# CUCM_Trace_Lookup_for_different_scenarios

We have a Multi-Services Voice Debug Lookup Tool for different troubleshooting scenarios located here: www.cisco.com/en/US/tech/tk1077/technologies_tech_note09186a0080207ec6.shtml

This document indicates the different combination of traces that are required by TAC in different scenarios so that customers can provide complete information to the CSE at the beginning of the case itself. This saves time and allows us to solve the cases faster as majority (if not all) of the right information is given to us, and we do not need to ask for it again. This document only mentions the traces required from the call manager side of the issue. If other applications such as Attendant Console, UCCX, gateways are involved, we will need the respective traces from there as well.

There is a Cisco Support Forums document that indicates the locations of the traces for different services in call manager. This can be used in case the RTMT tool is not functioning as expected, and when solving the main problem is a priority. This document is located here: supportforums.cisco.com/docs/DOC-16943

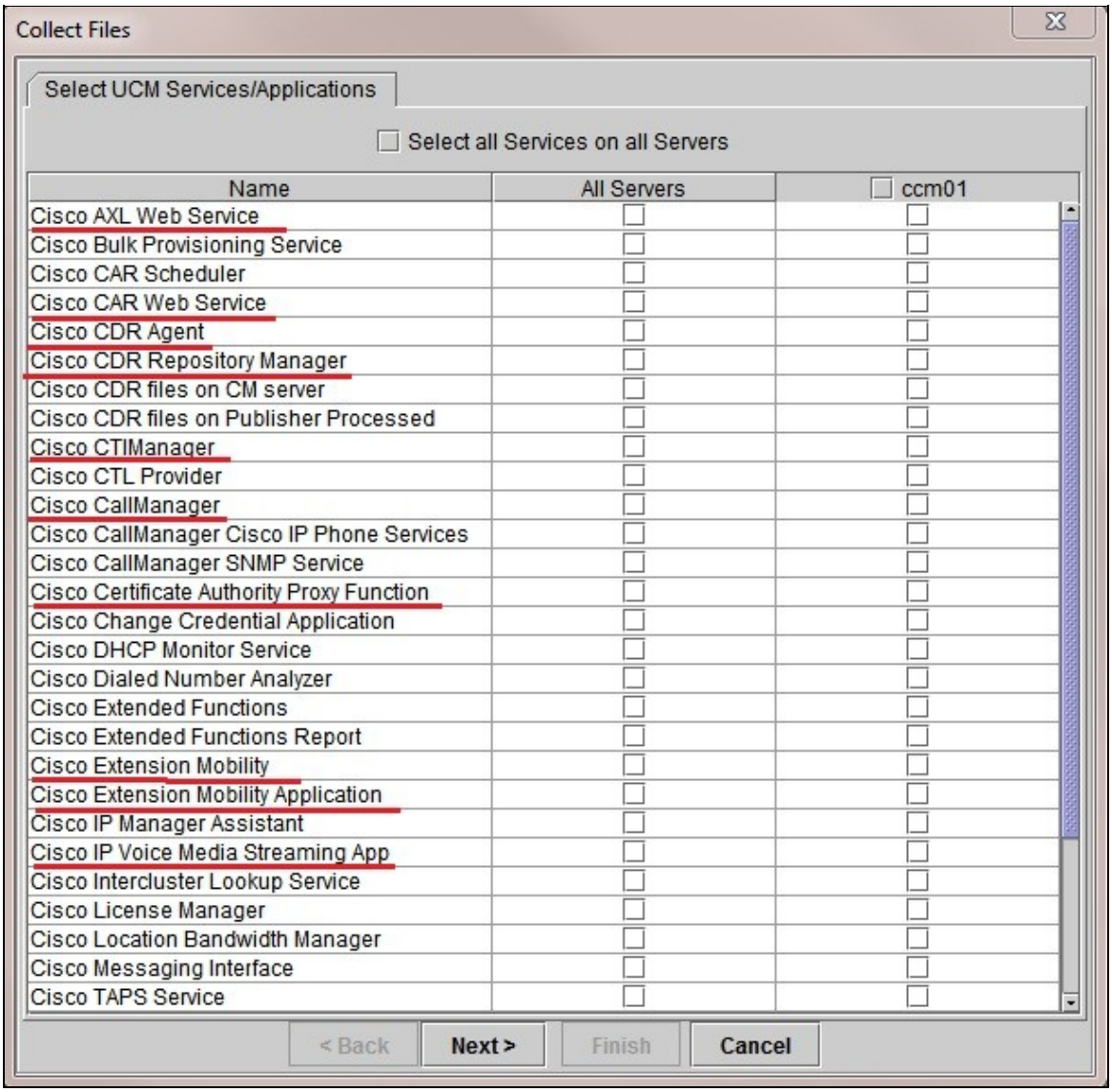
**NOTE 1:** Please make sure that the traces for the services in question (e.g. Cisco Call Manager, Cisco Extension Mobility, Cisco Dirsync) are at the highest level possible during the occurence of issue or when re-creating the issue. Traces not set to the highest level are incomplete.

