

**Main page:** [Cisco Unified Presence, Release 7.x](#)

## Contents

- [1 Previous Topic](#)
- [2 How to Use Local Browse to View Collected Trace Files](#)
  - ◆ [2.1 Before You Begin](#)
  - ◆ [2.2 Procedure](#)
  - ◆ [2.3 Troubleshooting Tips](#)
  - ◆ [2.4 Related Topics](#)
- [3 How to Use Remote Browse to View Collected Trace Files](#)
  - ◆ [3.1 Setting Trace Collection Attributes](#)
    - ◇ [3.1.1 Before You Begin](#)
    - ◇ [3.1.2 Procedure](#)
    - ◇ [3.1.3 Related Topics](#)
    - ◇ [3.1.4 What To Do Next](#)
  - ◆ [3.2 Viewing the Trace Results](#)
    - ◇ [3.2.1 Before You Begin](#)
    - ◇ [3.2.2 Procedure](#)
    - ◇ [3.2.3 Troubleshooting Tips](#)
    - ◇ [3.2.4 Related Topics](#)

### Previous Topic

- [How to Configure Trace and Log Central in RTMT](#)
- [How to Use Local Browse to View Collected Trace Files](#)
- [How to Use Remote Browse to View Collected Trace Files](#)

## How to Use Local Browse to View Collected Trace Files

After you have collected trace files and downloaded them to your PC, you can view them with a text editor that can handle UNIX variant line terminators such as WordPad on your PC, or you can view them by using the viewers within the RTMT.

**Note:** Do not use NotePad to view collected trace files.

If you zipped the trace files when you downloaded them to your PC, you will need to unzip them to view them by using the viewers within the real-time monitoring tool.

### Before You Begin

Collect traces files.

### Procedure

1. Open Trace & Log Central.
2. Double-click **Local Browse**.
3. Browse to the directory where you stored the log file and select the file that you want to view.
4. Double-click the file to display the results.
5. Perform the following actions:
  1. Click on the program (viewer) that you would like to use to view the file.
  2. If the program is not on the list, select another program by clicking **Other**.
  3. If you wish to use this program as your default viewer, check **Always use this program to open these files**.

### Troubleshooting Tips

- The Real Time Monitoring Tool (RTMT) displays the file in the appropriate viewer for the file type. If no other appropriate viewer applies, the real-time monitoring tool opens files in the Generic Log Viewer.
- Cisco Unified Presence does not support the Q931 Translator. Cisco Unified Presence does not support QRT report information.

### Related Topics

- [Getting More Information](#)

## How to Use Remote Browse to View Collected Trace Files

After the system has generated trace files, you can view them on the server by using the viewers within the RTMT. You can also use the remote browse feature to download the traces to your PC. This involves:

- [Setting Trace Collection Attributes](#)
- [Viewing the Trace Results](#)

## Setting Trace Collection Attributes

### Before You Begin

Collect traces files.

**Procedure**

1. Open Trace & Log Central.
2. Double-click **Remote Browse**.
3. Select the appropriate radio button, Trace Files or Crash Dump.
4. Click **Next**.
5. Perform one of the following actions:
  1. If you select Trace Files, go to [Step 6](#).
  2. If you select Crash Dump, go to [Step 8](#).
6. Perform one of the following actions in the CUP Applications/Services tab:

<b>If you want to:</b>	<b>Action</b>
Collect traces for all services and applications for all servers in the cluster	<ol style="list-style-type: none"> <li>1. Check <b>Select All Services on All Servers</b>.</li> <li>2. Click <b>Next</b>.</li> </ol>
Collect traces for all services and applications on a particular server	<ol style="list-style-type: none"> <li>1. Check the name of the server.</li> <li>2. Click <b>Next</b>.</li> </ol>
Collect traces for particular services or applications on particular servers	<ol style="list-style-type: none"> <li>1. Check the traces that apply.</li> <li>2. Click <b>Next</b>.</li> </ol>
Continue the trace collection wizard without collecting traces for services or applications	Click <b>Next</b> .

7. Perform one of the following actions in the Select System Services/Application tab:

<b>If you want to:</b>	<b>Action</b>
Collect all system logs for all servers in the cluster	<ol style="list-style-type: none"> <li>1. Check <b>Select All Services on all Servers</b>.</li> <li>2. Click <b>Next</b>.</li> </ol>
Collect traces for all system logs on a particular server	<ol style="list-style-type: none"> <li>1. Check the name of the server.</li> <li>2. Click <b>Next</b>.</li> </ol>
Collect traces for particular system logs on particular servers	<ol style="list-style-type: none"> <li>1. Check the traces that apply.  <b>Note:</b> For example, to collect CSA logs, check <b>Cisco Security Agent</b>. To access user logs that provide information about users that are logging in and out, check <b>Security Logs</b>.</li> <li>1. Click <b>Next</b>.</li> </ol>
Continue the remote browse wizard without collecting traces for system logs	Go to <a href="#">Step 10</a> .

