

# Collect Logs for UC Applications

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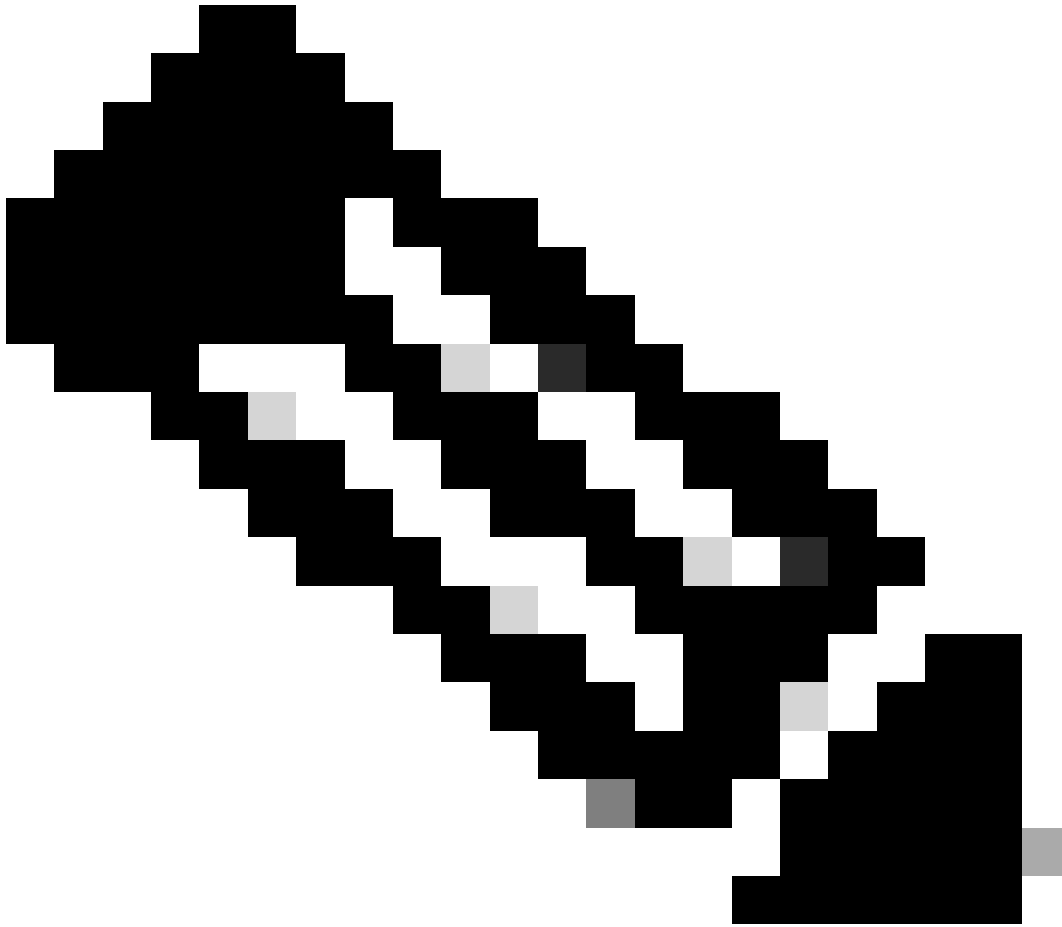
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## Introduction

This document describes how to collect logs for the Cisco Unified Communication (UC) Applications.

## UC Applications Log Collection How to Guide

UC Applications that are covered here are Cisco Jabber clients, Cisco Unified Communication Integration for Microsoft Lync (CUCI-Lync), Cisco Unified Attendant Console (CUAC)-Standard, CUAC-Advanced, Cisco Instant Messaging & Presence (IM&P), and Cisco Internet Protocol Communicator (CIPC).



**Note:** CIPC is now End of Service (EOS).

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For each scenario, provide details about the problem and note the time the problem occurred, the calling number.

## **Jabber for Windows**

**Step 1.** Navigate to **Help > Report a Problem** to create a problem report.

**Step 2.** Choose the option that denotes the problem.

**Step 3.** Under options, describe the problem and generate the report.

**Step 4.** This places a ZIP file on the user desktop.

<#root>

Default Jabber log location

%userprofile%\AppData\Local\Cisco\Unified Communications\Jabber\CSF\Logs

## Jabber for MAC

**Step 1.** Navigate to **Help > Report a Problem** to create a problem report.

**Step 2.** Choose the option that denotes the problem.

**Step 3.** Under options, describe the problem and generate the report.

**Step 4.** This places a ZIP file on the user desktop.

<#root>

Default Jabber log location

/Users/<userid>/Library/Logs/Jabber/

## Jabber for iPhone, iPad, and Android

**Step 1.** Navigate to **Menu > Settings > Problem Reporting**.

**Step 2.** Enable **Detailed Logging**.

**Step 3.** Exit Jabber and relaunch.

**Step 4.** When the problem occurs, navigate to **Menu > Settings > Problem Reporting**.

**Step 5.** Click **Send Problem Report** and email the problem report.



**Tip:** You can use these Cisco Video links:

[How to Clear the Cache](#)

[Create a Jabber Problem Report](#)

[Collect logs for Phone Issues](#)

[Collect Logs from Expressway \(When Jabber is over MRA\)](#)

