

## Log Collection for SNMP Voice Subagent issues

<b>Problem Summary</b>	When troubleshooting SNMP Voice Subagent related issues, need to know which logs to collect.
<b>Error Message</b>	None.
<b>Possible Cause</b>	Troubleshooting SNMP Voice Subagent
<b>Recommended Action</b>	<p>Check if the following Unified CCX services are running:</p> <ul style="list-style-type: none"> <li>• SNMP Master Agent</li> <li>• Cisco Unified CCX Voice SubAgent</li> <li>• Cisco Unified CCX SNMP Java Adaptor</li> </ul> <p>Collect the logs either using the CLI or from the RTMT Trace Collection tool for the above services. In addition, collect the Event Viewer - Application Logs from RTMT Trace Collection under System Services/Applications.</p>
<b>Release</b>	Release 8.0(1)
<b>Associated CDETS #</b>	None