

從CCE解決方案中的VOS伺服器下載日誌

目錄

[簡介](#)

[必要條件](#)

[Finesse伺服器](#)

[CUIC伺服器](#)

[即時資料伺服器](#)

[IdS伺服器](#)

[VVB伺服器](#)

[雲端連線伺服器](#)

[CCP Server — 前身為SocialMiner](#)

[Webproxy日誌](#)

[平台日誌](#)

[Cisco Unified Call Manager\(CUCM\)和其他平台日誌](#)

[相關資訊](#)

簡介

本檔案介紹用於從Contact Center Enterprise(CCE)環境中的各種語音作業系統(VOS)下載日誌的命令。

必要條件

需求

思科建議您瞭解以下主題：

- 思科整合客服中心企業版(UCCE)
- 思科套裝客服中心企業版(PCCE)

採用元件

本文中的資訊係根據以下軟體和硬體版本：

- Cisco Finesse
- Cisco Unified Intelligence Center(CUIC)
- Cisco Live Data
- 思科身分識別伺服器(IdS)
- Cisco Virtualized Voice Browser(VVB)

- 思科雲端連線
- Cisco Customer Collaboration Platform(CCP) — 前身為SocialMiner

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

Finesse伺服器

可以使用以下命令收集Finesse日誌：

- 即時監控工具(RTMT)
- CLI命令
- Web瀏覽器

使用RTMT

Finesse的RTMT下載連結

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

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瀏覽器

Cisco Finesse客戶端日誌

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

Cisco Finesse資料庫

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

Cisco Finesse案頭Web服務

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

Cisco Finesse IPPA

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

Cisco Finesse通知服務

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

Cisco Finesse領域

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

Cisco Finesse Tomcat

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

CUIC伺服器

可以使用以下命令收集CUIC日誌：

- 即時監控工具(RTMT)
- CLI命令

使用RTMT

CUIC的RTMT下載連結

- 登入CUIC OAMP頁面(<https://<cuic-IP>/oamp/Main.jsp>)，然後導覽至：Tools >> Download RTMT Plugin

