收集日誌以對WebRTC Over Expressway問題進行故障排除

目錄

<u>簡介</u> <u>必要條件</u> <u>需求</u> <u>採用元件</u> <u>收集日誌</u> 將收集到的日誌上傳到TAC案例

簡介

本文說明如何收集日誌,以便對WebRTC over Expressway問題進行故障排除。

必要條件

需求

思科建議您瞭解以下主題:

- Cisco Meeting Server(CMS)伺服器(Expressway)基礎知識。
- •必須已配置CMS WebRTC over Expressway安裝程式。
- •訪問CMS、Expressway伺服器、PC。

採用元件

本文中的資訊係根據以下軟體和硬體版本:

- CMS伺服器
- •思科會議應用程式(CMA)
- Expressway核心和邊緣伺服器
- Wireshark或類似軟體
- Google Chrome或類似軟體
- WinScp或類似軟體

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。

收集日誌

步驟1.開始在Expressway伺服器上登入。

在Expressway-Core和Edge伺服器上啟動診斷日誌記錄以及tcpdump。

1.導覽至**維護>診斷>診斷日誌記錄**,如下圖所示。

CISCO Cisco Expressway

Status	System	Configuration	Applications	Users	Maintenance		
Overvie	w				Upgrade		
System m	ode				Logging		
Selected m	nodes			Generic - Do yo	Option keys		
System in	formation				Tools		
System na	me			EXP-E1	10013		
Up time				51 days 19 hou	Security		
Software v	ersion			X12.5.7	Backup and restore		
IPv4 addre	ISS				Diagnostics	Diagnostic logging	
Options				101 Rich Media	Malabasa		erv
Resource	usage (last uj	dated: 11:30:58 IST)			Maintenance mode	System snapshot	
					Language	Incident reporting	Γ
Registered	calls		Current video		Serviceability	Advanced	
Current audio (SIF			SIP)	Restart options	Hybrid Services Log Levels		
			Peak video		1		1

2.選中Take tcpdump while logging覈取方塊,如下圖所示,然後在Start new log按鈕上選中,如下 圖所示。

cisc	O Cisco	Expressway-E					
Status	System	Configuration	Applications	Users	Maintenance		
Diagno	stic loggi	ng					
Logging	g status						
Status						The previous log has expired	
Marker							i
						Add marker	
Take tcp	dump while log	ging					
Start new	log Stop log	ging Collect log					

步驟2.在本地PC上開始資料包捕獲。

藉助Wireshark應用程式,在本地PC上啟動資料包捕獲。

1.導覽至**Capture > Options**,選擇PC訪問網路所使用的介面,然後選擇**Start**,如下圖所示。

The Wireshark Network Ana File Edit View Go Cap	lyzer iture Analyze Statistics Teli	ephony Wireless Too	ols Help					
	Q		ž					
Apply a display filter <ctrl- <="" td=""><td>></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></ctrl->	>							
	Wireshark · Capture Interface	ces					?	×
	Input Output Options							
	Interface Traffic	Link-layer Header	Dromiscuous Spaplen (R)	Ruffer (MR)	Monitor Mode	Canture Filter		
	> Ethernet0 1	Ethernet	default	2	—	1.1		
	Enable promiscuous mode o	n all interfaces					Manage Interfac	es
	Canhura filter for celected inter	fares: Foter a canture	filter				Comole B	DEc.
	Capital of Inter For Selected Inter	(M Lenter e capture					, Compile D	
						Start	Close He	lp

步驟3.重新建立問題。

使用Google Chrome瀏覽器在新頁籤中重新建立WebRTC over expressway的實際問題。

步驟4.從CMA WebRTC應用收集診斷日誌。

1.選擇診斷程式按鈕,如下圖所示。



2.然後在彈出的「Diagnostics」框中輸入問題說明,然後選擇OK,如下圖所示。

N

Diagnostics	\times
Issue description	
	1,
Cancel	OK

2.然後,選擇Email按鈕(如圖所示),並將輸出儲存為文本檔案。

步驟5.停止並從expressway伺服器下載日誌捆綁包。

1.在Expressway-Core和Edge伺服器上停止診斷日誌記錄。若要執行此操作,請選擇**停止記錄**,如 下圖所示。

CISCO Cisco Expressway-C	
Status System Configuration Users	Maintenance
Diagnostic logging	
Logging status	
Status	In progress
Started logging at	Monday 25th of May 2020 01:00:25 PM
Stopped logging at	
Marker	
	Add marker
Take tcpdump while logging	
Start new log Stop logging Collect log	

2.然後選擇**收集日誌**按鈕,然後選擇**下載**(如圖所示),以便下載捕獲的診斷日誌捆綁包。

rano topouni	, man nggang
Start new log	Stop logging Collect log
Log collection	status
Download lo	1

