

Fazer download de logs de servidores VOS em uma solução CCE

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Introdução

Este documento descreve os comandos usados para fazer o download de logs de vários VOSs (Voice Operating Systems, sistemas operacionais de voz) em um ambiente CCE (Contact Center Enterprise).

Pré-requisitos

Requisitos

A Cisco recomenda que você tenha conhecimento destes tópicos:

- Cisco Unified Contact Center Enterprise (UCCE)
- Cisco Packaged Contact Center Enterprise (PCCE)

Componentes Utilizados

As informações neste documento são baseadas nestas versões de software e hardware:

- Cisco Finesse
- Cisco Unified Intelligence Center (CUIC)

- Cisco Live Data
- Cisco Identity Server (IdS)
- Cisco Virtualized Voice Browser (VVB)
- Cisco Cloud Connect
- Plataforma Cisco Customer Collaboration (CCP) - Anteriormente conhecida como SocialMiner

As informações neste documento foram criadas a partir de dispositivos em um ambiente de laboratório específico. Todos os dispositivos utilizados neste documento foram iniciados com uma configuração (padrão) inicial. Se a rede estiver ativa, certifique-se de que você entenda o impacto potencial de qualquer comando.

Servidor Finesse

Os registros do Finesse podem ser coletados usando:

- Ferramenta de monitoramento em tempo real (RTMT)
- Comandos CLI
- Navegador da Web

Usando RTMT

Link de download da RTMT para o Finesse

- https://<Finesse_IP>:8443/plugins/CcmServRtmtPlugin.exe

Collect Files

Select finesse Services/Applications

☐ Select all Services on all Servers

Name	All Servers	☐ ucce1262finesse.jo123.local
Cisco Finesse Admin Container	☐	☐
Cisco Finesse Client Logs	☐	☐
Cisco Finesse Database	☐	☐
Cisco Finesse Desktop Container	☐	☐
Cisco Finesse Desktop Webservices	☐	☐
Cisco Finesse Diagnostic Portal	☐	☐
Cisco Finesse IPPA	☐	☐
Cisco Finesse Notification Service	☐	☐
Cisco Finesse Orchestration Manager	☐	☐
Cisco Finesse Realm	☐	☐
Cisco Finesse Tomcat	☐	☐

Usando CLI

<#root>

Cisco Finesse Client Logs

```
file get activelog /desktop/logs/clientlogs
```

Cisco Finesse Database

```
file get activelog /desktop/logs/db
```

Cisco Finesse Desktop Webservices

```
file get activelog /desktop/logs/webservices
```

Cisco Finesse IPPA

```
file get activelog /desktop/logs/fippa
```

Cisco Finesse Notification Service

```
file get activelog /desktop/logs/openfire
```

