Main page: Cisco Unified Presence, Release 7.x

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Previous Topic

- How to Configure Trace and Log Central in RTMT

- Collecting Trace Files
- Collecting Installation Logs
- How To Use the Query Wizard
- How to Schedule Trace Collection
- Deleting Scheduled Collections
- Collecting a Crash Dump
- Updating the Trace Configuration Setting for RTMT

Collecting Trace Files

Use the Collect Traces option of the trace and log central feature to collect traces for services, applications, and system logs on one or more servers in the cluster. You specify date/time range for which you want to collect traces, the directory in which to download the trace files, whether to delete the collected files from the server, and so on. The following procedure describes how to collect traces by using the trace and log central feature.

Before You Begin

- Configure the information that you want to include in the trace files for the various services from the Trace Configuration window.
- If you want alarms to be sent to a trace file, select an SDI trace file as the alarm destination in the Alarm Configuration window.
- If you want to collect trace files that contain search criteria that you specify or you want to use trace collection criteria that you saved for later use, use the Query Wizard.
- Configure the throttling of critical Trace and Log Central operations and jobs by setting the values of the TLC Throttling CPU Goal and TLC Throttling IOWait Goal service parameters (Cisco RIS Data Collector service).
- Optionally, enable trace compression by setting the value of the Trace Compression enterprise parameter to Enabled.

Procedure

1. Open Trace & Log Central.
2. Double-click **Collect Files** in the tree hierarchy.
3. Perform one of the following actions to collect trace for Cisco Unified Presence services and applications:

If you want to:	Action

Collect traces for all services and applications from all servers in the cluster	Check **Select All Services on All Servers**.
Collect traces for all services and applications on a particular server	Check the name of the server.
Collect traces for particular services or applications on particular servers	Check the traces that apply.
Continue the Trace Collection wizard without collecting traces for services or applications	Go to Step 4.

4. Click **Next**.

5. Perform one of the following actions to collect trace for system services and applications:

If you want to:	Action
Collect all system logs for all servers in the cluster	Check **Select All Services on All Servers**.
Collect traces for all services and applications on a particular server	Check the name of the server.
Collect traces for particular system logs on particular servers	Check the traces that apply. For example, to collect CSA logs, check **Cisco Security Agent**. To access user logs that provide information about users that are logging in and out, check **Security Logs**.
Continue the trace collection wizard without collecting traces for system logs	Go to Step 6.

6. Click **Next**.

7. Specify the time zone and time range for which you want to collect traces in the Collection Time group box.

8. Select the partition that contains the logs for which you want to collect traces from the Select Partition list box.

9.Perform one of the following actions to download trace files:

If you want to:	Action
Specify the directory in which you want to download the trace files	1. Click **Browse** next to the Download File Directory field. 2. Navigate to the directory. 3. Click **Open**. **Note:** The default specifies C:\Program Files\Cisco\Presence Serviceability\jrtmt\<server IP address>\<download time>.
Create a zip file of the trace files that you collect	3. Select **Zip File.**
Download the trace files without zipping the files	4. Select **Do Not Zip Files**.

Delete collected log files from the server	5. Check **Delete Collected Log Files from Server**.

10. Click **Finish**.

Troubleshooting Tips

- The window shows the progress of the trace collection. Click **Cancel** if you want to stop the trace collection.
- When the trace collection process is complete, the message "Completed downloading for node <IP address>" displays at the bottom of the window. To view the trace files that you collected, you can use the Local Browse option of the trace collection feature.
- If any server in the cluster is not available, a dialog box displays with a message that indicates which server is not available. The unavailable server will not display in the Trace & Log Central windows.
- You can install some of the listed services/applications only on a particular node in the cluster. To collect traces for those services/applications, make sure that you collect traces from the server on which you have activated the service/application.
- The services that you have not activated also display, so you can collect traces for those services.

Related Topics

- Getting More Information

Collecting Installation Logs

You can collect installation and upgrade logs in Trace and Log Central.