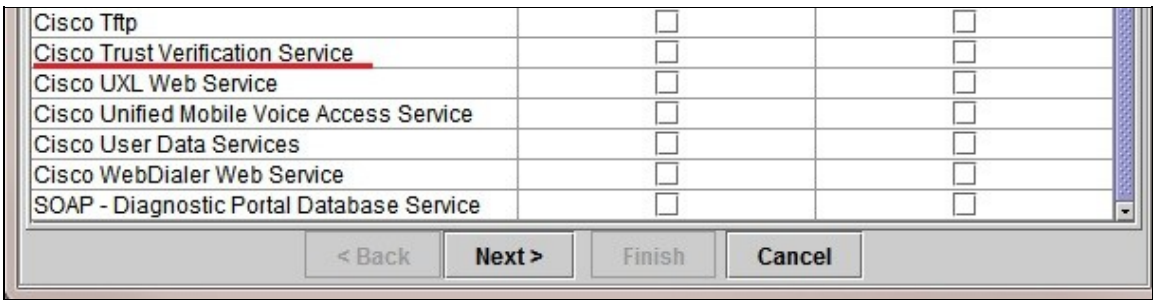
I have specified a few scenarios below that are commonly faced by the customer. This can be used as a reference.

**NOTE 2:** The required traces have to be collected from all servers in the cluster to account for SDL communication between the servers for call processing or media resources.

