

# 如果RTMT不可访问或可用，则收集CUCM日志

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## 简介

本文档介绍从CLI收集Cisco Unified Communication Manager(CUCM)日志的过程。

## 背景

有时，为了排查特定问题，您必须收集CUCM跟踪，而实时监控工具(RTMT)访问不起作用。

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## 如果RTMT不可访问或可用，如何从CUCM收集跟踪

使用以下路径通过CUCM安全外壳(SSH)获取日志：

**注意：**如果CUCM根CLI登录收集了跟踪，则替换：`file get activelog` 与 `/var/log/active/`。

**注意：**在收集日志之前，请确保外部SFTP服务器已配置且可访问。

## 条目

文件规范	
程序日志	<code>file get activelog cm/trace/ccm/Proglogs/*.* file get activelog cm/trace/cti/Proglogs/*.*</code>
服务管理器	<code>file get activelog platform/log/servm*.log</code>
SNMP主代理	<code>file get activelog platform/snmp/snmpdm/*.*</code>
MIB2代理	<code>file get activelog platform/snmp/mib2agt/*.*</code>
主机资源代理	<code>file get activelog platform/snmp/hostagt/*.*</code>
系统应用程序代理	<code>file get activelog platform/snmp/sappagt/*.*</code>
事件查看器 — 应用日志	<code>file get activelog syslog/CiscoSyslog*.*</code>
事件查看器 — 系统日志	<code>file get activelog syslog/messages.*</code>

启动日志	file get activelog syslog/boot.*
安装和升级日志	文件get install *
SELinux日志	file get activelog platform/selinux_startup.log file get activelog syslog/security-diagnostics.tar.gz
Cisco Tomcat日志	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.* 文件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安全日志	file get activelog tomcat/logs/security/log4j/security*.*
IPT平台GUI日志	file get activelog tomcat/logs/iptplatform/log4j/iptplatform*.*
IPT平台证书管理器日志	file get activelog platform/log/certMgmt*.log
IPT平台IPSecMgmt日志	file get activelog platform/log/ipsecMgmt*.log
IPT平台群集管理器日志	file get activelog platform/log/clustermgr*
IPT平台CLI日志	file get activelog platform/log/cli*.log
IPT平台CLI创建的报告	硬件 : file get activelog platform/log/SystemReport*.tgz 平台 : 文件get activelog platform/log/platformConfig*.tar SE Linux : 文件get activelog syslog/security-diagnostics.tar.gz
IPT平台远程支持日志	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平台证书监控器日志	file get activelog platform/log/certm*.log
安装文件签名	file get activelog platform/log/authenticate*.*
Cisco Bulk Provisioning Service	file get activelog cm/trace/bps/log4j/bps.log
Cisco TAPS Service	
Cisco CDR 代理	file get activelog cm/trace/cdragent/log4j/cdragent.log
Cisco DHCP Monitor Service	file get activelog cm/trace/dhcpmon/log4j/dhcpmon.log
Cisco CallManager SNMP Service	file get activelog cm/trace/ccmmib/sdi/CcmMibAgent.txt
Cisco UXL Web服务	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/cdrrepmgr.log
Cisco AXL Web Service	file get activelog tomcat/logs/axl/log4j/axl.log
思科用户数据服务	file get activelog tomcat/logs/cucm-uds/log4j/cucm-uds.log
自助调配IVR	文件获取activelog core/PnPLauncher.*
Cisco TAPS Service	file get activelog cm/trace/taps/log4j/taps.log
思科拨号号码分析器服务器	file get activelog cm/trace/dnaserver/sdi/dna.txt
Cisco Dialed Number Analyzer	file get activelog tomcat/logs/dna/Results
Cisco目录号码别名同步	file get activelog cm/trace/dnaliassync/log4j/dnaliassync.log
思科集群间查找服务	file get activelog cm/trace/ils/sdl/SDL.*
Cisco 许可证管理器	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/licenseclient*.log file get activelog tomcat/logs/licensing/log4j/lice