Procedure

1. Perform one of the following tasks:
    - ♦ On the Quick Launch Channel
        - ◊ Click **System**.
        - ◊ Click the **Trace & Log Central** icon.
    - ♦ Select **System > Tools > Trace >Trace & Log Central**.
2. Double-click **Collect Install Logs** in the Trace & Log Central tree hierarchy.
   The Collect Install Logs wizard displays
3. Specify from which server you would like to collect the install logs in the Select Servers Options box:
    1. Check the server to collect the install logs for a particular server.
    2. Check **Select All Servers** to collect the install logs for all servers.
4. Specify the directory where you want to download the log file in the Download File Options:
    - ♦ To specify the directory in which you want to download the log files, click the **Browse** button next to the Download File Directory field, navigate to the directory, and click **Open**. The default specifies <rtmt_install_directory> where <rtmt_install_directory> specifies the directory where RTMT is installed.
5. Click **Finish**.

Related Topics

- Getting More Information

How To Use the Query Wizard

The Trace Collection Query Wizard allows you to collect and download trace files that contain search criteria that you specify as well as to save trace collection criteria for later use. This procedure involves:

- Starting a Query
- Executing the Query

Starting a Query

Before You Begin

- Configure the information that you want to include in the trace files for the various services from the Trace Configuration window.
- If you want alarms to be sent to a trace file, select an SDI trace file as the alarm destination in the Alarm Configuration window.

Procedure

1. Open Trace & Log Central.
2. Double-click **Query Wizard** in the tree hierarchy.
3. Perform one of the following actions:

If you want to:	Action	Result
Run a saved Query	1. Click **Saved Query**. 2. Click **Browse** to navigate to the query that you want to use. 3. Select the query and	◊ If you chose a single node generic query, the node to which RTMT is connected displays with a checkmark next to the Browse button. You can run the query on additional nodes by placing a checkmark next to those servers. ◊ If you chose an all node generic query, all nodes display with a checkmark next to the Browse button. You can uncheck any server for which you do not want to run the query. ◊ If you chose a regular query, all of the nodes that you selected when you saved the query display with

	click **Open**.	a checkmark. You can check or uncheck any of the servers in the list. If you select new servers, you must use the wizard to select the services for that node.
Create a query	Click **Create Query**.	
Run the query without any modification	1. Click **Run Query**. 2. Complete the steps in Executing the Schedule	
Modify the query	Go to Step 4.	

4. Click **Next**.

5. Perform one of the following actions:

- If you clicked **Saved Query** and chose a query, the criteria that you specified for query display. If necessary, modify the list of services and applications for which you want to collect traces.
- If you clicked **Create Query**, you must select all services and applications for which you want to collect traces.

6. Click **Next**.

7. Perform one of the following actions:

If you want to:	Action
Collect traces for system logs or all system logs for all servers in the cluster	1. Perform one of the following actions: ◊ Check the traces that apply. ◊ Check **Select All Services on All Servers**. 2. Click **Next**.
Collect traces for all services and applications for all servers in the cluster,	1. Check Select All Services on All Servers. 2. Click **Next**.
Collect traces for all services and applications on a particular server,	1. Check the name of the server. 2. Click **Next**.

8. Perform one of the following actions to specify the time range for which you want to collect traces:

If you want to:	Action
Collect all the traces on the server for the service(s) that you chose	Select **All Available Traces**.
Collect all the traces within an absolute date and time range	1. Select **Absolute Range**. 2. Specify the server time zone and the time range (start and end date and time) for which you want to collect

	traces.
Collect all the traces within a relative date and time range	1. Select **Relative Range**. 2. Specify the time (in minutes, hours, days, weeks, or months) prior to the current time for which you want to collect traces.

9. Enter the word or phrase in the Search String field to search by phrases or words that exist in the trace file. The tool searches for an exact match to the word or phrase that you enter.

Related Topics

- Getting More Information

What To Do Next

Executing the Query

Executing the Query

Procedure

1. Perform one of the following actions:

    1. Click **Run Query** to execute the query.
    ◊ Click **OK** when the dialog box displays that indicates that the query execution completed.
    ◊ Continue with Step 2.
    2. Click **Save Query** to save the query and continue with Step 6.

