Percorsi di traccia RTMT di Cisco Unity Connection tramite CLI

Introduzione

Questo documento descrive i percorsi di file per raccogliere i log dalla CLI di Cisco Unity Connection (CUC) quando RTMT non è accessibile o disponibile.

Prerequisiti

Requisiti

Nessun requisito specifico previsto per questo documento.

Componenti usati

Le informazioni fornite in questo documento si basano su CUC 10.x, 11.x, 12.x

Le informazioni discusse in questo documento fanno riferimento a dispositivi usati in uno specifico ambiente di emulazione. Su tutti i dispositivi menzionati nel documento la configurazione è stata ripristinata ai valori predefiniti. Se la rete è operativa, valutare attentamente eventuali conseguenze derivanti dall'uso dei comandi.

Premesse

CUC offre il Real-Time Monitoring Tool (RTMT) per semplificare la raccolta di tracce. RTMT fornisce un elenco di nomi logici che consentono agli utenti di selezionare un nome di servizio e raccogliere le tracce per i servizi selezionati. A volte è utile trovare i file direttamente dalla CLI. In questo documento le caselle di controllo RTMT vengono mappate ai percorsi dei file della CLI. I file di traccia e i percorsi possono variare in base alla versione. tuttavia, questo documento è accurato per CUC 11.5

Utilizzare questi percorsi per ottenere i log tramite CUC Secure Shell (SSH)

Nota: Prima di raccogliere i log, accertarsi che il server SFTP esterno sia configurato e accessibile.

Nota: CUC*: Sebbene questo servizio venga visualizzato in Cisco Unified Serviceability, non supporta Cisco Unity Connection.
$^{++}$: Disponibile solo nella versione 12.x
** : Disponibile solo nella versione 12.5

Servizi	Comandi CLI	Applicazione in cui sono in esecuzione questi servizi
Servizio di sincronizzazione branch di connessione	file get activelog cuc/diag_CUCESync*	CUC
Listener eventi database di Connection Manager	file getactivelogcuc/diag_CuCmDbEventListener	CUC
Gestione conversazioni di connessione	file get activelog cuc/diag_CuCsMgr*	CUC
DB connessione	file get activelog cuc/informix.log	CUC
Autore eventi del database di connessione	file get activelog cuc/diag_DbEventPublisher*	CUC
Proxy database di connessione	file get activelog cuc/diag_CuDbProxy*	CUC
Replica in rete digitale per la connessione	file get activelog cuc/diag_CuReplicator_*	CUC
Sincronizzazione file di connessione	file get activelog cuc/diag_CuFileSync*	CUC
Connection Groupware Caching Service	file get activelog cuc/diag_CuGalSvc*	CUC
Server IMAP connessione	file get activelog cuc/diag_CuImapSvr*	CUC
Connettore	file get activelog jetty/*	CUC
Server Connection License Manager	file get activelog cuc/diag_CuLicMgrSvr*	CUC
Sincronizzazione cassetta postale di connessione	file get activelog cuc/diag_CuMbxSync*	CUC
Agente di trasferimento messaggi di connessione	file get activelog cuc/diag_CuMta*	CUC
Mixer connessione	file get activelog cuc/diag_CuMixer*	CUC
Notificatore connessione	file get activelog cuc/diag_CuNotifier*	CUC
Raccolta dati report di connessione	file get activelog cuc/diag_CuReportDataHarvester*	CUC
Agente SMTP connessione	file get activelog cuc/diag_SMTP*	CUC
Gestione ruoli server di connessione	file get activelog cuc/diag_CuSrm*	CUC
Server Connection Smart License Manager ++	file get activelog cuc/diag_CuSlmSvr*	CUC
Processore Connection SpeechView	file get activelog cuc/diag_SttService_*.	CUC
Connection System Agent	file get activelog cuc/diag_CuSysAgent*	CUC
Applicazione Connection Tomcat	file get activelog cuc/diag_Tomcat	CUC
Trasporto riconoscimento vocale connessione	file get activelog cuc/diag_cuvrt_*	CUC
Connection Voice Recognizer	file get activelog cuc/diag_NSSserver_*	CUC
Log di avvio	file get activelog syslog/boot*	CUC/CUCM
Servizio Cisco AMC	file get activelog cm/trace/amc/log4j/amc*	CUC/CUCM
Cisco AMC Service AlertLog	file get activelog cm/log/amc/AlertLog/*	CUC/CUCM
Cisco AMC Service CallLog	file get activelog cm/log/amc/CallLog/*	CUC/CUCM
Cisco AMC Service DeviceLog	file get activelog cm/log/amc/DeviceLog/*	CUC/CUCM
Cisco AMC Service PRLog	file get activelog cm/log/amc/PPRLog/*	CUC/CUCM
Cisco AMC Service	file get activelog cm/log/amc/ServerLog/*	CUC/CUCM