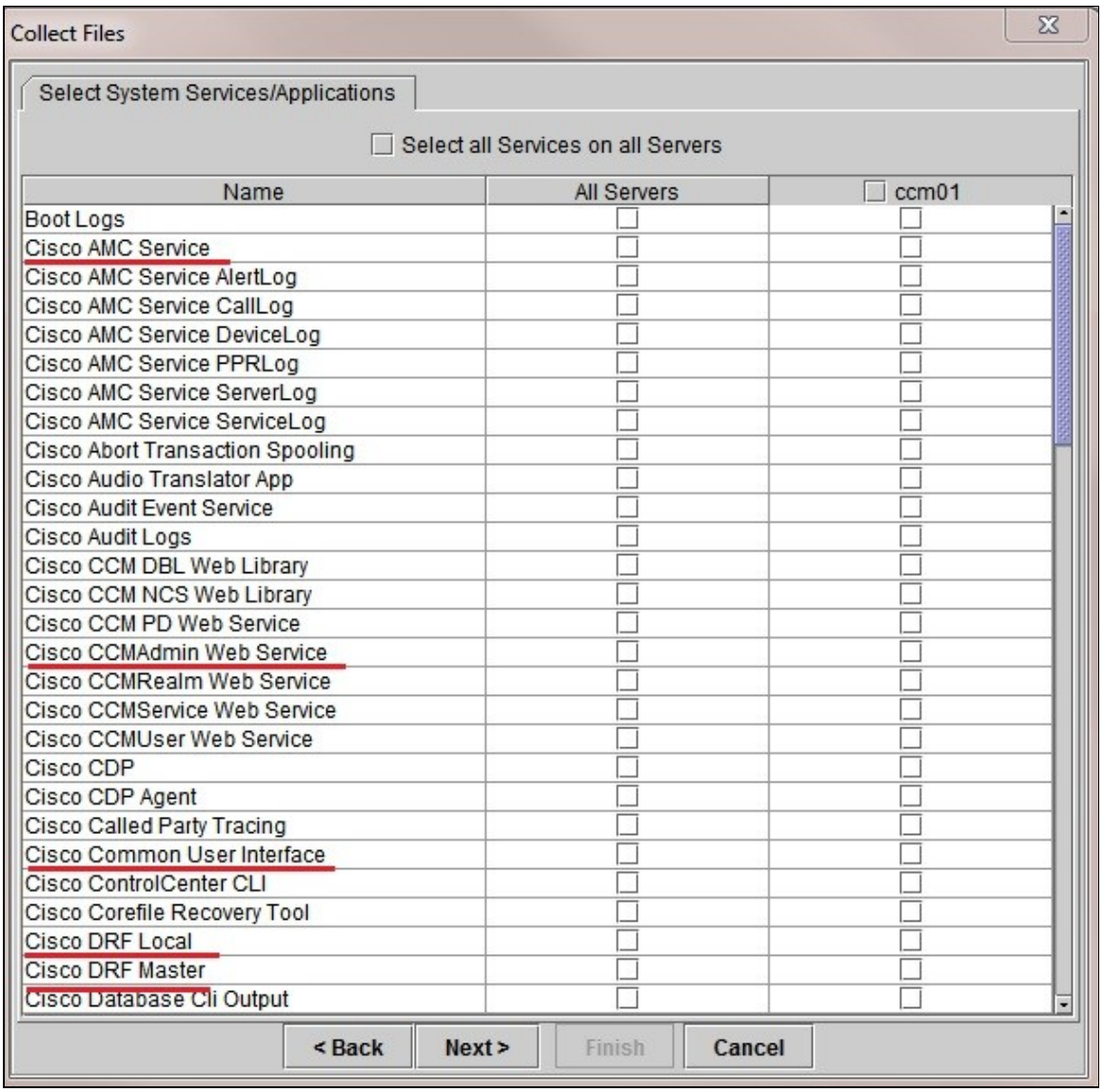
I am attaching a few images here of the traces that are usually collected from the "Collect Files" option in RTMT.

