Command Line Interface

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

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

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.

Additional CLI Commands

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

https://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

The following Unified Operating System commands are **not applicable** to Unified CCX :

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

- file view license
- set cert bulk
- set dscp
- set network cluster publisher
- set network dhcp
- set network ipv6 dhcp
- set network ipv6 service
- set network ipv6 static_address
- show ctl
- show dscp
- show itl
- show network ipv6 settings
- show tech ccm_service
- run loadxml
- utils sso unavailable

Important When **file get** CLI command is used with the **abstime** as an option to collect log files, this filters the files based on the last modified timestamp. If the last modified time is updated, this CLI may not give desired results. Use the log collection feature in RTMT instead to collect the log files.

Show Commands

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

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

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 *Cisco Unified Contact Center Express Administration and Operations Guide* .

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 commands 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 livedata connections

This command displays the status of the Socket.IO service and the following details of the LiveData connection:

- Total Active Client Connections to Socket.IO server.
- Total Long Polling clients connected to Socket.IO server.

Command syntax

show uccx livedata connections

Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

Example

```
admin:show uccx socketio connection
Server Status: Active
Client Count: 2 (polling: 1)
```

```
Command successful.
```

show tls server min-version

This command allows you to show the minimum TLS version in the server that is currently configured.

Command syntax

show tls server min-version [tls server minVersion]

Options

tls server minVersion—Refers to 1.0 (TLS Version 1.0), 1.1 (TLS Version 1.1), and 1.2 (TLS Version 1.2)

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:show tls server min-version
The server tls min-version is set to 1.2
Command successful
```

show tls client min-version

This command allows you to show the minimum TLS version in the client that is currently configured.

Command syntax

show tls client min-version [tls client minVersion]

Options

tls client minVersion—Refers to 1.0 (TLS Version 1.0), 1.1 (TLS Version 1.1), and 1.2 (TLS Version 1.2)

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:show tls client min-version
The client tls min-version is set to 1.2
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
 configschemacolumn
 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_sbspace               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_sbspace_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                                     #RSAM    total      used       dynamic
id       user     tty      pid      hostname threads  memory     memory     explain
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*O0        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*O0        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 descrip11_3_,
    campaignen0_.enabled as enabled3_, campaignen0_.endTime as endTime3_,
    campaignen0_.maxAttempts as maxAtte14_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 dbserver 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.
```

show vmtools version

This command displays the current version of the vmtools that are installed on the system.

Command syntax

```
show vmtools version
```

Requirements

Level privilege: 0

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:show vmtools version
Current VMWare Tools running version: 10.0.9.55972 (build-3917699)
```

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 subcomponents.

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 Unified CCX. 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 tls server min-version

This command allows you to configure the minimum TLS version in the server that can be used for inbound SSL connections. You must restart the system for the changes to take effect.

Note When you upgrade Unified CCX, you must reinstall the Cisco Unified CCX Editor and Cisco Unified Real-Time

Monitoring Tool.

Command syntax

set tls server min-version [tls server minVersion]

Options

tls server minVersion—Refers to 1.0 (TLS Version 1.0), 1.1 (TLS Version 1.1), and 1.2 (TLS Version 1.2)

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:set tls server min-version 1.2
**WARNING** If you are lowering the TLS version it can lead to security issues
**WARNING**
Do you really want to continue (yes/no) ? yes
Execute this command in the other nodes of the cluster.
Restart the system using the command 'utils system restart' for the changes to
take effect
Command successful
```

set tls client min-version

This command allows you to configure the minimum TLS version in the client that can be used for outbound SSL connections. You must restart the system for the changes to take effect.

Note In a high availability (HA) deployment, run this CLI command on both the nodes of the cluster. Restart both the nodes after executing the CLI command.

Command syntax

set tls client min-version [tls client minVersion]

Options

tls client minVersion—Refers to 1.0 (TLS Version 1.0), 1.1 (TLS Version 1.1), and 1.2 (TLS Version 1.2)

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:set tls client min-version 1.2
**WARNING** If you are lowering the TLS version it can lead to security issues
**WARNING**
Do you really want to continue (yes/no) ? yes
Execute this command in the other nodes of the cluster.
Restart the system using the command 'utils system restart' for the changes to
take effect
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**.

