The Cisco Unified MeetingPlace Express system provides logs for you to review. These logs are useful in diagnosing problems within the system. They are similar to the event log on a PC.

Contents

Viewing the System Log

This topic describes how to display the system log, which captures and buffers high-level details about system software activities. You can choose the severity level that you want to see. The output lists the date and time of the exception, the exception code, the file in which the exception occurs, and a text description of the exception.

Procedure

1. Log in to Cisco Unified MeetingPlace Express and click **Administration**.
2. Click **Services > Logs > View System Logs**.
3. Configure the fields.
4. Click **View Logs**.
5. At the confirmation message, click **OK**.
6. Click **Export to File** to export the data.

Related Topics

- Field Reference: View System Information Capture Page

Viewing Log Information about System Backups

The View Backup Logs page displays the last 20KB of the Informix backup log file. This logs lists all the processes that occurred during the most recent backups.

Procedure

1. Log in to Cisco Unified MeetingPlace Express and click **Administration**.
2. Click **Services > Logs > View Backup Logs**.
3. Click **Export to File** to export the data.

Viewing the System Information Capture (Infocap) Log

The System Information Capture log provides details about the configuration and failure of the Cisco Unified MeetingPlace Express system during a particular time period. In general, every bug report should include the System Information Capture log.

Running this log generates a very large zip file that you can send to Cisco TAC, who can help you troubleshoot problems. After you download the zip file, be sure to delete it from its temporary location (usually in the /tmp directory) to save space on your system.

Note: To display the current status of the Cisco Unified MeetingPlace Express system, instead of over a period of time, see the <u>Viewing the Current Status of the System</u>.

Procedure

1. Log in to Cisco Unified MeetingPlace Express and click **Administration**.
2. Click **Services > Logs > View System Information Capture**.
3. Enter or change the values in the fields.
4. Click **View Logs**.
5. At the confirmation message, click **OK**.
6. (Optional) The System Information Capture page lets you obtain a snapshot of system information data. Obtain the data by doing one of the following:
     ♦ Navigate to the zip file specified on the page. The name of the zip file is based on the date and time parameters that you entered on the View System Information Capture page.
     ♦ Click **Export to File**.

Viewing the Configuration Verification Report

The Configuration Verification report allows you to run various scripts at one time to determine the status of the system configuration.

Running this report generates a very large zip file that you can send to Cisco TAC, who can help you troubleshoot problems. After you download the zip file, be sure to delete it from its temporary location

(usually in the **/tmp** directory) to save space on your system.

Procedure

1. Log in to Cisco Unified MeetingPlace Express and click **Administration**.
2. Click **Services > Logs > Verify Configuration**.
3. Select the reports that you want the system to run.
4. Click **View Reports**.
5. At the confirmation message, click **OK**.

How to Configure Log Levels

Note: This section only applies to Release 2.0.3 and later.

On the Configure Log Levels page, you can define log levels for the Cisco Unified MeetingPlace Express web and core applications. The system collects messages for the specified log level and all the levels below it. The higher the log level you specify, the more information is collected. Debug is the highest log level.

Caution! Increasing log levels can severely decrease system performance and even freeze Cisco Unified MeetingPlace Express. Only change the log levels if Cisco TAC requests that you change them.

This section contains the following topics:

- Log Levels
- Configuring Log Levels

Log Levels

All log level changes occur during runtime; restarting is not required. For each web application, three log levels are available:

- **Debug**-All logs are saved. This is the highest setting level.
- **Info**-Important events are logged. This is the default setting.
- **Error**-Only errors and exceptions are logged.

For core applications, log levels are as follows:

- Software Mixer, PO Client, CCA (Call Control Agent)-Select from **Error**, **Info**, or **Debug**.
- Conference Scheduler, VUI (Voice User Interface), CPGS-Enter a hexadecimal value. Contact Cisco TAC for assistance. Logging levels on these fields have the greatest impact on system performance.

Configuring Log Levels

Procedure

1. Log in to Cisco Unified MeetingPlace Express and click **Administration**.
2. Click **Services > Logs > Configure Log Levels**.
3. Enter or change the values in the fields.
4. Click **Save**.

Related Topics

- Field Reference: Configure Log Levels