



Serviceability

This chapter contains the procedures to perform for Serviceability.

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Collect System Diagnostic Information Using Unified System CLI

When a Unified Contact Center operation issue arises, you can use the Unified System CLI tool to collect data for Cisco engineers to review.

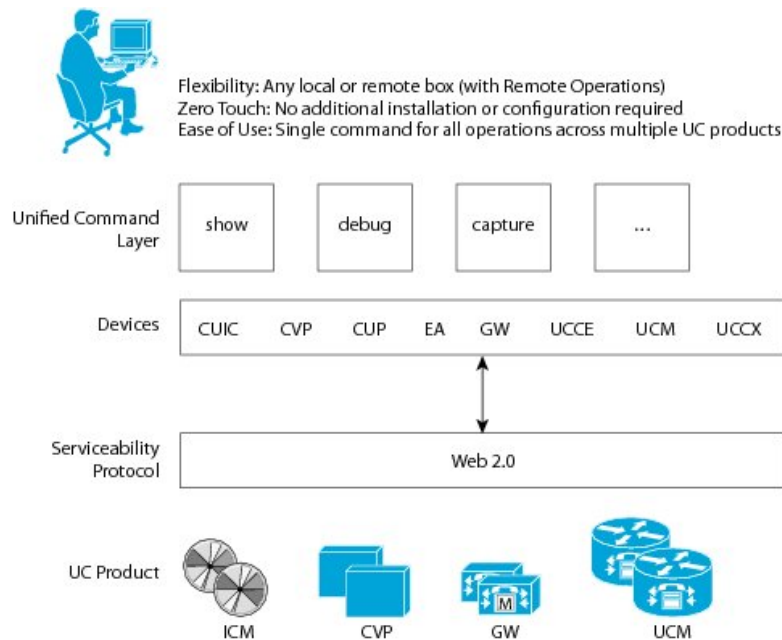
For example, you can use the System CLI if you suspect a call is not handled correctly. In this case you use the **show tech-support** system command to collect data and send the data to Cisco support.

The Unified System CLI includes the following features:

- Installs automatically on all Unified CCE, Unified CVP, and Unified CCDM servers.
- Retrieves your entire solution topology automatically from the Unified CCDM/OAMP server.
- Uses a consistent command across multiple products and servers.
- Executes as a Windows scheduled job.

The following figure shows the devices and Cisco Unified products that the Unified System CLI interacts with.

Figure 1: Unified System CLI Commands



Complete the following procedure using the Unified System CLI to collect system diagnostic information from the components.

Procedure

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- Step 1** Install the Unified CVP Operations Console Resource Manager (ORM) component on a separate network management virtual machine to ensure that performance of critical components is not affected during log collections.
- Step 2** Add and deploy the network management machine as a web service using Unified CVP OAMP.
- Step 3** Make sure that you added all solution components as devices using OAMP as described in these sections:
- [Add Unified CCE Devices](#)
 - [Add Unified CM Devices](#)
 - [Add Unified Intelligence Center Devices](#)
 - [Configure Unified CVP Reporting Server](#)
- Step 4** Run the Unified System CLI to collect system diagnostic information from any of the components. You can use the **show tech-support** system command to collect all information and logs from some or all of the components. You can use other commands to collect a subset of the information.
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