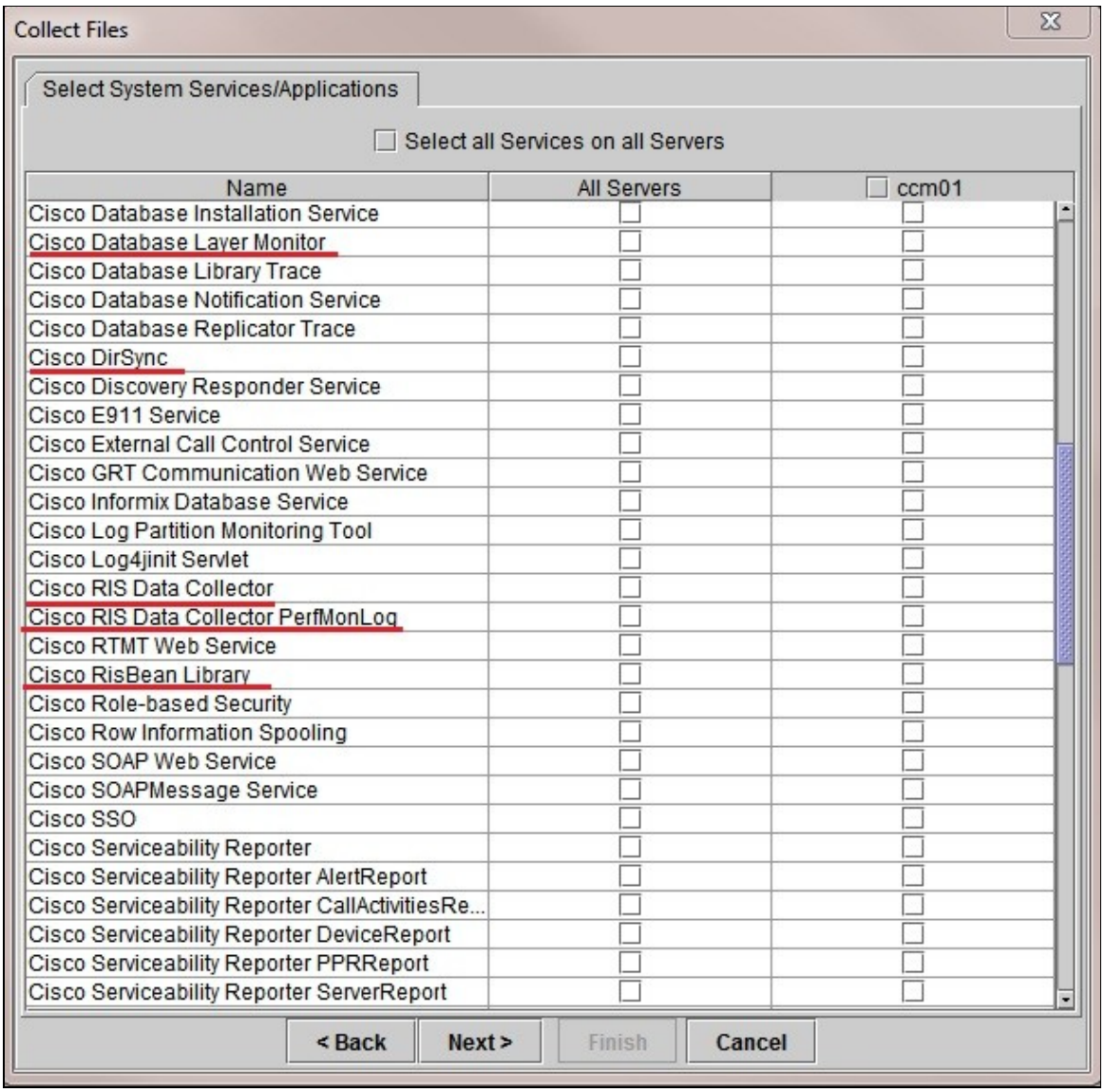
**PAGE I**

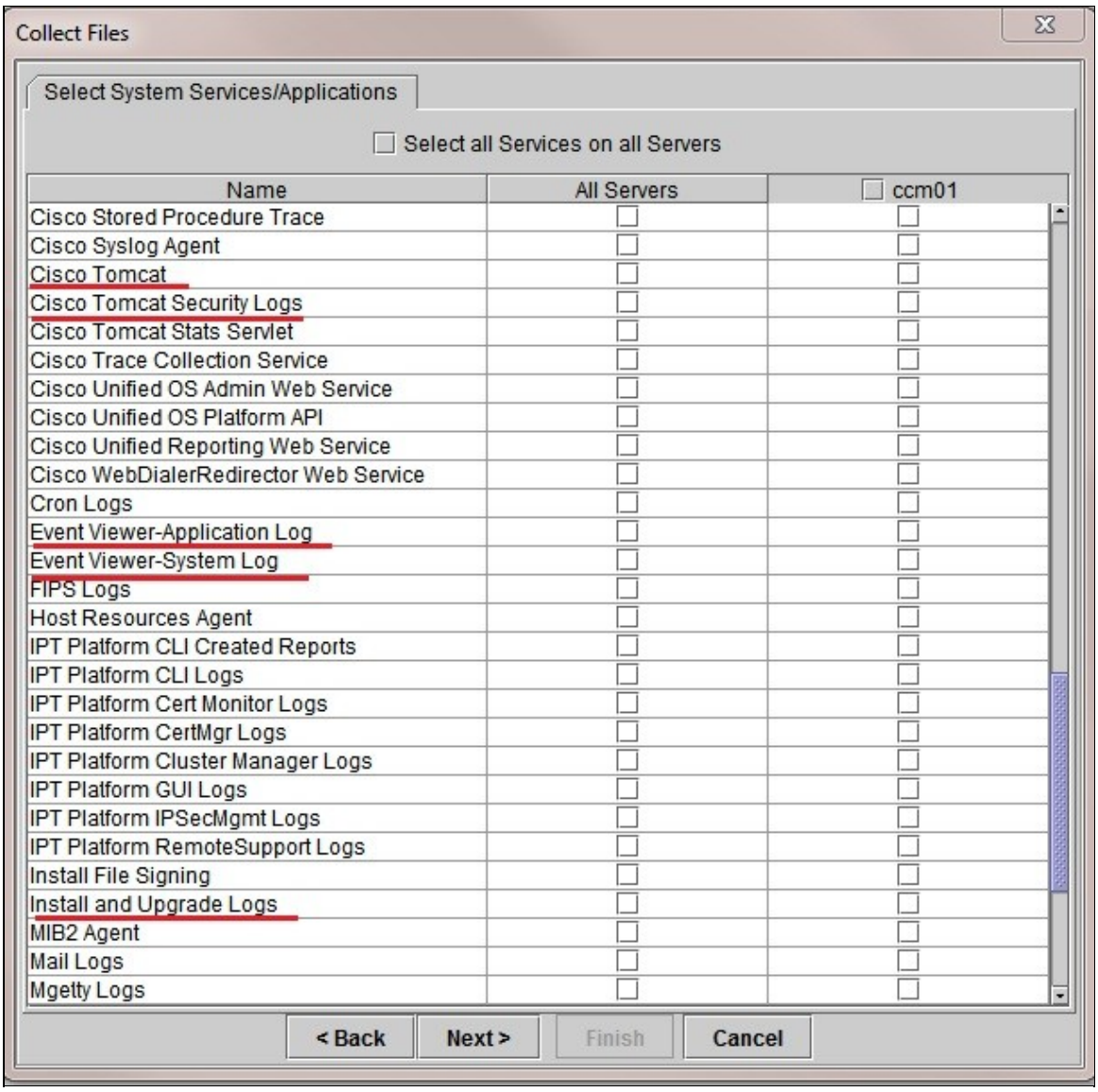

Collect Files
Select UCM Services/Applications
Select all Services on all Servers
Name
All Servers
ccm01
Cisco AXL Web Service
Cisco Bulk Provisioning Service
Cisco CAR Scheduler
Cisco CAR Web Service
Cisco CDR Agent
Cisco CDR Repository Manager
Cisco CDR files on CM server
Cisco CDR files on Publisher Processed
Cisco CTIManager
Cisco CTL Provider
Cisco CallManager
Cisco CallManager Cisco IP Phone Services
Cisco CallManager SNMP Service
Cisco Certificate Authority Proxy Function
Cisco Change Credential Application
Cisco DHCP Monitor Service
Cisco Dialed Number Analyzer
Cisco Extended Functions
Cisco Extended Functions Report
Cisco Extension Mobility
Cisco Extension Mobility Application
Cisco IP Manager Assistant
Cisco IP Voice Media Streaming App
Cisco Intercluster Lookup Service
Cisco License Manager
Cisco Location Bandwidth Manager
Cisco Messaging Interface
Cisco TAPS Service
< Back
Next >
Finish
Cancel