8. Perform one of the following actions in the CUP Applications/Services tab:

<b>If you want to:</b>	<b>Action</b>
Collect crash dump files for all services and applications for all servers in the cluster	<ol style="list-style-type: none"> <li>1. Check <b>Select All Services on All Servers</b>.</li> <li>2. Click <b>Next</b>.</li> </ol>

Collect crash dump files for all services and applications on a particular server	<ol style="list-style-type: none"> <li>1. Check the name of the server.</li> <li>2. Click <b>Next</b>.</li> </ol>
Collect crash dump files for particular services or applications on particular servers	<ol style="list-style-type: none"> <li>1. Check the traces that apply.</li> <li>2. Click <b>Next</b>.</li> </ol>

9. Perform one of the following actions in the Select System Services/Application tab:

<b>If you want to:</b>	<b>Action</b>
Collect crash dump files for all services and applications for all servers in the cluster	<ol style="list-style-type: none"> <li>1. Check <b>Select All Services on All Servers</b>.</li> <li>2. Click <b>Next</b>.</li> </ol>
Collect crash dump files for all services and applications on a particular server	<ol style="list-style-type: none"> <li>1. Check the name of the server.</li> <li>2. Click <b>Next</b>.</li> </ol>
Collect crash dump files for particular services or applications on particular servers.	<ol style="list-style-type: none"> <li>1. Check the traces that apply.</li> <li>2. Click <b>Next</b>.</li> </ol>
Continue the collect crash dump wizard without collecting crash dump files	Go to <u>Step 10</u> .

10. Click **Finish**.

#### Related Topics

- [Getting More Information](#)

#### What To Do Next

#### [Viewing the Trace Results](#)

### Viewing the Trace Results

#### Before You Begin

Set your trace collection attributes.

#### Procedure

1. Click **Close** when a message states that the trace results are available.
2. Perform one of the following actions:

<b>If you want to:</b>	<b>Action</b>
To display the results	

	<ol style="list-style-type: none"> <li>1. Perform one of the following actions to navigate to the file: <ul style="list-style-type: none"> <li>◇ Right-click the mouse to select the type of program that you would like to use to view the file.</li> <li>◇ Double-click the file to display the file in the default viewer.</li> </ul> </li> </ol>
Download the trace files and the result file that contains a list of the trace files that your query collected	<ol style="list-style-type: none"> <li>1. Select the files that you want to download.</li> <li>2. Click <b>Download</b>.</li> <li>3. Specify the criteria for the download.</li> <li>4. Click <b>Finish</b>.</li> </ol>
Specify the directory in which you want to download the trace files and the results file	<ol style="list-style-type: none"> <li>1. Click <b>Browse</b> next to the Download all files field.</li> <li>2. Navigate to the directory.</li> <li>3. Click <b>Open</b>. The default specifies C:\Program Files\Cisco\Presence Serviceability\jrtmt\<server address&gt;\&lt;download="" ip="" li="" time&gt;<=""> </server></li></ol>
Create a zip file of the trace files that you collected	Check <b>Zip File</b> .
Delete collected log files from the server	Check <b>Delete Collected Log Files from Server</b> .
Delete trace files from the node	<ol style="list-style-type: none"> <li>1. Click the file that displays in the pane on the right side of the window.</li> <li>2. Click <b>Delete</b>.</li> </ol>
Refresh a specific service or node	<ol style="list-style-type: none"> <li>1. Click the server name or service.</li> <li>2. Click <b>Refresh</b>.</li> <li>3. Click <b>Close</b> when a message states that the remote browse is ready.</li> </ol>
Refresh all services and nodes that display in the tree hierarchy	<ol style="list-style-type: none"> <li>1. Click <b>Refresh All</b>.</li> <li>2. Click <b>Close</b> when a message states that the remote browse is ready.</li> </ol>

### Troubleshooting Tips

- You can install some listed services/applications only on a particular node in the cluster. To select traces for those services/applications, make sure that you select traces from the server on which you have activated the service/application.
- The services that you have not activated also display, so you can select 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.
- To sort the files that displays in the pane, click a column header; for example, to sort the files by name, click the Name column header.
- The real-time monitoring tool displays the file in the appropriate viewer for the file type. If no other appropriate viewer applies, the real-time monitoring tool opens files in the Generic Log Viewer.
- Cisco Unified Presence does not support the Q931 Translator. Cisco Unified Presence does not support QRT report information.

**Related Topics**

- [Getting More Information](#)