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**.

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 rmcm

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**.

Command syntax

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

Arguments

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

Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: No

Example

```
admin: set uccx provider ip rmcm 10.78.14.140
UCCX RMCM 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 adminstrator 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.

set authmode

This command is used to set the authentication mode.

Command syntax

set authmode <non_sso>

Options

non_sso - to set authentication to Non-SSO mode.

Requirements

Level privilege: 4

Command privilege level: 4

Allowed during upgrade: No

Example

```
admin:set authmode non_sso
```

set uccx asr count clear

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

Command syntax

set uccx asr count clear

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:set uccx asr count clear
ASR reset successfully

Command successful.
```

set uccx tts count clear

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

Command syntax

set uccx tts count clear

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:set uccx tts count clear
ASR reset successfully

Command successful.
```

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 start, stop, activate, deactivate, list, auto-restart and restart of the following services:

- System SSH
- Service Manager
- Entropy Monitoring Daemon

- Cisco SCSI Watchdog
- A Cisco DB
- A Cisco DB Replicator
- Cisco AMC Service
- Cisco Audit Event Service
- Cisco CDP
- Cisco CDP Agent
- Cisco CallManager Serviceability
- Cisco Certificate Change Notification
- Cisco Certificate Expiry Monitor
-
- Cisco Database Layer Monitor
- Cisco DRF Local
- Cisco DRF Master
- Cisco Finesse Tomcat
- Cisco Identity Service
- Cisco Log Partition Monitoring Tool
- Cisco RIS Data Collector
- Cisco RTMT Reporter Servlet
- Cisco Syslog Agent
- Cisco Tomcat
- Cisco Tomcat Stats Servlet
- Cisco Trace Collection Service
- Cisco Trace Collection Servlet
- Cisco Unified Serviceability RTMT
- Cisco Finesse Tomcat
- Cisco Unified CCX Administration
- Cisco Unified CCX CVD Dependent Webapp
- Cisco Unified CCX Cluster View Daemon
- Cisco Unified CCX Configuration API
- Cisco Unified CCX DB Perfmon Counter Service
- Cisco Unified CCX Database

- Cisco Unified CCX Engine
- Cisco Unified CCX Notification Service
- Cisco Unified CCX Perfmon Counter Service
- Cisco Unified CCX SNMP Java Adapter
- Cisco Unified CCX Serviceability
- Cisco Unified CCX Socket.IO Service
- Cisco Unified CCX Voice Subagent
- Cisco Unified CCX WebServices
- Cisco Unified Intelligence Center Reporting Service
- Cisco Unified Intelligence Center Serviceability Service
- Cisco Unified Serviceability RTMT
- Cisco Web Proxy Service
-
- Host Resources Agent
- MIB2 Agent
- Platform Administrative Web Service
- Platform Communication Web Service
- SNMP Master Agent
- SOAP -Log Collection APIs
- SOAP -Performance Monitoring APIs
- SOAP -Real-Time Service APIs
- System Application Agent
- Cisco DirSync
- Cisco Serviceability Reporter

Command syntax

utils service [option] [service-name]

Arguments

option—The option to {start | stop | activate | deactivate | list | auto-restart | restart} a service.

service-name—The name of the service.

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

CustomeJarName—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 synctocuic

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 synctocuic

Example

```
admin:utils uccx synctocuic
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
```

utils ids sync-security-config

This command is used to synchronize the security configuration files from the primary node to secondary node.

Note This CLI is available only on the secondary node(s) in a cluster.

Command Syntax

utils ids sync-security-config

Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: True

Example

