

排除CUCM 14的CLI中的跟踪位置故障

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简介

本文档介绍从Cisco Unified Communications Manager(CUCM)命令行界面(CLI)收集日志的文件路径。

先决条件

要求

本文档没有任何特定的要求。

使用的组件

本文档中的信息基于以下软件和硬件版本：

- CUCM 14.0.1

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您使用的是真实网络，请确保您已经了解所有命令的潜在影响。

背景信息

CUCM提供实时监控工具(RTMT)来简化跟踪收集。RTMT提供逻辑名称列表，允许用户选择服务名称并收集所选服务的跟踪。有时使用CLI直接查找文件会很有帮助。本文档将RTMT复选框映射到CLI文件位置。跟踪文件和位置可能因版本而异；但是，本文档对CUCM 14.0.1.12900-161是准确的。

 提示：文档[CUCM 11.0.1 RTMT Trace Locations in CLI](#)讨论CUCM 11.0.1中日志的文件路径

RTMT复选框映射到CLI路径

以下标题是RTMT中列出的服务名称。映射到服务名称的CLI文件路径在每个标题下方列出。

启动日志

```
activelog /syslog/boot.log
```

思科中止事务假脱机处理

```
activelog /cm/log/informix/ats/*
```

Cisco AMC Service

```
activelog /cm/trace/amc/log4j/amc*.log
```

思科AMC服务警报日志

activelog /cm/log/amc/AlertLog/AlertLog*.csv

思科AMC服务呼叫日志

activelog /cm/log/amc/CallLog/CallLog*.csv

思科AMC服务设备日志

activelog /cm/log/amc/DeviceLog/DeviceLog*.csv

思科AMC服务PPRLog

activelog /cm/log/amc/PPRLog/<nodeIPaddress>/PPRLog*.csv

activelog /cm/log/amc/PPRLog/PPRDbLog*.csv

思科AMC服务服务器日志

activelog /cm/log/amc/ServerLog/ServerLog*.csv

思科AMC服务日志

activelog /cm/log/amc/ServiceLog/ServiceLog*.csv

思科AXL Tomcat

activelog /tomcat/logs/axl-tomcat/*

Cisco AXL Web Service

activelog /tomcat/logs/axl/log4j/axl*.log

思科音频翻译器应用

activelog /cm/trace/cms/sdi/at*.txt

思科审核事件服务

activelog /cm/trace/auditlog/sdi/audittrace*.txt

思科审核日志

activelog /audit/AuditApp/Audit*.log

activelog /audit/vos/vos-audit.log

activelog /audit/vos/vos-audit.log.*

Cisco Bulk Provisioning Service

activelog /cm/trace/bps/log4j/bps*.log

Cisco CallManager Cisco IP 电话服务

activelog /tomcat/logs/ccmcip/log4j/

Cisco CAR 调度程序

activelog /cm/trace/carsch/log4j/carsch*

Cisco CAR Web Service

activelog /tomcat/logs/car/log4j/car*

Cisco CCM DBL Web Library

activelog /tomcat/logs/dbl/log4j/dbl*.log

Cisco CCM NCS Web Library

activelog /tomcat/logs/ncs/log4j/ncs*.log

Cisco CCM PD Web Service

activelog /tomcat/logs/pd/log4j/*

Cisco CCMAAdmin Web Service

activelog /tomcat/logs/ccmadmin/log4j/ccmadmin*.log

Cisco CCMRealm Web Service

activelog /tomcat/logs/ccmrealm/log4j/ccmrealm*.log

Cisco CCMService Web Service

activelog /tomcat/logs/ccmservice/log4j/ccmservice*.log

Cisco CCMUser Web服务

activelog /tomcat/logs/ccmuser/log4j/ccmuser*

思科CDP

activelog /cm/trace/cdp/sdi/cdpd*.txt

Cisco CDP代理

activelog /cm/trace/cdpmib/sdi/*

Cisco CDR 代理

activelog /cm/trace/cdragent/log4j/cdragent*.log

activelog /cm/trace/cdragent/log4j/cdragentThreadDump.log

