

# 用CLI排除Cisco VOS基于精良服务器故障

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## Introduction

本文描述Cisco精良服务器或其他Cisco语音操作系统的(VOS)基于产品的多个故障检修情况与使用Java基于命令行界面(CLI)。

**Note:**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, make sure that you understand the potential impact of any command.

## 用CLI排除Cisco VOS基于精良服务器故障

### 通用的概述

Cisco VOS CLI提供准许完成某些故障排除任务用一个非常高效的方法的一组命令。

### 整理磁盘空间

所有VOS基于服务器的一项非常普通的任务是整理在普通的分区的空间。此命令可以用于那。

首先，请列出日志文件并且指定路径和可选的键。

```
admin:file list activelog /desktop/logs/webservices date detail
```

```
11 Aug,2016 20:26:23 1,927,946 Desktop-webservices.2016-08-11T15-53-39.646.startup.log.zip
11 Aug,2016 21:44:42 1,105,322 Error-Desktop-webservices.2016-08-11T15-53-40.166.startup.log.zip
12 Aug,2016 01:48:58 1,741,638 Desktop-webservices.2016-08-11T20-26-23.164.log.zip
12 Aug,2016 03:35:30 1,126,078 Error-Desktop-webservices.2016-08-11T21-44-42.664.log.zip
12 Aug,2016 07:11:33 1,753,064 Desktop-webservices.2016-08-12T01-48-58.164.log.zip
12 Aug,2016 09:26:17 1,125,984 Error-Desktop-webservices.2016-08-12T03-35-30.164.log.zip
```

```
12 Aug,2016 12:34:08 1,741,476 Desktop-webservices.2016-08-12T07-11-33.664.log.zip
12 Aug,2016 15:17:05 1,125,790 Error-Desktop-webservices.2016-08-12T09-26-17.664.log.zip
```

然后请删除老日志文件。随意地您能指定`noconfirm`键是避免和不按作为确认。

```
admin:file delete activelog /desktop/logs/webservices/*webservices.2016-08-11* noconfirm
```

```
files: found = 4, deleted = 4
```

## 审计被输入的CLI命令

所有VOS CLI命令进入的此命令一览表。失败地被执行的命令。

从输出，您能看到系统被重新了启动，Tomcat信任认证被导入了，并且Tomcat服务以后被重新了启动那。

```
admin:file search activelog platform/log/cli* "running command" ignorecase recurs
```

```
Searching path: /var/log/active/platform/log/cli*
```

```
2016-11-03 09:59:12,558 INFO [main] sdMain.main - running command -> [utils system restart ]
2016-11-03 09:38:52,623 INFO [main] sdMain.main - running command -> [set cert import trust
tomcat]
2016-11-03 09:39:30,978 INFO [main] sdMain.main - running command -> [utils service restart
Cisco Tomcat]
2016-11-03 09:41:16,664 INFO [main] sdMain.main - running command -> [show cert own tomcat]
```

```
Search completed
```

**Note:**在根据的一些VOS服务器`ignorecase`键不是可用的。

## 复核记录联机

### 查找相关日志文件

在精良客户端显示的特定错误信息的情况下，搜索选项事例用于确定确切的时间戳和日志文件。

```
admin:file search activelog /desktop/logs/ "100011" recurs ignorecase
```

```
Searching path: /var/log/active//desktop/logs/
```

```
/var/log/active//desktop/logs/realm/realm.log:1289383032: Nov 18 2016 08:14:15.076 +0100:
```

```
[http-bio-8445-exec-10] INFO CCRrealmConfig.finesseAuthenticate(): Unable to authenticate user:
100011
```

```
Search completed
```

输出显示确切的日志文件，时间戳与毫秒精确度和错误信息生成的“无法验证用户：100011”。

### 查看联机文件

下一步，在您查找相关日志文件后是查看它。并且使用文件大日志文件的转储选项不是有利的。反而可以使用文件视图，因此您能连接直接到文件的末端。

```
admin:file view activelog /desktop/logs/realm/realm.log
```

```
0: Aug 11 2016 15:52:14.423 +0200: [localhost-startStop-1] INFO
Loaded realm log config file at: /opt/cisco/desktop/conf/realm/log4j.xml
55577: Aug 11 2016 15:53:10.000 +0200: [Infrastructure Initialization, completed] INFO
Loaded realm log config file at: /opt/cisco/desktop/conf/realm/log4j.xml

options: q=quit, n=next, p=prev, b=begin, e=end (lines 1 - 20 of 374) :
```

```
956921239: Nov 14 2016 11:53:13.283 +0100: [http-bio-8445-exec-12] INFO
CCRealmConfig.finesseAuthenticate(): Unable to authenticate user: 1012
1206572479: Nov 17 2016 09:14:04.523 +0100: [http-bio-8082-exec-6] INFO
CCRealmConfig.finesseAuthenticate(): Unable to authenticate user: MEDIASENSE_API
1217996207: Nov 17 2016 12:24:28.251 +0100: [http-bio-8082-exec-10] INFO
CCRealmConfig.finesseAuthenticate(): Unable to authenticate user: MEDIASENSE_API
1289292089: Nov 18 2016 08:12:44.133 +0100: [http-bio-8445-exec-22] INFO
CCRealmConfig.finesseAuthenticate(): Unable to authenticate user: 5678
1289383032: Nov 18 2016 08:14:15.076 +0100: [http-bio-8445-exec-10] INFO
CCRealmConfig.finesseAuthenticate(): Unable to authenticate user: 100011
```

```
end of the file reached
options: q=quit, n=next, p=prev, b=begin, e=end (lines 361 - 374 of 374) :
```

## 访问在VOS的目录

能由于多种原因使用。在他们中是检查日志文件生成证明进程运行，检查磁盘的大小整理或自学的日志。

此命令将提供名字过滤的日志文件列表提供。选项详细资料显示日期和大小。一个另外的关键日期排序根据时间文件的输出生成了。

```
admin:file list activelog /desktop/logs/webservices/*2016-08-12* det date
12 Aug,2016 07:11:33 1,753,064 Desktop-webservices.2016-08-12T01-48-58.164.log.zip
12 Aug,2016 09:26:17 1,125,984 Error-Desktop-webservices.2016-08-12T03-35-30.164.log.zip
12 Aug,2016 12:34:08 1,741,476 Desktop-webservices.2016-08-12T07-11-33.664.log.zip
12 Aug,2016 15:17:05 1,125,790 Error-Desktop-webservices.2016-08-12T09-26-17.664.log.zip
12 Aug,2016 17:56:43 1,741,988 Desktop-webservices.2016-08-12T12-34-08.664.log.zip
12 Aug,2016 21:07:52 1,125,050 Error-Desktop-webservices.2016-08-12T15-17-05.164.log.zip
12 Aug,2016 23:19:18 1,753,089 Desktop-webservices.2016-08-12T17-56-43.663.log.zip
13 Aug,2016 02:58:40 1,125,382 Error-Desktop-webservices.2016-08-12T21-07-52.664.log.zip
13 Aug,2016 04:41:53 1,742,441 Desktop-webservices.2016-08-12T23-19-18.664.log.zip
dir count = 0, file count = 9
```

## 检查平台历史记录

关于服务器升级的基本的诊断信息，Cisco选项包(COPS)文件安装，并且重新启动是非常有用的。特别是在故障排除进程中。

```
admin:file dump install system-history.log
=====
Product Name - Cisco Finesse
Product Version - 11.0.1.10000-24
Kernel Image - 2.6.32-431.20.3.el6.x86_64
=====
08/11/2016 12:46:19 | root: Install 11.0.1.10000-24 Start
08/11/2016 06:02:15 | root: Boot 11.0.1.10000-24 Start
08/11/2016 15:45:52 | root: Install 11.0.1.10000-24 Success
08/11/2016 15:45:53 | root: Boot 11.0.1.10000-24 Start
08/26/2016 12:50:14 | root: Cisco Option Install finesse-cce.1101.ES05.10000.cop Start
```

```
08/26/2016 13:25:51 | root: Cisco Option Install finesse-cce.1101.ES05.10000.cop Success
08/26/2016 13:51:14 | root: Restart 11.0.1.10000-24 Start
08/26/2016 13:51:40 | root: Boot 11.0.1.10000-24 Start
10/19/2016 17:16:48 | root: Shutdown 11.0.1.10000-24 Start
10/20/2016 12:17:10 | root: Boot 11.0.1.10000-24 Start
```

## 下载日志

万一有需要拉从系统的日志进一步分析的，然后可以使用此命令。它irreplaceable，当Cisco Tomcat Web服务器发生故障时，并且不可能使用实时监控工具(RTMT)。

您能拉日志基于准时过滤器。在本例中前两个小时。

```
admin:file get activelog /desktop/logs/webservices/ reltime hours 2 compress
```

```
This command can take significantly long time,
and can also affect the system wide IOWAIT on your system.
Would you like to proceed [y/n]?y
Please wait while the system is gathering files info ...done.
Sub-directories were not traversed.
Number of files affected: 1
Total size in Bytes: 3460015
Total size in Kbytes: 3378.921
Would you like to proceed [y/n]? y
SFTP server IP:
```

并且，日志可以被拉根据命名过滤器。在本例中，与日志扩展名的仅文件从安装目录被拉。文件不是被压缩的。

```
admin:file get install /*.log
Please wait while the system is gathering files info ...done.
Sub-directories were not traversed.
Number of files affected: 10
Total size in Bytes: 2640585
Total size in Kbytes: 2578.6963
Would you like to proceed [y/n]? n
Files transfer cancelled.
```

另一个有用的案例是收集一个根本原因分析的日志特定时间范围的。

```
admin:file get activelog /desktop/logs/ abstime 09:00:11/13/16 09:00:11/14/16 recurs
Please wait while the system is gathering files info ...done.
Sub-directories were traversed.
Number of files affected: 2
Total size in Bytes: 7446444
Total size in Kbytes: 7271.918
Would you like to proceed [y/n]?
```

**Note:**保证验证总大小值，并且，如果是太大的请做一点时间范围或放置更加特定的目录。