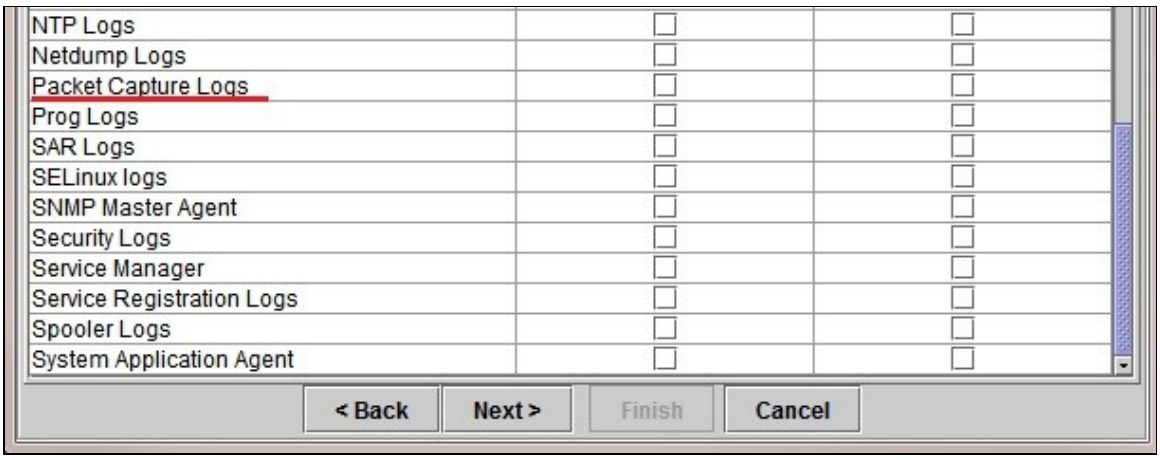

Cisco Tftp
Cisco Trust Verification Service
Cisco UXL Web Service
Cisco Unified Mobile Voice Access Service
Cisco User Data Services
Cisco WebDialer Web Service
SOAP - Diagnostic Portal Database Service
< Back
Next >
Finish
Cancel

**PAGE II**


Collect Files
Select System Services/Applications
Select all Services on all Servers
Name
All Servers
ccm01
Boot Logs
Cisco AMC Service
Cisco AMC Service AlertLog
Cisco AMC Service CallLog
Cisco AMC Service DeviceLog
Cisco AMC Service PPRLog
Cisco AMC Service ServerLog
Cisco AMC Service ServiceLog
Cisco Abort Transaction Spooling
Cisco Audio Translator App
Cisco Audit Event Service
Cisco Audit Logs
Cisco CCM DBL Web Library
Cisco CCM NCS Web Library
Cisco CCM PD Web Service
Cisco CCMAdmin Web Service
Cisco CCMRealm Web Service
Cisco CCMService Web Service
Cisco CCMUser Web Service
Cisco CDP
Cisco CDP Agent
Cisco Called Party Tracing
Cisco Common User Interface
Cisco ControlCenter CLI
Cisco Corefile Recovery Tool
Cisco DRF Local
Cisco DRF Master
Cisco Database Cli Output
< Back
Next >
Finish
Cancel


Collect Files
Select System Services/Applications
Select all Services on all Servers
Name
All Servers
ccm01
Cisco Database Installation Service
Cisco Database Layer Monitor
Cisco Database Library Trace
Cisco Database Notification Service
Cisco Database Replicator Trace
Cisco DirSync
Cisco Discovery Responder Service
Cisco E911 Service
Cisco External Call Control Service
Cisco GRT Communication Web Service
Cisco Informix Database Service
Cisco Log Partition Monitoring Tool
Cisco Log4jinit Servlet
Cisco RIS Data Collector
Cisco RIS Data Collector PerfMonLog
Cisco RTMT Web Service
Cisco RisBean Library
Cisco Role-based Security
Cisco Row Information Spooling
Cisco SOAP Web Service
Cisco SOAPMessage Service
Cisco SSO
Cisco Serviceability Reporter
Cisco Serviceability Reporter AlertReport
Cisco Serviceability Reporter CallActivitiesRe...
Cisco Serviceability Reporter DeviceReport
Cisco Serviceability Reporter PPRReport
Cisco Serviceability Reporter ServerReport
< Back
Next >
Finish
Cancel


Collect Files
Select System Services/Applications
Select all Services on all Servers
Name
All Servers
ccm01
Cisco Stored Procedure Trace
Cisco Syslog Agent
Cisco Tomcat
Cisco Tomcat Security Logs
Cisco Tomcat Stats Servlet
Cisco Trace Collection Service
Cisco Unified OS Admin Web Service
Cisco Unified OS Platform API
Cisco Unified Reporting Web Service
Cisco WebDialerRedirector Web Service
Cron Logs
Event Viewer-Application Log
Event Viewer-System Log
FIPS Logs
Host Resources Agent
IPT Platform CLI Created Reports
IPT Platform CLI Logs
IPT Platform Cert Monitor Logs
IPT Platform CertMgr Logs
IPT Platform Cluster Manager Logs
IPT Platform GUI Logs
IPT Platform IPSecMgmt Logs
IPT Platform RemoteSupport Logs
Install File Signing
Install and Upgrade Logs
MIB2 Agent
Mail Logs
Mgetty Logs
< Back
Next >
Finish
Cancel


