

从CCE解决方案中的VOS服务器下载日志

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简介

本文档介绍用于从Contact Center Enterprise(CCE)环境中的各种语音操作系统(VOS)下载日志的命令。

先决条件

要求

Cisco 建议您了解以下主题：

- 思科统一联系中心企业版(UCCE)
- 思科套装联络中心企业版(PCCE)

使用的组件

本文档中的信息基于以下软件和硬件版本：

- 思科Finesse
- 思科统一情报中心(CUIC)
- 思科实时数据
- 思科身份服务器(Id)
- 思科虚拟化语音浏览器(VVB)

- 思科云连接
- 思科客户协作平台(CCP) — 以前称为SocialMiner

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您的网络处于活动状态，请确保您了解所有命令的潜在影响。

Finesse服务器

可以使用以下工具收集Finesse日志：

- 实时监控工具(RTMT)
- CLI命令
- Web 浏览器

使用RTMT

Finesse的RTMT下载链接

- 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	☐	☐

使用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

使用Web浏览器

Cisco Finesse客户端日志

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

Cisco Finesse数据库

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

Cisco Finesse桌面Web服务

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

思科Finesse IPPA

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

思科Finesse通知服务

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

Cisco Finesse领域

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

思科Finesse Tomcat

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

CUIC服务器

可以使用以下工具收集CUIC日志：

- 实时监控工具(RTMT)
- CLI命令

使用RTMT

CUIC的RTMT下载链接

- 登录CUIC OAMP页面(<https://<cuic-IP>/oamp/Main.jsp>)并导航至：工具>>下载RTMT插件

Collect Files

Select CUIC Services/Applications

☐ Select all Services on all Servers

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	☐	☐

使用CLI

<#root>

Intelligence Center OAMP Service

```
file get activelog 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
```

实时数据服务器

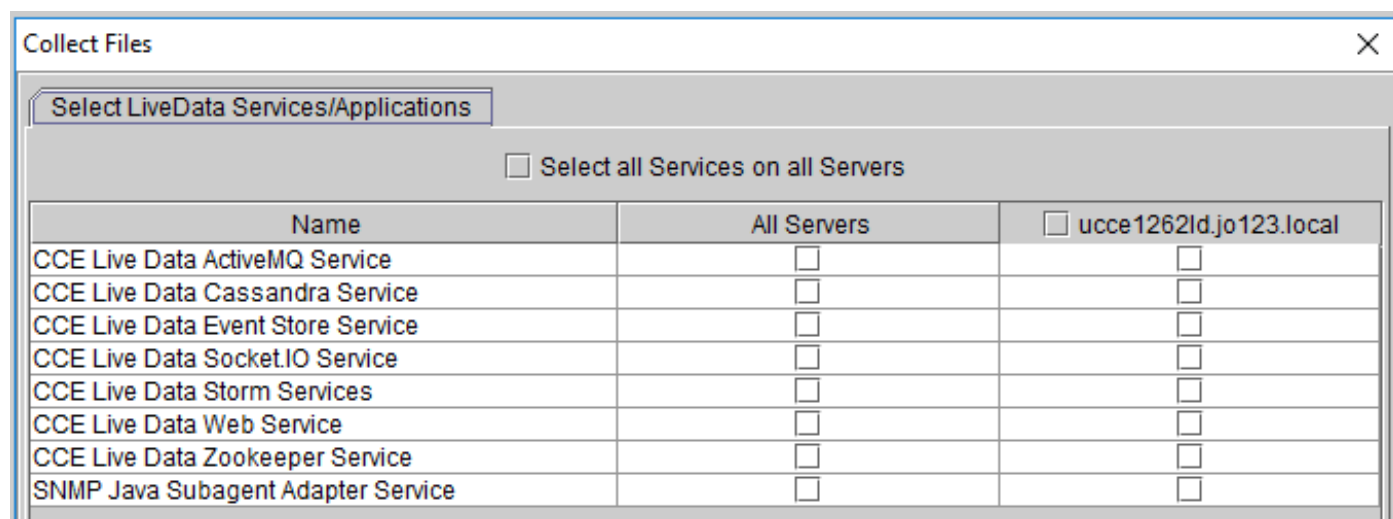
可使用以下工具收集实时数据日志：

- 实时监控工具(RTMT)
- CLI命令

使用RTMT

实时数据的RTMT下载链接：

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



使用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
```

IdS服务器

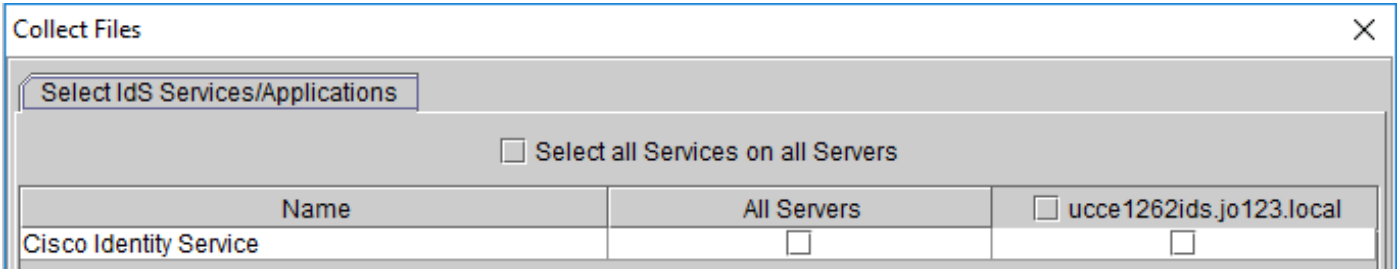
可以使用以下工具收集ID日志：

- 实时监控工具(RTMT)
- CLI命令

使用RTMT

IdS的RTMT下载链接

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



使用CLI

<#root>

Cisco Identity Service

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

VVB服务器

VVB日志可以使用以下工具收集：

- 实时监控工具(RTMT)
- CLI命令

使用RTMT

VVB的RTMT下载链接

- 登录到VVB Administration页面(<https://<vvb-IP>/appadmin/>)，然后导航到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	☐	☐

使用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 active log speechserver/logs/SpeechServer
```

