Turning on UCM CCM and CTI SDI and SDL traces

Problem Summary	For some of the call processing related issues the CUCM traces are required. This tip explains how to turn on those traces.
Error Message	NA
Possible Cause	NA
Recommended Action	1. On the Unified CUCM node, login to "Cisco Unified Serviceability" 2. Go to Trace --> Configuration 3. Select the appropriate server and click Go. 4. Select "CM Serivces" and click Go. 5. Select "Cisco CTIManager" and click Go. 6. Set the "Debug Trace Level" to "Detailed" 7. Check the "Apply to All Nodes" box so that the changes are applied to all nodes. 8. Click Save. 9. The trace changes for CTI Manager will be saved. 10. Next, from the services drop down select "Cisco CallManager" and click Go. 11. Set the "Debug Trace Level" to "Detailed" 12. Check the "Apply to All Nodes" box so that the changes are applied to all nodes. 13. Click Save. 14. The trace changes for CallManager will be saved. Snapshot of CTI Manager traces Snapshot of Call Manager traces Snapshot of Call Manager traces (part2) After the traces are turned on and the scenario is simulated, use the Real Time Monitoring Tool (RTMT) to collect the logs from Unified CM using the "Collect Files" option. The modules for which the traces are to be collected are "Cisco CTIManager" and "Cisco CallManager" from the services screen.
Release	Release 8.0(1)
Associated CDETS #	NA