unified CCX is being pointed to the new IP address.



**Note** After you run this command, restart the Unified CCX Engine service. After Unified CCX Engine service starts successfully, restart Cisco Tomcat using the CLI command **utils service restart Cisco Tomcat**.

For more information on how to restart the Unified CCX Engine service, see the *Cisco Unified CCX Serviceability Administration Guide* available at: <https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html>

### Command syntax

**set uccx provider ip axl [ip-address]**

### Arguments

**[ip-address]**—The IP address of the AXL provider.

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: No

### Example

```
admin: set uccx provider ip axl 10.78.14.140
Cisco Unified Communications Manager IP is set to 10.78.14.140

Command Successful.
```

## set uccx provider ip jtapi

This command sets the Unified CCX JTAPI provider IP address. Use this command only when the IP address of Unified Communication Manager has been changed and Unified CCX is being pointed to the new IP address.



**Note** After you run this command, restart the Unified CCX Engine service. After Unified CCX Engine service starts successfully, restart Cisco Tomcat using the CLI command **utils service restart Cisco Tomcat**.

For more information on how to restart the Unified CCX Engine service, see the *Cisco Unified CCX Serviceability Administration Guide* available at: <https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html>

### Command syntax

**set uccx provider ip jtapi [ip-address]**

**Arguments**

**[ip-address]**—The IP address of the JTAPI provider.

**Requirements**

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: No

**Example**

```
admin: set uccx provider ip jtapi 10.78.14.140
UCCX JTAPI Provider is set to 10.78.14.140

Command Successful.
```

## set uccx provider ip rmc

This command sets the Unified CCX Resource Manager-Contact Manager provider IP address. Use this command only when the IP address of Unified Communications Manager has been changed and Unified CCX is being pointed to the new IP address.



**Note** After you run this command, restart the Unified CCX Engine service. After Unified CCX Engine service starts successfully, restart Cisco Tomcat using the CLI command **utils service restart Cisco Tomcat**.

For more information on how to restart the Unified CCX Engine service, see the *Cisco Unified CCX Serviceability Administration Guide* available at: <https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html>

**Command syntax**

**set uccx provider ip rmc *[ip-address]***

**Arguments**

**[ip-address]**—The IP address of the RMC provider.

**Requirements**

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: No

**Example**

```
admin: set uccx provider ip rmc 10.78.14.140
UCCX RMC Provider is set to 10.78.14.140

Command Successful.
```

## set uccx appadmin administrator

Administrator capability can be added to a user in Unified Communications Manager using this command.



**Note** Run this command to set the administrator for a configured Unified CCX system only. For a newly installed system, you must login with the platform login password that you specified during installation.

### Command syntax

**set uccx appadmin administrator** *[username]*

### Options

**[username]**—Username is set as the Cisco Unified CCX application administration.

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:set uccx appadmin administrator username
UCCX appadmin administrator is set to username
```



**Note** You cannot assign Administrator capability to a user ID that is the same as the application administrator user ID that you created during the Unified CCX installation. If you assign Administrator capability to such a user ID, a “Command failed” error message is displayed on the console.

## run Commands

### run uccx hrdataexport

This command dumps the historical reporting data and related configuration information to `csv` files, and a `tar` file is created that contains all the exported `csv` files. The `tar` file is saved in the local file system, under `<activelog>/uccx/log/db/hrdataexport`.

The command output indicates the filename and specific commands that you must run to transfer the generated `tar` file to a remote server and to delete the file from the local disk.

If the Start Date and End Date are specified, then the data between those dates, including the start and end dates, is exported. If only one date parameter is passed, it is considered as start date and all the data from that date onwards is exported.



**Note** When the command is executed, any previous `tar` file that was created is deleted. At any point only one Historical Reporting data export file is saved in the local file system. So after the Historical Reporting data is exported, transfer the `tar` file to remote server before running the command again.

### Command Syntax

**run uccx hrdataexport all [Start Date] [End Date]**

Dumps all the historical reporting data.

**run uccx hrdataexport reports *report names* [Start Date] [End Date]**

Dumps all the historical reporting data for given reports.

**run uccx hrdataexport tables *table names* [Start Date] [End Date]**

Dumps all the historical reporting data for given table names.

### Parameters

**report names**—(Mandatory) Comma separated names of the specific reports for which the corresponding data has to be exported. Enclose the list of report names in “ ” (double quotes).

**table names**—(Mandatory) Comma separated names of the specific tables from which the data is exported. Enclose the list of table names in “ ” (double quotes).

**[Start Date]**—(Optional) Must be in the format “yyyy-MM-dd HH:mm:ss”, including the double quotes.

**[End Date]**—(Optional) Must be in the format “yyyy-MM-dd HH:mm:ss”, including the double quotes.

### Examples

```
admin:run uccx hrdataexport all "2012-01-01 00:00:00" "2012-02-01 00:00:00"
```

```
admin:run uccx hrdataexport reports "abandoned call detail activity report,aborted
rejected call detail report"
"2012-01-01 00:00:00" "2012-02-01 00:00:00"
```

```
admin:run uccx hrdataexport tables
"agentconnectiondetail,agentstatedetail,contactcalldetail"
"2012-01-01 00:00:00" "2012-02-01 00:00:00"
```

## run uccx sql database\_name sql\_query

Executes an SQL “select” statement from the CLI. Read-only operations are permitted. Insert, Update, Delete and any DML statements are disallowed. This command allows queries to be run against the Unified CCX databases (data stores) and sysmaster database for the Unified CCX Informix instance (IDS engine).

### Command syntax

**run uccx sql database\_name sql\_query [options]**

### Arguments

**database\_name**—(Mandatory) Database on which the SQL statement is run

sql\_query—(Mandatory) The sql statement to run

### Options

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: No

### Example

```
admin:run uccx sql db_cra select resourceid,resourceName from resource
RESOURCEID      RESOURCENAME
-----
1              b
2              agent22
3              sacagent3
4              sacagent1
7              user
8              sacagent2
9              user agent2
10             user rtlite1
11             agent130
14             sk1
15             sk2
24             User RT Pro
```

## run uccx sp database\_name sp\_name

Executes a stored procedure that is specified as a parameter on the database, which is also mentioned as a parameter. This command runs only a stored procedure.

### Command Syntax

**run uccx sp database\_name sp\_name [options]**

### Arguments

database\_name—(Mandatory) Database on which the stored procedure is run

sp\_name—(Mandatory) The stored procedure to be run

### Options

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: No

### Example