2. Perform the following actions:

If you want to:	Action	Result
Create a query that you can run on nodes other than the one on which it was created	1. Click **Generic Query**. 2. Select either the **Single Node Query or All Node Query**. 3. Click **Finish**.	◊ You can only create a generic query if the services that you chose exist on a single node. If you chose services on more than one node, a message displays. You can either save the query as a regular query or select services on a single node. ◊ If you select the Single Node Query, the trace collection tool by default selects the server on which you created the query when you execute the query. ◊ If you select the All Node Query option, the trace collection tool by default selects all of the servers in the cluster when you execute the query.

Run the query on that node or cluster on which you created the query	1. Click **Regular Query**. 2. Click **Finish**.

3. Browse to the location to store the query, enter a name for the query in the File Name field.

4. Click **Save**.

5. Perform one of the following actions:

If you want to:	Action
Run the query that you have just saved	1. Click **Run Query.** 2. Continue with Step 6.
Exit the query wizard without running the query that you created	Click **Cancel**.

6. Perform one of the following actions after the query execution completes

If you want to:	Action
View a file that you collected	Navigate to the file as follows; ◊ Double-click **Query Results**. ◊ Double-click the <node> folder, where <node> equals the IP address or host name for the server that you specified in the wizard. ◊ Double-click the folder that contains the file that you want to view. ◊ After you have located the file, double-click that file.
Download the trace files and the result file that contains a list of the trace files that your query collected	1. Select the files that you want to download 2. Click **Download**. 3. Specify the criteria for the download. 4. Click **Finish**.
Specify the directory in which you want to download the trace files and the results file	1. Click **Browse** next to the Download all files field. 2. Navigate to the directory. 3. Click **Open**. **Note:** The default specifies C:\Program Files\Cisco\Presence Serviceability\jrtmt\<server IP address>\<download time>
Create a zip file of the trace files that you collected	Select **Zip File.**
Delete collected log files from the server	Check **Delete Collected Log Files from Server.**
Save the query	1. Click **Save Query.** 2. Complete Step 2 through Step 4.

Troubleshooting Tips

- If any server in the cluster is not available, a dialog box displays with a message that indicates which server is not available. The unavailable server will not display in the Trace & Log Central windows.
- You can install some listed services or applications only on a particular node in the cluster. To collect traces for those services or applications, make sure that you collect traces from the server on which you have activated the service or application.
- The services that you have not activated also display, so you can collect traces for those services.
- After you have downloaded the trace files, you can view them by using the Local Browse option of the trace and log central feature.
- You will see an error message if the service parameter values are exceeded or if the system is in code yellow.

Related Topics

- Getting More Information

How to Schedule Trace Collection

You can use the Schedule Collection option of the trace and log central feature to schedule recurring up to six concurrent trace collections and to download the trace files to an SFTP server on your network, run another saved query, or generate a syslog file. To change a scheduled collection after you have entered it in the system, you must delete the scheduled collection and add a new collection event. To schedule trace collection, perform the following procedure.

Note: You can schedule up ten trace collection jobs, but only six trace collection can be concurrent. That is, only six jobs can be in a running state at the same time.

- Starting a Schedule
- Executing the Schedule

Starting a Schedule

Before You Begin

- Configure the information that you want to include in the trace files for the various services from the Trace Configuration window.
- If you want alarms to be sent to a trace file, select an SDI trace file as the alarm destination in the Alarm Configuration window.

Procedure

1. Open Trace & Log Central.
2. Double-click **Schedule Collection** in the tree hierarchy.
3. Perform one of the following actions to collect trace on Cisco Unified Presence logs:

If you want to:	Action
Collect traces for all services and applications for all servers in the cluster	1. Check **Select All Services on All Servers**. 2. Click **Next**.
Collect traces for all services and applications on a particular server	1. Check the name of the server. 2. Click **Next**.
Collect traces for particular services or applications on particular servers	1. Check the traces that apply. 2. Click **Next**.
Continue the trace collection wizard without collecting traces for services or applications	Click **Next**.