Cisco CDR Repository Manager

activelog /cm/trace/cdrrep/log4j/cdrrepmgr*.log

CM服务器上的Cisco CDR文件

activelog /cm/cdr/

已处理发布服务器上的思科CDR文件

activelog /cm/cdr_repository/processed/

Cisco CTIManager

activelog /cm/trace/cti/sdi/SDL*_200_*.txt

Cisco CTL Provider

activelog /cm/trace/ctlprovider/sdi/*

Cisco CallManager

activelog /cm/trace/ccm/sdi/SDL00*_100*.txt

activelog /cm/trace/ccm/callogs/callogs*.txt

Cisco CallManager SNMP Service

activelog /cm/trace/ccmmib/sdi/CcmMibAgent*.txt

Cisco 证书权限代理功能

activelog /cm/trace/capf/sdi/capf*.txt

思科证书更改通知

activelog /platform/log/certCN*.log

思科证书更改通知服务

activelog /platform/log/certCN*.log

思科更改凭证应用

activelog /tomcat/logs/changecredential/log4j/changepin*.log

Cisco 通用用户界面

activelog /tomcat/logs/cui/log4j/cui*.log

Cisco ControlCenter CLI

activelog /cm/trace/ccmservice/log4j/ccmservice*.log

Cisco DHCP Monitor Service

activelog /cm/trace/dhcpmon/log4j/dhcpmon*.log

思科扩展功能报告

activelog /cm/log/cef/xml/qrt*

Cisco DRF Local

activelog /platform/drf/trace/drfLA*.log

Cisco DRF Master

activelog /platform/drf/trace/drfMA*.log

Cisco数据库Cli输出

activelog /cm/trace/dbl/ncsj/ncsjUndefined*.out

activelog /cm/trace/dbl/dblj/dbljdbims*.out

activelog /cm/trace/dbl/dblj/dbljdbtaps*.out

思科数据库安装服务

activelog /cm/trace/dbl/sdi/installdb*.log.err

activelog /cm/trace/dbl/sdi/installdb*.log

Cisco 数据库层监控器

activelog /cm/trace/dbl/sdi/dbmon*.txt

思科数据库跟踪

activelog /cm/trace/dbl/sdi/capf/dbl_capf*.log

activelog /cm/trace/dbl/sdi/dbmon/dbl_dbmon*.log

activelog /cm/trace/dbl/sdi/ilsd/dbl_ilsd*.log

activelog /cm/trace/dbl/sdi/installdb/dbl_installdb*.log

activelog /cm/trace/dbl/sdi/RisDC/dbl_RisDC*.log

activelog /cm/trace/dbl/sdi/tvs/dbl_tvs*.log

activelog /cm/trace/dbl/sdi/LpmTool/dbl_LpmTool*.log

activelog /cm/trace/dbl/sdi/ctftp/dbl_ctftp*.log

activelog /cm/trace/dbl/sdi/CTLProvider/dbl_CTLProvider*.log

activelog /cm/trace/dbl/sdi/ccmAgt/dbl_ccmAgt*.log

activelog /cm/trace/dbl/sdi/CiscoSyslogSubAgt/dbl_CiscoSyslogSubAgt*.log

activelog /cm/trace/dbl/sdi/ccm/dbl_ccm*.log

activelog /cm/trace/dbl/sdi/lbm/dbl_lbm*.log

activelog /cm/trace/dbl/sdi/AuditLog/dbl_AuditLog*.log

activelog /cm/trace/dbl/sdi/ipvmsd/dbl_ipvmsd*.log

activelog /cm/trace/dbl/sdi/dnserver/dbl_dnserver*.log

activelog /cm/trace/dbl/sdi/CTIManager/dbl_CTIManager*.log

activelog /cm/trace/dbl/sdi/cef/dbl_cef*.log

思科数据库通知服务

```
activelog /cm/trace/dbl/sdi/dbmon/dbnotify_dbmon*.log
activelog /cm/trace/dbl/sdi/ilsd/dbnotify_ilsd*.log
activelog /cm/trace/dbl/sdi/RisDC/dbnotify_RisDC*.log
