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## **Collecting Logs on Cisco Unified Presence for Cisco Customer Support**

### **Setting Trace for the Presence Engine Service**

1. Sign in to Cisco Unified Presence Administration interface.
2. Navigate to Cisco Unified Serviceability.
3. Select **Trace > Configuration**.
4. Select the appropriate Cisco Unified Presence server from the Server menu.
5. Select **Go**.
6. Select **CUP Services** from Service Group menu.
7. Select **Go**.
8. Select **Cisco UP Presence Engine (Active)** from the Service menu.
9. Select **Go**.
10. Check **Trace On**.
11. In the Trace Settings section, select the following settings:
  - Select **Debug** from Debug Trace Level menu.
  - Check **Cisco UP Presence Engine Trace Fields**.
  - Check **Enable All Trace**.

12. Select **Save**.

## Setting Trace for the SIP Proxy Service

1. Sign in to Cisco Unified Presence Administration interface.
2. Navigate to Cisco Unified Serviceability.
3. Select **Trace > Configuration**.
4. Select the appropriate Cisco Unified Presence server from the Server menu.
5. Select **Go**.
6. Select **CUP Services** from Service Group menu.
7. Select **Go**.
8. Select Cisco UP SIP Proxy (Active) **from the Service menu**.
9. Select **Go**.
10. Check **Trace On**.
11. In the Trace Settings section, select the following settings:
  - Select **Debug** from Debug Trace Level menu.
  - Check **Cisco UP SIP Proxy Trace Fields**.
  - Check **Enable All Trace**.
12. Select **Save**.

## Collecting Traces Using Real time Monitoring Tool (RTMT)

1. Sign in to Cisco Unified Presence Administration interface.
2. Select **Application > Plugins**.
3. Download **Cisco Unified Presence Real-Time Monitoring Tool - Windows**.
4. When the download finishes, run the installer and follow the installation instructions.
5. When you complete the installation, run the RTMT application.
6. Sign in to RTMT, specifying the IP address of the Cisco Unified Presence server, and your username and password.

7. Select **Tools > Trace & Log Central**.
8. Double-click **Collect Files** in the right pane.
9. Select the services and server from which you want to collect logs.
10. Select **Next**.
11. Select **Next** on the next window.
12. Select **Absolute Range** for the trace.
13. Select the date and time range for the trace.
14. Select **Download File Directory**.
15. Select **Finish**.

Note: Save multiple trace files into a single .zip folder and send to Cisco Customer Support.