3. Perform one of the following actions to collect traces on system logs

If you want to:	Action
Collect all system logs for all servers in the cluster	1. Check **Select All Services on all Servers**. 2. Click **Next**.
Collect traces for all system logs on a particular server	1. Check the name of the server. 2. Click **Next**.
Collect traces for particular system logs on particular servers	Check the traces that apply. For example, to collect CSA logs, check **Cisco Security Agent**. To access user logs that provide information about users that are logging in and out, check **Security Logs**.
Continue the trace collection wizard without collecting traces for system logs	Click **Next**.

4. Specify the server time zone and the time range for which you want to collect traces.

5. Perform the following actions to specify the date and time that you want to start the trace collection:

- Click the down arrow button next to the Schedule Start Date/Time field.
- From the Date tab, select the appropriate date.
- From the Time tab, select the appropriate time.

6. To specify the date and time that you want to end the trace collection, perform the following actions:

- Click the down arrow button next to the Schedule End Date/Time field.
- From the Date tab, select the appropriate date.
- From the Time tab, select the appropriate time.

Troubleshooting Tips

- The time zone of the client computer provides the default setting for the Select Reference Server Time Zone field. All the standard time zones, along with a separate set of entries for all time zones that have Daylight Saving settings, display in the Select Time Zone list box.
- Trace collection completes, even if the collection goes beyond the configured end time; however, the Trace and Log Central feature deletes this collection from the schedule.

Related Topics

- Getting More Information

What To Do Next

Executing the Schedule

Executing the Schedule

Procedure

1. Select how often you want to run the configured trace collection from the Scheduler Frequency list box.
2. Specify the time (in minutes, hours, days, weeks, or months) prior to the current time for which you want to collect traces.
3. Enter the word or phrase in the **Search String** field to search by phrases or words that exist in the trace file. The tool searches for an exact match to the word or phrase that you enter and only collects those files that match the search criteria.
4. Check **Zip All Files** to create a zip file of the trace files that you collect.
5. Check **Delete Collected Log Files from the Server** to delete collected log files from the server.
6. Perform one or more of the following actions:

If you want to:	Action
Download Files	1. Click **Download Files**. 2. In the SFTP Server Parameters group box, enter the server credentials for the server where the trace and log central feature downloads the results. 3. Click **Test Connection**. 4. After the trace and log central feature verifies the connection to the SFTP server, click **OK**.
Run Another Query	1. Click **Run Another Query**. 2. Click the **Browse** button to locate the query that you want to run. ## Click **OK**.
Generate Syslog	Click **Generate Syslog**.

7. Click **Finish**.

Troubleshooting Tips

- If any server in the cluster is not available, a dialog box displays with a message that indicates which server is not available. The unavailable server will not display in the Trace & Log Central windows.
- If the real-time monitoring tool cannot access the SFTP server, a message displays. Verify that you entered the correct IP address, user name, and password.
- You can install some of the listed services/applications only on a particular node in the cluster. To collect traces for those services/applications, make sure that you collect traces from the server on which you have activated the service/application.
- The services that you have not activated also display, so you can collect traces for those services.
- The trace collection completes, even if the collection goes beyond the configured end time; however, the trace and log central feature deletes this collection from the schedule.
- The **Download Directory Path** field specifies the directory in which the trace and log central feature stores collected files. By default, the trace collection stores the files in the home directory of the user whose user ID you specify in the SFTP parameters fields: /home/<user>/Trace.
- The trace and log central feature only executes the specified query if the first query generates results.

Related Topics

- Getting More Information

Deleting Scheduled Collections

You can view trace collection event status and delete scheduled trace collections. Available job types include Scheduled Job, OnDemand, RealTimeFileMon, and RealTimeFileSearch. Available statuses include Pending, Terminated, Running, Cancel, and Terminated.

