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Previous Topic

- [How to Configure Trace and Log Central in RTMT](#)

The real-time trace option of the trace and log central feature in the RTMT allows you to view the current trace file that is being written on the server for each application. If the system has begun writing a trace file, the real-time trace starts reading the file from the point where you began monitoring rather than at the beginning of the trace file. You cannot read the previous content.

- [Viewing Real-Time Data](#)
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Viewing Real-Time Data

The view real-time data option of the Trace and Log Central feature allows you to view a trace file as the system writes data to that file. You can view real-time trace data in the generic log viewer for up to 10 services, five of which can exist on a single node. The log viewer refreshes every five seconds. As the traces get rolled into a new file, the generic log viewer appends the content in the viewer.

Note: Depending on the frequency of the traces that a service writes, the View Real-Time Data option may

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experience a delay before being able to display the data in the generic log viewer.

Procedure

1. Open Trace & Log Central.
2. Double-click **Real Time Trace**.
3. Double-click **View Real Time Data**.
4. Select the node for which you want to view real-time data and click **Next**.
5. Select the product, service and the trace file type for which you want to view real-time data and click **Finish**.
6. Perform one of the following actions:
 1. Check **Enable Auto-Scrolling** to keep the cursor at the end of the window to display new traces as they appear.
 2. Uncheck **Enable Auto-Scrolling** if you do not want the cursor to move to the bottom of the window as new traces display.
7. Repeat this procedure to view data for additional services.
8. Click **Close** on the Generic Log Viewer when you have finished viewing the real-time data.

Troubleshooting Tips

- You can view data for up to 10 services, five of which can exist on a single node. A message displays if you attempt to view data for too many services or too many services on a single node.
- 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.
- The services that you have not activated also display, so you can collect traces for those services.
- Cisco Unified Presence does not support the Q931 Translator. Cisco Unified Presence does not support QRT report information.

Related Topics

- [Getting More Information](#)

Monitoring User Events

The monitor user event option of the Trace and Log Central feature monitors real-time trace files and performs a specified action when a search string appears in the trace file. The system polls the trace file every five seconds. If the search string occurs more than once in one polling interval, the system only performs the action once. For each event, you can monitor one service on one node.

Before you Begin

If you want to generate an alarm when the specified search string exists in a monitored trace file, enable the TraceCollectionToolEvent alert.

Procedure

1. Open Trace & Log Central.
2. Double-click **Real Time Trace**.
3. Double-click **Monitor User Event**.
4. Perform one of the following actions

| If you want to: | Action |
|---|--|
| View the monitoring events that you have already set up | <ol style="list-style-type: none"> 1. Select View Configured Events. 2. Select a server from the list box. 3. Click Finish. |
| Configure new monitoring events | <ol style="list-style-type: none"> 1. Select Create Events. 2. Click Next. |

5. Select the node that you want the system to monitor from the **Nodes** list box and click **Next**.
6. Select the service and the trace file type that you want the system to monitor and click **Next**.
7. Specify the phrases or words that you want the system to locate in the trace files in the **Search String** field.

The tool searches for an exact match to the word or phrase that you enter.

8. Specify the server time zone and the time range (start and end date and time) for which you want the system to monitor trace files.
9. Perform one of the following actions to indicate what you want the system to do when it encounters the search string that you specified in the Search String fields:

| If you want the system to: | Action |
|--|--|
| Generate an alarm when the system encounters the specified search string | <p>Check Alert.</p> <p>Note: For the system to generate the alarm, you must enable the enable the TraceCollectionToolEvent alert.</p> |
| Log the errors in the application logs area in the SysLog Viewer | <p>Check Local Syslog.</p> <p>Note: The system provides a description of the alarm and a recommended action. You can access the SysLog Viewer from RTMT</p> |
| Store the syslog messages on a syslog server | <ol style="list-style-type: none"> 1. Check Remote Syslog. 2. Enter the syslog server name in the Server Name field. |
| Download the trace files that contain the specified search string | <ol style="list-style-type: none"> 1. Check Download File. 2. Enter the server credentials for the server where you want to download the trace files in the SFTP Server Parameters group box. 3. Click Test Connection. 4. Click OK after the Trace and Log Central feature |

| | |
|--|---|
| | verifies the connection to the SFTP server. |
|--|---|

10. 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.
- The services that you have not activated also display, so you can collect traces for those services
- To delete an event, select the event and click **Delete**.
- 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 system polls the trace files every 5 seconds and performs the specified actions when it encounters the search string. If more than one occurrence of the search string occurs in a polling interval, the system performs the action only once.
- Cisco Unified Presence does not support the Q931 Translator. Cisco Unified Presence does not support QRT report information.

Related Topics

- [Time Zone and Date Range for Trace Collection](#)
- [Getting More Information](#)