```
admin:run uccx sp db_cra sp_email_contact_detail('2016-12-06 18:30:00','2016-12-07
18:29:59','testemailcsq1','FinesseAgent1','')
CONTACT_ID      SEQUENCE NUMBER CSQ_NAME      AGENT_NAME      RECEIVED
RETRIEVED      REPLIED DISCARDED      FROM ADDRESS      REPLY TO ADDRESS
TO ADDRESS      SUBJECT CONTACT_TYPE CONTACT_DISPOSITION      EMAIL_REPLY_TO
EMAIL_REPLY_CC  EMAIL_REPLY_BCC

D82AC14C1000015800000EFF0A4E5D8A      0      testemailcsq1  FinesseAgent1
2016-12-07 07:22:49.0      2016-12-07 07:59:45.051 2016-12-07 08:00:47.06 null
reboottest2@sky13.sm      "RebootTestUser2 Reboot." <reboottest2@sky13.sm>
reboottest1@sky13.sm      test      1      2
reboottest2@sky13.sm, reboottest1@sky13.sm

Command successful.
```

## Utils Commands

### utils uccx notification-service log

This command allows you to enable, disable, and check the status of debug logging for Cisco Unified CCX Notification Service.

By default, debug logging is disabled for Cisco Unified CCX Notification Service. Enable debug logging for Cisco Unified CCX Notification Service when there is an issue in the system related to this service and when you require detailed logs for troubleshooting. After the troubleshooting is complete, disable logging for Cisco Unified CCX Notification Service.

You can retrieve the logs from the log-collection facility provided by Cisco Unified Real-Time Monitoring Tool.

You can execute **utils uccx notification-service log** only if Cisco Unified CCX Notification Service is running. If the service is not running, start the service first and then execute the command.



#### Note

- Logging for Cisco Unified CCX Notification Service affects system performance; therefore, disable logging when it is not required.
- Logging is disabled automatically when you restart Cisco Unified CCX Notification Service.

#### Command syntax

```
utils uccx notification-service log enable
```

```
utils uccx notification-service log disable
```

```
utils uccx notification-service log status
```

#### Arguments

None

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Examples

#### Check status of logging

```
admin:utils uccx notification-service log status
Cisco Unified CCX Notification Service logging is currently DISABLED.
```

#### Enable logging

```
admin:utils uccx notification-service log enable

WARNING! Enabling Cisco Unified CCX Notification Service logging can affect system
performance and should be disabled when logging is not required.

Do you want to proceed (yes/no)?
Cisco Unified CCX Notification Service logging enabled successfully.

NOTE: Logging will be disabled automatically if Cisco Unified CCX Notification
Service is restarted.
```

#### Disable logging

```
admin:utils uccx notification-service log disable
Cisco Unified CCX Notification Service logging disabled successfully.
```

## 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
```



#### Caution

Avoid creating remote account usernames starting with "uccx" or "UCCX" because such usernames may conflict with system account names that are used internally within the Cisco Unified Contact Center Express server.

## utils reset\_application\_ui\_administrator\_name

This command resets the application user interface administrator name for Serviceability, OAMP, CUIC Admin property, and CUIC Administrator.

### Command syntax

**utils reset\_application\_ui\_administrator\_name**

### Command Modes

Administrator (admin)

### Requirements

Command privilege level: 0

Allowed during upgrade: Yes



#### Note

Restart the service (Cisco Unified Intelligence Center Reporting Service) on all nodes in the cluster to enable the new administrator to log in to Unified Intelligence Center.

```
admin:utils reset_application_ui_administrator_name
----- utils reset_ui_administrator_name -----

Reset user interface administrator user name
New administrator user name:
User_1
Serviceability Administrator user name has been successfully updated to User_1
OAMP user name has been successfully updated to User_1
CUIC Admin property has been successfully updated to User_1
CUIC Administrator user name has been successfully updated to User_1
```

## utils reset\_application\_ui\_administrator\_password

This command resets the application user interface administrator password.

### Command syntax

**utils reset\_application\_ui\_administrator\_password**

### Command Modes

Administrator (admin)

### Requirements

Command privilege level: 0

Allowed during upgrade: Yes

### Example

```
admin:utils reset_application_ui_administrator_password
New password:*****
Confirm new Password:*****
```

## utils service

This command allows starting, stopping, and restarting of the following services:

- System SSH
- Service Manager
- A Cisco DB
- Cisco Database Layer Monitor
- Cisco DRF Local
- Cisco DRF Master
- Cisco Tomcat
- Cisco Unified Serviceability RTMT
- Cisco Finesse Tomcat
- Cisco Unified CCX Cluster View Daemon
- Cisco Unified CCX Database
- Cisco Unified CCX Administration
- Cisco Unified CCX Serviceability
- Cisco Unified CCX Engine
- Cisco Unified CCX DB Perfmon Counter Service
- Cisco Unified CCX Notification Service
- Cisco Unified CCX Perfmon Counter Service

- Cisco Unified CCX SNMP Java Adapter
- Cisco Unified CCX WebServices
- Cisco Unified CCX Configuration API
- Cisco Unified CCX Voice Subagent
- Cisco Unified CCX Socket.IO Service
- Cisco Unified Intelligence Center Reporting Service
- Cisco Unified Intelligence Center Serviceability Service

### Command syntax

**utils service [option] [service-name]**

### Arguments

**option**—The option to stop, start, or restart a service.

**service-name**—The service which is to be stopped, started, or restarted.

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:utils service start Cisco Unified CCX Administration
Service Manager is running
Cisco Unified CCX Administration[STARTING]
Cisco Unified CCX Administration[STARTING]
Cisco Unified CCX Administration[STARTED]
Cisco Unified CCX Administration[STARTED]
```

## 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 Unified CCX.

**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 system switch-version

This command restarts and switches the system to the Unified CCX product release that is installed on the inactive partition.

### Command syntax

**utils system switch-version**

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

When the user initiates a switch version, system restart, or system shutdown from the CLI, a warning message is displayed and user confirmation is requested before Unified CCX proceeds with the command execution. This command is applicable for the following scenarios:

- The system detects that a switch version is in progress.
- The system detects that a previous switch version was abruptly terminated.



**Note** A switch version operation is abruptly terminated if a power reset or hard reboot is performed on the Unified CCX system when the operation is in progress.

### Example

```
admin:utils system switch-version

** There is no inactive side available **
```

## utils uccx database dbserver integrity

This command checks the integrity of the database server disk structures and displays results. It also checks the DB configuration integrity and performs a fix if integrity is broken. Detailed information is output to a text file. The Informix oncheck utility is used for the command.

### Command Syntax

**utils uccx database dbserver integrity****Requirements**

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

**Example**

```
admin:utils uccx database dbserver integrity
This operation may take a few minutes to complete. Please wait...