NTP Logs
Netdump Logs
Packet Capture Logs
Prog Logs
SAR Logs
SELinux logs
SNMP Master Agent
Security Logs
Service Manager
Service Registration Logs
Spooler Logs
System Application Agent
< Back
Next >
Finish
Cancel

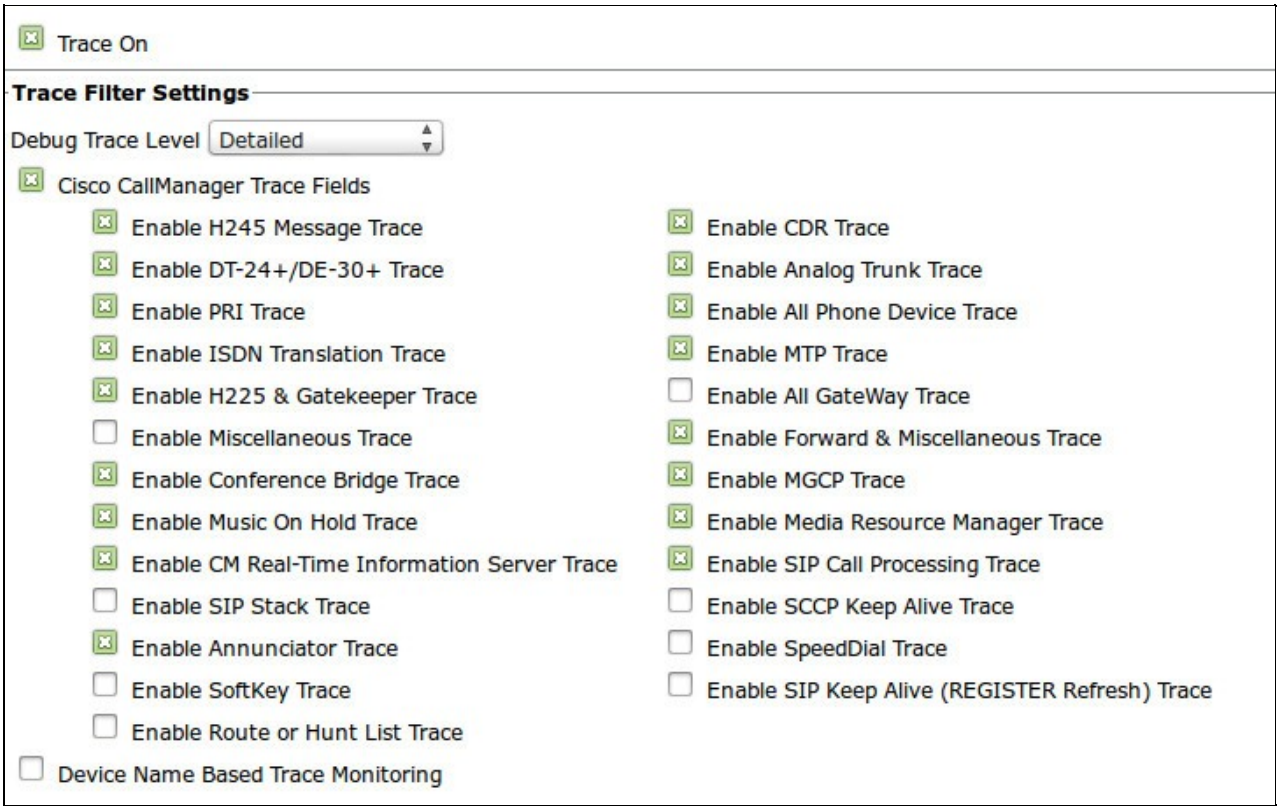
1. **CALL ROUTING**

a. Detailed Cisco Call Manager Traces

Please make sure that the SIP Call Processing Traces and SIP Stack traces are also checked in case you have any SIP devices/trunks involved in the call flow. SIP Stack traces should be enabled when the call volume is not very high as it takes up more CPU cycles, leaving less available for call processing.

