# 如何收集CER日誌

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# 簡介

本文檔介紹Cisco Emergency Responder(CER)的日誌收集過程。圖例採用了一個常見的場景。

# 必要條件

#### 需求

思科建議您瞭解以下主題:

- 思科緊急回應端(CER)
- Cisco ER管理網頁
- Cisco ER可維護性網頁

#### 採用元件

本文檔重點介紹Cisco Emergency Responder 7.1版及更高版本。

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。如果您的網路正在作用,請確保您已瞭解任何指令可能造成的影響。

# 背景資訊

如果您與TAC工程師合作解決CER問題,在某個時間點,他們可能會要求您從CER獲取日誌,可能 除了從CUCM獲取跟蹤之外。

有關Cisco Unified Communications Manager(CUCM)中的跟蹤收集的資訊,請參閱<u>如何收集CUCM</u> <u>9.x、10.x和11.x的跟蹤</u>。 在此案例中,您正在排查公共安全應答點(PSAP)回撥失敗的問題。TAC工程師要求您收集詳細的 CER伺服器、詳細的Java電話應用程式設計介面(JTAPI)和事件檢視器的日誌,這些日誌是在從公 共交換電話網路(PSTN)到緊急位置識別號碼(ELIN)的測試呼叫期間從CER發佈器收集的。

要完成此任務,您需要:

- 啟用跟蹤調試和跟蹤包。
- 重現問題並做筆記。
- 收集請求的日誌。
- 將日誌包附加到您的服務請求。

### 啟用跟蹤調試和跟蹤包

CER中預設未啟用詳細的跟蹤和調試。TAC已請求用於故障排除的詳細日誌。因此,在重現問題之前,請啟用詳細的跟蹤和調試:

- 以應用程式管理員或具有緊急響應程式系統管理員角色許可權的使用者身份登入到Cisco ER管 理網頁。
- 2. 導航System > Server Settings。預設情況下會選擇CER發佈器。

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A Cisco Emergency Responder Administration
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Host Name teamCER1001pub
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CER_REMOTEUPDATE CER_TELEPHONY
CER_PHONETRACKINGENGINE CER_AGGREGATOR
CER_ONSITEALERT CER_GROUP
CER_CALLENGINE CER_CLUSTER
CER_PROVIDER
Trace Package List Select All Clear All
CER_PROVIDER
Update Settings Cancel Changes

- 3. 在「調試程式包清單」部分,按一下**全選**。
- 4. 在「跟蹤包清單」部分,按一下**全選**。
- 5. 按一下「Update Settings」,如下圖所示:

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Cisco Emergency Responder Administration
System • ERL • Phone Tracking • ERL Membership • User Management • Reports • *
Server Settings For CERServerGroup
Ready
Select Server          Publisher (primary)         Subscriber(standby)
- Modify Server Settings
Server Name * Publisher
Host Name teamCER1001pub
Debug Package List Select All Clear All
✓ CER_DATABASE ✓ CER_SYSADMIN
CER_REMOTEUPDATE
CER_PHONETRACKINGENGINE CER_AGGREGATOR
CER_ONSITEALERT CER_GROUP
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CER_PROVIDER
Update Settings Cancel Changes
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6. 如果TAC也向CER訂戶請求了詳細日誌,您將在「選擇伺服器」部分選擇 Subscriber(standby),然後重複步驟3-5。

通過取消選擇所有調試和跟蹤程式包,可在問題複製後禁用詳細的跟蹤和調試。有疑難排解情景 ,例如疑難排解間歇性電話跟蹤問題,您可能需要長期保持詳細的跟蹤和調試狀態。

### 重現問題並做筆記

在我們的場景中,您會將來自PSTN的入站呼叫置於緊急位置標識號(ELIN)以生成故障。TAC需要呼 叫詳細資訊,以便他們提供分析。在任何故障排除方案中,提供詳細資訊都很重要。不正確或丟失 的資訊可能會妨礙調查。

