

## Collecting logs for troubleshooting RTMT Alerts

|                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Problem Summary</b>    | When troubleshooting RTMT Alerts, need to know which logs and traces to collect.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Error Message</b>      | None.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Possible Cause</b>     | Troubleshooting RTMT Alerts                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Recommended Action</b> | <p>Collect the following logs either using the CLI or from the RTMT Trace Collection tool:</p> <ul style="list-style-type: none"> <li>• Cisco AMC Service</li> <li>• Cisco AMC Service Alert Logs</li> <li>• Event Viewer-Application Log</li> <li>• Event Viewer-System Log</li> </ul> <p>Some alerts are based on alarms. Therefore, we need to see if the alarms are showing up in the Cisco syslogs. Sometimes, alarms are not showing up because its alarm level are below the syslog filtering level. We need to adjust this level from the Cisco Unified Serviceability Alarm config page for the platform components, or Cisco Unified CCX Serviceability Alarm COnfig page for the Unified CCX components.</p> |
| <b>Release</b>            | Release 8.0(1)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Associated CDETS #</b> | None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |