

# RTMTにアクセスできない、またはRTMTを使用できない場合のCUCMログの収集

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## 概要

このドキュメントでは、CLIからCisco Unified Communication Manager(CUCM)ログを収集する手順について説明します。

## 背景

特定の問題をトラブルシューティングするためにCUCMトレースを収集する必要があり、Real Time Monitoring Tool(RTMT)アクセスが機能しないことがあります。

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## RTMTがアクセス可能または使用可能でない場合にCUCMからトレースを収集する方法

CUCMセキュアシェル(SSH)経由でログを取得するには、次のパスを使用します。

注:CUCMルートCLIログインによってトレースが収集された場合は、次の項目を置き換えます。 `file get activelog` さらにトラブルシューティングを行うために、`/var/log/active/`。

注 : ログ収集の前に、外部SFTPサーバが設定され、アクセス可能であることを確認してください。

## エントリ

ファイル指定	
Prog Logs	<code>file get activelog cm/trace/ccm/Proglogs/*.* file get activelog cm/trace/cti/Proglogs/*.*</code>
Service Manager	<code>file get activelog platform/log/servm*.log</code>
SNMPメインエージェント	<code>file get activelog platform/snmp/snmpdm/*.*</code>
MIB2 Agent	<code>file get activelog platform/snmp/mib2agt/*.*</code>

Host Resources Agent	file get activelog platform/snmp/hostagt/*.*
System Application Agent	file get activelog platform/snmp/sappagt/*.*
Event Viewer-Application Log	file get activelog syslog/CiscoSyslog*.*
Event Viewer-System Log	file get activelog syslog/messages.*
Boot Logs	file get activelog syslog/boot.*
Install and Upgrade Logs	file get install *
SELinux logs	file get activelog platform/selinux_startup.log file get activelog syslog/security- diagnostics.tar.gz
Cisco Tomcat ログ	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
Cisco Tomcat Security Logs	file get activelog tomcat/logs/security/log4j/sec urity*.*
IPT Platform GUI Logs	file get activelog tomcat/logs/iptplatform/log4j/ip tplatform*.*
IPT プラットフォーム CertMgr ログ	file get activelog platform/log/certMgmt*.log
IPT Platform IPsecMgmt Logs	file get activelog platform/log/ipsecMgmt*.log
IPT Platform Cluster Manager Logs	file get activelog platform/log/clustermgr*
IPT Platform CLI Logs	file get activelog platform/log/cli*.log
IPT Platform CLI Created Reports	ハードウェア : file get activelog platform/log/SystemReport- *.tgz プラットフォーム : file get activelog platform/log/platformConfig-

	*.tar SE Linux: file get activelog syslog/security- diagnostics.tar.gz
IPT Platform RemoteSupport Logs	file get activelog platform/log/getflag* file get activelog platform/log/create* file get activelog platform/log/remote* file get activelog platform/log/display* file get activelog platform/log/decoder*
IPT Platform Cert Monitor Logs	file get activelog platform/log/certm*.log
Install File Signing	file get activelog platform/log/authenticate*.*
Cisco Bulk Provisioning Service	file get activelog cm/trace/bps/log4j/bps.log
Cisco TAPS Service	
Cisco CDR Agent	file get activelog cm/trace/cdragent/log4j/cdrag ent.log
Cisco DHCP Monitor Service	file get activelog cm/trace/dhcpmon/log4j/dhcp mon.log
Cisco CallManager SNMP Service	file get activelog cm/trace/ccmmib/sdi/CcmMib Agent.txt
Cisco UXL Web Service	file get activelog core/UXLService.*
Cisco CTIManager	file get activelog cm/trace/cti/sdl/SDL.txt
Cisco CDR Repository Manager	file get activelog cm/trace/cdrrep/log4j/cdrrepm gr.log
Cisco AXL Web Service	file get activelog tomcat/logs/axl/log4j/axl.log
Cisco User Data Services	file get activelog tomcat/logs/cucm- uds/log4j/cucm-uds.log
Self Provisioning IVR	file get activelog core/PnPLauncher.*
Cisco TAPS Service	file get activelog cm/trace/taps/log4j/taps.log
Cisco Dialed Number Analyzer Server	file get activelog cm/trace/dnaserver/sdi/dna.txt
Cisco Dialed Number Analyzer	file get activelog tomcat/logs/dna/Results
Cisco Directory Number Alias Sync	file get activelog cm/trace/dnaliassync/log4j/dn aliassync.log
Cisco Intercluster Lookup Service	file get activelog cm/trace/ils/sdl/SDL.*
Cisco License Manager	file get activelog