對於每個測試呼叫,請為TAC記錄以下資訊:

- 主叫方電話號碼
- 被叫方ELIN
- 呼叫開始時間
- 呼叫結束時間
- •呼叫、成功或失敗的結果。

透過電話、電子郵件或案件檔案上傳程式工具將詳細資訊通知您的TAC工程師。

## 收集請求的日誌

與某些其他思科統一通訊產品不同,您不使用即時監控工具來收集日誌檔案。在CER中,日誌檔案 可以從Cisco ER Serviceability網頁的System Logs下下載。CER應用故障排除最常用的日誌位於 System Logs > CER Logs選單。

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	CER Logs >	CER Admin	
	Platform Logs	CER Server	
	DB Logs +	CER Phone Tracking	
	CLI Output Files	JTAPI	
Cisco Emergency	Responder Se	Tomcat	
System Version: 10.0.1.10000	-7	Event Viewer	
		Audio Driver	

根據您的確切故障排除情況,TAC可能會請求不同的日誌集。對於交換機跟蹤問題,他們可以請求 CER伺服器、 CER電話跟蹤和事件檢視器日誌。對於備份失敗問題,他們可能會從**系統日誌>平台 日誌**請求DRS日誌。有關可用的系統日誌的更多詳細資訊,請參見《CER管理指南》的<u>系統日誌選</u> <u>單</u>部分。

CER發佈器上的Cisco ER Serviceability網頁僅允許您訪問發佈器的日誌檔案。CER訂戶的日誌檔案 通過登入到CER訂戶本身的Cisco ER可服務性網頁來單獨獲取。

在我們的場景中,TAC只從CER發佈伺服器請求了詳細的CER伺服器、詳細的JTAPI和事件檢視器 日誌。

- 1. 以應用程式管理員或至少具有Emergency Responder Serviceability Role許可權的使用者身份 登入到CER發佈器上的Cisco ER Serviceability網頁。
- 2. 選擇System Logs > CER Logs > CER Server。

3. 將開啟CER伺服器日誌檔案頁面。

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	CERServer01.log	Mon Aug 15 17:22:18 EDT 2016	2048 KB
	CERServer02.log	Tue Aug 16 01:23:46 EDT 2016	2048 KB
	CERServer03.log	Tue Aug 16 09:38:32 EDT 2016	2048 KB
	CERServer04.log	Tue Aug 16 10:20:59 EDT 2016	184 KB
	CERServer05.log	Sat Aug 15 12:46:46 EDT 2015	2048 KB
	CERServer06.log	Thu Aug 20 07:29:54 EDT 2015	2048 KB
	CERServer07.log	Tue Aug 25 02:07:01 EDT 2015	2048 KB
	CERServer08.log	Sat Aug 29 20:50:54 EDT 2015	2048 KB
	CERServer09.log	Thu Sep 03 15:28:03 EDT 2015	2048 KB
	CERServer10.log	Tue Sep 08 10:11:13 EDT 2015	2048 KB
	CERServer100.log	Mon Aug 15 09:13:07 EDT 2016	2048 KB
	CERServer11.log	Sun Sep 13 04:48:22 EDT 2015	2048 KB
	CERServer12.log	Thu Sep 17 23:27:00 EDT 2015	2048 KB
	CERServer13.log	Tue Sep 22 17:31:53 EDT 2015	2049 КВ 🗸
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- 4. 按一下「上次修改時間」列標題中的向下箭頭。然後, 按日期降序對日誌檔案進行排序。
- 5. 找到包含測試呼叫時間範圍的日誌檔案,然後按一下每個檔名右側的覈取方塊。慷慨一點— 檔案太多比檔案太少更好。

