

Turning_on_traces_for_Data_Synchronization

Problem Summary	For any Telephony Data Synchronization related issues the MADM 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 Administration" and click Go. 4. Check/Enable MISCELLANEOUS-> ADM_CFG, ADM_TEL : DEBUGGING. 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 Administration" from the UCCX Services screen.</p>
Release	Release 8.5(1)
Associated CDETS #	NA