Output is in file: uccx/cli/DbServerIntegrity_1372844998930.txt

Command successful.
Starting DB config integrity check
This operation may take a few minutes to complete. Please wait...

Output is in file: uccx/cli/DbConfigIntegrity_1372845048816.txt
Use "file view activelog uccx/cli/DbConfigIntegrity_1372845048816.txt" command
to see output
Command successful.
```




---

**Note** The name of the file containing the output from all the checks performed is automatically generated by the command script. For the filename to be unique, the naming format is DbServerIntegrity\_<TIMESTAMP>.txt. This format ensures the uniqueness across processes and over time. The file path and filename are displayed after the completion of the operation.

---

**utils uccx list license**

This command lists the licenses that are uploaded into the uccx system.

**Command syntax****utils uccx list license****Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:utils uccx list license
The following licenses are uploaded in the system:
ccx90_pre_demo.lic
UCCXLicense.lic
ccx100_premium_300seat_allfeatures_dummy.lic
ccx90_enh_demo.lic
ccx_10.5-300_Seat_DummyLicense.lic
Command successful.
```

## utils uccx delete license licenseName

This command deletes a license, permanent or temporary, that is already uploaded into the Unified CCX system.



**Caution** Use this command with extreme care, because it will delete any license that has been uploaded to the Unified CCX system, without checking whether the license is a temporary or a permanent one. Use this command only to delete wrong or invalid permanent licenses. You can delete temporary licenses by using Unified CCX Administration.



**Note** For the single-node system, execute the delete command first, and then restart the Unified CCX node. For the HA system, execute the delete command separately on each of the two nodes, and then restart both the Unified CCX nodes in the cluster.

### Command syntax

**utils uccx delete license licenseName**

### Arguments

**licenseName** is deleted from the Unified CCX system

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:utils uccx delete license ccx10_premium_300seat.lic
Warning:
Deleting the license may have adverse effect on the working of the uccx system.
After deleting the license from all UCCX nodes, restart the UCCX nodes in the
cluster.
Are you sure you want to run this command?
Continue (y/n)?n
Exiting the command.
Command successful.
```

## utils uccx jtapi\_client update

This command updates the JTAPI Client version on the active partition on the Unified CCX box to match JTAPI version on the Unified Communications Manager. This command downloads the JTAPI Client from the Unified Communications Manager and checks whether the downloaded version needs to be installed. If the downloaded version needs to be installed, it installs the downloaded JTAPI Client and displays a message that the JTAPI Client was updated with the previous and the current versions. If the downloaded version does not need to be installed, it displays a message saying the same and displays the current JTAPI Client version.

The JTAPI client update occurs only on the local node and not the second node in case of an HA deployment.




---

**Note** After you run this command, you must reboot the Unified CCX server and restart all the Unified CCX services.

---

**Command syntax****utils uccx jtapi\_client update****Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:utils uccx jtapi_client update
Node ID: 1 -- Cisco JTAPI Client versions are consistent
Command successful.
```

## utils uccx prepend custom\_classpath

This command adds the CustomJarName to the classpath ahead of the system classpath.




---

**Note** You must use this command when there are common classes being used in the custom code as well as by Unified CCX and there is a version mismatch between the common classes that are being used.

---




---

**Caution** You must add the custom classpath only if the Custom class files have a newer version than the class files used by Unified CCX. Adding class files that are of older version at the start of the classpath could lead to system instability.

---

**Command syntax****utils uccx prepend custom\_classpath *[CustomJarName]*****Arguments****CustomJarName**—Custom jar filename to be prepended to classpath**Example**

```
admin:utils uccx add custom_classpath jsafe.jar
Command successful.
```

## utils uccx 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 uccx switch-version db-recover** to recover from this backup.

### Command Syntax

**utils uccx switch-version db-check**

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:utils uccx switch-version db-check
ccx 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 CCX 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 uccx switch-version db-recover" to restore the
DB from this backup.
```

## utils uccx 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 uccx switch-version db-recover**

### Requirements

Level privilege: 1

Command privilege: 1

Allowed during upgrade: No

### Example

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

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

```

There is a CCX 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 uccx syncusers

This command allows you to synchronize the Unified CCX user passwords with the security password.

### Command syntax

```
utils uccx syncusers
```

### Example

```

admin:utils uccx syncusers
Command successful.

```

## utils uccx syncctocuc

Synchronizes the users, teams and grants permissions to the reports and stock folders from Unified CCX to Unified Intelligence Center. The following are the configurations that are pushed from Unified CCX to Unified Intelligence Center:

- Users
- Teams
- Stock folders
- Reports
- Value lists

If you make any changes to the above mentioned configurations in Unified Intelligence Center, then such changes are overwritten during the sync.




---

**Note** If the sync fails, then running this command or the auto sync that is part of the purge schedule will not revoke the permissions for the previously-synced users or user groups.

---

### Command Syntax

```
utils uccx syncctocuc
```

### Example

```
admin:utils uccx syntocucic
Warning:
Synchronizing all the data to cuic will take some time.
Are you sure you want to run this command?
Continue (y/n)?y
Synchronization of the data from UCCX to CUIC is in progress...
Command successful.
```

## utils uccx icd clid status

This command allows you to view the current configuration parameter values for the Caller ID (CLID) feature.

### Command syntax

**utils uccx icd clid status**

### Example

```
admin:utils uccx icd clid status
CLID Feature: Disabled
CLID Text Header: Caller Details
CLID Text Prefix: Calling Party Number :
```

## utils uccx icd clid enable

This command allows you to enable the CLID feature.

Restart the Unified CCX Engine service for the changes to take effect.

In HA deployments, run this command separately on both the Unified CCX nodes.

After upgrade, run this command again to enable the CLID feature.