Cisco Finesse Realm

```
file get activelog /desktop/logs/realm
```

Cisco Finesse Tomcat

```
file get activelog /desktop/logs/tomcat
```

Usando um navegador da Web

Logs de clientes do Cisco Finesse

- https://<Finesse_IP>:8445/finesse/logs/clientlogs

Banco de dados do Cisco Finesse

- https://<Finesse_IP>:8445/finesse/logs/db

Serviços da Web do Cisco Finesse Desktop

- https://<Finesse_IP>:8445/finesse/logs/webservices/

IPPA Cisco Finesse

- https://<Finesse_IP>:8445/finesse/logs/fippa

Serviço de notificação Cisco Finesse

- https://<Finesse_IP>:8445/finesse/logs/openfire/

Território do Cisco Finesse

- https://<Finesse_IP>:8445/finesse/logs/realms

Cisco Finesse Tomcat

- https://<Finesse_IP>:8445/finesse/logs/tomcat

Servidor CUIC

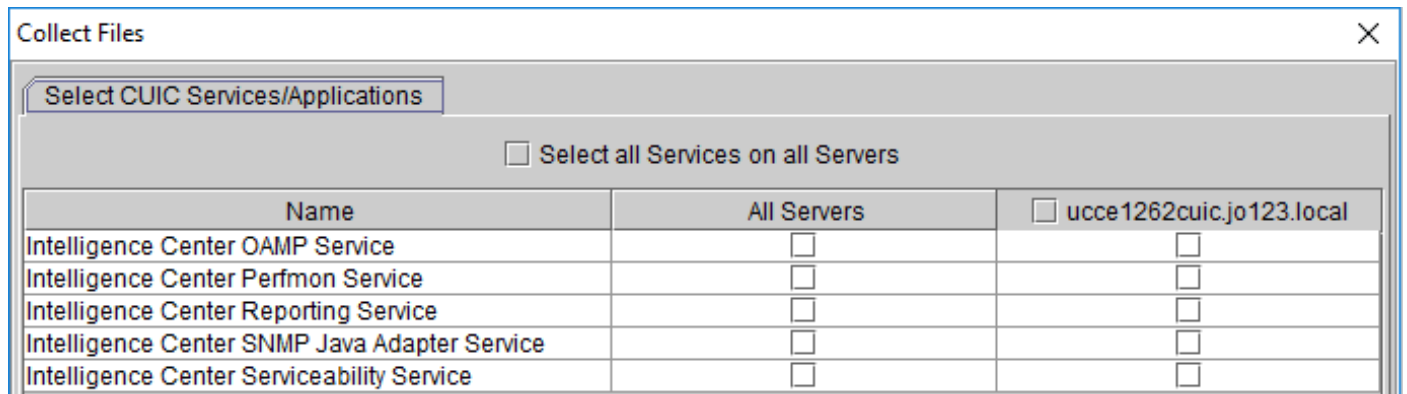
Os logs do CUIC podem ser coletados usando:

- Ferramenta de monitoramento em tempo real (RTMT)
- Comandos CLI

Usando RTMT

Link de download RTMT para CUIC

- Faça login na página CUIC OAMP (<https://<cuic-IP>/oamp/Main.jsp>) e navegue até: Ferramentas >> Baixar plug-in RTMT



Name	All Servers	☐ ucce1262cuic.jo123.local
Intelligence Center OAMP Service	☐	☐
Intelligence Center Perfmon Service	☐	☐
Intelligence Center Reporting Service	☐	☐
Intelligence Center SNMP Java Adapter Service	☐	☐
Intelligence Center Serviceability Service	☐	☐

Usando CLI

<#root>

Intelligence Center OAMP Service

```
file get active log cuic/logs/oamp/ recurs compress
```

Intelligence Center Perfmon Service

```
file get activelog cuic/logs/perfmon/ recurs compress
```

Intelligence Center Reporting Service (Combined - Reporting Service & CUIC Tomcat)

```
file get activelog cuic/logs/ recurs compress
```

```
// Just the 'Intelligence Center Reporting Service' logs
```

```
file get activelog cuic/logs/cuic/ recurs compress
```

```
// Just the 'CUIC Tomcat' logs
```

```
file get activelog cuic/logs/cuicsrvr/ recurs compress
```

Intelligence Center Serviceability Service

```
file get activelog cuic/logs/jmx/ recurs compress
```