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	stacktrace.log.1	Mon Aug 15 13:01:01 EDT 2016	1026 KB	
	CERServer100.log	Mon Aug 15 09:13:07 EDT 2016	2048 KB	
	CERServer99.log	Mon Aug 15 00:58:29 EDT 2016	2048 KB	
	CERServer98.log	Sun Aug 14 16:51:23 EDT 2016	2048 KB	
	CERServer97.log	Sun Aug 14 08:37:50 EDT 2016	2048 KB	
	CERServer96.log	Sun Aug 14 00:25:07 EDT 2016	2048 KB	
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	CERServer100.log	Mon Aug 15 0	09:13:07 EDT 2016	2048 KB	- 11
	CERServer99.log	Mon Aug 15 (	00:58:29 EDT 2016	2048 KB	- 11
	CERServer98.log	Sun Aug 14 1	16:51:23 EDT 2016	2048 KB	- 11
	CERServer97.log	Sun Aug 14 0	08:37:50 EDT 2016	2048 KB	
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7. 選擇System Logs > CER Logs > JTAPI, 然後重複步驟4-6下載JTAPlogs.zip檔案。

8. 選擇**System Logs > CER Logs > Event Viewer**,然後重複步驟4-6下載**EventLogs.zip**檔案。 檔案收集現已完成,如下圖所示:

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3 items				

將日誌包附加到您的服務請求

既然您已下載CER伺服器、JTAPI和事件檢視器日誌包,則需要將這些包附加到您的服務請求中。

雖然這些檔案可能足夠小,可以通過電子郵件傳送,但使用案件檔案上傳程式工具可以更快且消除 猜測操作。

- 1. 瀏覽到<u>https://cway.cisco.com/csc</u>。
- 2. 系統會將您重新導向至登入頁面。使用您的CCO使用者名稱和密碼登入,如下圖所示:

🚓 Cisco.com Login Page 🗙	
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Log In	
Language: English v	
Log into an Existing Account	Create A New Account There are various levels of access depending on
yourccoid	your relationship with Cisco. Review the benefits of registration and find the level that is most appropriate for you.
Password	
	Register Now
Log In	
Forgot your user ID and/or password?	
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3. 這會將您帶入案件檔案上傳程式工具,如下圖所示:

atta Support Case Uploader X	
← → C A https://cway.cisco.com/csc/	☆ 🖸 🗊 ≡
Case File Uploader	00
Case File Uploader Attaching your files to a Cisco Support Case is easy.	
Enter your Cisco TAC Case Number     Case #	
2 Add your files	
3 Add file descriptions	
Upload	*

#### 輸入您的服務請求編號。

新增CERServerLogs.zip、JTAPILogs.zip和EventLogs.zip檔案。

為所有三個檔案新增單個檔案描述。這是一個與TAC工程師溝通問題重現說明的良機,例如:

PSAP callback from 555-555-1212 to ELIN 555-555-0100 failed Call start: 8/16 9:35 AM Call end: 8/16 9:36 AM Caller heard fast busy 按一下「Upload」。
4. 案件檔案上傳程式工具會顯示上傳狀態。如圖所示,等待上傳完成。

Case File Uploader         Upload Status (3 of 3)           Upload Details         Upload Status (3 of 3)           Name         JTAPILogs zip           Description         PSAP callback from 555-555-1212 to ELIN           Category         Iogy and sea           Status         COMPLETED           Type         application/x-zip-compressed           Status         COMPLETED           Type         application/x-zip-compressed           Status         Complete           Files In Progress         Atd More           Files Complete         Files Complete           File Name         Progress           Eapsed         (3.1 KB / 63.1 KB) (100.0%)           1.5s         <           < CersFerverLogs zip         (214.4 KB / 214.4 KB) (100.0%)           1.3s	Support Case Uploa	ider ×			
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#### 5. 關閉瀏覽器視窗。

最後,確保您通過上傳工具、電子郵件或電話向TAC工程師提供問題複製說明。

# 摘要

您剛剛學會了如何從CER為TAC收集日誌檔案。我們介紹啟用調試和跟蹤、重現問題、從Cisco ER可維護性網頁收集日誌檔案、將檔案有效地附加到服務請求以及與TAC工程師溝通問題重現說明 。