

Prime Collaboration Provisioning ShowTech Collection Configuration Example



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Contributed by A.M.Mahesh Babu, Cisco TAC Engineer.
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Introduction

This document describes ShowTech, which is a CLI tool that collects the troubleshooting information/logs for Cisco Prime Collaboration Provisioning Manager required by Cisco Technical Assistance Center (TAC) in a single compressed archive file. This tool is available in Provisioning Manager Version 2.0 and later.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Provisioning Manager
- Cisco Prime Collaboration Provisioning

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Prime Collaboration Provisioning Version 10.5
- WinSCP Version 5.5

Note: This document also applies for Cisco Unified Provisioning Manager Version 9.x.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Configure

1. Enable DETAIL logging:

- a. Log into the Cisco Prime Collaboration Provisioning with Secure Shell (SSH) with the *root* credentials.
- b. Enter this command in order to go to the script directory:

```
[root@PCP9 ~]# cd /opt/cupm/sep/ipt/bin
```

- c. Change the log level to DETAIL:

```
[root@PCP9 bin]# bash ./changeloglevel.sh -level DETAIL
```

Note: The log level reverts back to DEFAULT after a server reboot.

- d. Note the current time stamp on the server:

```
[root@PCP9 bin]# date
```

```
login as: root
root@10.127.231.30's password:
Last login: Thu Nov 20 15:14:23 2014
[root@PCP9 ~]#
[root@PCP9 ~]# cd /opt/cupm/sep/ipt/bin
[root@PCP9 bin]# bash ./changeloglevel.sh -level DETAIL
=====
changeloglevel.sh
Copyright (c) 2009 Cisco Systems, Inc. All Rights Reserved.
=====
-level
DETAIL
[root@PCP9 bin]# date
Sat Dec 6 12:52:44 IST 2014
```

2. Recreate the problem.
3. Generate a ShowTech file.

Usage:

```
bash ./showtech.sh -start <START_DATE> -end <END_DATE>
```

<START_DATE> start date from which to collect data (START_DATE format: YYYY-MM-DD HH:MM)

<END_DATE> end date up to which to collect data (END_DATE format:
YYYY-MM-DD HH:MM)

In order to collect the most recent log files, the START_DATE must be the value obtained in *Step 1d* minus 1 hour , and the END_DATE should be specified with a time in the future.

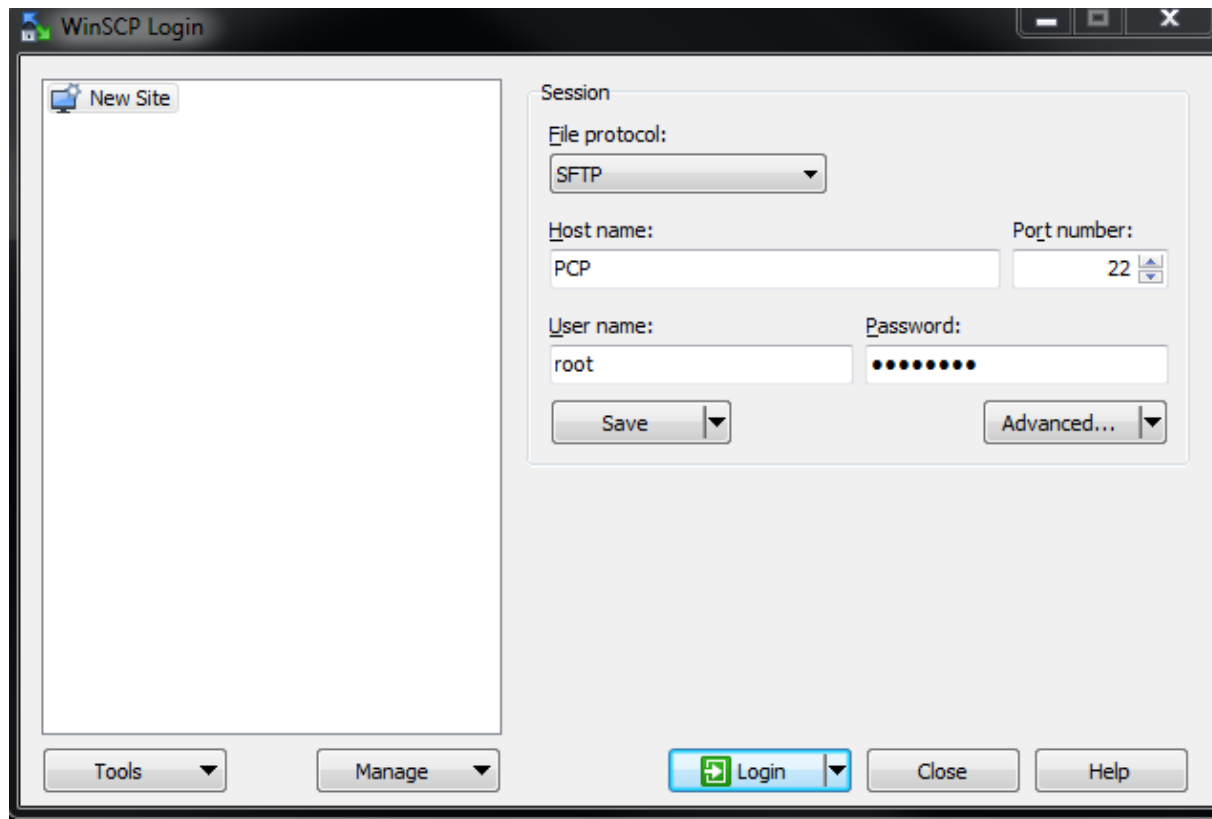
Example:

```
[root@PCP9 bin]# bash ./showtech.sh -start 2014-12-06 11:52:44 -end 2014-12-06  
15:00:00
```

