

# 如果RTMT不可訪問或可用，則收集CUCM日誌

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## 簡介

本文檔介紹從CLI收集Cisco Unified Communication Manager(CUCM)日誌的過程。

## 背景

有時，為了對特定問題進行故障排除，必須收集CUCM跟蹤，而且即時監控工具(RTMT)訪問不起作用。

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## 如果RTMT不可訪問或可用，如何從CUCM收集跟蹤

使用以下路徑通過CUCM安全殼層(SSH)獲取日誌：

**注意：**如果CUCM根CLI登入收集了跟蹤，則替換：`file get activelog`與`/var/log/active/`。

**注意：**在收集日誌之前，請確保外部SFTP伺服器已配置且可訪問。

## 條目

檔案規範	
程式日誌	檔案get activelog cm/trace/ccm/Proglogs/*.* 檔案get activelog cm/trace/cti/Proglogs/*.*
服務管理員	file get activelog platform/log/servm*.log
SNMP主代理	file get activelog platform/snmp/snmpdm/*.*
MIB2代理	file get activelog platform/snmp/mib2agt/*.*
主機資源代理	file get activelog platform/snmp/hostagt/*.*
系統應用代理	file get activelog platform/snmp/sappagt/*.*
事件檢視器 — 應用程式日誌	檔案get activelog syslog/CiscoSyslog*.*
事件檢視器 — 系統日誌	file get activelog

	syslog/messages.*
啟動日誌	檔案get activelog syslog/boot.*
安裝和升級日誌	檔案獲取安裝*
SELinux日誌	file get activelog platform/selinux_startup.log file get activelog syslog/security- diagnostics.tar.gz
Cisco Tomcat日誌	檔案get activelog tomcat/logs/catalina*.* 檔案get activelog tomcat/logs/host-manager.* 檔案get activelog tomcat/logs/admin.* 檔案get activelog tomcat/logs/agnostic- memory.* 檔案get activelog tomcat/logs/agnostic-info.* file get activelog tomcat/logs/localhost_access* .txt 檔案get activelog tomcat/logs/manager.* 檔案get activelog tomcat/logs/agnostic- threads.* 檔案get activelog tomcat/logs/*.hprof 檔案get activelog tomcat/logs/localhost*.log
Cisco Tomcat安全日誌	file get activelog tomcat/logs/security/log4j/sec urity*.*
IPT平台GUI日誌	檔案get activelog tomcat/logs/iptplatform/log4j/ip tplatform*.*
IPT平台CertMgr日誌	file get activelog platform/log/certMgmt*.log
IPT平台IPSecMgmt日誌	file get activelog platform/log/ipsecMgmt*.log
IPT平台群集管理器日誌	檔案get activelog platform/log/clustermgr*
IPT平台CLI日誌	file get activelog platform/log/cli*.log
IPT平台CLI建立的報告	硬體 : file get activelog platform/log/SystemReport- *.tgz 平台 : file get activelog platform/log/platformConfig- *.tar SE Linux:file get activelog syslog/security- diagnostics.tar.gz
IPT平台遠端支援日誌	檔案get activelog platform/log/getflag* 檔案get activelog platform/log/create* file get activelog

	platform/log/remote* 檔案get activelog platform/log/display* 檔案get activelog platform/log/decoder*
IPT平台證書監視器日誌	file get activelog platform/log/certm*.log
安裝檔案簽名	file get activelog platform/log/authenticate*.*
思科批次調配服務	file get activelog cm/trace/bps/log4j/bps.log
Cisco TAPS服務	
Cisco CDR代理	file get activelog cm/trace/cdragent/log4j/cdragent.log
Cisco DHCP監控服務	file get activelog cm/trace/dhcpmon/log4j/dhcpmon.log
Cisco CallManager SNMP服務	file get activelog cm/trace/ccmmib/sdi/CcmMibAgent.txt
Cisco UXL Web服務	檔案get activelog core/UXLService.*
Cisco CTIManager	file get activelog cm/trace/cti/sdl/SDL.txt
Cisco CDR資料庫管理員	file get activelog cm/trace/cdrrep/log4j/cdrrepmgr.log
Cisco AXL Web服務	file get activelog tomcat/logs/axl/log4j/axl.log
思科使用者資料服務	file get activelog tomcat/logs/cucm-uds/log4j/cucm-uds.log
自助調配IVR	檔案獲取activelog core/PnPLauncher.*
Cisco TAPS服務	file get activelog cm/trace/taps/log4j/taps.log
思科撥出號碼分析器伺服器	file get activelog cm/trace/dnaserver/sdi/dna.txt
思科撥出號碼分析器	檔案get activelog tomcat/logs/dna/Results
思科目錄號碼別名同步	file get activelog cm/trace/dnaliassync/log4j/dnaliassync.log
思科集群間查詢服務	檔案get activelog cm/trace/ils/sdl/SDL.*
思科授權管理員	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 檔案get activelog