SoftKey traces are also important and can be turned on.

We don't need to change the level of SDL traces, unless explicitly asked for.




b. Event Viewer - Application and Event Viewer - System logs.

c. Timestamps of call failures, Calling and Called numbers.

d. Detailed Call Flow (Devices involved in the call flow & Protocols).

2. **HIGH CPU/MEMORY UTILIZATION**

Please collect all of the below traces for a particular time period before the problem began till after the problem went away. For instance, if we started observing high CPU or memory usage at 4 P.M. and the

problem went away by 5 P.M., then we would collect traces for a time interval of 3:30 P.M. to 5:30 P.M. This time interval can vary from one issue to another, and also based on the customer set up.

a. Detailed Cisco Call Manager traces.

b. Event Viewer - Application and Event Viewer - System logs.

c. Cisco RISDC and Perfmon logs.

d. Cisco AMC service.

e. Cisco Tomcat and Tomcat Security logs.

f. Outputs from CLI: 'show status', 'show process using-most cpu/memory', 'show process load'.

g. Output of 'utils diagnose test'.

3. **EXTENSION MOBILITY LOGINS**

a. Detailed Cisco Call Manager traces.

b. Cisco Extension Mobility.

c. Cisco Extension Mobility Application.

d. Cisco Tomcat and Tomcat Security logs.

4. **AGENT LOGINS - UCCX**

a. Detailed Cisco Call Manager traces.

b. Cisco Extension Mobility.

c. Cisco Extension Mobility Application.

d. Cisco Tomcat and Tomcat Security logs.

e. Cisco AXL Web Service.

f. Detailed Cisco CTI Manager logs.

5.**LDAP SYNCHRONIZATION/AUTHENTICATION**

a. Cisco Dirsync logs.

b. Cisco Tomcat and Tomcat Security logs.

c. Packet Captures on the call manager server when the sync is initialized also help.

6.**DRF BACKUP**

a. Cisco DRF Master.

b. Cisco DRF Local.

c. Failure logs from the DRF 'Current Status' page.

7. **PHONE REGISTRATION**

a. Detailed Cisco Call Manager traces.

b. Packet captures from both sides - CUCM server and IP Phone or the switch port to which the IP Phone is connected.

c. Event Viewer - Application and Event Viewer - System logs.

d. Phone Status Messages.

e. Phone Console Logs.

8.**IPMA**

a. Detailed Cisco Call Manager traces.

b. Detailed Cisco CTI Manager traces.

c. Cisco IP Manager Assistant.

d. JTAPI logs from the client side - PC.

9. **CAR/CDR**

   a. Cisco CAR Scheduler.

   b. Cisco CAR Web Agent.

   c. Cisco CDR Agent.

   d. Cisco CDR Repository Manager

10. **SECURITY** - Such as IP Phone rejected due to security errors/ TLS Connections not setting up.

   a. Detailed Cisco Call Manager traces.

   b. Cisco CTL Provider.

   c. Cisco Trust Verification Service.

   d. Cisco Certificate Authority Proxy Function.

11. **MEDIA RESOURCES** - MOH not working/ DTMF issues/ No Ringback/ Conference drops/ MTP or XCoder Allocation failures

   a. Detailed Cisco Call Manager traces.

   b. Cisco IP Voice Media Streaming App.

   c. Event Viewer - Application and Event Viewer - System logs.

12. **COREDUMP**

   a. utils core active list.

   b. utils core active analyze <coredump name>.

13. **GUI DISPLAYS WRONG STATUS INFORMATION**

a. Cisco CCMAdmin Web Service.

b. Cisco Common User Interface.

c. Cisco Database Layer Monitor.

d. Cisco Database Notification Service.

e. Cisco RisBean Library.

f. Cisco Tomcat.

14. **TOMCAT ISSUES**

a. Cisco Tomcat and Tomcat Security logs.

b. Output of 'utils diagnose test'. This may generate a heap dump, which you can then collect using 'file get activelog tomcat/logs/*'

c. Detailed Cisco Call Manager traces.