### Command syntax

**utils uccx icd clid enable**

### Example

```
admin:utils uccx icd clid enable
Successfully enabled the CLID feature
Please restart the "Cisco Unified CCX Engine" service for changes
to take effect
In case of Cisco Unified CCX HA cluster, enable the CLID feature in
remote node as well by running the CLI command
"utils uccx icd clid enable" on the remote node
```

## utils uccx icd clid disable

This command allows you to disable the CLID feature.

Restart the Unified CCX Engine service for the changes to take effect.

In HA deployments, run this command separately on both the Unified CCX nodes.

After upgrade, run this command again to disable the CLID feature.

### Command syntax

**utils uccx icd clid disable**

### Example

```
admin:utils uccx icd clid disable
Successfully disabled the CLID feature
Please restart the "Cisco Unified CCX Engine" service for changes
to take effect
In case of Cisco Unified CCX HA cluster, disable the CLID feature in
remote node as well by running the CLI command
"utils uccx icd clid disable" on the remote node
```

## utils uccx icd clid header

This command allows you to set the display header on the phone screen.

Restart the Unified CCX Engine service for the changes to take effect.

In HA deployments, run this command separately on both the Unified CCX nodes.

After upgrade, run this command again to set the values for the display header.

If the header string has space, enclose the entire string in double quotes.

You can set the header string to "" if you do not want to provide any values.

### Command syntax

**utils uccx icd clid header <header string>**

### Example

```
admin:utils uccx icd clid header "Caller Details"
Successfully set the CLID text header to "Caller Details"
Please restart the "Cisco Unified CCX Engine" service for changes
to take effect
In case of Cisco Unified CCX HA cluster, set the CLID text header in
remote node as well by running the CLI command
"utils uccx icd clid header <header string>" on the remote node
```

## utils uccx icd clid prefix

This command allows you to set the prefix string for the calling party number displayed on the phone screen.

Restart the Unified CCX Engine service for the changes to take effect.

In HA deployments, run this command separately on both the Unified CCX nodes.

After upgrade, run this command again to set the values for the prefix string.

If the prefix string has space, enclose the entire string in double quotes.

You can set the prefix string to "" if you do not want to provide any values.

### Command syntax

**utils uccx icd clid prefix <prefix string>**

### Example

```
admin:utils uccx icd clid prefix "Calling Party Number : "  
Successfully set the CLID text prefix to "Caller Party Number: "  
Please restart the "Cisco Unified CCX Engine" service for changes  
to take effect  
In case of Cisco Unified CCX HA cluster, set the CLID text prefix in  
remote node as well by running the CLI command  
"utils uccx icd clid prefix <prefix string>" on the remote node
```

## utils uccx security\_filter enable

Run this command to enable Unified CCX administration security filter settings.

In HA deployments, run this command separately on both the Unified CCX nodes.

### Command syntax

**utils uccx security\_filter enable**

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:utils uccx security_filter enable  
The status of security filter is: enabled  
Please restart Unified CCX service using  
'utils service restart Cisco Tomcat' for changes to take effect.  
In case of Cisco Unified CCX HA cluster, set the security filter in  
remote node as well.
```

## utils uccx security\_filter disable

Run this command to disable Unified CCX administration security filter settings.

In HA deployments, run this command separately on both the Unified CCX nodes.

### Command syntax

**utils uccx security\_filter disable**

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:utils uccx security_filter disable
The status of security filter is: disabled
Please restart Unified CCX service using
'utils service restart Cisco Tomcat' for changes to take effect.
In case of Cisco Unified CCX HA cluster, set the security filter in
remote node as well.
```

## utils uccx security\_filter status

Run this command to check the status of Unified CCX administration security filter flag.

### Command syntax

**utils uccx security\_filter status**

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

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

## utils uccx dbreplication dump configfiles

Run this command to append the data of dbreplication configuration files to a text file. This command is only available in the High Availability deployment of Unified CCX.

### Command syntax

**utils uccx dbreplication dump configfiles**

### Requirements

Level privilege: 1

Command privilege level: 0

Allowed during upgrade: No

### Example

```
admin:utils uccx dbreplication dump configfiles
Command Started
Output is in file: DbConfigFiles_120813161827.txt
Use "file view activelog uccx/cli/DbConfigFiles_120813161827.txt" command to view
the file
Use "file get activelog uccx/cli/DbConfigFiles_120813161827.txt" command to get
the file
Command Successful
```

## utils uccx database healthcheck

This command runs the database health check script, which checks the health of the Unified CCX database.

After the execution of this command, a health check report is generated. If any issues are found by this script then they are recorded in the health check report. A solution file is also generated that consists of suggested solutions for the problems reported in the health check report file.

### Command syntax

**utils uccx database healthcheck**

### Requirements

Level privilege: 1

Command privilege level: 0

Allowed during upgrade: No

### Example

```
admin:utils uccx database healthcheck
Command Started
This command may take few minutes to complete
UCCX database health report is available at:
/var/log/active/uccx/cli/healthcheck.rpt
UCCX database health report suggested solutions is available at:
/var/log/active/uccx/cli/healthcheck.soln
Use "file view activelog uccx/cli/healthcheck.rpt" command to view the file
Use "file get activelog uccx/cli/healthcheck.rpt" command to get the file
Use "file view activelog uccx/cli/healthcheck.soln" command to view the file
Use "file get activelog uccx/cli/healthcheck.soln" command to get the file
Command Successful
```

## utils uccx database dbperf start

Run this command to monitor the CPU and database utilization on the Unified CCX server.

After this command is executed, a successful execution message appears on the screen. This command runs in the background for the total duration specified in the command at periodic intervals and generates a file, which consists of the details related to CPU and database utilization.

### Command syntax

**utils uccx database dbperf start totalHours interval**

### Arguments

- **Interval**— Period of time between the execution / operation.
- **TotalHours**—Total duration of the execution.

### Requirements

Level privilege: 1

Command privilege level: 0

Allowed during upgrade: No

### Example

```
admin: utils uccx database dbperf start 10 20
The script runs every 20 minutes over a total duration of 10 hours.
Please collect files after 10 hours
Use "file get activelog uccx/cli/dbperf_250913131546.log" to get the file
Use "file view activelog uccx/cli/dbperf_250913131546.log" to view the file
Command Successful
```

## utils uccx database dbperf stop

Run this command to stop the current active instance of **utils uccx database dbperf start** before it runs to completion.