步驟6.從CMS伺服器下載日誌捆綁包。

使用WinScp或類似的SFTP客戶端軟體、管理員憑據登入CMS伺服器,並將**logbundle.tar.gz**下載到 您的本地PC。

Name	Size	Changed	Rights	Owner
ACANO-MIB.txt	4 KB	3/29/2017 5:05:09 PM	rr	admin
ACANO-SYSLOG-MIB.txt	2 KB	3/29/2017 5:23:32 PM	rr	admin
📄 audit	12,568 KB	4/17/2017 12:07:05 PM	rr	admin
🥁 boot.json	103 KB	4/13/2017 3:03:11 PM	rr	admin
📔 cms.lic	108 KB	4/17/2017 12:07:01 PM	rr	admin
cmsrtp1.cer	108 KB	4/13/2017 4:15:13 PM	rr	admin
cmsrtp1.csr	108 KB	4/13/2017 4:07:00 PM	rr	admin
cmsrtp1.key	108 KB	4/13/2017 4:07:00 PM	rr	admin
combinedserver.cer	108 KB	4/13/2017 4:31:07 PM	rr	admin
🥁 live.json	108 KB	4/17/2017 12:07:01 PM	rr	admin
log	94,024 KB	4/17/2017 12:07:05 PM	rr	admin
logbundle.tar.gz	1 KB	4/17/2017 12:07:05 PM	rr	admin
upgrade.img	213,212 KB	4/4/2017 12:10:03 PM	rr	admin
vdepee-ca.cer	108 KB	11/29/2016 4:55:55 PM	rrr	admin

步驟7.在本地PC上停止並儲存資料包捕獲。

藉助圖中所示的紅色按鈕選擇Stop packet capture on Wireshark(停止Wireshark上的資料包捕獲),然後將資料包捕獲檔案儲存到安全位置。

🙇 Ca	apturing	g from E	therne	t0							
File	Edit	View	Go	Capture	Analyze	Statistics	Telephony	Wireless	Tools	Help	
1		•		XC	९ 🗢 🖻) 🔮 🖗	۵ 🗐 🛓	$\Theta_{\mathbf{Q}}$	२, 🎹		
<u>n</u> a	Stop ca	apturing	packe								_
Mo.		fime	P	Source			Dactiontian		Destacal	Longth	Tel

步驟8.從本地PC收集系統診斷日誌。

• 在Windows上,在命令提示符下運行命令**"dxdiag"**命令,然後選擇**Save All Information..**按鈕以 在開啟的視窗中儲存輸出,如下圖所示。

Administrator: C:\Windows\system32\cmd.exe	😣 DirectX Diagnostic Tool	-		×
Microsoft Windows [Version 10.0.14393] (c) 2016 Microsoft Corporation. All rights re	System Display Sound Input			
C:\Users\Administrator>dxdiag	This tool reports detailed information about the DirectX components and drivers installed on your system.			
C:\Users\Administrator>	If you know what area is causing the problem, click the appropriate tab above. Otherwise, you can use the visit each page in sequence.	Next Page" butt	on below to	Þ
	System Information			
	Current Date/Time: Monday, May 25, 2020, 12:36:05 PM			
	Computer Name: WIN-COVELM6PDTG			
	Operating System: Windows Server 2016 Standard 64-bit (10.0, Build 143	93)		
	Language: English (Regional Setting: English)			
	System Manufacturer: VMware, Inc.			
	System Model: VMware Virtual Platform			
	BIOS: PhoenixBIOS 4.0 Release 6.0			
	Processor: n/a			
	Memory: 24576MB RAM			
	Page file: 4026MB used, 24132MB available			
	DirectX Version: DirectX 12			
	Check for WHQL digital signatures			
	DxDiag 10.00.14393.0000 64-bit Unicode Copyright (D Microsoft. All r	ights reserv	ved.
	Help Next Page Save All Informati	on	Exit	

• 在Mac上,

1.導覽至**menubar > About this Mac**上的Apple選單,然後**選擇System Report..**



2.然後在開啟的新對話方塊中,導航到**檔案>儲存**以儲存系統報表。

Ś	System Information	File	Edit	Window	Help		
		Sho Op Op	ow Sys en en Rec	tem Report ent	жn жо ▶		
		Clo Sav	ose /e		₩W ₩S		
		Ref Sho	fresh Ir ow Les	nformation s Informatio	ЖR n	Favourit	Hardwar ATA
		Ser Spe	nd to A eak Se	pple rial Number	¥4	(initial de la construction de l	Apple Audio Bluet
		Pri	nt		ЖР	Do Do	Came Card

將收集到的日誌上傳到TAC案例

通過此處提供的步驟的幫助,將下載的診斷日誌捆綁包從本地PC從expressway、資料包捕獲、系統診斷日誌和CMA WebRTC診斷日誌上傳到<u>TAC案例</u>。