The Windows Event Viewer application and the Cisco Unified MeetingPlace Eventlog application both log all web server activities. You can use these logs to monitor or troubleshoot Cisco Unified MeetingPlace Web Conferencing.

The following procedures provide instructions for the four tools that you can use to monitor activities on the web server:

- To Use the Cisco Unified MeetingPlace Eventlog
- To Access the Cisco Unified MeetingPlace Alarm Table
- To Run the Windows Performance Monitoring Tool
- To View an Event with the Windows Event Viewer

Also see the procedures in the Configuring the Lumberjack Logging Utility.

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- 1 To Use the Cisco Unified MeetingPlace Eventlog
- 2 To Access the Cisco Unified MeetingPlace Alarm Table
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To Use the Cisco Unified MeetingPlace Eventlog

The Eventlog application logs all activities specific to Cisco Unified MeetingPlace Web Conferencing services.

1. To access an eventlog, right-click the Cisco Unified MeetingPlace icon in the system tray and choose **Eventlog** .
2. To capture an eventlog, pull it from the Gateway SIM through the Cisco Unified MeetingPlace Audio Server system.

To Access the Cisco Unified MeetingPlace Alarm Table

The Alarm Table reports abnormal events that occur in the Cisco Unified MeetingPlace system. In addition to providing alarm information about Cisco Unified MeetingPlace servers, you can also use the Alarm Table to determine if Cisco Unified MeetingPlace Web Conferencing is running or responding. For more information on this functionality, see the About the Gateway Systems Integrity Manager.

MeetingTime is the administrative client for the Cisco Unified MeetingPlace Audio Server system. You must install it if you want to access the alarm table. For instructions, see Installing or Upgrading to Cisco Unified MeetingPlace MeetingTime Release 6.0.

1. Log in to MeetingTime.
2. From the MeetingTime Administration menu, choose **System** . The Register Book appears.
3. Click **Alarm Tables** , then **Execute** .

Cisco Unified MeetingPlace Web Conferencing provides a performance object called Cisco MeetingPlace Web Conferencing that you can monitor in the Windows performance monitoring tool. Table: Counter List lists the counters available in the Cisco MeetingPlace Web Conferencing performance object. For more information about how to save or record performance graphs, see the Microsoft website.

Table: Counter List

Counter	Description
MPAgent: Total client connections in MPAgent	The number of client connections in the Cisco MeetingPlace Agent Service.
MPAudio: Total audio attachments converted by the audio service	The number of audio attachments converted by the audio service.
MPAudio: Total MP3 files converted by the audio service	The number of MP3 files converted by the audio service.
MPAudio: Total windows media files converted by the audio service	The number of Windows Media files converted by the audio service.
MPDatSvc: Total users pulled by the replication service	The number of users replicated to the SQL database.
MPDatSvc: Total groups pulled by the replication service	The number of user groups replicated to the SQL database.
MPDatSvc: Total meetings pulled by the replication service	The number of meetings replicated to the SQL database.
MPDatSvc: Total attachments pulled by the replication service	The number of attachments replicated to the SQL database.
MPDatSvc: Total confparts pulled by the replication service	The number of conference attendees replicated to the SQL database.
MPDatSvc: Total meeting categories pulled by the replication service	The number of meeting categories replicated to the SQL database.
MPDatSvc: Total size of attachments (KB) pulled by the replication service	The total size of attachments in KB replicated to the SQL database.
MPX: Active MPX Threads	The number of active threads in MPX, the ISAPI entry point.
MPX: Total queries to MPX	The total number of queries processed by MPX.

MPX: Total schedules	The total number of scheduling attempts made through MPX.
MPX: Total successful schedules	The total number of successful scheduling attempts made through MPX.
MPX: Total attends	The total number of attend attempts made through MPX.
MPX: Total successful attends	The total number of successful attends made through MPX.
MPX: Total 1st MtgStatusGetQS queries	The total number of times the meeting console loaded successfully.
MPX: Total rollover schedules	The total number of meeting rollover attempts.
MPX: Total successful rollover schedules	The total number of successful meeting rollovers.
MPX: Total server busy messages	The total number of server busy messages MPX returned to users.
Various FormType counters	FormType counters are web service API calls that facilitate internal tracking.

To Run the Windows Performance Monitoring Tool

1. From the Start menu, choose **Run** . The Run window appears.
2. Enter **Perfmon** to open the Performance window and click the Add (+) button. The Add Counters window appears.
3. From the Performance object field, choose **Cisco MeetingPlace Web Conferencing** . A list of counters appears.
4. (Optional) For more information about a specific counter, click it from the list and then click **Explain** .
5. To enable a specific counter, click it from the list and then click **Add** .

   The Performance window adds the specific counters and presents a real-time graph.

To View an Event with the Windows Event Viewer

The application log provides detailed information about Cisco Unified MeetingPlace Web Conferencing services. For more information about the Windows Event Viewer, see your Windows documentation.

1. Click **Start > Settings > Control Panel > Administrative Tools > Event Viewer** .
2. From the Tree menu, choose **Application Log** .
3. From the Application Log window, double-click the event.