云连接服务器

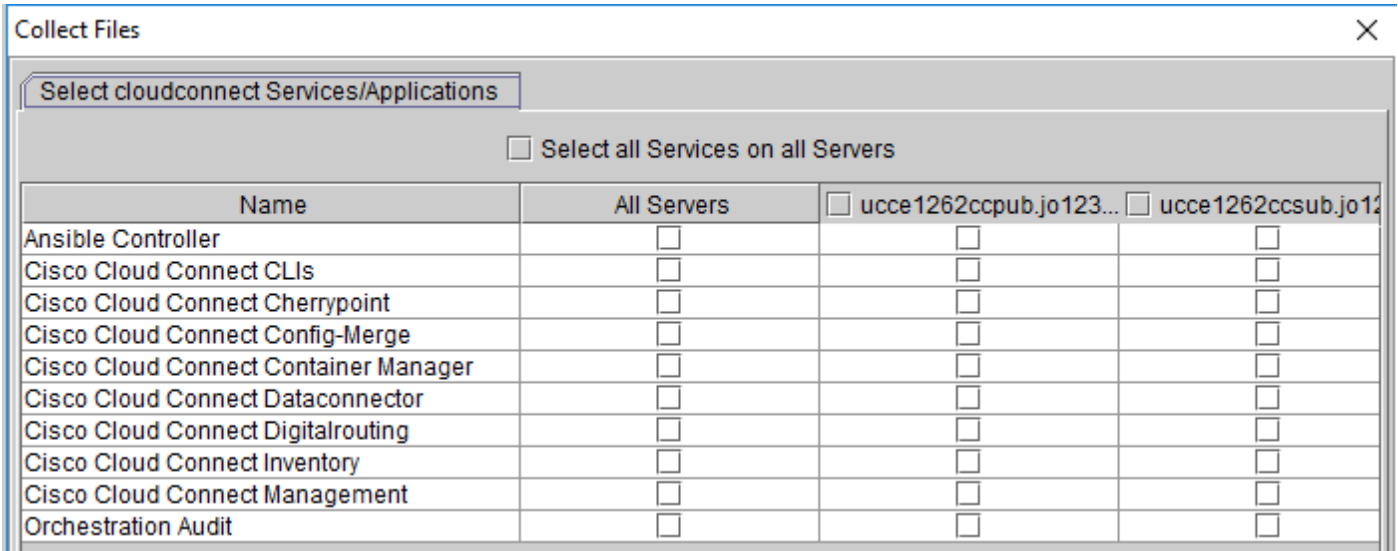
可以使用以下工具收集云连接日志：

- 实时监控工具(RTMT)
- CLI命令

使用RTMT

Cloud Connect的RTMT下载链接：

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



使用CLI

<#root>

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

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

CCP服务器 — 以前称为SocialMiner

CCP日志可以使用以下方式收集：

- 实时监控工具(RTMT)
- CLI命令

使用RTMT

CCP的RTMT下载链接

- 登录到CCP Administration页面(<https://<ccp-IP>/administration.jsp>)，然后导航到 Administration >> RTMT Download

Collect Files
×

Select CCP Services/Applications

☐ Select all Services on all Servers

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	☐	☐

使用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 activelog mmca/logs/ccpapi/*

CCP Runtime Service

file get activelog mmca/logs/runtime/*

CCP XMPP Server Service

file get activelog mmca/logs/ccp-xmpp-server/*

CCP Tomcat

file get activelog mmca/logs/tomcat/*

Webproxy 日志

- file get activelog /webproxy/webproxy_cli.log
- file get activelog /webproxy/error.log
- file get activelog /webproxy/webproxy_launcher.log

file list activelog /webproxy/*

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

平台 日志

平台Tomcat

- file get activelog tomcat/logs recurs compress

安装

- file get install system-history.log
- file get install install_log*
- 文件列表安装/*
- file list install /* date detail (此命令列出安装目录下的文件以及日期和时间详细信息)

复制

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

VOS数据包捕获

<#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 activelog platform/cli/*.cap*
```

Download the packet capture

```
file get activelog /platform/cli/vos-pcap.cap
```

Cisco Unified Call Manager(CUCM)和其他平台日志

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

相关信息

[CCE解决方案设计指南](#)

[PCCE 12.6\(2\) — 功能指南](#)

[UCCE 12.6\(2\) — 功能指南](#)

[技术支持和文档 - Cisco Systems](#)

关于此翻译

思科采用人工翻译与机器翻译相结合的方式将此文档翻译成不同语言，希望全球的用户都能通过各自的语言得到支持性的内容。

请注意：即使是最好的机器翻译，其准确度也不及专业翻译人员的水平。

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