	cm/trace/userlicensing/log4j/userlicensing*.log file get activelog cm/trace/licensing/postinstall/log4j/licensepostinstall*.log file get activelog cm/trace/licensing/log4j/licens eclient*.log file get activelog tomcat/logs/licensing/log4j/lice nloader*.log
Cisco Location Bandwidth Manager	file get activelog cm/trace/lbm/sdl/SDL.*
Cisco Extension Mobility	file get activelog tomcat/logs/em/log4j/emservice.log
Cisco Directory Number Alias Lookup	file get activelog tomcat/logs/dnaliaslookup/log4j/dnaliaslookup.log
Cisco CallManager	SDL: file get activelog cm/trace/ccm/sdl/SDL.* CallLog:file get activelog cm/trace/ccm/calllogs/calllogs _.txt
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_S ecurity.log
Cisco CAR Scheduler	file get activelog cm/trace/carsch/log4j/carsch.l og
Cisco Extended Functions	file get activelog cm/trace/cef/sdi/cef.txt
Cisco CAR Web Service	file get activelog tomcat/logs/car/log4j/car.log
Cisco Trust Verification Service	file get activelog cm/trace/tvs/sdi/tvs.txt
Cisco CallManager Cisco IP Phone Services	file get activelog tomcat/logs/ccmcip/log4j/ccmc ip.log
Cisco WebDialer Web Service	file get activelog tomcat/logs/webdialer/log4j/w ebdialer.log file get activelog tomcat/logs/webdialer/log4j/w ebdialer_CTIClient.txt file get activelog tomcat/logs/webdialer/log4j/w ebdialer_Security.txt
Cisco Unified Mobile Voice Access Service	file get activelog tomcat/logs/ccmivr/log4j/ccmiv r.log

Cisco IP Voice Media Streaming App	file get activelog cm/trace/cms/sdi/cms.txt
SOAP:Diagnostic Portal Database Service ( 診断ポータルデータベースサービス )	file get activelog tomcat/logs/dp/log4j/dp.log
Cisco TFTP	SDL:file get activelog cm/trace/ctftp/sdl/* SDI:file get activelog cm/trace/ctftp/sdi/ctftp.txt
Cisco CTL Provider	file get activelog cm/trace/ctlprovider/sdi/ctlprovider.txt
Cisco Certificate Authority Proxy Function	file get activelog cm/trace/capf/sdi/capf.txt
Cisco Audit Event Service	file get activelog cm/trace/auditlog/sdi/audittrace.txt
Cisco Messaging Interface	file get activelog cm/trace/cmi/sdi file get activelog cm/trace/cmi/sdi/csumi.txt
Cisco E911 Service	file get activelog tomcat/logs/e911proxy/log4j/e911proxy.log
Cisco WebDialerRedirector Web Service	file get activelog tomcat/logs/redirector/log4j/redirector.log
Cisco AMC Service	file get activelog cm/trace/amc/log4j/amc.log
Cisco SOAPMessage Service	file get activelog tomcat/logs/soapmessage/log4j/soapmessage.log
Cisco CCM DBL Web Library	file get activelog tomcat/logs/dbl/log4j/dbl.log
Cisco Serviceability Reporter AlertReport	file get activelog cm/report/rmtreporter/AlertReport/
Cisco AMC Service DeviceLog	file get activelog cm/log/amc/DeviceLog/
Cisco CCMRealm Web Service	file get activelog tomcat/logs/ccmrealm/log4j/ccmrealm.log
Cisco Log Partition Monitoring Tool	file get activelog cm/trace/lpm/sdi/lpm.txt
Cisco RIS Data Collector	file get activelog cm/trace/ris/sdi/ris.txt
Cisco Corefile Recovery Tool	file get activelog cm/trace/cfrr/cfrr.txt
Cisco Database Layer Monitor	file get activelog cm/trace/dbl/sdi/limitexceeded* file get activelog cm/trace/dbl/sdi/dbmon.txt file get activelog cm/trace/dbl/sdi/.csv
Cisco Tomcat Stats Servlet	file get activelog