ServerLog		
Cisco AMC Service Log	file get activelog cm/log/amc/ServiceLog/*	CUC/CUCM
Servizio Web Cisco AXL	file get activelog tomcat/logs/axl/log4j/axl*	CUC/CUCM
Cisco Interrompe lo spooling delle transazioni	file get activelog cm/log/informix/ats/*	CUC/CUCM
Cisco Audit Event Service	file get activelog cm/trace/auditlog/sdi/audittrace*	CUC/CUCM
Log di controllo Cisco	file get activelog audit/AuditApp/Audit* file get activelog audit/vos/*	CUC/CUCM
Cisco CAR Web Service	file get activelog tomcat/logs/car/log4j/car*	CUC/CUCM
Libreria Web Cisco CCM DBL	file get activelog tomcat/logs/dbl/log4j/dbl*	CUC/CUCM
Libreria Web Cisco CCM NCS	file get activelog tomcat/logs/ncs/log4j/ncs*	CUC/CUCM
Servizio Web Cisco CCM PD	file get activelog tomcat/logs/pd/log4j/pd*	CUC/CUCM
Servizio Web Cisco CMAdmin	file get activelog tomcat/logs/ccmadmin/log4j/ccmadmin*	CUC/CUCM
Servizio Web Cisco CMRealm	file get activelog tomcat/logs/ccmrealm/log4j/ccmrealm*	CUC/CUCM
Cisco CMService Web Service	file get activelog tomcat/logs/ccmservice/log4j/ccmservice*	CUC/CUCM
Servizio Web Cisco CCMUser	file get activelog tomcat/logs/ccmuser/log4j/ccmuser*	CUC/CUCM
Cisco CDP	file get activelog cm/trace/cdp/sdi/cdpd*	CUC*/ CUCM
Cisco CDP Agent	file get activelog cm/trace/cdragent/log4j/cdragent*.log file get activelog cm/trace/cdragent/log4j/cdragentThreadDump.log	CUC*/ CUCM
Cisco CallManager Servizi Cisco IP Phone	file get activelog tomcat/logs/ccmcip/log4j/ccmcip*	CUC/CUCM
Notifica di modifica del certificato Cisco	file get activelog platform/log/certCN*	CUC/CUCM
Servizio di notifica delle modifiche ai certificati Cisco	file get activelog platform/log/certCN*	CUC/CUCM
Applicazione Cisco Change Credential	file get activelog tomcat/logs/changecredential/log4j/changepin*	CUC/CUCM
Interfaccia utente comune Cisco	file get activelog tomcat/logs/cui4j/cui*	CUC/CUCM
Cisco ControlCenter CLI	file get activelog cm/trace/ccmservice/log4j/ccmservice*	CUC/CUCM
Cisco DRF Local	file get activelog platform/drf/trace/drfLA*	CUC/CUCM
Cisco DRF Master	file get activelog platform/drf/trace/drfMA.log file get activelog platform/drf/log/*	CUC/CUCM
Output CLI di Cisco Database	file get activelog cm/trace/dbl/*	CUC/CUCM
Servizio di installazione database Cisco	file get activelog cm/trace/dbl/sdi/*.sql.log file get activelog cm/trace/dbl/sdi/installdb/dbl_installdb* file get activelog cm/trace/dbl/sdi/installdb*.log.err	CUC/CUCM
Cisco Database Layer Monitor	file get activelog cm/trace/dbl/sdi/dbmon*	CUC/CUCM