### Command syntax

**utils uccx database dbperf stop**

### Requirements

Level privilege: 1

Command privilege level: 0

Allowed during upgrade: No

### Example

```
admin:utils uccx database dbperf stop
Execution of dbperf has been stopped
Command Successful
```

## File Commands

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

### file uccx view

Use this command to view custom files created by Unified CCX scripts.

### Command syntax

**file uccx view custom\_file file-spec**

### Arguments

**file-spec**—(Mandatory) The file to view. The file-spec must resolve to a single file. File-spec can contain asterisks (\*) as wildcards, providing it resolves to a single file.

### Options

None

### Requirements

Level privilege: 0

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:file uccx view custom_file test.txt
```

## file uccx list custom\_file

This command lists custom files that were created by Unified CCX scripts.

### Command syntax

**file uccx list custom\_file file-spec [options]**

### Arguments

**file-spec**—(Mandatory) The file to view. File-spec can contain asterisks (\*) as wildcards.

### 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 uccx list custom_file * detail
08 Dec,2009 16:56:11 0 text.txt

dir count = 0, filecount = 1
```

## file uccx list prompt\_file

This command lists prompt files created for various locales.

### Command syntax

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

```
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
```

## file uccx get

This command transfers the custom files created by Unified CCX scripts outside the box.

### Command syntax

**file uccx get custom\_file file-spec [options]**

### Arguments

**file-spec**—(Mandatory) File to transfer. File-spec can contain asterisks (\*) as wildcards.

### Options

**reltime**—(Mandatory) File to transfer. File-spec can contain asterisks (\*) as wildcards.

**abstime**—(Mandatory) Absolute time to filter.

**match**—Search pattern to filter.

**recurs**—Obtains all the files located in file-spec and subdirectories

**compress**—Transfers files as compressed file

### Requirements

Level privilege: 0

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:file uccx get custom_file text.txt abstime 00:00:12/01/08 01:00:12/30/08
```

## file uccx tail

This command will tail a custom file that was created by a Unified CCX script.

### Command syntax

**file uccx tail custom\_file file-spec [options]**

### Arguments

**file-spec**—(Mandatory) File to tail.

### Options

**hex,[num lines],regexp "expression"**

**recent**—To tail the most recently changed file in the directory.

### Requirements

Level privilege: 0

Command privilege level: 1

Allowed during upgrade: No

### Example

Tail file starting with the last ten lines with pagination enabled:

```
admin:file uccx tail custom_file text.txt page 102005-08-03 15:01:41,248 DEBUG
[main] - cmdMVL size = 0
2005-08-03 15:01:41,248 INFO [main] - adding command in level3 (password/security)
2005-08-03 15:01:41,249 DEBUG [main] - begin for level4, topVL size = 0
2005-08-03 15:01:41,250 DEBUG [main] - begin for level4, topVL size = 0
2005-08-03 15:01:41,256 DEBUG [main] - begin for level3, topVL size = 0
2005-08-03 15:01:41,257 DEBUG [main] - begin for level2, topVL size = 0
2005-08-03 15:01:41,884 INFO [main] - merging complete
2005-08-03 15:06:27,619 INFO [main] - got to save history
2005-08-03 15:06:27,620 INFO [main] - Exiting CLI
```

## file uccx dump

This command dumps the contents of a file on the Unified CCX custom files area.

### Command syntax

**file uccx dump custom\_file file-spec [options]**

### Arguments

**file-spec**—(Mandatory) File to dump.

### Options

**hex, regexp "expression"**

**recent**—To dump the most recently changed file in the directory

### Requirements

Level privilege: 0

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:file uccx dump custom_file text.txt
23640935: Dec 06 22:59:43.407 IST Unable to process call,
Exception=java.lang.NullPointerException
23640936: Dec 06 22:59:43.407 IST java.lang.NullPointerException
```

## file uccx delete

This command deletes a custom file that was created by a Unified CCX script. The command deletes one or more files on the Unified CCX custom files area.




---

**Note** Files that are in use cannot be deleted.

---

### Command Syntax

**file uccx delete custom\_file file-spec [options]**

**Arguments**

**file-spec**—(Mandatory) File to delete. File-spec can contain asterisk (\*) as a wildcard.

**Options**

**detail, noconfirm**

**Requirements**

Level privilege: 0

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:file uccx delete custom_file log/*.log det noconfirm
deleting file : log/cli00001.log
deleting file : log/cli00002.log
deleting file : log/cli00003.log
deleting file : log/cli00004.log
files:          found = 4, deleted = 4
```

## High Availability Commands



---

**Note** If the Unified CCX database in either of the node is down or is Out of Service, High Availability commands do not work.

---

### show uccx dbreplication tables

This command is only available in the High Availability deployment of Unified CCX. This commands list all the database tables which are involved in replication in the high availability deployment.

**Command syntax**

**show uccx dbreplication tables** *[options]*

**Options**

**Page**—Displays the output one page at a time

**File**—Stores the output to a file and displays the filename

**Requirements**

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

**Example**

```

admin:show uccx dbreplication tables
This operation may take a few minutes to complete. Please wait...

CURRENTLY DEFINED REPLICATES
-----
REPLICATE:      template_db_cra_pshree_dactyl_sub_uccx_1_2_agentstatedetail
STATE:          Active ON:g_pshree_dactyl_pub_uccx
CONFLICT:       Timestamp
FREQUENCY:      immediate
QUEUE SIZE:     0
PARTICIPANT:    db_cra:informix.agentstatedetail
OPTIONS:        transaction,ris,ats,fullrow
REPLID:         131075 / 0x20003
REPLMODE:       PRIMARY ON:g_pshree_dactyl_pub_uccx
APPLY-AS:       INFORMIX ON:g_pshree_dactyl_pub_uccx
REPLTYPE:       Master

.....
.....
.....

