

如何限制或清除CVP呼叫伺服器和VXML伺服器日誌

目錄

[簡介](#)

[必要條件](#)

[需求](#)

[採用元件](#)

[背景資訊](#)

[問題](#)

[解決方案](#)

簡介

本文檔介紹限制和/或清除CVP呼叫伺服器和VXML伺服器日誌的過程

必要條件

需求

本文件沒有特定需求。

採用元件

思科客戶語音入口網站(CVP)通話伺服器

Cisco CVP語音可延伸標籤語言(VXML)

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。

背景資訊

本文檔可幫助您瞭解和配置CVP日誌大小，並在必要時清除CVP呼叫伺服器和VXML伺服器。

問題

如何限制或清除CVP呼叫伺服器和VXML伺服器日誌資料夾大小。

解決方案

步驟1.驗證CVP呼叫伺服器的CVP操作、管理和管理(OAMP)頁面中**基礎設施**下的**最大日誌檔案大小**和**最大日誌目錄大小**。

OAMP > Device Management > Unified CVP Call Server > Infrastructure > Log File Properties

The screenshot shows the Cisco Unified Customer Voice Portal interface. At the top, there is a navigation menu with options: System, Device Management, User Management, Bulk Administration, SNMP, Tools, and Help. Below this is a header for 'Edit Unified CVP Call Server Configuration'. A toolbar contains icons for Save, Save & Deploy, Statistics, File Transfer, Device Associations, and Help. A tabbed interface shows 'Infrastructure' as the active tab. The main content area is divided into sections: 'Configuration: Thread Management' with a 'Maximum threads' field set to 500; 'Statistics' with a 'Statistics Aggregation Interval' field set to 30 minutes; 'Log File Properties' with 'Max log file size' set to 10 MB and 'Max log directory size' set to 20000 MB; and 'License Thresholds' with 'Critical threshold' at 97%, 'Warning threshold' at 94%, and 'Safe threshold' at 90%. A note at the bottom states '* Required.'

對於VXML伺服器：

OAMP > Device Management > Unified CVP VXML Server > Infrastructure**頁籤**> Log File Properties

Cisco Unified Customer Voice Portal

System ▾ Device Management ▾ User Management ▾ Bulk Administration ▾ SNMP ▾ Tools ▾ Help ▾

Edit Unified CVP VXML Server Configuration

 Save  Save & Deploy  Statistics  File Transfer  Help

General Configuration Device Pool **Infrastructure**

Configuration: Thread Management

Each sub-system JVM uses threads from a thread pool. Define the limits for number of threads to be used.

Maximum threads: *

Advanced

Statistics Aggregation Interval: * minutes

Log File Properties

Max log file size: * MB

Max log directory size: * MB

* Required.

步驟2.檢查CVP呼叫伺服器和CVP VXML伺服器的日誌目錄大小，並與在相應的OAMP頁面上配置的大小進行比較。如果CVP達到日誌目錄的最大大小，則Infrastructure頁下的屬性控制日誌滾動更新。

這些目錄的位置如下：

CVP呼叫伺服器：C:\Cisco\CVP\logs

CVP VXML伺服器：C:\Cisco\CVP\VXMLServer\logs

步驟3.為了隨時手動清除這些日誌，請運行BAT檔案。請注意，在CVP伺服器上停止服務時，此過程會影響生產。

C:\Cisco\CVP\bin中的兩個BAT檔案用於清除舊日誌檔案：

1. Clean_cvp_logs.bat
2. Clean_vxml_logs.bat

clean_cvp_logs.bat的作用如下：

```
@echo off
```

```
net stop "Cisco CVP VXMLServer"
net stop CallServer
net stop "Cisco CVP WebServicesManager"
net stop "Cisco CVP Resource Manager"
net stop "Cisco CVP SNMP Management"
```

```
REM pause 2
```

```
cd %CVP_HOME%\logs
del /Q *.log
cd %CVP_HOME%\logs\ORM
del /Q *.log
cd %CVP_HOME%\logs\PERF
del /Q *.csv
cd %CVP_HOME%\logs\WSM
del /Q *.log
cd %CVP_HOME%\logs\SNMP
del /Q *.log
cd %CVP_HOME%\logs\VXML
del /Q *.log
net start CallServer
net start "Cisco CVP WebServicesManager"
net start "Cisco CVP Resource Manager"
net start "Cisco CVP SNMP Management"
net start "Cisco CVP VXMLServer"
```

clean_vxml_logs的作用如下：

```
@echo off
```

```
net stop VXMLServer
```

```
REM pause 2
```

```
cd %CVP_HOME%\VXMLServer\applications\Perf_15sec_VXML
cd logs\ActivityLog
del /S /Q activity_log*.txt
cd ..\AdminLog
del /S /Q *.txt
cd ..\ErrorLog
del /S /Q error_log*.txt
cd ..\CVPDatafeedLog
del /S /Q *.txt
cd ..\CVPSNMPLog
del /S /Q *.txt
del /Q %CVP_HOME%\VXMLServer\logs\GlobalErrorLogger\*.txt
del /Q %CVP_HOME%\VXMLServer\logs\GlobalAdminLogger\*.txt
del /Q %CVP_HOME%\VXMLServer\logs\GlobalCallLogger\*.txt
del /Q %CVP_HOME%\VXMLServer\applications\Hello_World\logs\ActivityLog\*.txt
del /Q %CVP_HOME%\VXMLServer\applications\HelloWorld\logs\ActivityLog\*.txt
del /Q %CVP_HOME%\VXMLServer\applications\Mixed_Bridge_Xfer\logs\ActivityLog\*.txt
del /Q %CVP_HOME%\VXMLServer\applications\Mixed_HotEvent\logs\ActivityLog\*.txt
del /Q %CVP_HOME%\VXMLServer\applications\Mixed_Hotlink\logs\ActivityLog\*.txt
del /Q %CVP_HOME%\VXMLServer\applications\Mixed_ReqICM_Flag\logs\ActivityLog\*.txt
del /Q %CVP_HOME%\VXMLServer\applications\Mixed_Subroutine\logs\ActivityLog\*.txt
del /Q %CVP_HOME%\VXMLServer\applications\Mixed_SubSlave\logs\ActivityLog\*.txt
del /Q %CVP_HOME%\VXMLServer\applications\Perf_15sec_VXML\logs\ActivityLog\*.txt
del /Q %CVP_HOME%\VXMLServer\logs\*.txt
del /Q %CVP_HOME%\VXMLServer\Tomcat\logs\*.log
cd %CVP_HOME%\logs\VXML
del /Q *.log
```

```
net start VXMLServer
```

為了在伺服器硬碟快速滿時定期清除這些日誌，您可以在Windows任務計畫程式中建立一個計畫任務以定期運行BAT檔案，該任務將會自動完成該過程。