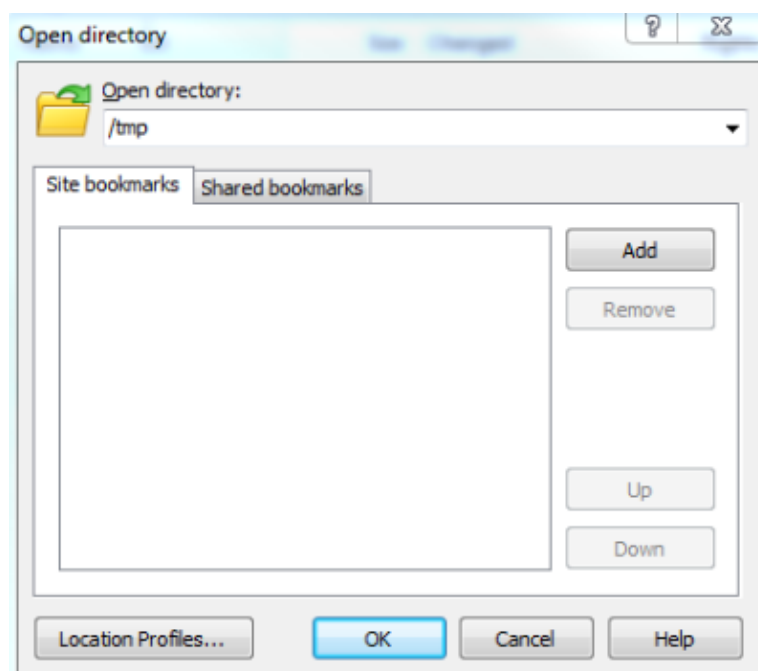
```
[root@PCP9 bin]# bash ./showtech.sh -start 2014-12-06 12:52:44 -end 2014-12-06 15:00:00  
-----  
showtech.sh  
-----  
Copyright (c) 2011 Cisco Systems, Inc.  
All rights reserved.  
-----  
  
-----  
SHOWTECH - Start (Start: Sat Dec 06 12:52:00 IST 2014 End: Sat Dec 06 15:00:00 IST 2014)  
-----  
  
Sat Dec 06 12:54:27 IST 2014 - Output Directory: /tmp/ShowTech-2014-12-06-125426  
Sat Dec 06 12:54:27 IST 2014 - Collect CUEM data.  
Sat Dec 06 12:54:27 IST 2014 - Copy properties files.  
Sat Dec 06 12:54:27 IST 2014 - Copy license files.  
Sat Dec 06 12:54:27 IST 2014 - Executing DB counts.  
Sat Dec 06 12:54:27 IST 2014 - Collecting system properties.  
Sat Dec 06 12:54:27 IST 2014 - Collect 'Patch' data.  
Sat Dec 06 12:54:27 IST 2014 - Collect device & processor data.  
Sat Dec 06 12:54:28 IST 2014 - Collect 'Domain' data.  
Sat Dec 06 12:54:28 IST 2014 - Collect 'AAA' data.  
Sat Dec 06 12:54:28 IST 2014 - Load Object Data (Class: AAAServer)  
Sat Dec 06 12:54:29 IST 2014 - Collect Service Action Data  
Sat Dec 06 12:54:29 IST 2014 - Collect Service Action Data - sql = SELECT uniqueid, packagena  
me, actionname FROM niceinitialsa WHERE (status = '10002' OR (uniqueid IN (select distinct un  
iqueid from nicesadata where (name = 'resultText') AND (value LIKE '%Result') = FAILURE*)))  
AND endedon BETWEEN '2014-12-06 12:52:00.0' AND '2014-12-06 15:00:00.0' ORDER BY uniqueid  
Sat Dec 06 12:54:29 IST 2014 - Collect 'Order' data.  
Sat Dec 06 12:54:29 IST 2014 - Collect Order Data - sql = SELECT ordernumber FROM tableorder  
WHERE ((status = 'HOLD') OR (status = 'RELEASED') OR (status = 'INITIAL')) AND (orderdate BET  
WEEN '2014-12-06 12:52:00.0' AND '2014-12-06 15:00:00.0' ) ORDER BY ordernumber  
Sat Dec 06 12:54:29 IST 2014 - Collect log files.  
Sat Dec 06 12:54:29 IST 2014 - Archiving CUPM log files...  
Sat Dec 06 12:54:29 IST 2014 - Archiving JBoss log files...  
Sat Dec 06 12:54:29 IST 2014 - Archiving PG log files...  
Sat Dec 06 12:54:29 IST 2014 - Zipping output.  
  
-----  
SHOWTECH - End  
  
Data can be found in:  
/tmp/ShowTech-2014-12-06-125426.zip  
-----
```

