Main page: Cisco Unified Presence, Release 7.x

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- How to Configure Trace and Log Central in RTMT

To use the Trace and Log Central feature in the RTMT, make sure that RTMT can access all of the nodes in the cluster directly without Network Access Translation (NAT). If you have set up a NAT to access devices, configure the Cisco Unified Presence with a hostname instead of an IP address and make sure that the host names and their routable IP address are in the DNS server or host file.

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Importing Certificates

You can import the server authentication certificate that the certificate authority provides for each server in the cluster. Cisco recommends that you import the certificates before using the trace and log central option. If you do not import the certificates, the trace and log central option displays a security certificate for each node in the cluster each time that you log into RTMT and access the trace and log central option. You cannot change any data that displays for the certificate.

Procedure

1. Select **System > Tools > Trace > Import Certificate**.
2. Click **OK** when the message dialog confirms that the import is complete.

Viewing Trace & Log Central Options in RTMT

Before You Begin

Import the certificate.

Procedure

1. Perform one of the following actions to access Trace and Log Central:
    1. Click **System** in the Quick Launch Channel**.**
    2. Select **System > Tools > Trace > Trace & Log Central**.
    3. Click the **Trace & Log Central** icon in the tree hierarchy.
2. Perform one of the following tasks after you display the Trace and Log Central options in the real-time monitoring tool:

    ◊ Collect traces for services, applications, and system logs on one or more servers in the cluster.
    ◊ Collect and download trace files that contain search criteria that you specify as well as save trace collection criteria for later use.
    ◊ Schedule a recurring trace collection and download the trace files to a SFTP or FTP server on your network.
    ◊ Collect a crash dump file for one or more servers on your network.
    ◊ View the trace files that you have collected.
    ◊ View all of the trace files on the server.
    ◊ View the current trace file being written on the server for each application. You can perform a specified action when a search string appears in the trace file.

Troubleshooting Tips

- From any option that displays in the tree hierarchy, you can specify the services/applications for which you want traces, specify the logs and servers that you want to use, schedule a collection time and date, configure the ability to download the files, configure zip files, and delete collected trace files.
- For devices that support encryption, the SRTP keying material does not display in the trace file.

Related Topics

- How to Configure Trace Collection
- Importing Certificates
- Getting More Information