	nseloader*.log
思科位置带宽管理器	file get activelog cm/trace/lbm/sdl/SDL。 *
Cisco Extension Mobility	file get activelog tomcat/logs/em/log4j/emservice.log
Cisco目录号码别名查找	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_Security.log
Cisco CAR 调度程序	file get activelog cm/trace/carsch/log4j/carsch.log
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
思科信任验证服务	file get activelog cm/trace/tvs/sdi/tvs.txt
Cisco CallManager Cisco IP 电话服务	file get activelog tomcat/logs/ccmcip/log4j/ccmcip.log
Cisco WebDialer Web Service	file get activelog tomcat/logs/webdialer/log4j/webdialer.log file get activelog tomcat/logs/webdialer/log4j/webdialer_CTIClient.txt file get activelog tomcat/logs/webdialer/log4j/webdialer_Security.txt
Cisco Unified 移动语音访问服务	file get activelog tomcat/logs/ccmivr/log4j/ccmivr.log
Cisco IP 语音媒体流应用	file get activelog cm/trace/cms/sdi/cms.txt
SOAP — 诊断门户数据库服务	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 证书权限代理功能	file get activelog cm/trace/capf/sdi/capf.txt
思科审核事件服务	file get activelog cm/trace/auditlog/sdi/audittrace.txt
Cisco Messaging 接口	file get activelog cm/trace/cmi/sdi file get activelog cm/trace/cmi/sdi/csumi.txt
思科E911服务	file get activelog tomcat/logs/e911proxy/log4j/e911proxy.log
Cisco WebDialerRedirector Web服务	file get activelog tomcat/logs/redirector/log4j/redirector.log
Cisco AMC Service	file get activelog cm/trace/amc/log4j/amc.log
思科SOAPMessage服务	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警报报告	file get activelog cm/report/rtmtreporter/AlertReport/
思科AMC服务设备日志	file get activelog cm/log/amc/DeviceLog/
Cisco CCMRealm Web Service	file get activelog tomcat/logs/ccmrealm/log4j/ccmrealm.log
Cisco Cisco 日志分区监控工具	file get activelog cm/trace/lpm/sdi/lpm.txt
Cisco RIS 数据收集器	file get activelog cm/trace/ris/sdi/ris.txt
思科核心文件恢复工具	file get activelog cm/trace/cfrr/cfrr.txt
Cisco 数据库层监控器	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统计信息Servlet	file get activelog tomcat/logs/tomcatstats/log4j/tomcatstats.log
思科AMC服务呼叫日志	file get activelog cm/log/amc/CallLog/
思科RIS数据收集器性能监控日志	file get activelog cm/log/ris/csv/PerfMon.csv
思科CDP	file get activelog

	cm/trace/cdp/sdi/cdpd.txt
思科外部呼叫控制服务	file get activelog tomcat/logs/cucmeccs/log4j/cu cmeccs.log
思科音频翻译器应用	file get activelog cm/trace/cms/sdi/at.txt
思科系统日志代理	file get activelog cm/trace/syslogmib/sdi/syslog mib.txt
Cisco DirSync	file get activelog cm/trace/dirsync/log4j/dirsync. log
思科AMC服务服务器日志	file get activelog cm/log/amc/ServerLog/
Cisco Serviceability Reporter设备报告	file get activelog cm/report/rtmtreporter/Device Rep/
Cisco SOAP Web Service	file get activelog tomcat/logs/soap/csv/*.csv file get activelog tomcat/logs/soap/log4j/soap.lo g
Cisco GRT 通信 Web 服务	file get activelog tomcat/logs/grt/log4j/grt.log
思科RisBean库	file get activelog tomcat/logs/risbean/log4j/risbe an.log
思科中止事务假脱机处理	文件get activelog cm/log/informix/ats/*.*
Cisco Unified 报告 Web 服务	file get activelog tomcat/logs/cucreports/log4j/c ucreports.log
思科AMC服务PPRLog	file get activelog cm/log/amc/PPRLog/
思科证书更改通知服务	file get activelog platform/log/certCN.log
Cisco CCMAAdmin Web Service	file get activelog tomcat/logs/ccmadmin/log4j/c cmadmin.log
Cisco Serviceability Reporter服务报告	file get activelog cm/report/rtmtreporter/Service Rep/
Cisco数据库Cli输出	file get activelog cm/trace/dbl/*.tar file get activelog cm/trace/dbl/*.csv file get activelog cm/trace/dbl/*.out
Cisco Serviceability Reporter PRReport	file get activelog cm/report/rtmtreporter/Perform anceRep/
Cisco Trace Collection Service	file get activelog cm/trace/tct/log4j/tct.log
思科被叫方跟踪	file get activelog cm/trace/ccm/dntrace/dntrace _.txt

思科DRF主	file get activelog platform/drf/trace/drfMA.log file get activelog platform/drf/log/*
Cisco 通用用户界面	file get activelog tomcat/logs/cui/log4j/cui.log
Cisco Informix数据库服务	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*
思科数据库安装服务	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服务	file get activelog tomcat/logs/ccmuser/log4j/cc muser.log
思科数据库通知服务	file get activelog cm/trace/dbl/sdi/dbnotify*
思科统一操作系统平台API	file get activelog tomcat/logs/platform- api/log4j/platform-api.log
思科证书更改通知	file get activelog platform/log/certCN.log
Cisco Serviceability Reporter	file get activelog cm/trace/rtmtreporter/log4j/rtm treporter.log
Cisco Unified OS Admin Web Service	file get activelog tomcat/logs/cmplatform/log4j/c mplatform.log
Cisco DRF Local	file get activelog platform/drf/trace/drfLA.log
Cisco Log4jinit Servlet	file get activelog tomcat/logs/log4jinit/log4j/log4j init.log
思科数据库跟踪	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跟踪	file get activelog cm/trace/dbl/sdi/replication_sc ripts_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代理	file get activelog core/mib2agt.*
SNMP主代理	file get activelog platform/snmp/snmpdm/*.*
思科SSO	file get activelog platform/log/ssoApp* file get activelog sso/policyagent/ file get activelog tomcat/logs/ssosp/log4j/*.log



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