	tomcat/logs/licensing/log4j/licenseloader*.log
思科位置頻寬管理員	檔案get activelog cm/trace/lbm/sdl/SDL。 *
思科延伸行動化	file get activelog tomcat/logs/em/log4j/emservice.log
思科電話號碼別名查詢	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管理員助理	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排程器	file get activelog cm/trace/carsch/log4j/carsch.log
思科延伸功能	file get activelog cm/trace/cef/sdi/cef.txt
Cisco CAR Web服務	file get activelog tomcat/logs/car/log4j/car.log
思科信任驗證服務	file get activelog cm/trace/tvs/sdi/tvs.txt
Cisco CallManager Cisco IP電話服務	file get activelog tomcat/logs/ccmcp/log4j/ccmcpip.log
Cisco WebDialer Web服務	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 Mobile Voice Access Service	file get activelog tomcat/logs/ccmivr/log4j/ccmivr.log
Cisco IP語音媒體串流應用程式	file get activelog cm/trace/cms/sdi/cms.txt
SOAP — 診斷門戶資料庫服務	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提供程式	file get activelog cm/trace/ctlprovider/sdi/ctlprovider.txt
思科憑證授權代理功能	file get activelog cm/trace/capf/sdi/capf.txt
思科稽核事件服務	file get activelog cm/trace/auditlog/sdi/audittrace.txt
思科訊息介面	file get activelog cm/trace/cmi/sdi file get activelog cm/trace/cmi/sdi/csumi.txt
Cisco E911服務	file get activelog tomcat/logs/e911proxy/log4j/e911proxy.log
Cisco WebDialerRedirector Web服務	file get activelog tomcat/logs/redirector/log4j/redirector.log
Cisco AMC服務	file get activelog cm/trace/amc/log4j/amc.log
Cisco SOAPMessage服務	file get activelog tomcat/logs/soapmessage/log4j/soapmessage.log
Cisco CCM DBL Web庫	file get activelog tomcat/logs/dbl/log4j/dbl.log
Cisco Serviceability Reporter警報報告	檔案get activelog cm/report/rtmtreporter/AlertReport/
Cisco AMC服務裝置日誌	檔案get activelog cm/log/amc/DeviceLog/
Cisco CCMRealm Web服務	file get activelog tomcat/logs/ccmrealm/log4j/ccmrealm.log
思科日誌分割槽監控工具	file get activelog cm/trace/lpm/sdi/lpm.txt
Cisco RIS Data Collector	file get activelog cm/trace/ris/sdi/ris.txt
Cisco Corefile復原工具	file get activelog cm/trace/cfrr/cfrr.txt
思科資料庫層監控器	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 Stats Servlet	file get activelog tomcat/logs/tomcatstats/log4j/tomcatstats.log
Cisco AMC服務呼叫日誌	file get activelog cm/log/amc/CallLog/
Cisco RIS資料收集器PerfMonLog	file get activelog cm/log/ris/csv/PerfMon.csv
Cisco CDP	file get activelog

	cm/trace/cdp/sdi/cdpd.txt
思科外部通話控制服務	file get activelog tomcat/logs/cucmeccs/log4j/cu cmeccs.log
思科音訊翻譯器應用程式	file get activelog cm/trace/cms/sdi/at.txt
思科系統日誌代理	file get activelog cm/trace/syslogmib/sdi/syslog mib.txt
Cisco DirSync	file get activelog cm/trace/dirsync/log4j/dirsync. log
Cisco AMC服務伺服器日誌	file get activelog cm/log/amc/ServerLog/
Cisco Serviceability Reporter裝置報告	檔案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通訊Web服務	file get activelog tomcat/logs/grt/log4j/grt.log
Cisco RisBean庫	file get activelog tomcat/logs/risbean/log4j/risbe an.log
思科中止交易後台處理	檔案get activelog cm/log/informix/ats/*.*
Cisco Unified Reporting Web Service	file get activelog tomcat/logs/cucreports/log4j/c ucreports.log
Cisco AMC服務PPRLog	file get activelog cm/log/amc/PPRLog/
思科憑證變更通知服務	file get activelog platform/log/certCN.log
Cisco CCMAAdmin Web Service	file get activelog tomcat/logs/ccmadmin/log4j/c cmadmin.log
Cisco Serviceability Reporter服務報告	檔案get activelog cm/report/rtmtreporter/Service Rep/
Cisco資料庫Cli輸出	檔案get activelog cm/trace/dbl/*.tar 檔案get activelog cm/trace/dbl/*.csv 檔案get activelog cm/trace/dbl/*.out
Cisco Serviceability Reporter PRReport	檔案get activelog cm/report/rtmtreporter/Perform anceRep/
思科追蹤收集服務	file get activelog cm/trace/tct/log4j/tct.log
思科被叫方跟蹤	file get activelog cm/trace/ccm/dntrace/dntrace _.txt

Cisco DRF Main	file get activelog platform/drf/trace/drfMA.log file get activelog platform/drf/log/*
思科通用使用者介面	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*
思科資料庫安裝服務	檔案get activelog cm/trace/dbl/sdi/*.sql.log 檔案get activelog cm/trace/dbl/sdi/installdb*.log 檔案get activelog cm/trace/dbl/sdi/installdb*.log. err 檔案get activelog cm/trace/dbl/sdi/*.sql.log.err
Cisco CCMUser Web服務	file get activelog tomcat/logs/ccmuser/log4j/cc muser.log
思科資料庫通知服務	檔案get activelog cm/trace/dbl/sdi/dbnotify*
Cisco整合OS平台API	file get activelog tomcat/logs/platform- api/log4j/platform-api.log
思科憑證變更通知	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本地	file get activelog platform/drf/trace/drfLA.log
Cisco Log4jinit Servlet	file get activelog tomcat/logs/log4jinit/log4j/log4j init.log
思科資料庫庫跟蹤	檔案get activelog cm/trace/dbl/sdi/dbl*.log
Cisco RTMT Web Service	file get activelog tomcat/logs/rtmt/log4j/rtmt.log
Cisco CCMService Web服務	file get activelog tomcat/logs/ccmservice/log4j/c cmservice.log
Cisco Database Replicator跟蹤	file get activelog cm/trace/dbl/sdi/replication_sc ripts_output.log file get activelog cm/trace/dbl/sdi/startrpc.log 檔案get activelog cm/trace/dbl/*.log 檔案get activelog

	cm/trace/dbl/sdi/dblrpc.*
MIB2代理	file get activelog core/mib2agt.*
SNMP主要代理	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



## 關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。