

Turning on Unified CCX Media traces

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| Problem Summary | For any Media related issues the DriverManager and MIVR traces are required. This tip explains how to turn on those traces. |
| Error Message | NA |
| Possible Cause | NA |
| Recommended Action | <ol style="list-style-type: none"> 1. On the Unified CCX node, login to "Cisco Unified CCX Serviceability" 2. Go to Trace --> Configuration 3. Select "Cisco Unified CCX Engine" and click Go. 4. Check/Enable LIBRARIES -> LIB_MEDIA : DEBUGGING and XDEBUGGING1 traces 5. Click Save. 6. The trace changes will be saved. <p>After the traces are turned on and the scenario is simulated, use the Real Time Monitoring Tool (RTMT) to collect the logs using the "Collect Files" option. The modules for which the traces are to be collected are "Unified CCX Engine" and DriverManager from the UCCX Services screen.</p> |
| Release | Release 8.0(1) |
| Associated CDETS # | NA |