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## CUCI-Lync

**Step 1.** Navigate to **Help> Report a Problem** to create a problem report.

**Step 2.** Choose the option that denotes the problem.

**Step 3.** Under options, describe the problem and generate the report.

**Step 4.** This places a ZIP file on the user desktop.

<#root>

Default CUCI-Lync log location

%userprofile%\AppData\Local\Cisco\Unified Communications\Jabber\CSF\Logs

## VXME for Windows

**Step 1.** Navigate to **Help > Report a Problem** to create a problem report.

**Step 2.** Choose the option that denotes the problem.

**Step 3.** Under options, describe the problem and generate the report.

**Step 4.** This places a ZIP file on the user desktop.

<#root>

Default VXME log locations

VXME Client Log location: %userprofile%\AppData\Local\Cisco\VXME\

VXME Agent Log Location: %userprofile%\Local\Cisco\Unified Communications\Jabber\CSF\Logs\Virtualisatio

## Cisco IM and Presence

### Set Logging Levels to Debug

**Step 1.** Log in to Cisco Unified Serviceability for the IM&P server.

**Step 2.** Navigate to **Trace > Configuration**.

**Step 3.** Select the **IM&P server** from the drop-down.

**Step 4.** Select the **Service Group** from the drop-down.

**Step 5.** Select the **Service**.

**Step 6.** Click **Trace On** box.

**Step 7.** Select **Debug** level trace.

**Step 8.** Click **Save** button.

### Collect Logs with Real-Time Monitoring Tool (RTMT)

Download RTMT and collect logs, for more information on how to download and collect files refer to [IM and Presence Server RTMT Log Collection Configuration Example](#).



**Tip:** You can use these Cisco Video links:  
[Configuring Service Trace Levels](#)

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## Cisco IP Communicator

**Step 1.** Right-click anywhere on CIPC, navigate to **Preferences > User tab**. Check **Enable Logging**.

**Step 2.** Restart Cisco IP Communicator to place the application in a known state.

**Step 3.** On the Windows desktop, navigate to **Start > All Programs > Cisco IP Communicator > Create CIPC Problem Report**

## CUAC Standard

### CUAC Standard Client

**Step 1.** Navigate to **Options > Logging > Collect Logs**. **Save** to the desktop.

### Cisco TSP

Collect all the files in this directory.

<#root>

C:\Temp\CiscoTSP001Log

## CUAC Advanced

Attendant Server Service Logs:

**Step 1.** Log in to the CUAC-Advanced web page.

**Step 2.** Navigate to **Engineering > Logging Management**.

**Step 3.** Select all checkboxes on Cisco Unified Attendant Server section.

**Step 4.** Collect logs.

<#root>

Default file locations for CUAC-A 10.x and Earlier

32 Bit CUAC-A Server - C:\Program Files\Cisco\Logging\SRV

64 Bit CUAC-A Server - C:\Program Files (x86)\Cisco\Logging\SRV

Default file locations for CUAC-A 11.X and Later

%ALLUSERSPROFILE%\Cisco\CUACA\Server\Logging\SVR

## LDAP Plug-in Logs:

- Step 1.** Log in to the CUAC-Advanced web page.
- Step 2.** Navigate to **Engineering > Logging Management**.
- Step 3.** Select all checkboxes on **LDAP Plug-in** section.
- Step 4.** Collect logs.

<#root>

### Default file locations for CUAC-A 10.x and earlier

32 Bit CUAC-A Server - C:\Program Files\Cisco\Logging\LDAP  
64 Bit CUAC-A Server - C:\Program Files (x86)\Cisco\Logging\LDAP

### Default file location for CUAC-A 11.X and later

%ALLUSERSPROFILE%\Cisco\CUACA\Server\Logging\LDAP\

## CUPS Plug-in Logs

- Step 1.** Log in to the CUAC-Advanced web page.
- Step 2.** Navigate to **Engineering > Logging Management**.
- Step 3.** Select all checkboxes on CUPS Plug-in Logs section.
- Step 4.** Collect logs.

<#root>

### Default file locations for CUAC-A 10.x and earlier

32 Bit CUAC-A Server - C:\Program Files\Cisco\Logging\CUPS  
64 Bit CUAC-A Server - C:\Program Files (x86)\Cisco\Logging\CUPS

### Default file location for CUAC-A 11.x and later

%ALLUSERSPROFILE%\Cisco\CUACA\Server\Logging\CUPS\

## BLF Plug-in Logs:

- Step 1.** Log in to the CUAC-Advanced web page.
- Step 2.** Navigate to **Engineering > Logging Management**.
- Step 3.** Select all checkboxes on **BLF Plug-in Logs** section.

#### **Step 4.** Collect logs.

<#root>

**Default file locations for CUAC-A 10.x and earlier**

32 Bit CUAC-A Server - C:\Program Files\Cisco\Logging\CTIS

64 Bit CUAC-A Server - C:\Program Files (x86)\Cisco\Logging\CTIS

**Default file location for CUAC-A 11.x and later**

%ALLUSERSPROFILE%\Cisco\CUACA\Server\Logging\CTI\

Cisco TSP

Collect all the files in this directory.

<#root>

C:\Temp\CiscoTSP001Log

CUAC Advanced Client (version 11.X and later)

**Step 1.** Launch and log in (if unable to log in, proceed to Step 4) to the CUAC-Advanced operator client.

**Step 2.** Navigate to **Options > Preferences > Logging**.

**Step 3.** Place a check into the **Database** and **Server Communication** checkboxes. Select **Apply**.

**Step 4.** Reproduce the problem.

**Step 5.** Navigate to **Help > Collect Logs**.

**Step 6.** Enter the location where the log files must be saved.

**Step 7.** Select **Start**.