	tomcat/logs/tomcatstats/log4j/tomcatstats.log
Cisco AMC Service CallLog	file get activelog cm/log/amc/CallLog/
Cisco RIS Data Collector PerfMonLog	file get activelog cm/log/ris/csv/PerfMon.csv
Cisco CDP	file get activelog cm/trace/cdp/sdi/cdpd.txt
Cisco External Call Control Service	file get activelog tomcat/logs/cucmeccs/log4j/cucmeccs.log
Cisco Audio Translator App	file get activelog cm/trace/cms/sdi/at.txt
Cisco Syslog Agent	file get activelog cm/trace/syslogmib/sdi/syslogmib.txt
Cisco DirSync	file get activelog cm/trace/dirsync/log4j/dirsync.log
Cisco AMC Service ServerLog	file get activelog cm/log/amc/ServerLog/
Cisco Serviceability Reporter DeviceReport	file get activelog cm/report/rmtreporter/DeviceRep/
Cisco SOAP Web Service	file get activelog tomcat/logs/soap/csv/*.csv file get activelog tomcat/logs/soap/log4j/soap.log
Cisco GRT Communication Web Service	file get activelog tomcat/logs/grt/log4j/grt.log
Cisco RisBean Library	file get activelog tomcat/logs/risbean/log4j/risbean.log
Cisco Abort Transaction Spooling	file get activelog cm/log/informix/ats/*.*
Cisco Unified Reporting Web Service	file get activelog tomcat/logs/cucreports/log4j/cucreports.log
Cisco AMC Service PPRLog	file get activelog cm/log/amc/PPRLog/
Cisco Certificate Change Notification Service	file get activelog platform/log/certCN.log
Cisco CCMAAdmin Web Service	file get activelog tomcat/logs/ccmadmin/log4j/ccmadmin.log
Cisco Serviceability Reporter ServiceReport	file get activelog cm/report/rmtreporter/ServiceRep/
Cisco Database Cli Output	file get activelog cm/trace/dbl/*.tar file get activelog cm/trace/dbl/*.csv file get activelog cm/trace/dbl/*.out
Cisco Serviceability Reporter PPRReport	file get activelog

	cm/report/rtmtreporter/PerformanceRep/
Cisco Trace Collection Service	file get activelog cm/trace/tct/log4j/tct.log
Cisco Called Party Tracing	file get activelog cm/trace/ccm/dntrace/dntrace_*.txt
Cisco DRFメイン	file get activelog platform/drf/trace/drfMA.log file get activelog platform/drf/log/*
Cisco Common User Interface	file get activelog tomcat/logs/cui/log4j/cui.log
Cisco Informix Database Service	file get activelog cm/log/informix/shmem* file get activelog cm/log/informix/*.log file get activelog cm/log/informix/*.gz file get activelog cm/log/informix/af*
Cisco Database Installation Service	file get activelog cm/trace/dbl/sdi/*.sql.log file get activelog cm/trace/dbl/sdi/installdb*.log file get activelog cm/trace/dbl/sdi/installdb*.log.err file get activelog cm/trace/dbl/sdi/*.sql.log.err
Cisco CCMUser Web Service	file get activelog tomcat/logs/ccmuser/log4j/ccmuser.log
Cisco Database Notification Service	file get activelog cm/trace/dbl/sdi/dbnotify*
Cisco Unified OS Platform API	file get activelog tomcat/logs/platform-api/log4j/platform-api.log
Cisco Certificate Change Notification	file get activelog platform/log/certCN.log
Cisco Serviceability Reporter	file get activelog cm/trace/rtmtreporter/log4j/rtmtreporter.log
Cisco Unified OS Admin Web Service	file get activelog tomcat/logs/cmplatform/log4j/cmplatform.log
Cisco DRF Local	file get activelog platform/drf/trace/drfLA.log
Cisco Log4jinit Servlet	file get activelog tomcat/logs/log4jinit/log4j/log4jinit.log
Cisco Database Library Trace	file get activelog cm/trace/dbl/sdi/dbl*.log
Cisco RTMT Web Service	file get activelog tomcat/logs/rtmt/log4j/rtmt.log
Cisco CCMService Web Service	file get activelog tomcat/logs/ccmservice/log4j/c

	cmservice.log
Cisco Database Replicator Trace	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.*
MIB2 Agent	file get activelog core/mib2agt.*
SNMPプライマリエージェント	file get activelog platform/snmp/snmpdm/*.*
Cisco SSO	file get activelog platform/log/ssoApp* file get activelog sso/policyagent/ file get activelog tomcat/logs/ssosp/log4j/*.log



## 翻訳について

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