Traccia libreria di database Cisco	file get activelog cm/trace/dbl/sdi/dbl*.log	CUC/CUCM
Servizio di notifica database Cisco	file get activelog cm/trace/dbl/sdi/dbnotification*	CUC/CUCM
Traccia di Cisco Database Replicator	file get activelog cm/trace/dbl/sdi/replication_scripts_output.log file get activelog cm/trace/dbl/sdi/startrpc.log file get activelog cm/trace/dbl/*.log file get activelog cm/trace/dbl/sdi/dblrpc.*	CUC/CUCM
Servizio Cisco Device Activation **	file get activelog tomcat/logs/comact/log4j/*	CUC*/CUCM
Cisco Dial Number Analyzer	file get activelog tomcat/logs/dna/log4j/*	CUC/CUCM
Cisco Dial Number Analyzer Server	file get activelog cm/trace/dnaserver/sdi/*	CUC/CUCM
Cisco DirSync	file get activelog cm/trace/dirsync/log4j/dirsync*	CUC/CUCM
Servizio Cisco Discovery Responder	file get activelog /platform/log/mdns*	CUC/CUCM
Servizio Cisco E911	file get activelog tomcat/logs/e911proxy/log4j/e911proxy*	CUC/CUCM
Cisco Extension Mobility	file get activelog tomcat/logs/em/log4j/emservice*	CUC*/ CUCM
Applicazione Cisco Extension Mobility	file get activelog tomcat/logs/em/log4j/emapp*	CUC*/ CUCM
Cisco External Call Control Service	file get activelog tomcat/logs/cucmeccs/log4j/cucmeccs*	CUC/CUCM
Servizio Web di comunicazione GRT Cisco	file get activelog tomcat/logs/grt/log4j/grt*	CUC/CUCM
Servizio database Cisco Informix	file get activelog cm/log/informix/*	CUC/CUCM
Cisco IP Manager Assistant	file get activelog tomcat/logs/ipma/log4j/ipma_ChangeLog.log file get activelog tomcat/logs/ipma/log4j/service.log file get activelog tomcat/logs/ipma/log4j/ipma_CtiClient.log file get activelog tomcat/logs/ipma/log4j/ipma_Security.log	CUC/CUCM
Cisco Log Partition Monitoring Tool	file get activelog cm/trace/lpm/sdi/lpm*	CUC/CUCM
Servlet Cisco Log4jinit	file get activelog tomcat/logs/log4jinit/log4j/log4jinit*	CUC/CUCM
Cisco RIS Data Collector	file get activelog cm/trace/ris/sdi/ris.txt	CUC/CUCM
PerfMonLog agente di raccolta dati RIS Cisco	file get activelog cm/log/ris/csv/PerfMon.cs	CUC/CUCM
Servizio Web Cisco RTMT	file get activelog tomcat/logs/rtmt/log4j/rtmt*	CUC/CUCM
Libreria Cisco RisBean	file get activelog tomcat/logs/risbean/log4j/risbean*	CUC/CUCM
Cisco Role-based Security	file get activelog tomcat/logs/rbs/log4j/rbsaccess*	CUC/CUCM
Spooling delle informazioni sulle righe Cisco	file get activelog cm/log/informix/ris/*.*	CUC/CUCM
Cisco SOAP Web Service	file get activelog tomcat/logs/soap/csv/*.csv file get activelog tomcat/logs/soap/log4j/soap*	CUC/CUCM

Cisco SOAP Message Service	file get activelog tomcat/logs/soapmessage/log4j/soapmessage*	CUC/CUCM
Cisco SSO	file get activelog platform/log/ssoApp* file get activelog sso/policyagent/ file get activelog tomcat/logs/ssosp/log4j/*.log	CUC/CUCM
Cisco Serviceability Reporter	file get activelog cm/trace/rtmreporter/log4j/rtmreporter.log	CUC/CUCM
Report avvisi di Cisco Serviceability Reporter	file get activelog cm/report/rtmreporter/AlertRep/AlertRep*	CUC/CUCM
Report attività di chiamata di Cisco Serviceability Reporter	file get activelog cm/report/rtmreporter/CallActivitiesReport/ CallActivitiesReport*	CUC/CUCM
Report dispositivi Cisco Serviceability Reporter	file get activelog cm/report/rtmreporter/DeviceRep/DeviceRep*	CUC/CUCM
Report di Cisco Serviceability Reporter	file get activelog cm/report/rtmreporter/PerformanceRep/Perform anceRep*	CUC/CUCM
Report del server Cisco Serviceability Reporter	file get activelog cm/report/rtmreporter/ServerRep/ServerRep*	CUC/CUCM
Cisco Serviceability Reporter Service Report	file get activelog cm/report/rtmreporter/ServiceRep/ServiceRep*	CUC/CUCM
Traccia stored procedure Cisco	file get activelog cm/trace/dbl/sdi/spltrace*	CUC/CUCM
Cisco Syslog Agent	file get activelog cm/trace/syslogmib/sdi/syslogmib*	CUC*/ CUCM
Cisco Tomcat	file get activelog tomcat/logs/catalina*.* file get activelog tomcat/logs/host-manager.* file get activelog tomcat/logs/admin.* file get activelog tomcat/logs/diagnostic-memory.* file get activelog tomcat/logs/diagnostic-info.* file get activelog tomcat/logs/localhost_access*.txt file get activelog tomcat/logs/manager.* file get activelog tomcat/logs/diagnostic-threads.* file get activelog tomcat/logs/*.hprof file get activelog tomcat/logs/localhost*.log	CUC/CUCM
Log di Cisco Tomcat Security	file get activelog tomcat/logs/security/log4j/security*	CUC/CUCM
Servlet Cisco Tomcat Stats	file get activelog tomcat/logs/tomcatstats/log4j/tomcatstats*	CUC/CUCM
Servizio Cisco Trace Collection	file get activelog cm/trace/tct/log4j/tct*	CUC/CUCM
Servizio di verifica attendibilità Cisco	file get activelog cm/trace/tvs/sdi/tvs*	CUC/CUCM
Servizio Web Cisco UXL	file get activelog tomcat/logs/uxl/log4j/UXL*	CUC/CUCM
Cisco Unified Mobile Voice Access Service	file get activelog tomcat/logs/ccmivr/log4j/ccmivr*	CUC/CUCM
Servizio Web Cisco Unified OS Admin	file get activelog tomcat/logs/cmplatform/log4j/cmplatform*	CUC/CUCM
API della piattaforma Cisco Unified OS	file get activelog tomcat/logs/platform-api/log4j/platform-api*	CUC/CUCM