Configuring the Lumberjack Logging Utility

Lumberjack is a logging utility that runs as a background thread. Lumberjack periodically dumps several logs at 24 hour intervals and stores those logs, as well as a specified number of older logs, in a configurable location. All the configuration settings are stored in the registry and worked in to the current registry setting structure of Cisco Unified MeetingPlace. Performance monitor logging configuration settings are stored in definition INI file, so counter list and logging interval can be easily changed.

Upon startup of the master service, a new thread for Lumberjack begins. Lumberjack reads the configuration values from the registry and INI file to determine behavior. If a performance monitor definition INI file does not exist, Lumberjack automatically creates a file with a predefined Counter list and logging interval by using the Lumberjack default values.

Every 24 hours, Lumberjack creates a new Gateway SIM event log for a 24 hour window. If the eventlog terminates before midnight, Lumberjack restarts it. If the event log runs past midnight of the day that the first call was made, Lumberjack terminates that process. During routing log gathering, Lumberjack also acquires the following information:

- Performance monitor (24 hour window)
- NT Application and System eventlog
- Registry snapshots (Latitude)
- IIS Log

When the master service is running and Lumberjack is enabled, it detects stopped (crashed) services. and collects the following information in a temp folder in the windows temp directory:

- GWSIM eventlog (24 hour window)
- NT Application and System eventlog
- Registry snapshots (Latitude)
- IIS log
- DrWtsn.log and User.dmp
- .exe, .map, and .pdb of downed services
- binaries for authfilt.dll (if downed IIS)

After the information is collected, Lumberjack bundles the files by using pkzipc.exe. This executable file is distributed with MPWEB and located in the DataSvc folder.

The naming convention for the file is lumberjack_ *timestamp* .zip for routine logs and lumberjackCrash_ *timestamp* .zip for crash logs, where *timestamp* is the time the log gathering started for routine logs and the time of the detected crash for crash logs.

If the master service is simply stopped, the temp directory that is created for routine logs is not deleted so that the logs for one day are bundled together if there is a restart of the master service. This functionality enables the logs that are captured to be reviewed without having to open a zip file and allows for a quicker shutdown and restart of master service because the service does not have to wait to zip files and remove the directory.

To configure the Lumberjack Logging Utility, complete the following procedures, as applicable:

- To Configure Lumberjack on a Cisco MCS Server
- To Configure Lumberjack on a Non-Cisco MCS Server
- To Manually Generate a Lumberjack Snapshot

To Configure Lumberjack on a Cisco MCS Server

1. Choose **Start > Run** and enter **regedit** .
2. To configure Lumberjack, change your registry settings for key HKLM\Software\Latitude\MeetingPlace WebPublisher\General\ and for key HKLM\Software\Latitude\MeetingPlace Gateway SIM\General\ as shown in Table: Registry

Settings.

Table: Registry Settings

Key	Name (Type)	Description	Data and Default
HKLM\Software\Latitude\MeetingPlace WebPublisher\General\	Server Logging (DWORD)	Enables and disables Lumberjack.	0 - Disabled 1 - Enabled Default is 1.
Same as above.	Log Crash History (DWORD)	Specifies the number of old crash logs to store.	Default is 10.
Same as above.	Log History (DWORD)	Specifies the number of old routine logs to store.	Default is 15.
Same as above.	Log Location (String)	Specifies where to store the .zip files containing logs.	Default is *install-location* \Cisco Systems\LogFiles.
Same as above.	InstallLocation (String)	Used for gathering .dll, .exe, .map, and .pdb files.	Default is set by Cisco MeetingPlace Web Conferencing.
HKLM\Software\Latitude\MeetingPlace Gateway SIM\General\	InstallLocation (String)	Used for running GWSIM eventlog.	Default is set by GWSIM.

To Configure Lumberjack on a Non-Cisco MCS Server

If you want to run Lumberjack on a non-Cisco MCS server or a server with custom locations for log directories, you must use additional keys in the registry to allow custom locations of log files that are typically fixed on Cisco MCS servers.

Caution! This procedure applies only to Cisco Unified MeetingPlace customers with a legacy third-party Windows server with system specifications comparable to Cisco MCS specifications. When specifying file location, you must include the full path including drive letter and must not include the final '\'. For example, if your IIS logs are stored in the C:\temp\ directory, the location is c:\temp for the Lumberjack Custom IIS key.

1. In the registry, create **Log Custom IIS** (String), where you enter the location of IIS log storage.
2. Create **Log Custom DrWatson** (String), where you enter the location of Dr Watson log/user.dmp storage.
3. Create **Log Custom NTEventlog** (String), where you enter the location of NT Eventlog storage.

To Manually Generate a Lumberjack Snapshot

Logs gathered because of a manual snapshot request have the format lumberjackSnapshot__ *timestamp* .zip.

You can locate these logs either in the default LogFiles folder or in the folder that you specified when you completed the applicable procedure in the Configuring the Lumberjack Logging Utility.

1. On the web server, right-click the Cisco Unified MeetingPlace orange door icon.
2. Choose **Capture Logs** . The snapshot log gathering process begins.