

Turning on Unified CCX VXML traces

Problem Summary	For any VXML related issues the 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 SUBSYSTEMS -> SS_VB : DEBUGGING and XDEBUGGING1 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" from the UCCX Services screen.</p>
Release	Release 8.0(1)
Associated CDETS #	NA