```
admin:utils ids sync-security-config
```

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, file count = 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 asteriks (*) 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 noconfirmdeleting 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_fcrascalllogweek
STATE:            Active ON:g_pshree_dactyl_pub_uccx
CONFLICT:         Timestamp
FREQUENCY:        immediate
QUEUE SIZE:       0
PARTICIPANT:      fcrassvr:informix.fcrascalllogweek
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 commands list 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.fcrascalllogweek                      Inactive
fcrassvr:informix.fcrasrecordlog                        Inactive
fcrassvr:informix.latestsynchedtime                     Inactive
db_cra:informix.agentstatedetail                        Active
db_cra_repository:informix.scriptsfiletbl               Active
fcrassvr:informix.fcrascalllogtoday                     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.fcrasstatelogtoday                    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 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 activites, 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 Finesse Trace Logging

Use the following commands to toggle trace logs for Cisco Finesse, enable trace logs for Finesse IPPA, and enable debug logs for realm.

Note Enabling trace logging may cause an overload in the system and must be used for debugging purposes only.

- **utils finesse trace enable**:

This command allows you to:

  - Enable trace logs for Cisco Finesse.
  - Turn on command dispatcher logs.
  - Enable trace logs for Finesse IPPA.
  - Enable debug logs for Realm.

- **utils finesse trace disable**

  This command allows you to:

  - Disable trace logs for Cisco Finesse.
  - Turn off command dispatcher logs.
  - Disable trace logs for Finesse IPPA.
  - Disable debug logs for Realm.

Note After execution of each command, wait for 60 seconds for the changes to take effect.

- **utils finesse trace status**

  This command allows you to displays status as:

  - Enabled - When all four actions are enabled.
  - Disabled - When all four actions are disabled.

If all actions are not enabled or disabled, a warning message is displayed.

Toaster Notifications

Toaster notifications are enabled by default after a fresh installation of Cisco Finesse. Use the following CLI commands to disable, enable, and check the status of the toaster notifications:

- **utils finesse toaster enable [closeTimeout]**: This command enables the Cisco Finesse toaster notification.

  While enabling toaster notification, use the **closeTimeout** parameter (timeout in seconds) to set the time interval after which toaster automatically closes. If no parameter is specified, timeout is set to 8 seconds by default. The valid range for timeout activity is between 5-15 seconds. The browser must be refreshed for timeout changes to take effect.

Note The configured timeout for browser notifications depends on the operating system and browser settings. The timeout value is honored in Chrome browser in Windows OS. However, the other supported browsers do not honor the configured notification timeout value consistently.

- **utils finesse toaster disable**: This command disables the Cisco Finesse toaster notification.
- **utils finesse toaster status**: This command displays the status (enable or disable) of the Cisco Finesse toaster notification.

Note Cisco Finesse Toaster Notification does not work with Internet Explorer browser.

Finesse IPPA Inactivity Timeout

Use the following CLI commands to enable or disable the Inactivity Timeout feature in Finesse IPPA. You must either disable the Finesse Inactivity Timeout feature or increase the timeout in the range of 120 seconds to one day (in seconds), so that the Finesse IPPA agent is not logged out if on any other screen:

- **utils finesse ippa_inactivity_timeout enable**: This command enables Finesse IPPA Inactivity Timeout.

  Note The default time set for inactivity timeout is 120 seconds.

- **utils finesse ippa_inactivity_timeout disable**: This command disables Finesse IPPA Inactivity Timeout.

  Note When inactivity timeout is disabled, you will not be logged out of Finesse IPPA, if the agent is on any other screen.

- **utils finesse ippa_inactivity_timeout enable inactivity_timeout**: This command enables the Finesse IPPA Inactivity Timeout with timeout set to n seconds.

  Note Minimum value of n must be 120 seconds and maximum value can be up to one day (86400 seconds).

- **utils finesse ippa_inactivity_timeout status**: This command checks the status of Finesse IPPA Inactivity Timeout.

Note The Finesse IPPA Inactivity Timeout CLIs should be run on primary and secondary Finesse servers. Enabling or disabling this feature requires a restart of Cisco Finesse Tomcat, and restart must be done in the maintenance window. During upgrade, the inactivity timeout configuration is not retained and should be re-configured post upgrade.

To know how this feature works on specific IP phone models, see https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html

Supported Content Security Policy Directives

Note To enable this feature in Cisco Finesse, install Finesse 12.0(1) ES4 COP or higher.

Content Security Policy (CSP) is a standardized set of security directives that can inform the browser of the policies to be used to help mitigate various forms of attacks. CSP frame-ancestor policy defines the allowable locations from where the Finesse desktop can be accessed as an embedded HTML content, which can help prevent click-jacking attacks.

Use the following CLI commands to view, add, or delete the frame-access sources in the response header of Cisco Finesse. This ensures that only the configured sources can embed the Cisco Finesse in an iFrame within their HTML pages.

Note Internet Explorer does not support frame-ancestors, and therefore will not block any websites from loading Cisco Finesse within it.

- **utils finesse frame_access_whitelist add** *[source1,source2]*—This command adds one or more frame sources, thereby allowing the configured sources to embed the Cisco Finesse in their iFrames. Multiple sources can be provided as a comma-separated list. The source should be of the following format:
    - https://<fqdn>:[port]
    - https://IP:[port]
    - https://<fqdn1>:port, https://<fqdn2>:port

  Note Wildcard character * is also supported for the FQDN and port entries, which indicates that all the legal FQDN or ports are valid.