Collect the logs from the server:

- a. Log into WinSCP with Root Credentials:

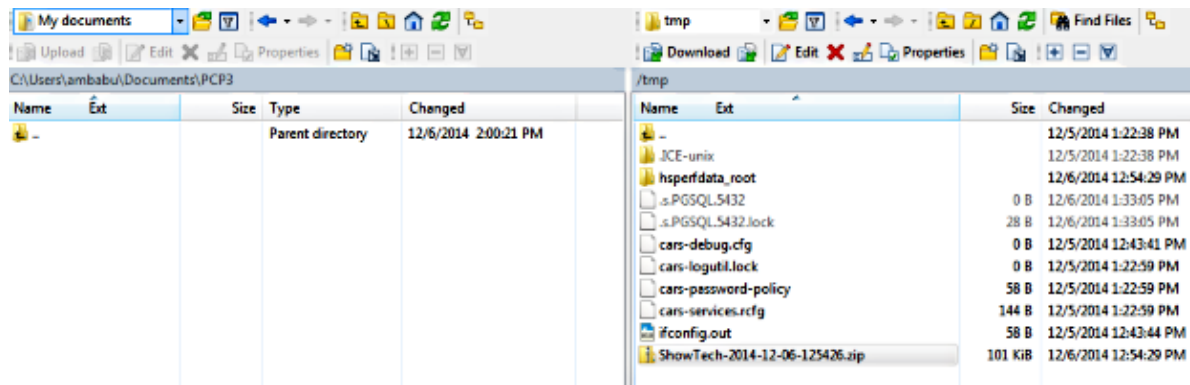


- b. Change the directory to the */tmp* folder on the server:



4.

c. Copy the ShowTech zip file from the server to any location on the PC:



Note: Ensure that the files and the directory on the server is not modified.

d. Attach the ShowTech file to the case notes on either **Upload** option from the Support Case Manager or send via email to a Cisco TAC Engineer directly.

Verify

There is currently no verification procedure available for this configuration.

Troubleshoot

The ShowTech collection is relatively simple and chances of failure are rare. If there are any issues or errors, contact Cisco TAC.