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Collecting Trace and Debug Information

When you contact Cisco Technical Support for help with a problem that you are having with Cisco ER, Cisco might request that you collect trace and debug information.

Because collecting trace and debug information will affect Cisco ER's performance, you should only turn on tracing and debugging at Cisco's request. The generated information is for Cisco's use in resolving product problems.

Use the following sections to learn about:

- [Enabling Detailed Trace and Debug Information for Cisco Emergency Responder](#)
- [Enabling Syslog](#)

Enabling Detailed Trace and Debug Information for Cisco Emergency Responder

To enable detailed trace and debug information for Cisco ER, follow these steps:

Procedure

Step 1 From the Cisco ER web interface, select **Cisco ER Group > Server Settings**.

Cisco ER opens the Server Settings page.

Step 2 From the left column, select the server from which you need to collect debug or trace information. Cisco ER displays the settings for the server.

Step 3 Scroll down to the debug package and trace package sections and select the packages that Cisco Technical Support has requested.

The lists in each section are identical; make sure that you select the package in the list that Cisco requested. Packages selected in the Debug list generate trace information plus extra debug data. If Cisco requests that you select all packages, click **Select All** for the appropriate list.

The available packages include:


- CER_DATABASE?The database subsystem, covers the log information generated by the database access code.
- CER_REMOTEUPDATE?The remote update subsystem, which manages updates between servers.

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- CER_PHONETRACKINGENGINE?The phone tracking subsystem, which runs the phone tracking and switch-port and phone update processes.
- CER_ONSITEALERT?The onsite alert subsystem for notifying onsite alert personnel.
- CER_CALLENGINE?The call engine subsystem, which routes and processes calls.
- CER_SYSADMIN?The system administration web interface subsystem.
- CER_TELEPHONY?The telephony subsystem, used for interactions with Cisco Unified CM.
- CER_AGGREGATOR?The aggregator module covers all Cisco ER server communication and data handling with the phone tracking engine. The module includes the search and lookup of tracked data for the subsystems like cluster, Administration, Cisco IP SoftPhone and call routing.
- CER_GROUP?The Cisco ER server group subsystem, used for communicating between servers within a group.
- CER_CLUSTER?The server cluster subsystem, used for communicating between Cisco ER groups in a cluster.

Step 4 Click **Update** to save and activate your changes.

Cisco ER begins generating the requested trace and debug information.

 **Note:** The traces for Cisco ER can be collected from either Cisco ER Serviceability web interface or by using the command line interface.

Step 5 When you have finished generating debug and trace information, click **Clear All** for each section in which you have made a selection to turn off debug and trace. Then, click **Update** to complete the change.

Related Topics

- [Server Settings for CERServerGroup](#)
- [Serviceability Web Interface For Cisco Emergency Responder](#)
- [Command Line Interface](#)

Enabling Syslog

To collect trace and debug information, you must enable syslog for Cisco ER).

To enable syslog for Cisco ER, see the [Collecting Information from Syslog](#) section.