



Troubleshooting Cisco Unity Express Virtual Service on KVM Service Containers

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Example for Verifying Installation Failure of Cisco Unity Express Virtual Service

You can use the following commands for debugging installation failure:

- **show logg**
- **debug virtual-service all**

Below is a sample to debug installation failure using **show logg** command:

```
Router# show virtual-service list
```

Virtual Service List:

Name	Status	Package Name
vcue	Activated	CUE-Virtual-10-0-0-ISR4K.ova

```
Router# virtual-service install name cue package bootflash:CUE
Router# $ll name cue package bootflash:CUE-Virtual-10-1-0-ISR4K.ova
Installing package 'bootflash:/CUE-Virtual-10-0-0-ISR4K.ova' for virtual-service 'cue'.
Once the install has finished, the VM may be activated. Use 'show virtual-service list' for
progress.
```

```
Router# show virtual-service list
System busy installing virtual-service 'cue'. The request may take several minutes...
Virtual Service List:
```

Name	Status	Package Name
vcue	Activated	CUE-Virtual-10-0-0-ISR4K.ova

Example for Verifying Installation Failure of Cisco Unity Express Virtual Service

```
cue                               Installing          CUE-Virtual-10-0-0-ISR4K.ova
```

```
.....
.....
```

```
Router# show virtual-service list
System busy installing virtual-service 'cue'. The request may take several minutes...
Virtual Service List:
```

Name	Status	Package Name
vcue	Activated	CUE-Virtual-10-0-0-ISR4K.ova
cue	Installing	CUE-Virtual-10-0-0-ISR4K.ova

```
Router# show virtual-service list
Virtual Service List:
```

Name	Status	Package Name
vcue	Activated	CUE-Virtual-10-0-0-ISR4K.ova

```
Router# show logg
```

```
Syslog logging: enabled (0 messages dropped, 2 messages rate-limited, 0 flushes, 0 overruns,
xml disabled, filtering disabled)
```

```
No Active Message Discriminator.
```

```
No Inactive Message Discriminator.
```

```
Console logging: disabled
Monitor logging: level debugging, 0 messages logged, xml disabled,
filtering disabled
Buffer logging: level debugging, 1727 messages logged, xml disabled,
filtering disabled
Exception Logging: size (4096 bytes)
Count and timestamp logging messages: disabled
Persistent logging: disabled
```

```
No active filter modules.
```

```
Trap logging: level informational, 1714 message lines logged
Logging Source-Interface: VRF Name:
```

```
Log Buffer (999999999 bytes):
```

```
Aug 11 09:50:17.489 IST: %VMAN-5-PACKAGE_SIGNING_LEVEL_ON_INSTALL: SIP2: vman: Package
'CUE-Virtual-9-0-ISR4K.ova' for service container 'cue' is 'Cisco signed', signing level
cached on original install is 'Cisco signed'
Aug 11 09:50:23.494 IST: %VMAN-3-GENERAL_FAILURE: SIP2: vman: Virtual
Service[cue]::Activate::Container preparation::Unable to prepare container::Application
limit verify failed; Installation attempt of vm 'ISR-CUE' vendor 'Cisco Systems, Inc.'
exceeds maximum limit of 1
Router#
```

Use the **debug virtual-service all** command to enable and view more debugging details shown in the **show logg** command.

Example for Verifying Activation Failure of Cisco Unity Express Virtual Service

You can use the following commands for debugging activation failure:

- **show logg**
- **debug virtual-service all**

Below is a sample to debug activation failure using **show logg** command:

```
Router# show run | sec virtual-service
virtual-service vcue
 vnic gateway VirtualPortGroup1
 guest ip address 8.39.23.194
```

```
Router# show virtual-service list
```

Virtual Service List:

Name	Status	Package Name
vcue	Installed	CUE-Virtual-10-0-0-ISR4K.ova

```
Router# configure terminal
Enter configuration commands, one per line. End with CNTL/Z.
Router(config)# virtual-service vcue
Router(config-virt-serv)# vnic gateway VirtualPortGroup 3
Router(config-virt-serv-vnic)# do clear logg
Clear logging buffer [confirm]
```

```
Router(config-virt-serv-vnic)# activate
% Activating virtual-service 'vcue', this might take a few minutes. Use 'show virtual-service list' for progress.
```

```
Router(config-virt-serv)# end
Router# show virtual-service list
Virtual Service List:
```

Name	Status	Package Name
vcue	Activate Failed	CUE-Virtual-10-0-0-ISR4K.ova

```
Router# show logg
Syslog logging: enabled (0 messages dropped, 2 messages rate-limited, 0 flushes, 0 overruns,
xml disabled, filtering disabled)
```

No Active Message Discriminator.

No Inactive Message Discriminator.

Console logging: disabled

```
Monitor logging: level debugging, 0 messages logged, xml disabled,
                  filtering disabled
Buffer logging:  level debugging, 1740 messages logged, xml disabled,
                  filtering disabled
Exception Logging: size (4096 bytes)
Count and timestamp logging messages: disabled
Persistent logging: disabled
```

No active filter modules.

```
Trap logging: level informational, 1727 message lines logged
Logging Source-Interface:      VRF Name:
```

Log Buffer (999999999 bytes):

```
Aug 11 09:58:29.270 IST: %SYS-5-CONFIG_I: Configured from console by console
Aug 11 09:58:30.698 IST: %VMAN-3-VIRT_INST_INTERFACE: SIP2: vman: Virtual
Service[vcue]:Network interfaces::The number of network interfaces required do not match
the number configured::Number defined: 1, number configured: 2
Aug 11 09:58:30.872 IST: %VIRT_SERVICE-5-ACTIVATION_STATE: Failed to activate virtual service
vcue
Router#
```

Use the **debug virtual-service all** command to enable and view more debugging details shown in the **show logg** command.

Check Memory Present on Cisco 4000 Series Integrated Services Routers

To check the current system memory usage on Cisco IOS XE and Cisco IOS XE Denali releases, use the following commands:

```
Router# show version
.....
.....
cisco ISR4451-X/K9 (2RU) processor with 7796953K/6147K bytes of memory.
Processor board ID FJC2021D0XG
1 Virtual Ethernet interface
4 Gigabit Ethernet interfaces
32768K bytes of non-volatile configuration memory.
16777216K bytes of physical memory.
```

OR

```
Router# show platform software status control-processor brief
Load Average
Slot Status 1-Min 5-Min 15-Min
RP0 Healthy 0.01 0.07 0.11
Memory (kB)
Slot Status Total Used (Pct) Free (Pct) Committed (Pct)
RP0 Healthy 16262244 2304168 (14%) 13958076 (86%) 1919520 (12%)
```