REPLICATE:      template_fcrassvr_pshree_dactyl_sub_uccx_3_3_fcrascallogweek
STATE:          Active ON:g_pshree_dactyl_pub_uccx
CONFLICT:       Timestamp
FREQUENCY:      immediate
QUEUE SIZE:     0
PARTICIPANT:    fcrassvr:informix.fcrascallogweek
OPTIONS:        transaction,ris,ats,fullrow
REPLID:         131104 / 0x20020
REPLMODE:       PRIMARY ON:g_pshree_dactyl_pub_uccx
APPLY-AS:       INFORMIX ON:g_pshree_dactyl_pub_uccx
REPLTYPE:       Master

Command successful.
admin:

```

## show uccx dbreplication servers

This command is only available in the High Availability deployment of Unified CCX. This command lists all the database servers which are involved in replication in the high availability deployment and whether replication is still connected or if replication is broken.

### Command syntax

**show uccx dbreplication servers** *[options]*

### Options

- **Page**—Displays the output one page at a time
- **File**—Stores the output to a file and displays the filename

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

### Example

```
admin:show uccx dbreplication servers
SERVER                ID STATE   STATUS   QUEUE  CONNECTION CHANGED
-----
10.76.253.106         110 Active  Connected  0 Apr  7 22:01:19
10.76.253.107         100 Active   Local      0
```

## utils uccx modify remote\_IPAddress

This command is available only in the High Availability deployment of Unified CCX. This command updates IP address of remote node in the server. Use this command during IP address change of remote node.



**Note** Use this command only when the IP address of the other node is going to be changed. After you run this command, reboot the Unified CCX server and restart all the Unified CCX services.

### Command syntax

```
utils uccx modify remote_IPAddress <remote_server_old_ip_address> <remote_server_new_ip_address>
```

### Arguments

**remote\_server\_old\_ip\_address**—Old IP address of the remote server

**remote\_server\_new\_ip\_address**—New IP address of the remote server

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:utils uccx modify remote_IPAddress 10.76.253.82 10.76.253.83
Old Remote IP Address: 10.76.253.82
New Remote IP Address: 10.76.253.83
```

This command should be executed only in case you are changing IP Address of remote server.

Are you sure you want to run this command?

Continue (y/n)?y

Command successful.

## utils uccx modify remote\_hostname

This command is available only in the High Availability deployment of Unified CCX. This command updates hostname of remote node in the server. Use this command during hostname change of remote node.



**Note** Use this command only when the hostname of the other node is changed.

After you run this command, reboot the Unified CCX server and restart all the Unified CCX services.

**Command syntax**

```
utils uccx modify remote_hostname <remote_server_old_hostname> <remote_server_new_hostname>
```

**Arguments**

**remote\_server\_new\_hostname**—New hostname of the remote server

**remote\_server\_old\_hostname**—Old hostname of the remote server

**Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:utils uccx modify remote_hostname uccx-node-1 uccx-node-2
Old Remote Hostname: uccx-node-1
New Remote Hostname: uccx-node-2
```

This command should be executed only in case you are changing Host name of remote server.

Are you sure you want to run this command?

Continue (y/n)?y

Command Successful.

## utils uccx database forcedatasync

This command gets the data from the other node in the cluster, effectively overwriting the data on this node.

**Command syntax**

```
utils uccx database forcedatasync
```

**Arguments**

None

**Options**

None

**Requirements**

Level privilege: 1

Command privilege level: 0

Allowed during upgrade: No

**Example**

```
admin: utils uccx database forcedatasync
Are you sure you want to overwrite the local database? (y/n).
Command successful.
```

## utils uccx setuppubrestore

This command sets up a passwordless communication between Unified CCX cluster nodes. Passwordless communication is required to perform the restore operation. Execute this command only on the subscriber node. Use this command while running restore using the "Publisher Only" option.



**Note** This command is available only in high availability mode.

### Command syntax

**utils uccx setuppubrestore**

### Example

```
admin:utils uccx setuppubrestore
```

## utils uccx dbreplication setup

This command is available only in the High Availability deployment of Unified CCX. This command is used to set up database replication. The command can be executed on any node and it sets up database replication in the cluster.

### Command syntax

**utils uccx dbreplication setup**

### Options

**Page**—Displays the output one page at a time

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:utils uccx dbreplication setup
The DB replication for the UCCX cluster has been setup.
```

## utils uccx dbreplication status

This command is available only in the High Availability deployment of Unified CCX. This command is used to check the Unified CCX database replication status.

### Command syntax

**utils uccx dbreplication status**

### Options

None

**Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```

utils uccx dbreplication status
SERVER                ID STATE   STATUS   QUEUE  CONNECTION CHANGED
-----
g_alpha_ha_n1_uccx   1 Active  Connected  0 Aug  8 18:45:26
g_alpha_ha_n2_uccx   2 Active  Local      0
-----

REPLICATE                                                    STATE
-----
db_cra:informix.agentconnectiondetail                       Active
db_cra:informix.contactcalldetail                           Active
db_cra:informix.contactroutingdetail                         Active
db_cra:informix.eememailstatusdescription                   Active
db_cra:informix.eemreasoncodedescription                    Active
db_cra:informix.eemcontactemaildetail                       Active
db_cra:informix.eememailagentstatedetail                    Active
db_cra_repository:informix.promptsfoldertbl                  Active
db_cra_repository:informix.promptsfiletbl                    Active
db_cra_repository:informix.grammarsfiletbl                   Active
db_cra_repository:informix.documentsfiletbl                  Active
db_cra_repository:informix.sysgrammarsfiletbl                Active
db_cra_repository:informix.latestsynchedtime                 Active
fcrassvr:informix.fcrascallogweek                            Inactive
fcrassvr:informix.fcrasrecordlog                             Inactive
fcrassvr:informix.latestsynchedtime                          Inactive
db_cra:informix.agentstatedetail                             Active
db_cra_repository:informix.scriptsfiletbl                    Active
fcrassvr:informix.fcrascallogtoday                           Inactive
db_cra:informix.monitoredresourcedetail                      Active
db_cra:informix.latestsynchedtime                            Active
db_cra:informix.eemactiveemail                               Active
db_cra_repository:informix.grammarsfoldertbl                 Active
db_cra_repository:informix.documentsfoldertbl                Active
db_cra_repository:informix.scriptsfoldertbl                  Active
fcrassvr:informix.fcrasstatelogs                             Inactive
db_cra:informix.contactqueuedetail                           Active
db_cra:informix.remotemonitoringdetail                       Active
db_cra:informix.eemstatedescription                          Active
db_cra:informix.eemqueueagentdetail                          Active
db_cra_repository:informix.sysgrammarsfoldertbl              Active
-----

```

**utils uccx dbreplication templatestatus**

This command is available only in the High Availability deployment of Unified CCX. This command is used to see the template status of the database replication.

**Command syntax**

```
utils uccx dbreplication templatestatus
```

**Options**

**Page**—Displays the output one page at a time

**Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:utils uccx dbreplication templatestatus
The DB replication templatestatus is as follows.
```

## utils uccx dbreplication repair

This command is available only in the High Availability deployment of Unified CCX. You can run this command on any node. This command repairs mismatched data between cluster nodes; it does not repair replication setup. The command initiates the repair, which executes in the background. To monitor the status of the repair process, the user must go to the data store control center in Serviceability Administration. For more information, see the *Cisco Unified Contact Center Express Serviceability Administration Guide* available at: <https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html>.

