配置IM & Presence Server RTMT日誌收集

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簡介

本文檔介紹從思科即時消息(IM)和線上狀態伺服器收集日誌的過程。

必要條件

需求

思科建議通過瀏覽器瞭解Cisco IM and Presence Server導航。

採用元件

本檔案中的資訊是根據Cisco IM和狀態伺服器10.5。

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。

設定

- 1. 如果已經安裝了即時監控工具(RTMT),請轉至<u>步驟4</u>,否則開啟IM and Presence Server Administration網頁。
- 2. 從螢幕頂部的Application(應用程式)選單下拉選單中選擇Plugins,然後按一下連結下載

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RTMT軟體。

- 3. 安裝RTMT軟體。
- 4. 開啟RTMT並: 輸入即時消息和線上狀態伺服器主機IP地址或完全限定的域名(FQDN)。輸入 埠。選中Secure connection覈取方塊。按一下「OK」(確定)。

Host IP Address: 10 20	1216 121	1	
Ok Ca	ncel	Certificates	

5. 在RTMT螢幕中,按兩下Trace & Log Central以開啟選項,然後按兩下Collect Files。

System	Trace & Log Central				
System Summary	Trace & Log Central	Collect Files			
Server CPU and Memory	Collect Files				
Process	Local Browse	Name	All Servers		
- Disk Usage	Real time trace	Cisco CAR Web Service			
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Childa Services	Collect Install Logs	Cisco CDR Repository Manager	Ē		
erformance	Audit Logs	Cisco CDR files on CM server			
Performance	2012	Cisco CDR files on Publisher Processed			
Performance Log Viewer		Cisco CTIManager			
T shormance Log viewer		Cisco CTL Provider			
0015	2000	Cisco CallManager			
Alert Central		Cisco CallManager Cisco IP Phone Services			
- 8 Trace & Log Central	6246	Cisco CallManager SNMP Service			
Job Status	100100000000000000000000000000000000000	Cisco Certificate Authority Proxy Function			
		Cisco Change Credential Application			
		Cisco DHCP Monitor Service			
		Cisco Dialed Number Analyzer			
VLI	2010	Cisco Dialed Number Analyzer Server			
AuditLog Viewer		Cisco Directory Number Alias Lookup			
	10	Cisco Directory Number Alias Sync			
	0010	Cisco Extended Functions			
	110	Cisco Extended Functions Report			
	246	Cisco Extension Mobility			
	8 4	Cisco Extension Mobility Application			
		Cisco IP Manager Assistant			
		Cisco IP Voice Media Streaming App			
Token server		Cisco Intercluster Lookup Service			
Voice/Video		Cisco License Manager			
W SAMA		Cisco Location Bandwidth Manager			
AnalysisManager		Cisco TAPS Senice			

- 6. 若要選擇收集的日誌,請選中**所有伺服器**列中這些日誌的覈取方塊。按一下**下一步**以顯示更多 日誌並繼續。
- 7. 在最後一頁上,除非另有說明,否則請選擇相對範圍,並指定收集生成的日誌檔案的時間。按 一下瀏覽為收集會話選擇日誌收集資料夾,然後按一下完成。附註:在案頭上建立名為「 IMP_Log_<date>」的日誌收集資料夾是很好的做法,其中<date>是日誌收集日期。

System	Trace & Log Central				
stem Summary	Trace & Log Central	Collect Files			8
CPU and Memory Process Disk Usage Critical Services Informance Performance Performance Log Viewer OIS Alert Central Trace & Log Central Job Status SysLog Viewer VLT AuditLog Viewer	Collect Files Query Wizard Schedule Collection Local Browse Real Time Trace Collect Crash Dumi Collect Instal Logs Audit Logs	Collect File Options: Collection Time Collection Time Absolute Range Ealert Reference Serier Time From Date/Time Relative Range Files Generated in the last Download File Options Select Partition Download File Directory Zip Files Do Not Zip Files	Zine Chart (CMT & O)Centra 8/18/14 - 12:03 PM 9/18/14 - 12:03 PM 20 Active Partition UsersUndhasan/Desitor	Daylight Time America/Chicage Minutes MP_Log_06182014 Brow	* <u>*</u>
Voice/Video		Note: The result file can be for	and in the directory named <n< td=""><td>ode Name> created under</td><td></td></n<>	ode Name> created under	
AnalysisManager		the user specified directory str	ructure. The File Name is as sp	secified by the user.	

8. 如果技術援助中心(TAC)案例需要日誌,請在收集日誌後按一下右鍵該資料夾,然後選擇Send To選項將所有日誌壓縮為單個.zip檔案。透過支援案件管理器,將名為「

IMP_Log_ <date>.zip」</date>	的壓縮檔案上傳到	TAC案件。
Include in libia	V	

Send to 🕨	Compressed (zipped) folder
Cut Copy	 Desktop (create shortcut) Documents Mail recipient
Create shortcut Delete Rename	DVD RW Drive (D:)
Properties	

9. 為了收集系統日誌(syslog),請在RTMT中選擇**Tools > SysLog Viewer**,按一下選擇視窗頂部 的資料夾和日誌型別,然後按一下**Save**。

System	SysLog Viewe	er -			
System Summary		Select a Node cup	s10pub 🔻	A	uto Refre
System Summary					
Server	Logs				
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	System Logs				
Process	Archive				
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	Application Lo	gs			
Critical Services	🗿 💁 🗂 Archive				
Performance	CiscoSyste	g			
Performance	Security Logs				
Performance Log Viewer					
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10. 要將系統日誌檔案儲存到本地資料夾中,請按一下右鍵日誌型別(例如「消息」),然後選 擇儲存日誌檔案的選項。

驗證

目前沒有適用於此組態的驗證程序。

疑難排解

目前尚無適用於此組態的具體疑難排解資訊。