Servizio Web Cisco Unified Reporting	file get activelog tomcat/logs/cucreports/log4j/cucreports*	CUC/CUCM
Cisco User Data Services	file get activelog tomcat/logs/cucm-uds/log4j/cucm-uds*	CUC/CUCM
Servizio Web Cisco WebDialer	file get activelog tomcat/logs/webdialer/log4j/webdialer*	CUC/CUCM
Servizio Web Cisco WebDialerRedirector	file get activelog tomcat/logs/redirector/log4j/redirector*	CUC/CUCM
Registri connessioni	file get activelog syslog/cron*	CUC/CUCM
Event Viewer-Log delle applicazioni	file get activelog syslog/CiscoSyslog*	CUC/CUCM
Event Viewer-Log di sistema	file get activelog syslog/messages.*	CUC/CUCM
Registri FIPS	file get activelog platform/fips/*	CUC/CUCM
Host Resources Agent	file get activelog platform/snmp/hostagt/*	CUC*/ CUCM
Report creati da IPT Platform CLI	Hardware: file get activelog platform/log/SystemReport-*.tgz Piattaforma: file get activelog platform/log/platformConfig-*.tar Linux SE: file get activelog syslog/security-diagnostics.tar.gz	CUC/CUCM
Registri CLI piattaforma IPT	file get activelog platform/log/cli*	CUC/CUCM
Registri di Monitoraggio certificati piattaforma IPT	file get activelog platform/log/certm*	CUC/CUCM
Log di CertMgr piattaforma IPT	file get activelog platform/log/certMgmt*	CUC/CUCM
Registri di Gestione cluster piattaforma IPT	file get activelog platform/log/clustermgr*	CUC/CUCM
Registri GUI piattaforma IPT	file get activelog tomcat/logs/iptplatform/log4j/iptplatform*	CUC/CUCM
Log di gestione IPT Platform IPsec	file get activelog platform/log/ipsecMgmt*	CUC/CUCM
Installa firma file	file get activelog platform/log/authentication*	CUC/CUCM
Log di installazione e aggiornamento	file get install*	CUC/CUCM
Registri Kerneldump	utils os kerneldump enable file get activelog syslog/messages* file get activelog syslog/CiscoSyslog*.* file get activelog cm/log/ris/csv/PerfMon.* file get activelog syslog/boot.*	CUC/CUCM
Agente MIB2	file get activelog core/mib2agt/mib2agt*	CUC*/ CUCM
Log di posta	file get activelog syslog/maillog*	CUC/CUCM
Log Mgetty	file get activelog mgetty/*	CUC/CUCM
Registri NTP	file get activelog syslog/ntp* file get activelog syslog/sd_ntp*	CUC/CUCM
Registri acquisizione pacchetti	file get activelog platform/cli/packets*	CUC/CUCM
Servizio Web di amministrazione della piattaforma	file get activelog tomcat/logs/platform-api/log4j/*	CUC/CUCM
Servizio Web di comunicazione della piattaforma **	file get activelog tomcat/logs/platformcom/log4j/*	CUC/CUCM
Log di programma	file get activelog cm/trace/ccm/Proglogs/*.*	CUC/CUCM

	file get activelog cm/trace/cti/Proglogs/*.*	
Registri SAR	file get activelog sa/sar*	CUC/CUCM
Log SELinux	file get activelog platform/selinux_startup* file get activelog syslog/security-diagnostics*	CUC/CUCM
SNMP Master Agent	file get activelog platform/snmp/snmpdm/*	CUC*/ CUCM
SOAP - Servizio database portale di diagnostica	file get activelog tomcat/logs/dp/log4j/dp*	CUC/CUCM
Registri protezione	file get activelog syslog/secure*	CUC/CUCM
Service Manager	file get activelog platform/log/servm*	CUC/CUCM
Log di registrazione del servizio	file get activelog platform/servreg/*	CUC/CUCM
Registri spooler	file get activelog syslog/spooler*	CUC/CUCM
Agente applicazione di sistema	file get activelog platform/snmp/sapagt/*	CUC*/ CUCM