Servidor de Dados ao Vivo

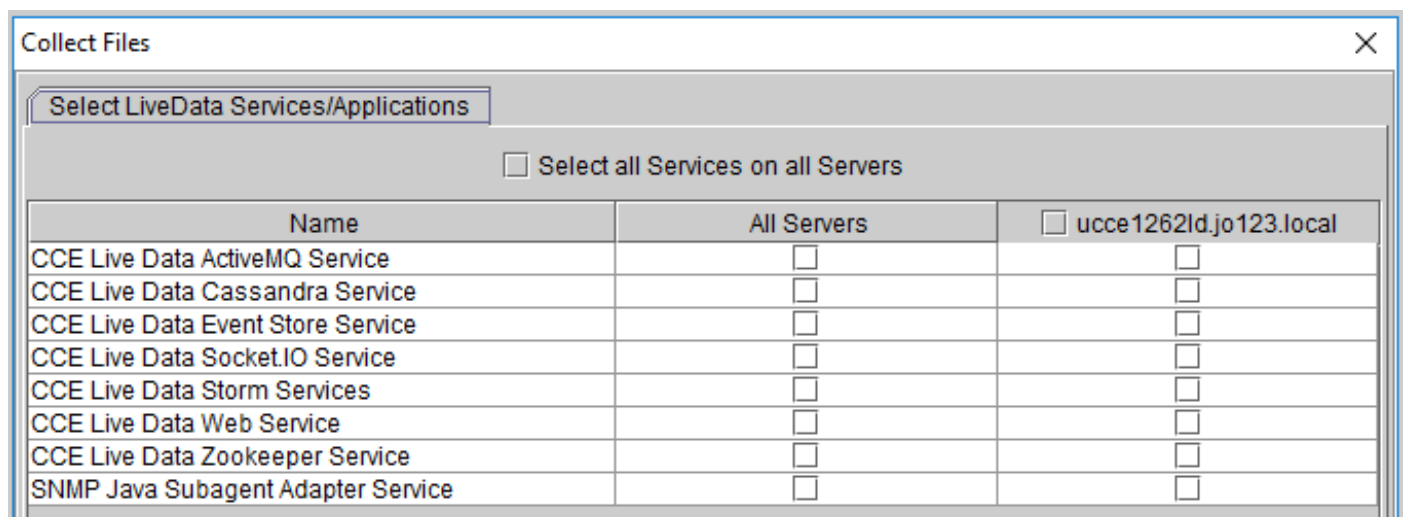
Os logs de dados dinâmicos podem ser coletados usando:

- Ferramenta de monitoramento em tempo real (RTMT)
- Comandos CLI

Usando RTMT

Link de download da RTMT para Live Data:

- https://<LiveData_IP>:8443/plugins/CcmServRtmtPlugin.exe



Usando CLI

<#root>

CCE Live Data ActiveMQ

```
file get activelog livedata/logs/livedata-activemq
```

CCE Live Data Cassandra Service

```
file get activelog livedata/logs/livedata-cassandra
```

CCE Live Data NGINX Service

```
file get activelog livedata/logs/livedata-nginx
```

CCE Live Data Socket.IO Service

```
file get activelog livedata/logs/socketio-service
```

CCE Live Data Storm Services

```
file get activelog livedata/logs/livedata-storm
```

CCE Live Data Web Service

```
file get activelog livedata/logs/livedata-web
```

CCE Live Data Zookeeper Service

```
file get activelog livedata/logs/livedata-zookeeper
```

<#root>

LiveData (All of the above combined)

```
file get activelog livedata/logs/ recurs compress
```

Servidor IdS

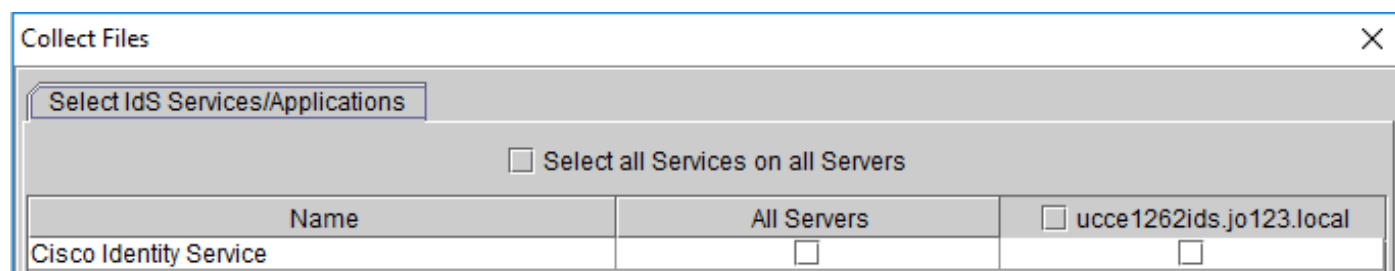
Os logs de IdS podem ser coletados usando:

- Ferramenta de monitoramento em tempo real (RTMT)
- Comandos CLI

Usando RTMT

Link de download RTMT para IdS

- https://<IdS_IP>:8443/plugins/CcmServRtmtPlugin.exe



Usando CLI

<#root>

Cisco Identity Service

```
file get active log ids/log/ recurs compress
```

Servidor VVB

Os registros VVB podem ser coletados usando:

- Ferramenta de monitoramento em tempo real (RTMT)
- Comandos CLI

Usando RTMT

Link de download RTMT para VVB

- Faça login na página VVB Administration (<https://<vvb-IP>/appadmin/>) e navegue para Tools >> Plug-ins >> Cisco Unified Real-Time Monitoring Tool for Windows

Collect Files

Select WB Services/Applications

☐ Select all Services on all Servers

Name	All Servers	☐ 125wb2.jo123.local
Administration	☐	☐
Cluster View Daemon	☐	☐
DB Perfmon Counter Service	☐	☐
Database	☐	☐
Engine	☐	☐
SNMP Java Adapter	☐	☐
Voice Subagent	☐	☐

Usando CLI

<#root>

Administration

```
file get activelog /uccx/log/MADM recurs compress
```

Cluster View Daemon

```
file get activelog /uccx/log/MCVD recurs compress
```

Engine

```
file get activelog /uccx/log/MIVR recurs compress
```

Database

```
file get activelog /uccx/log/db recurs compress
file get activelog /uccx/log/out_UccxDB*
```

DB Perfmon Counter Service

```
file get activelog /uccx/log/perfmon recurs compress
```

SNMP Java Adapter

```
file get activelog /uccx/log/out_jsadkagt*
```

Voice Subagent

```
file get activelog /uccx/log/SNMP recurs compress
file get activelog /uccx/log/out_uccxagt*
```

SpeechServer

file get activelog speechserver/logs/SpeechServer

Servidor Cloud Connect

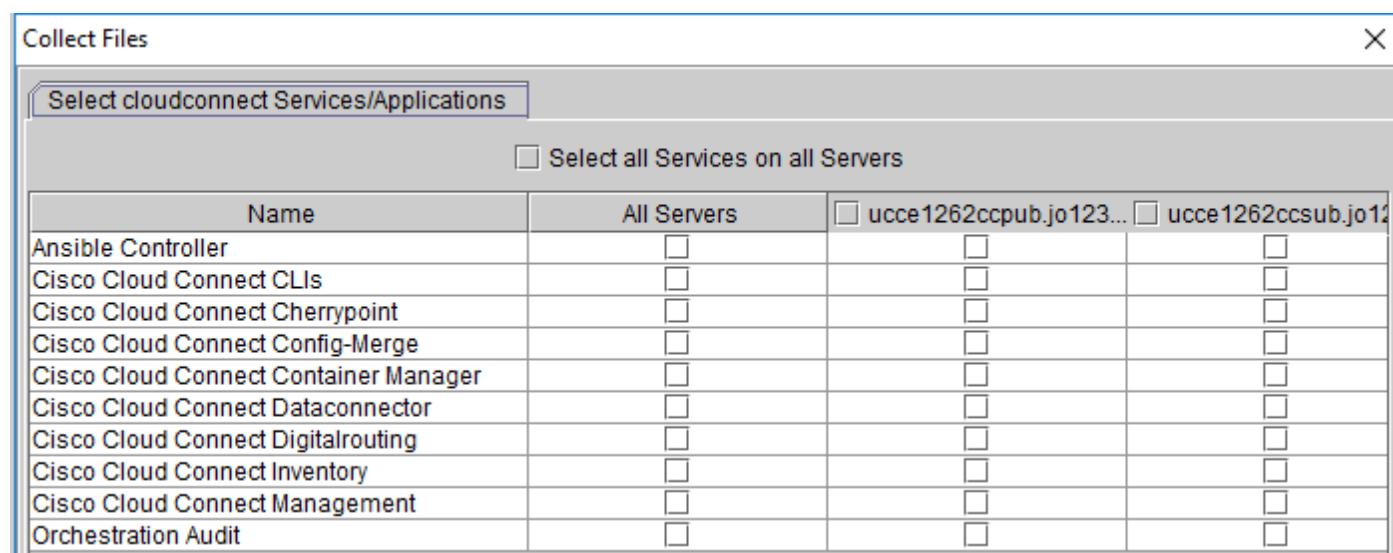
Os logs do Cloud Connect podem ser coletados usando:

- Ferramenta de monitoramento em tempo real (RTMT)
- Comandos CLI

Usando RTMT

Link de download da RTMT para o Cloud Connect:

- https://<Cloud-Connect_IP>:8443/plugins/CcmServRtmtPlugin.exe



Name	All Servers	☐ ucce1262ccpub.jo123...	☐ ucce1262ccsub.jo123...
Ansible Controller	☐	☐	☐
Cisco Cloud Connect CLIs	☐	☐	☐
Cisco Cloud Connect Cherrypoint	☐	☐	☐
Cisco Cloud Connect Config-Merge	☐	☐	☐
Cisco Cloud Connect Container Manager	☐	☐	☐
Cisco Cloud Connect Dataconnector	☐	☐	☐
Cisco Cloud Connect Digitalrouting	☐	☐	☐
Cisco Cloud Connect Inventory	☐	☐	☐
Cisco Cloud Connect Management	☐	☐	☐
Orchestration Audit	☐	☐	☐

Usando CLI

<#root>

Refer the following document - Manage Container Services and Collect Cloud Connect Logs in Contact Center Enterprise

<https://www.cisco.com/c/en/us/support/docs/contact-center/unified-contact-center-enterprise-1262/222318>

Servidor CCP - antigo SocialMiner

Os registros de CCP podem ser coletados usando:

- Ferramenta de monitoramento em tempo real (RTMT)
- Comandos CLI

Usando RTMT

Link de download RTMT para CCP

- Faça login na página de administração do CCP (<https://<ccp-IP>/administration.jsp>) e navegue até Administração >> Download RTMT

Name	All Servers	☐ ucce1261ccp.jo123.local
CCP Chat Gateway Service	☐	☐
CCP Datastore Service	☐	☐
CCP Indexer Service	☐	☐
CCP Migration	☐	☐
CCP ORM Service	☐	☐
CCP Public REST API	☐	☐
CCP REST API	☐	☐
CCP Runtime Service	☐	☐
CCP XMPP Server Service	☐	☐

Usando CLI

<#root>

CCP Chat Gateway Service

```
file get activelog mmca/logs/ccp-chat-gateway/*
```

CCP Datastore Service

```
file get activelog mmca/logs/ccp-ds-storage/*
```

CCP Indexer Service

```
file get activelog mmca/logs/ccp-ds-indexer/*
```

CCP ORM Service

```
file get activelog mmca/logs/orm/*
```

CCP Public REST API

```
file get activelog mmca/logs/ccppublicapps/*
```

CCP REST API

file get active log mmca/logs/ccpapi/*

CCP Runtime Service

file get active log mmca/logs/runtime/*

CCP XMPP Server Service

file get active log mmca/logs/ccp-xmpp-server/*

CCP Tomcat

file get active log mmca/logs/tomcat/*

Logs do Webproxy

- arquivo get ativelog /webproxy/webproxy_cli.log
- arquivo get ativelog /webproxy/error.log
- arquivo get ativelog /webproxy/webproxy_launcher.log

file list ativelog /webproxy/*

- error.log
- webproxy_cli.log
- webproxy_launcher.log

Logs da plataforma

Tomcat de plataforma

- arquivo obter ativelog tomcat/logs recurs compress

Instalação

- file get install system-history.log
- arquivo obter install_log*
- instalação de lista de arquivos /*
- file list install /* date detail (este comando lista os arquivos no diretório de instalação juntamente com os detalhes de data e hora)

Replicação

- file get ativelog cm/trace/dbl/*dbl_repl_cdr*
- arquivo get ativelog cm/trace/dbl/sdi/replication_scripts_output.log

Captura de pacotes VOS

<#root>

Initiate the packet capture

```
utils network capture eth0 file vos-pcap count 10000000 size all  
OR  
utils network capture-rotate eth0 file vos-pcap count 1000000 size all [for log-rotate]
```

List packet captures

```
file list active log platform/cli/*.cap*
```

Download the packet capture

```
file get active log /platform/cli/vos-pcap.cap
```

Cisco Unified Call Manager (CUCM) e outros registros de plataforma

<https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-communications-manager-callma>

Informações Relacionadas

[Guia de design da solução CCE](#)

[PCCE 12.6\(2\) - Guia de recursos](#)

[UCCE 12.6\(2\) - Guia de recursos](#)

[Suporte Técnico e Documentação - Cisco Systems](#)

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