activelog /cm/trace/dbl/sdi/LpmTool/dbnotify_LpmTool*.log
activelog /cm/trace/dbl/sdi/tvs/dbnotify_tvs*.log
activelog /cm/trace/dbl/sdi/ctftp/dbnotify_ctftp*.log
activelog /cm/trace/dbl/sdi/ccmAgt/dbnotify_ccmAgt*.log
activelog /cm/trace/dbl/sdi/CiscoSyslogSubAgt/dbnotify_CiscoSyslogSubAgt*.log
activelog /cm/trace/dbl/sdi/ccm/dbnotify_ccm*.log
activelog /cm/trace/dbl/sdi/lbm/dbnotify_lbm*.log
activelog /cm/trace/dbl/sdi/AuditLog/dbnotify_AuditLog*.log
activelog /cm/trace/dbl/sdi/CTIManager/dbnotify_CTIManager*.log
activelog /cm/trace/dbl/sdi/dnaserver/dbnotify_dnaserver*.log
```

Cisco Database Replicator跟踪

```
activelog /cm/trace/dbl/sdi/dblrpc.err
activelog /cm/trace/dbl/sdi/installdb*.log
activelog /cm/trace/dbl/sdi/start.log
activelog /cm/trace/dbl/sdi/startrpc.log
activelog /cm/trace/dbl/sdi/startcar.log
activelog /cm/trace/dbl/sdi/replication_scripts_output.log
activelog /cm/trace/dbl/sdi/spltrace.log
```

思科设备激活服务

```
activelog /tomcat/logs/ccmact/log4j/*
```

Cisco Dialed Number Analyzer

```
activelog /tomcat/logs/dna/log4j/dna*.log
```

思科拨号号码分析器服务器

```
activelog /cm/trace/dnaserver/sdi/dna*.txt
```

Cisco DirSync

```
activelog /cm/trace/dirsync/log4j/dirsync*.log  
activelog /cm/trace/dirsync/log4j/dirsync_err*.log
```

Cisco 目录号码别名查找

```
activelog /tomcat/logs/dnaliaslookup/log4j/dnaliaslookup*.log
```

Cisco 目录号码别名同步

```
activelog /cm/trace/dnaliassync/log4j/dnaliassync*.log
```

思科E911服务

```
activelog /tomcat/logs/e911proxy/log4j/e911proxy*.log
```

Cisco Extended Functions

```
activelog /cm/trace/cef/sdi/cef*.txt
```

思科扩展功能报告

```
activelog /cm/log/cef/xml/qrt*.xml
```

Cisco Extension Mobility

```
activelog /tomcat/logs/em/log4j/emservice*.log
```

Cisco Extension Mobility应用程序

activelog /tomcat/logs/em/log4j/emapp*.log

Cisco GRT 通信 Web 服务

activelog /tomcat/logs/grt/log4j/grt*

思科HAProxy

activelog /cm/trace/haproxy/haproxy*

Cisco头戴式耳机服务

activelog /tomcat/logs/headset/log4j/*

Cisco IP Manager Assistant

activelog /tomcat/logs/ipma/log4j/*

Cisco IP 语音媒体流应用

activelog /cm/trace/cms/sdi/cms*.txt

Cisco Informix数据库服务

activelog /cm/log/informix/ccm.log.*.gz

activelog /cm/log/informix/car.log

activelog /cm/log/informix/ccm.log

思科集群间查找服务

activelog /cm/trace/ils/sdl/SDL*_600_*.txt

Cisco 许可证管理器

activelog /cm/trace/userlicensing/log4j/userlicensing*.log

思科位置带宽管理器

```
activelog /cm/trace/lbm/sdl/SDL*_700_*.txt
```

Cisco Cisco 日志分区监控工具

```
activelog /cm/trace/lpm/sdi/lpm*.txt
```

Cisco Log4jinit Servlet

```
activelog /tomcat/logs/log4jinit/log4j/log4jinit*.log
```