  ```
  admin:utils finesse frame_access_whitelist add
  https://www.abc.com:8445,https://*.abc.com,https://*.abc.com:*,https://10.21.255.25

  Source(s) successfully added.
  Ensure Source(s) is added to the frame access list in all Finesse nodes in the cluster.

  Restart Cisco Finesse Tomcat and Cisco Unified CCX Notification Service for the changes
   to take effect:
  utils service restart Cisco Finesse Tomcat
  utils service restart Cisco Unified CCX Notification Service
  ```

- **utils finesse frame_access_whitelist delete**—This command displays an indexed list of all the configured frame sources that have been allowed to access Cisco Finesse. Enter the corresponding index number to delete a single source or all the configured sources.

  ```
  admin:utils finesse frame_access_whitelist delete

  1: https://www.abc.com:8445
  2: https://*.abc.com
  3: https://*.abc.com:*
  4: https://10.21.255.25
  a: all
  ```

```
q: quit

Select the index of source to be deleted [1-4 or a,q]: 1
Sources deleted successfully.

Restart Cisco Finesse Tomcat and Cisco Unified CCX Notification Service for the changes
 to take effect:
 utils service restart Cisco Finesse Tomcat
 utils service restart Cisco Unified CCX Notification Service
```

- **utils finesse frame_access_whitelist list**—This command lists all the frame sources that are allowed to access Cisco Finesse.

```
admin:utils finesse frame_access_whitelist list

The following source(s) are configured in the frame access list:
1: https://www.abc.com:8445
2: https://*.abc.com
3: https://*.abc.com:*
4: https://10.21.255.25
```

Finesse System Commands

Configure the following Cisco Finesse system CLIs:

Node Statistics

Use the following CLI command to view the run-time statistics for the current node.

- To view: **utils finesse node_statistics list**

```
admin:utils finesse node_statistics list

Warning: Running this command frequently will affect system performance.
Press ENTER to continue. Press any other key to exit :

Wait while the statistics (updated every 5 secs) are being fetched...

The following are the runtime statistics for the current node.