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
```

即時資料伺服器

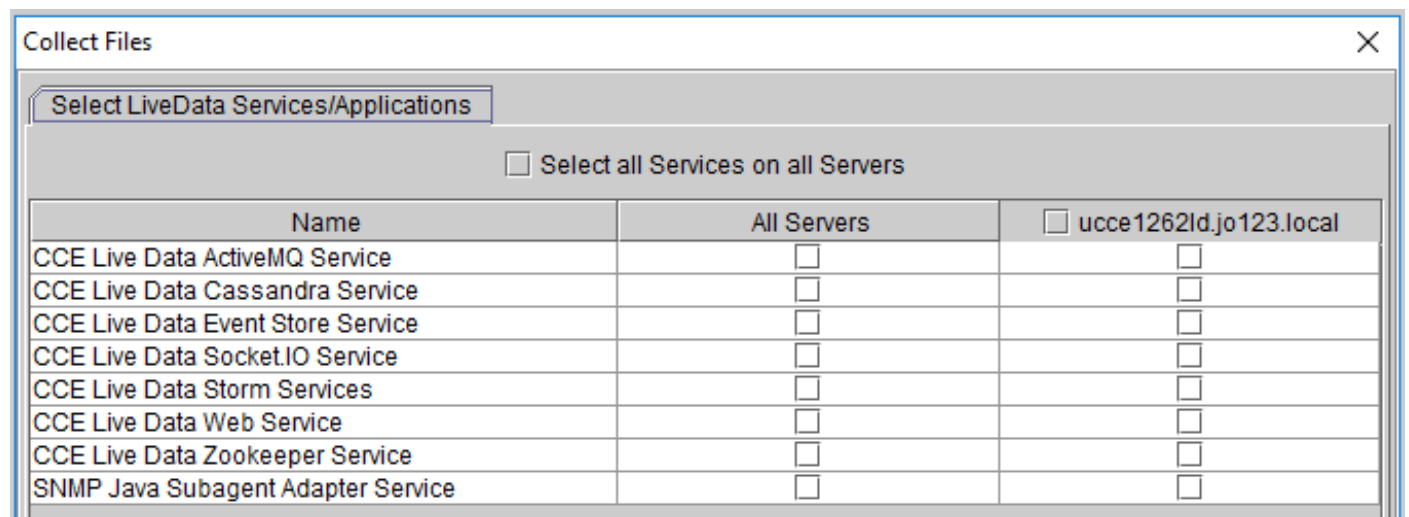
可使用以下工具收集即時資料日誌：

- 即時監控工具(RTMT)
- CLI命令

使用RTMT

Live Data的RTMT下載連結：

- 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伺服器

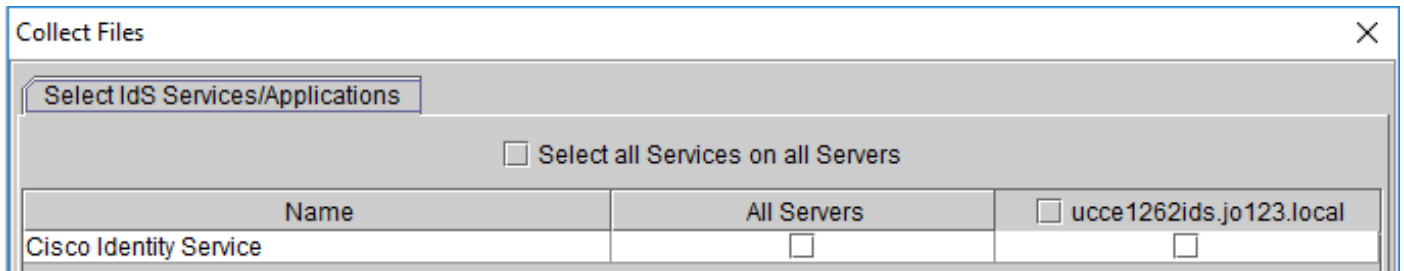
可以使用以下命令收集ID日誌：

- 即時監控工具(RTMT)
- CLI命令

使用RTMT

ID的RTMT下載連結

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



使用CLI

<#root>

Cisco Identity Service

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

VVB伺服器

可以使用以下命令收集VVB日誌：

- 即時監控工具(RTMT)
- CLI命令

使用RTMT

VVB的RTMT下載連結

- 登入到VVB管理頁面(<https://<vvb-IP>/appadmin/>)，然後導航到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 activelog speechserver/logs/SpeechServer

雲端連線伺服器

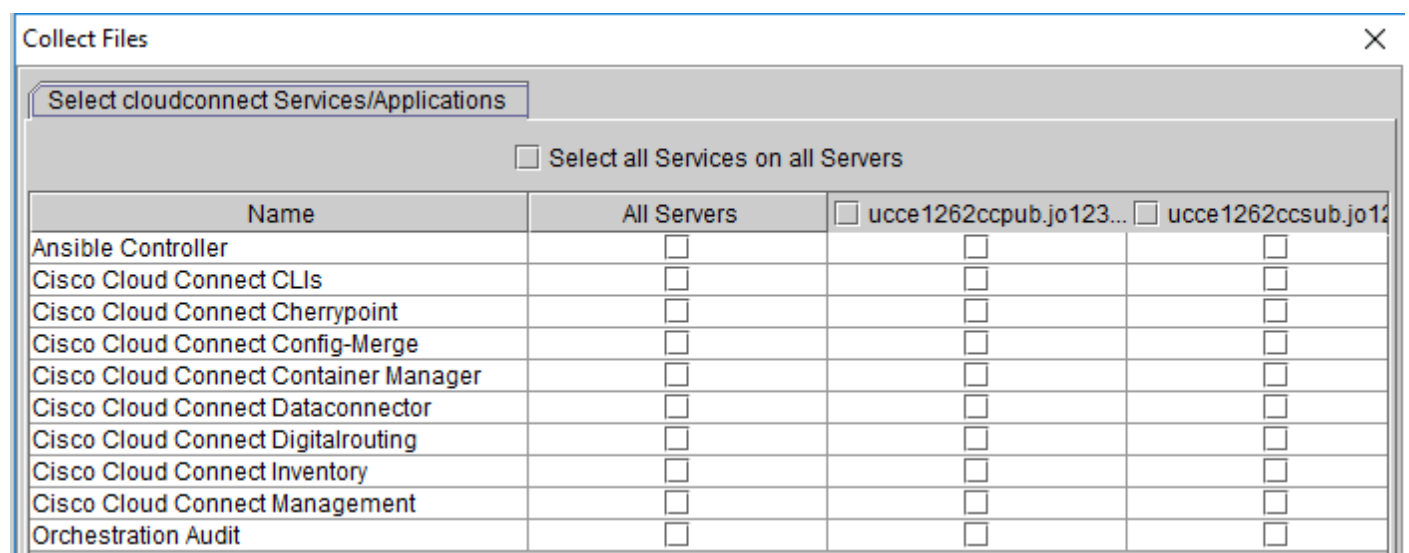
可以使用以下工具收集雲端連線日誌：

- 即時監控工具(RTMT)
- CLI命令

使用RTMT

Cloud Connect的RTMT下載連結：

- 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 Server — 前身為SocialMiner

可以使用以下命令收集CCP日誌：

- 即時監控工具(RTMT)
- CLI命令

使用RTMT

CCP的RTMT下載連結

- 登入到CCP Administration頁面(<https://<ccp-IP>/administration.jsp>)，然後導航到 Administration >> RTMT Download

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日誌

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

檔案清單activelog /webproxy/*

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

平台日誌

平台Tomcat

- 檔案get activelog tomcat/logs recurs compress

安裝

- file get install system-history.log
- 檔案get install install_log*
- 檔案清單安裝/*
- file list install /* date detail (此命令列出安裝目錄下的檔案以及日期和時間詳細資訊)

複製

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

VOS封包擷取

<#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)和其他平台日誌

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

相關資訊

[CCE解決方案設計手冊](#)

[PCCE 12.6\(2\) — 功能指南](#)

[UCCE 12.6\(2\) — 功能指南](#)

[技術支援與文件 - Cisco Systems](#)

關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。