思科管理代理服务

```
activelog /cm/trace/cmas/log4j/cmas*
```

思科推送通知服务

```
activelog /cm/trace/ccmpns/log4j/ccmpns*
```

Cisco RIS 数据收集器

```
activelog /cm/trace/ris/sdi/ris*.txt
```

思科RIS数据收集器性能监控日志

```
activelog /cm/log/ris/csv/PerfMon*.csv
```

Cisco RTMT Web Service

```
activelog /tomcat/logs/rtmt/log4j/rtmt*.log
```

思科RisBean库

activelog /tomcat/logs/risbean/log4j/risbean*.log

Cisco 基于角色安全性

activelog /tomcat/logs/rbs/log4j/rbsaccess*.log

Cisco行信息假脱机处理

activelog /cm/log/informix/ris/*

思科智能许可证管理器

activelog /cm/trace/slm/log4j/*

思科SOAPMessage服务

activelog /tomcat/logs/soapmessage/log4j/soapmessage*

Cisco SOAP Web Service

activelog /tomcat/logs/soap/csv/ratecontrol*.csv

activelog /tomcat/logs/soap/log4j/soap*.log

思科SSO

activelog /platform/log/ssoApp.log

activelog tomcat/logs/ssosp/log4j/ssosp*.log

思科SSOSP Tomcat

activelog /tomcat/logs/ssosp-tomcat/*

Cisco Serviceability Reporter

activelog /cm/trace/rtmtreporter/log4j/rtmtreporter*.log

Cisco Serviceability Reporter 警报报告

activelog /cm/report/rtmtreporter/AlertRep/AlertRep*.pdf

Cisco Serviceability Reporter 呼叫活动报告

activelog /cm/report/rtmtreporter/CallActivitiesRep/CallActivitiesRep*.pdf

Cisco Serviceability Reporter 设备报告

activelog /cm/report/rtmtreporter/DeviceRep/DeviceRep*.pdf

Cisco Serviceability Reporter PRReport

activelog /cm/report/rtmtreporter/PerformanceRep/<nodeIPaddress>/PerformanceRep*.pdf

Cisco Serviceability Reporter 服务器报告

activelog /cm/report/rtmtreporter/ServerRep/ServerRep*.pdf

Cisco Serviceability Reporter 服务报告

activelog /cm/report/rtmtreporter/ServiceRep/ServiceRep*.pdf

Cisco 存储过程跟踪

activelog /cm/trace/dbl/sdi/spltrace.log.*.gz

activelog /cm/trace/dbl/sdi/spltrace.log

思科系统日志代理

activelog /cm/trace/syslogmib/sdi/syslogmib*.txt

Cisco TAPS Service

activelog /cm/trace/taps/log4j/taps*.log

思科遥感勘测服务

activelog /telemetry/*

Cisco TFTP

activelog /cm/trace/ctftp/sdl/SDL*_600_*.txt

Cisco Tomcat

activelog /tomcat/logs/manager*.log
activelog /tomcat/logs/admin*.log
activelog /tomcat/logs/host-manager*.log
activelog /tomcat/logs/catalina.out
activelog /tomcat/logs/localhost_access_log.txt
activelog /tomcat/logs/localhost*.log