Active Dialogs Count: 0

Active Tasks Count: 0

Average Configured Media per Agent Count: 0

Average Logged in Media per Agent Count: 0

Average Skill Groups per Agent Count: 0

Max Skill Groups per Agent Count: 0

Total Time for Finesse to Start (in seconds): 32

Logged in Agents on current node: 0

Unique Configured Skill Groups per Agent Count: 0
```

For more information, see *RuntimeConfigInfo API Parameters* section in the *Cisco Finesse Web Services Developer Guide* at https://developer.cisco.com/docs/finesse/.

Desktop Properties

Configure the desktop properties using the following CLIs for the features:

Active Call Details in the Team Performance Gadget

Use the following CLI commands to enable or disable the active call details.

- To enable: **utils finesse set_property desktop showActiveCallDetails true**
- To disable: **utils finesse set_property desktop showActiveCallDetails false**

View History in the Team Performance Gadget

Use the following CLI commands to enable or disable the agent history.

- To enable: **utils finesse set_property desktop showAgentHistoryGadgets true**
- To disable: **utils finesse set_property desktop showAgentHistoryGadgets false**

Force Wrap-Up Reason

Use the following CLI commands to enable or disable the force wrap-up reason.

- To enable: **utils finesse set_property desktop forceWrapUp true**
- To disable: **utils finesse set_property desktop forceWrapUp false**

Show Wrap-Up Timer

Use the following CLI commands to show or hide the timer in wrap-up state. By default the showWrapUpTimer property is set to true.

- To hide the timer in wrap-up state:**utils finesse set_property desktop showWrapUpTimer false**
- To display the timer in wrap-up state: **utils finesse set_property desktop showWrapUpTimer true**

Wrap-Up Timer Count Down

Use the following CLI commands to set the wrap-up timer to count down or count up the time. By default the wrapUpCountDown property is set to true.

- To count up the time:**utils finesse set_property desktop wrapUpCountDown false**
- To count down the time: **utils finesse set_property desktop wrapUpCountDown true**

Notification Connection Type

Use the following CLI commands to update the desktop notification connection type as WebSockets or BOSH. By default the connection type is WebSockets.

- For WebSockets: **utils finesse set_property desktop notificationConnectionType websocket**
- For BOSH: **utils finesse set_property desktop notificationConnectionType bosh**

Desktop Chat Attachment

Use the following CLI commands to enable or disable the attachment support in Desktop Chat. Attachments are enabled by default in Desktop Chat.

- To enable: **utils finesse set_property desktop desktopChatAttachmentEnabled true**

- To disable: **utils finesse set_property desktop desktopChatAttachmentEnabled false**

Desktop Chat Maximum Attachment Size

Use the following CLI commands to configure the attachment size in Desktop Chat. If you do not configure the maximum attachment size, then it is set to 5 MB by default.

- **utils finesse set_property desktop desktopChatMaxAttachmentSize** *Attachment Size*

  For example, to set the maximum attachment size to 2 MB, use:

  utils finesse set_property desktop desktopChatMaxAttachmentSize 2097152

Note The maximum attachment size configurable is up to 10 MB.

Desktop Chat Unsupported File Types

The .exe, .msi, .sh, and .bat file types are not supported by default. Use the following CLI commands to override the default list and customize the file types that will not be supported in the Desktop Chat. Multiple file types can be added using a comma separated string.

- **utils finesse set_property desktop desktopChatUnsupportedFileTypes** *File Types*

  For example, to set the .jar and .bin as unsupported file types, use:

  utils finesse set_property desktop desktopChatUnsupportedFileTypes jar,bin

Service Properties

Configure the service properties using the following CLI.

Enable or Disable Secure XMPP Socket—Port 5223

Use the following CLI commands to enable or disable the external access to the Cisco Unified CCX Notification Service XMPP port (5223). The port must be enabled for external access only if you have third-party solutions that connect directly to the Cisco Unified CCX Notification Service over this port. By default, the port is enabled (value is set to *true*).

- To enable: **utils finesse set_property webservices enableExternalNotificationPortAccess true**
- To disable: **utils finesse set_property webservices enableExternalNotificationPortAccess false**
- To display the current status: **utils finesse show_property webservices enableExternalNotificationPortAccess**

Note Restart Cisco Finesse Tomcat and Cisco Finesse Notification Services for the changes to take effect.

Cross-Origin Resource Sharing (CORS)

CORS support to third-party web server is disabled by default for Cisco Finesse and OpenFire. Use the following CLIs to enable CORS for Cisco Finesse and OpenFire and configure the allowed origin list:

Note CORS support to third-party clients is enabled for all origins by default in Cisco Finesse and OpenFire. This corresponds to the **enable_all** mode below.

Important After you make changes to the CORS status or to the allowed origin list, restart Cisco Finesse Tomcat and Notification Services for changes to take effect.

- **utils finesse cors enable_all**: This command allows all origins to make cross domain requests. It responds and allows CORS preflight requests from any domain to make Finesse API/OpenFire requests.

  Note This is not a secure configuration and is included only to support backward compatibility.

- **utils finesse cors enable**: This command allows CORS for Cisco Finesse APIs and OpenFire requests for allowed origin list. It responds to browser CORS preflight requests and allows valid domains to make Finesse API/OpenFire requests.

  Note Use the **utils finesse cors allowed_origin** CLI to customize the allowed origin list. Any custom headers used in the CORS requests have to be added using **utils finesse cors allowed_headers** CLI.

- **utils finesse cors disable**: This command restricts CORS for Cisco Finesse APIs and OpenFire requests. It disallows or prevents CORS preflight requests from any external domain to make Finesse API and OpenFire requests.

  Note If allowed origin list is already present, then the list is preserved and used when CORS is enabled. Note that the CLI changes are reflected only after you clear your cache and close and re-open the browser.

- **utils finesse cors status**: This command displays the CORS status (enable_all, enabled, or disabled) on the console.

For allowing any other header, the following set of CLI commands are added to enable CORS for both Cisco Finesse and OpenFire and configure the allowed origin list:

- **utils finesse cors allowed_origin list**: This command lists all the origins in the allowed origin list.

- **utils finesse cors allowed_origin add**: This command adds origins to the allowed origin list. Origins can be added by using a comma separated string. For example:

  utils finesse cors allowed_origin add http://origin1.com:[port]

  utils finesse cors allowed_origin add http://origin1.com: [port], http://origin2.com:[port]

Note Wildcard character * is not a valid origin in the allowed origin list.

- **utils finesse cors allowed_origin delete**: This command deletes origins from the allowed origin list.

Note Delete will list all the origins in the allowed origin list, of which origins can be deleted by selecting the correct choice. For example:

utils finesse cors allowed_origin delete

1: http://google.com

2: https://www.cisco.com

3: https://def.com

4: https://abc.com:8082

a: all

q: quit

Select the index of origin(s) to be deleted [1-4 or a,q]

By default the following headers are allowed and exposed:

- **allowed_headers**: Content-Type,X-Requested-With,accept,Origin,

  Authorization,Access-Control-Request-Method,Access-Control-Request-Headers,requestId,Range.

- **exposed_headers**: Access-Control-Allow-Origin,Access-Control-Allow-

  Credentials,Access-Control-Allow-Methods,Access-Control-Allow-Headers,Access-Control-Max-Age.

Note These headers cannot be modified. Custom headers can be added or removed using the following CLIs:

- **utils finesse cors allowed_headers list**: This command lists all the allowed headers for CORS. The list is used to validate incoming requests to Finesse.

- **utils finesse cors allowed_headers add**: This command adds one or more allowed headers for CORS. Multiple headers can be added as a comma separated string. For example:

  utils finesse cors allowed_headers add header1

  utils finesse cors allowed_headers add header1,header2,header3

Note Wildcard character * is not supported.

- **utils finesse cors allowed_headers delete**: This command lists the choices for deleting the allowed headers. The choice should be an index as displayed in the list of allowed headers. The list provides the option to delete a single header or all configured custom headers. For example:

  utils finesse cors allowed_headers delete

  1: header1

  2: header2

  a: all

  q: quit

  Select the index of allowed header to be deleted [1-2 or a,q]: 1

- **utils finesse cors exposed_headers list**: This command lists all the exposed headers for CORS. The list will be used by the browser to validate the accessible headers in the response.

- **utils finesse cors exposed_headers add**: This command adds one or more exposed headers for CORS. Multiple headers can be added by a comma separated string. For example:

  utils finesse cors exposed_headers add header1

  utils finesse cors exposed_headers add header1,header2,header3

Note Wildcard character * is not supported

- **utils finesse cors exposed_headers delete**: This command lists the choices for deleting the exposed headers. The choice should be an index as displayed in the list of allowed headers. The list provides option to delete a single header or all configured custom headers. For example:

  utils finesse cors exposed_headers delete

  1: header1

  2: header2

  a: all

  q: quit

  Select the index of exposed header to be deleted [1-2 or a,q]: 1

All CLIs are node specific and must be executed on all nodes in the cluster.

Gadget Source Allowed List

Shindig proxies requests from the Finesse desktop to external servers and this introduces the possibility of server side request forgery (SSRF). To prevent SSRF, you can choose to allow outgoing connections for specified sources to be used in the gadgets by adding URLs to the allowed list. Note that this functionality is disabled by default for Cisco Finesse.

Use the following CLIs to enable or disable Gadget Source allowed list functionality and to configure source(s) in the allowed list:

- **utils finesse gadget_source_check enable**: This command enables allowed list for Cisco Finesse.
- **utils finesse gadget_source_check disable**: This command disables allowed list for Cisco Finesse.
- **utils finesse gadget_source_check status**: This command prints the allowed list status (enabled or disabled) on Cisco Finesse console.
- **utils finesse gadget_source_check whitelist list**: This command lists all the source(s) in the allowed list.
- **utils finesse gadget_source_check whitelist add**: This command adds source(s) to the allowed list. For example,
    - **utils finesse gadget_source_check whitelist add** https://www.abc.com:8445.
    - **utils finesse gadget_source_check whitelist add** https://www.abc.com:8445, http://www.abc.com.

Note Wildcard character * is not supported.

The allowed list feature does not perform hostname resolutions. The format of the allowed list entry should match the format in which the gadget requests for a resource.

If **utils finesse gadget_source_check** is enabled, you must add the CUIC URLs to **utils finesse gadget_source_check allowed_list** for the stock gadgets to load. For example,

- utils finesse gadget_source_check enable
- utils finesse gadget_source_check allowed_list add https://<CUIC_Pub_FQDN>
- utils finesse gadget_source_check allowed_list add https://<CUIC_Pub_FQDN>:8444
- utils finesse gadget_source_check allowed_list add https://<CUIC_Sub_FQDN>
- utils finesse gadget_source_check allowed_list add https://<CUIC_Sub_FQDN>:8444

If you do not add the CUIC URLs, Finesse Desktop fails to load and an appropriate error message is displayed.

- **utils finesse gadget_source_check whitelist delete**: This command deletes source(s) from the allowed list. For example:
    - **utils finesse gadget_source_check whitelist delete**
        - 1: http://origin1:8080
        - 2: https://origin2:8082
        - a: all
        - q: quit

    Select the index of origin to be deleted [1-2 or a,q]: 1

Note All CLIs are node-specific and must be executed on all nodes in the cluster.

After any changes are done to gadget source status or to the allowed list, restart Cisco Finesse Tomcat for changes to take effect.

Signout from Media Channels

The CLI **utils finesse user_signout_channel** is used by the Administrator to configure the media channels from which the users are signed out.

When signing out from Cisco Finesse, the CLI **utils finesse user_signout_channel type** lists all the choices of media channels from which the user is signed out. For example:

utils finesse user_signout_channel type

1: signout user from voice channel.

2: signout user from voice and non-voice media channels configured for Cisco Finesse.

a: signout from all media channels configured for the user.

Note This is default behavior. It is suitable if the non-voice media is running as a gadget within Finesse Desktop and hence, it is valid to assume that the desktop user cannot handle tasks when signing out of Finesse.

q: quit.

Select the choice of media [1-2 or a,q]: 2

User signout channel type is now changed to "signout user from voice and non-voice media channels configured for Cisco Finesse."

Note **user_signout_channel type** must be updated for all Cisco Finesse nodes in the cluster.

For any changes done to media channels, it will take fifteen minutes for the new media channels signout to take effect.

The CLI **utils finesse user_signout_channel status** displays the type of media channels from which the user is signed out.

Log Collection Schedule

Use the following CLIs to create, list, and delete automatic desktop log collection schedules for agents and supervisors. This can also be used for debugging purposes.

utils finesse desktop_auto_log_collection create: This command creates a schedule that collects the agent's browser logs. You can create up to five log collection schedules for up to 15 agents.

While creating the log schedule, specify the agent IDs, log collection interval, and duration up to when the logs are to be collected.

The log collection interval and the duration have to be between 30 to 900 seconds. The logs that are collected during the schedule are received in a .zip file format. The logs are collected at: `/opt/cisco/desktop/logs/clientlogs`.

Example:

```
admin:utils finesse desktop_auto_log_collection create

Initializing command line interface...
Checking Cisco Finesse Tomcat status...

Enter agent IDs to continue. (Maximum 15 agents) [Example : 1001001,1001002] : 1001002
Agent IDs entered: 1001002
Enter duration in seconds.(value between 30 and 900) : 240
Duration entered: 240
Enter interval in seconds.(value between 30 and 240) : 60
Interval entered: 60

Successfully scheduled client log collection for the specified agent(s).

Ensure the same is enabled in all the Finesse nodes in the cluster..
```

utils finesse desktop_auto_log_collection list: This command lists all active log collection schedules.

Example:

```
admin:utils finesse desktop_auto_log_collection list

Initializing command line interface...
Checking Cisco Finesse Tomcat status...
These are the live log collection schedules:

Schedule ID:1 Created At: Thu Jun 6 23:23:53 PDT 2019
Duration: 240 seconds
Frequency: 60 seconds
Agent Ids: 1001002
```

utils finesse desktop_auto_log_collection delete: This command deletes the active log collection schedules. When this command is executed, all the active log collection schedules are displayed and you are prompted to enter the Schedule ID that you want to delete.

Example:

```
admin:utils finesse desktop_auto_log_collection delete

Initializing command line interface...
Checking Cisco Finesse Tomcat status...
These are the live log collection schedules:

Schedule ID:1 Created At: Thu Jun 6 23:23:53 PDT 2019
Duration: 240 seconds
Frequency: 60 seconds
Agent Ids: 1001002
Enter schedule ID to delete (enter 'all' to delete all): 1
Schedule ID entered: 1

Successfully deleted the log collection with schedule id : 1
```

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
- **SchedulerStatus**—Shows status of the report scheduler

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
tabname
===================
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 Cisco 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_adddress—Enter the IP address of the server for the historical or real-time database

Command Syntax

set cuic properties session-timeout

Parameter

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

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.

Use these commands to set or change the log levels and trace setting for the subsystems of the cuicserver process 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
```

utils cuic user make-admin [user-name]

In Single Sign-On (SSO) mode the **Application User** created during installation will not be able to access the Cisco Unified Intelligence Center application with administrator privileges. To enable the Cisco Unified CCX Administrator to have administrator privileges in Cisco Unified Intelligence Center as well, assign reporting capability first and then run this command to make this user the administrator.

After the Unified Intelligence Center user is made an Administrator using this CLI, this user looses Unified Intelligence Center Administrator capabilities after the upgrade.

Thus, this user would not be able to view all the reports that were available to view before the upgrade. The user would have access to reports based on the assigned role (Agent or Supervisor) and not as an Administrator. You must execute this CLI after the upgrade such that the user is made the Unified Intelligence Center Administrator.

Note The domain must always be, **UCCX**.

In an HA deployment, the Cisco Unified Intelligence Center Reporting Service must be restarted on both the nodes.

Command Syntax

utils cuic user make-admin [user-name]

Tip: User name should be the complete user name, including the prefix, as listed in Cisco Unified Intelligence Center User List page.

Options

None

Example

```
admin:utils cuic user make-admin UCCX\ABCD

Command executed successfully.
```

utils cuic cluster show

This command shows the current cluster mode enabled on this node and the other member details.

Note The member details are available only in the TCP/IP mode. The member details displayed are of the configured members and does not represent the cluster in real-time.

Command Syntax
utils cuic cluster show

utils cuic cluster mode

This command is used to switch the CUIC cluster join configuration from Multicast to TCP/IP and vice versa.

Note After changing the cluster mode in all the nodes, restart “Cisco Unified Intelligence Center Reporting Service ” in all the nodes starting from the publisher sequentially.

Command Syntax
utils cuic cluster mode

utils cuic cluster refresh

This command refreshes the cluster node information only when executed in the TCP/IP mode and must be executed when there is an addition or deletion of nodes to the CUIC cluster.

Command Syntax
utils cuic cluster refresh