

How to Limit or Purge CVP Call Server and VXML Server Logs

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Introduction

This document describes the procedure to limit and/or purge CVP Call Server and VXML Server logs

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

Cisco Customer Voice Portal (CVP) Call Server

Cisco CVP Voice Extensible Markup Language (VXML)

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

This document helps you understand and configure CVP log size and purge if necessary for CVP Call server and VXML server.

Problem

How to limit or purge CVP Call Server and VXML server log folder size.

Solution

Step 1. Verify the **Max log file size** and **Max log directory size** under **Infrastructure** in CVP Operations, Administration and Management (OAMP) page For CVP Call server.

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

The screenshot displays 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 the main title 'Cisco Unified Customer Voice Portal' and a sub-header 'Edit Unified CVP Call Server Configuration'. A toolbar contains icons for Save, Save & Deploy, Statistics, File Transfer, Device Associations, and Help. The 'Infrastructure' tab is selected, and the configuration is for 'Thread Management'. The 'Log File Properties' section is highlighted, showing the following settings:

Configuration Section	Parameter	Value	Unit
Configuration: Thread Management	Maximum threads: *	500	
	Statistics Aggregation Interval: *	30	minutes
Log File Properties	Max log file size: *	10	MB
	Max log directory size: *	20000	MB
License Thresholds	Critical threshold: *	97	%
	Warning threshold: *	94	%
	Safe threshold: *	90	%

* Required.

For VXML Server:

OAMP > Device Management > Unified CVP VXML Server > Infrastructure tab > 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.

Step 2. Check the size of the logs directory for CVP call server and CVP VXML server and compare with size configured on corresponding OAMP page. The property under Infrastructure page controls log rollover in case if CVP reaches the maximum size of log directory.

The location of these directories are:

CVP call server: **C:\Cisco\CVP\logs**

CVP VXML server: **C:\Cisco\CVP\VXMLServer\logs**

Step 3. In order to clear these logs manually at any time, run the BAT files. Please note that this procedure affects production as services gets stopped on CVP server.

There two BAT files located in **C:\Cisco\CVP\bin** are used in order to clean up old log files:

1. Clean_cvp_logs.bat
2. Clean_vxml_logs.bat

This is what clean_cvp_logs.bat does:

```
@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"
```

This is what clean_vxml_logs does:

```
@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
```

In order to periodically clear these logs if server hard drive fills up fast, you can create a schedule task in Windows Task Scheduler to run the BAT files periodically and it will automate the process.