Cisco Tomcat安全日志

activelog /tomcat/logs/security/log4j/security*.log

Cisco Tomcat统计信息Servlet

activelog /tomcat/logs/tomcatstats/log4j/tomcatstats*.log

Cisco Trace Collection Service

activelog /cm/trace/tct/log4j/tct*.log

思科信任验证服务

activelog /cm/trace/tvs/sdi/tvs*.txt

思科UDS Tomcat

activelog activelog /tomcat/logs/uds-tomcat/*

Cisco Unified 移动语音访问服务

activelog /tomcat/logs/ccmivr/log4j/ccmivr*.log

Cisco Unified OS Admin Web Service

activelog /tomcat/logs/cmplatform/log4j/cmplatform*.log

思科统一操作系统平台API

activelog /tomcat/logs/platform-api/log4j/platform-api*.log

Cisco Unified 报告 Web 服务

activelog /tomcat/logs/cucreports/log4j/cucreports*.log

思科用户数据服务

activelog /tomcat/logs/cucm-uds/log4j/cucm-uds*.log

Cisco UXL Web服务

activelog /tomcat/logs/uxl/log4j/UXL*

Cisco WebDialer Web Service

activelog /tomcat/logs/webdialer/log4j/webdialer*

思科无线控制器同步服务

activelog /cm/trace/cwlcsc/log4j/cwlcsc*.log

Cisco WebDialerRedirector Web服务

activelog /tomcat/logs/redirector/log4j/redirector*.log

Cron日志

activelog /syslog/cron

事件查看器 — 应用日志

activelog /syslog/CiscoSyslog*
activelog /syslog/CiscoSyslog
activelog /syslog/AlternateSyslog.*
activelog /syslog/AlternateSyslog

事件查看器 — 系统日志

activelog /syslog/messages

FIPS日志

activelog /platform/fips/fips.log

主机资源代理

activelog /platform/snmp/hostagt/hostagt.log

IPT平台CLI创建的报告

activelog /platform/log/diag*
activelog /platform/log/platform*
activelog /syslog/csa*

IPT平台CLI日志

activelog /platform/log/dbl*.log
activelog /platform/log/cli*.log

IPT平台证书监控器日志

activelog /platform/log/certm.log

IPT平台证书管理器日志

activelog /platform/log/certMgmt*.log

IPT平台群集管理器日志

activelog /platform/log/clustermgr*.log

IPT平台GUI日志

activelog /tomcat/logs/iptplatform/log4j/iptplatform*.log

IPT平台IPSecMgmt日志

activelog /platform/log/ipsecMgmt.log

IPT平台远程支持日志

activelog /platform/log/create*

安装文件签名

activelog /platform/log/authenticateFile.log

安装和升级日志

install /install_log*.log

安装/selinux_post.log

安装/system-history.log

安装/install.log

安装/lbm_post_install.log

MIB2代理

activelog /platform/snmp/mib2agt/mib2agt.log

邮件日志

activelog /syslog/maillog

Mgetty Logs

activelog /mgetty/mgetty*

NTP日志

activelog /syslog/ntp_stop.sh.log
activelog /syslog/ntp_start.sh.log
activelog /syslog/sd_ntp.log

数据包捕获日志

activelog /platform/cli/*.cap

电话迁移服务

activelog /tomcat/logs/pms/log4j/*

平台管理Web服务

activelog /tomcat/logs/platform-api/log4j/*

平台通信Web服务

activelog /tomcat/logs/platformcom/log4j/*

程序日志

activelog /cm/trace/cti/Proglogs/CTIanager*.ProgLog
activelog /cm/trace/ccm/Proglogs/ccm*.ProgLog

SAR日志

activelog /sa/sar*

SELinux日志

activelog /platform/selinux_startup.log

SNMP主代理

```
activelog /platform/snmp/snmpdm/SnmpMasterAgt*.log
```

安全日志

```
activelog /syslog/secure-*
```

自助调配IVR

```
activelog /cm/trace/PnP/log4j/PnP*.log
```

服务管理器

```
activelog /platform/log/servm*.log
```

后台处理程序日志

```
activelog /syslog/spooler*
```

系统应用程序代理

```
activelog /platform/snmp/sappagt/startup.txt  
activelog /platform/snmp/sappagt/sappagt.log
```

相关信息

- [思科统一通信解决方案命令行界面参考指南，版本14](#)

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