

Logs to be Collected for TAC when High CPU or Memory Issue is Noticed on CUCM

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Introduction

This document describes on how to collect the right logs for High CPU/ memory issue on CUCM and share the same with TAC. Proactive, collection and uploads of the logs allow the Cisco Technical Support team to begin the investigation of your Service Request quickly and efficiently.

Problem

What logs to collect for TAC when High CPU utilization or memory utilization noticed on CUCM at the time of opening a case.

Information to Collect

Basic Information

- What were the symptom of the issue ?(e.g. : RTMT Alert ? Sluggish response from GUI? Delayed Dialtone)
- At the Time of the issue reported was there any activity scheduled ? (E.g. LDAP Sync or DRF Back up Or VM maintenance on the underlying HW)
- Is VM snapshot used on the affected CUCM ?
- Any other Server in the cluster exhibiting the same behaviour?
- Any recent changes to the cluster or network
- That other UC components interact with CUCM i.e. Unity , UCCX, UCCE, Recording etc.

CLI Output to be Collected If the Issue Occurs in Real Time

- show process using-most cpu/memory
- show process load
- utils diagnose test
- show status

Logs to be Collected from RTMT (Real Time Monitoring Tool)

- Service logs of process based on output of "show process load cpu/Memory (i.e if you notice CCM in output then CCM logs, if Tomcat is noticed then tomcat logs)
- Event Viewer Application logs
- Event Viewer System logs
- RIS perfmon

For RCA of an Event That Has Already Occurred

Please collect all of the below traces for a particular time period before the problem began till after the problem went away. For instance, if we started observing high CPU or memory usage at 4 P.M. and the problem went away by 5 P.M., then we would collect traces for a time interval of 3:30 P.M. to 5:30 P.M. This time interval can vary from one issue to another, and also based on the customer set up.

- Detailed Cisco Call Manager traces.
- Event Viewer - Application and Event Viewer - System logs.
- Cisco RISDC and Perfmon logs.
- Cisco AMC service.
- Cisco Tomcat and Tomcat Security logs.
- Outputs from CLI: 'show status', 'show process using-most cpu/memory', 'show process load'.
- Output of 'utils diagnose test'.

Related Information

1. CUCM Common Problems on UCS Platform: Core, High CPU - I/O, Hung State :
<https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-communications-manager-callmanager/118702-technote-cucm-00.html>
2. How to Collect Traces for CUCM 9.x or Later :
<https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-communications-manager-callmanager/200787-How-to-Collect-Traces-for-CUCM-9-x-10-x.html>