Procedure

1. Open Trace & Log Central.
2. Perform one of the following actions:
    1. Double-click **Job Status** in the Quick Launch Channel.
    2. Click **System > Tools > Trace > Job Status**.
3. Select the server for which you want to view or delete trace collection events from the Select a Node list box.
4. select the event that you want to delete and click **Delete**.
5. Click **OK** when the confirmation message displays.

Troubleshooting Tips

- You can only delete jobs with a status of "Pending" or "Running" and a job type of "ScheduleTask."
- Cisco Unified Presence does not support the Q931 Translator. Cisco Unified Presence does not support QRT report information.

Related Topics

- Getting More Information

Collecting a Crash Dump

You can collect a crash dump file for one or more servers on your network.

Procedure

1. Open the Trace & Log Central.
2. Double-click **Collect Crash Dump**.
3. Perform one of the following actions:

If you want to:	Action
Collect crash dump files for all services and applications for all servers in the cluster,	1. Check **Select All Services on All Servers**. 2. Click **Next**.
Collect crash dump files for all services and applications on a particular server,	1. Check the name of the server. 2. Click **Next**.
Collect crash dump files for particular services or applications on particular servers.	1. Check the traces that apply. 2. Click **Next**.
Continue the collect crash dump wizard without collecting traces for services or application	Click **Next**.

4. Perform one of the following actions to collect crash dump files on system logs

If you want to:	Action
Collect all system logs for all servers in the cluster	1. Check **Select All Services on all Servers**. 2. Click **Next**.
Collect crash dump files for all system logs on a particular server	1. Check the name of the server. 2. Click **Next**.
Collect crash dump files for particular system logs on particular servers	Check the traces that apply. For example, to collect CSA logs, check **Cisco Security Agent**. To access user logs that provide information about users that are logging in and out, check **Security Logs**.
Continue the collect crash dump wizard without collecting traces for system log	Click **Next**.

5. Specify the time zone and time range for which you want to collect traces in the Collection Time group box. Select one of options specified in Time Zone and Date Range for Trace Collection.

6. Select the partition that contains the logs for which you want to collect traces from the Select Partition list box.

7. Perform one of the following actions:

If you want to:	Action
Specify the directory in which you want to download the crash dump files	1. Click **Browse** next to the Download File Directory field. 2. Navigate to the directory. 3. Click **Open**. **Note:** The default specifies C:\Program Files\Cisco\Presence Serviceability\jrtmt\<server IP address>\<download time>.
Create a zip file of the crash dump file that you collect	Select **Zip File.**
Download the crash dump files without zipping the files	Select **Do Not Zip Files**.
Delete collected crash dump files from the server	Check **Delete Collected Log Files from the server**.

8. Click **Finish**.

A message displays that states that you want to collect core dumps. To continue, click **Yes**.

Troubleshooting Tips

- If any server in the cluster is not available, a dialog box displays with a message that indicates which server is not available. The unavailable server will not display in the Trace & Log Central windows.
- You can install some of the listed services/applications only on a particular node in the cluster. To collect traces for those services/applications, make sure that you collect traces from the server on which you have activated the service/application.
- The services that you have not activated also display, so you can collect traces for those services.
- You cannot download a zipped crash dump file that exceeds two gigabytes. If you chose the **Zip File** radio button and the crash dump files exceed two gigabytes, the system displays a message that indicates that you cannot collect the crash dump file of that size with the **Zip File** radio button selected. Select the **Do Not Zip Files** radio button, and try the collection again.

Related Topics

- Getting More Information

Updating the Trace Configuration Setting for RTMT

From RTMT, you can also edit the trace setting for the traces on the node that you have specified. Enabling trace settings decreases system performance; therefore, enable Trace only for troubleshooting purposes.

Procedure

1. Select **Edit > Trace Settings.**
2. Select the radio button that applies.

Troubleshooting Tips

- The Error radio button represents the default setting.
- The system stores the rtmt.log file in the logs directory where you installed the RTMT plug-in; for example, C:\Program Files\Cisco\Presence Serviceability\jrtmt\log.

Related Topics

- Getting More Information