**Command syntax:**

**utils uccx dbreplication repair [database\_name]|all**

**Arguments**

**[database\_name]|all**—(Mandatory) Database\_name, which database to repair replication on. (Argument)  
all—Fix replication on all nodes.

**Options**

**Page**—Displays the output one page at a time

**Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:utils uccx dbreplication repair all
Repair has been initiated in the background...
Please go to Data Control Center in Serviceability Admin to monitor the status
of the repair.
```

## utils uccx dbreplication start

This command is available only in the High Availability deployment of Unified CCX. This command is used to start the database replication. Run this command on any node to start database replication in the entire cluster.

### Command syntax

**utils uccx dbreplication start**

### Options

**Page**—Displays the output one page at a time

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:utils uccx dbreplication start
The DB replication for the UCCX cluster has been started.
```

## utils uccx dbreplication stop

This command is available only in the High Availability deployment of Unified CCX. This command is used to stop database replication. Run this command on any node to stop database replication in the entire cluster.

### Command syntax

**utils uccx dbreplication stop**

### Options

**Page**—Displays the output one page at a time

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:utils uccx dbreplication stop
The DB replication for the UCCX cluster has been stopped.
```

## utils uccx dbreplication reset

This command is available only in the High Availability deployment of Unified CCX. This command is used to reset the database replication. Resetting replication involves the following activities, in the same order, and is equivalent to the commands presented in parentheses.

- Remove database replication (utils uccx dbreplication teardown)
- Setup database replication (utils uccx dbreplication setup)
- Initiate a data repair process for all the databases (utils uccx dbreplication repair all)

**Command syntax****utils uccx dbreplication reset****Options**

**Page**—Displays the output one page at a time

**Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:utils uccx dbreplication reset
The DB replication for the UCCX cluster has been reset.
```

## utils uccx dbreplication teardown

This command is available only in the High Availability deployment of Unified CCX. This command is used to remove the database replication. Running this command on any node with the cluster removes database replication between all nodes.

**Command syntax****utils uccx dbreplication teardown****Options**

**page**—Displays the output one page at a time

**Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

**Example**

```
admin:utils uccx dbreplication teardown
The DB replication for the UCCX cluster has been teardown.
```

# Cisco Finesse Commands

## utils reset\_3rdpartygadget\_password

Run this command to set or reset the password of the 3rdpartygadget account (where password is the new password for the account).

Use the 3rdpartygadget account to upload third-party gadgets to the Cisco Unified CCX Server so that you can use the gadgets from Cisco Finesse. Before you use this account, you must set the password.



---

**Note** The password length must be between 5 and 32 characters long and must not contain spaces or double quotes.

---

### Command syntax

**utils reset\_3rdpartygadget\_password**

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

```
admin: utils reset_3rdpartygadget_password
New Password:
Confirm New Password:

Updating password for 3rdpartygadget...

Password updated successfully.
admin
```



---

**Note** Password values entered by the user is not echoed on the console.

---

# Cisco Unified Intelligence Center Commands

## show cuic component-status

This command shows the status of the Unified Intelligence Center components. The *Component name* parameter is mandatory.

### Command syntax

**show cuic component-status** *Component name*

**Component name**

- **CuicStatus**—Shows status of Unified Intelligence Center web engine and the DB replication
- **DBRepStatus**—Shows status of database replication on this node
- **DBStatus**—Shows the database status
- **EmailStatus**—Shows status of the emailer component
- **SchedulerStatus**—Shows status of the report scheduler
- **DataSourceConnectionStatus**—Shows a data source connection status

#### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: No

#### Example

```
admin:show cuic component-status EmailStatus
```

## show cuic properties

This command shows information about Cisco Unified Intelligence Center properties.

#### Command syntax

**show cuic properties [options]**

#### Options

- **host-to-ip**—Current host-to-IP translation for the Cisco Unified Intelligence Center databases in the cluster
- **http-enabled**—Displays the value *on* or *off* depending on the current value that is set for the http-enabled property
- **purge-retention**—Number of days data is retained in the Cisco Unified Intelligence Center database before it is purged
- **purge-time**—Time of day and the regular interval in minutes when the Cisco Unified Intelligence Center database is purged
- **session-timeout**—Session timeout for the Cisco Unified Intelligence Center web applications

#### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

#### Example

```
admin:show cuic properties purge-retention
purge_retention
=====
1
```

## show cuic tech

### Command syntax

This command provides technical details on the Cisco Unified Intelligence Center setup, such as database tables, triggers, procedures and so on.

### show cuic tech procedures

This command displays the stored procedures in use for the database.

### show cuic tech systables

This command displays the names of all the tables in the Unified Intelligence Center database.

### show cuic tech dbschema

This command displays the database schema in a CSV file. This displays output to a `.csv` file.

### show cuic tech table table\_name

The command shows the contents of a table on the Unified Intelligence Center database. This displays output to a `.out` file.

### show cuic tech triggers

This command displays Unified Intelligence Center table names and the triggers associated with those tables.

### show cuic tech table cuicreport

This command redirects the contents of the specified database table into a file.

### Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

### Example

```
admin:show cuic tech dbschema
-----show cuic tech dbschema-----
Database schema
Output is in /cm/trace/dbi/dbSchema1331705967878.csv
Use "file view activelog/cm/trace/dbi/dbSchema1331705867878.csv" command to see
output
```

```
admin:show cuic tech systables
-----Show cuic tech system tables-----
SYSTEM TABLES
tablename
=====
GL_COLLATE
GL_CTYPE
```

```

VERSION
cdr_deltab_000657
cdr_deltab_000658
cdr_deltab_000659
cdr_deltab_000660
cdr_deltab_000661
cdr_deltab_000662
cdr_deltab_000663
cdr_deltab_000664
cdr_deltab_000665
cdr_deltab_000666
cdr_deltab_000667
cdr_deltab_000668
cdr_deltab_000669
cdr_deltab_000670
cdr_deltab_000671
cdr_deltab_000672
cdr_deltab_000673
cdr_deltab_000674

```

```

admin:show cuic tech table ?
Syntax:
  show cuic tech table table_name
  table_name mandatory table name

```

```

admin:show cuic tech triggers
-----show cuic tech triggers-----

Triggers
tablename  trigger
=====

cuiccategory      tr_del_category
cuiccategory      tr_ins_category
cuiccategory      tr_upd_category
cuiccollection    tr_del_collection
cuiccollection    tr_ins_collection
cuiccollection    tr_upd_collection
cuicdashboard     tr_del_dashboard
cuicdashboard     tr_ins_dashboard
cuicdashboard     tr_upd_dashboard
cuicdatasource    tr_del_datasource
cuicdatasource    tr_ins_datasource
cuicdatasource    tr_upd_datasource
cuicreport        tr_del_report
cuicreport        tr_ins_report
cuicreport        tr_upd_report
cuicreportdefinition tr_del_reportdefinition
cuicreportdefinition tr_ins_reportdefinition
cuicreportdefinition tr_upd_reportdefinition
cuicuser          tr_upd_userdefaultgroup
cuicvaluelist     tr_del_valuelist
cuicvaluelist     tr_ins_valuelist

```

## show cuic trace

This command shows the log level and trace masks of the given subsystem. If the logging level is set to DEBUG, the trace mask is displayed. If the logging level is set to INFO, the trace masks are not displayed.

The command is case sensitive and can only be run on the Controller node.

To set traces on the member nodes, use the Operations Console command **Device Management > Log And Trace Settings**.

### Command syntax

**show cuic trace cuicserver [options]**

### Options

This consists of the subsystems of Unified Intelligence Center. The various subsystems available are:

- CUIC
- Infrastructure
- CUIC\_MODEL\_OBJECTS
- CUIC\_DATA\_PROCESSING
- CUIC\_SECURITY
- CUIC\_DISPLAY
- CUIC\_MIGRATION
- CUIC\_USER\_HISTORY
- CUIC\_JSP
- CUIC\_STATISTICS

### Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: No

### Example

```
admin:show cuic trace cuicserver Infrastructure
Log levels are not set - assumed to be Basic
Since log level is basic trace masks are not in effect for Infrastructure
```

## set cuic properties

Use these commands to set values for the Unified Intelligence Center database and session timeout.

### Command syntax

**set cuic properties host-to-ip**

### Parameter

**host**—Enter the value for the host DNS name for the server, as displayed on the Data Sources interface

**ip\_address**—Enter the IP address of the server for the historical or real-time database

**set cuic properties session-timeout**

**Parameter**

**#numberOfSeconds**—This command sets the session timeout for the Unified Intelligence Center Reporting web application. The default is 14,400 seconds (4 hours).

**Requirements**

Level privilege: 0

Command privilege Level: 0

Allowed during upgrade: Yes

**Example**

```
admin:set cuic properties session-timeout 1900
Value has been successfully set
```

## unset cuic properties

Use this command to unset the translation of host-to-IP hostname.

**Command syntax**

**unset cuic properties host-to-ip [hostname]**

**Requirements**

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

**Example**

```
admin:unset cuic properties host-to-ip ccxbox1
```

## set cuic syslog

**Command syntax**

**set cuic syslog [disable|enable]**

**Options**

- **disable**—To disable Cisco Unified Intelligence Center application remote syslogs
- **enable**—To enable Cisco Unified Intelligence Center application remote syslogs

**Requirements**

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

**Example**

```
admin:set cuic syslog enable
```

## set cuic trace

Use these commands to set or change the log levels and trace setting for the subsystems of two server processes (cuicserver and oampserver) to basic or detailed.

### Command Syntax

**set cuic trace basic** *cuicserver* [*subsystem*] *none*

**set cuic trace basic** *oampserver* [*subsystem*] *none*

**set cuic trace infrastructure** *cuicserver* [*subsystem*] [*TRACE\_FLAGS* | *none*]

**set cuic trace infrastructure** *oampserver* [*subsystem*] [*TRACE\_FLAGS* | *none*]

**set cuic trace subsystem** *cuicserver* [*subsystem*] [*trace\_mask1* *trace\_mask2*]

**set cuic trace subsystem** *oampserver* [*subsystem*] [*trace\_mask1* *trace\_mask2*]

For cuicserver, the valid subsystems are:

- Infrastructure
- CUIC
- CUIC\_MODEL\_OBJECTS
- CUIC\_DATA\_PROCESSING
- CUIC\_SECURITY
- CUIC\_DISPLAY
- CUIC\_MIGRATION
- CUIC\_USER\_HISTORY
- CUIC\_JSP
- CUIC\_STATISTICS

For oampserver, the valid subsystems are:

- Infrastructure
- OAMP\_BO
- OAMP
- WSM\_BO

Detailed log levels are set by enabling trace flags, which allows debug statements to appear in the logs. You can control debug tracing for specific functionalities (specified in the TRACE flag name), within specific subsystem components.

*basic* indicates to set a basic level of tracing. With this setting, messages and warnings are displayed.

*detailed* indicates to set a debug level and allows you to turn on tracing for specific components.

*subsystem* indicates the subsystem you are setting and displays the list of all valid subsystems.

*none* indicates that you do not want to set a flag for tracing.

**Requirements**

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: Yes

**Example**

```
admin:set cuic trace basic cuicserver CUIC_SECURITY
Log level updated successfully. Trace masks are cleared
```

## utils cuic purge

**Command Syntax****utils cuic purge**

This command runs a manual purge of the cuic database tables. You might do this if you receive an alert that the database is nearing capacity and you do not want to wait for the daily automatic purge.

The tables purged are:

- CuicDataSetInfo
- CuicDataSet
- CuicReportDefinitionFilter
- CuicReportDefinitionFilterField
- CuicReportDefinitionFilterParameter
- CuicCollection
- CuicCollectionValue

This command prompts for the password of the administration user. When the password is confirmed, the purge runs immediately.

**Options**

None

**Requirements**

Level privilege—1

Command privilege level—1

Allowed during upgrade—Yes

**Example**

```
admin:utils cuic purge
Executed Purge Sucessfully
```

