

Cisco Unity Connection RTMT Trace Locations via CLI

Introduction

This document describes the file paths to collect logs from the Cisco Unity Connection (CUC) CLI when RTMT is not accessible or available.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on CUC 10.x, 11.x, 12.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.

Background Information

CUC offers the Real-Time Monitoring Tool (RTMT) to simplify trace collection. RTMT provides a list of logical names which allow users to select a service name and collect traces for the selected service(s). Sometimes it is helpful to find the files directly with the CLI. This document maps the RTMT checkboxes to CLI file locations. Trace files and locations may vary by version; however, this document is accurate for CUC 11.5.

Use these Paths to Get the Logs via CUC Secure Shell (SSH)

Note: Before log collection, ensure that the external SFTP server is configured and accessible.

Note: CUC*: Although this service displays in Cisco Unified Serviceability, the service does not support Cisco Unity Connection.

++ : Available only on 12.x version

** : Available only on 12.5 version

Services

CLI Commands

Application on which the services are running

Connection Branch Sync Service

file get activelog cuc/diag_CUCESync*

CUC

Connection CM Database Event Listener	file get activelog cuc/diag_CuCmDbEventListener	CUC
Connection Conversation Manager	file get activelog cuc/diag_CuCsMgr*	CUC
Connection DB	file get activelog cuc/informix.log	CUC
Connection DB event Publisher	file get activelog cuc/diag_DbEventPublisher*	CUC
Connection Database Proxy	file get activelog cuc/diag_CuDbProxy*	CUC
Connection Digital Networking Replication	file get activelog cuc/diag_CuReplicator_*	CUC
Connection File Syncer	file get activelog cuc/diag_CuFileSync*	CUC
Connection Groupware Caching Service	file get activelog cuc/diag_CuGalSvc*	CUC
Connection IMAP Server	file get activelog cuc/diag_CuImapSvr*	CUC
Connection Jetty	file get activelog jetty/*	CUC
Connection License Manager Server	file get activelog cuc/diag_CuLicMgrSvr*	CUC
Connection Mailbox Sync	file get activelog cuc/diag_CuMbxSync*	CUC
Connection Message Transfer Agent	file get activelog cuc/diag_CuMta*	CUC
Connection Mixer	file get activelog cuc/diag_CuMixer*	CUC
Connection Notifier	file get activelog cuc/diag_CuNotifier*	CUC
Connection Reports Data Harvester	file get activelog cuc/diag_CuReportDataHarvester*	CUC
Connection SMTP Agent	file get activelog cuc/diag_SMTP*	CUC
Connection Server Role Manager	file get activelog cuc/diag_CuSrm*	CUC
Connection Smart License Manager Server ++	file get activelog cuc/diag_CuSImSvr*	CUC
Connection SpeechView Processor	file get activelog cuc/diag_SttService_*	CUC
Connection System Agent	file get activelog cuc/diag_CuSysAgent*	CUC
Connection Tomcat Application	file get activelog cuc/diag_Tomcat	CUC
Connection Voice Recognition Transport	file get activelog cuc/diag_cuvrt_*	CUC
Connection Voice Recognizer	file get activelog cuc/diag_NSSserver_*	CUC
Boot Logs	file get activelog syslog/boot*	CUC/CUCM
Cisco AMC Service	file get activelog cm/trace/amc/log4j/amc*	CUC/CUCM
Cisco AMC Service AlertLog	file get activelog cm/log/amc/AlertLog/*	CUC/CUCM
Cisco AMC Service CallLog	file get activelog cm/log/amc/CallLog/*	CUC/CUCM
Cisco AMC Service DeviceLog	file get activelog cm/log/amc/DeviceLog/*	CUC/CUCM
Cisco AMC Service PPRLog	file get activelog cm/log/amc/PPRLog/*	CUC/CUCM
Cisco AMC Service ServerLog	file get activelog cm/log/amc/ServerLog/*	CUC/CUCM
Cisco AMC Service ServiceLog	file get activelog cm/log/amc/ServiceLog/*	CUC/CUCM
Cisco AXL Web Service	file get activelog tomcat/logs/axl/log4j/axl*	CUC/CUCM
Cisco Abort Transaction Spooling	file get activelog cm/log/informix/ats/*	CUC/CUCM
Cisco Audit Event Service	file get activelog cm/trace/auditlog/sdi/audittrace*	CUC/CUCM

Cisco Audit Logs	file get activelog audit/AuditApp/Audit* file get activelog audit/vos/*	CUC/CUCM
Cisco CAR Web Service	file get activelog tomcat/logs/car/log4j/car*	CUC/CUCM
Cisco CCM DBL Web Library	file get activelog tomcat/logs/dbl/log4j/dbl*	CUC/CUCM
Cisco CCM NCS Web Library	file get activelog tomcat/logs/ncs/log4j/ncs*	CUC/CUCM
Cisco CCM PD Web Service	file get activelog tomcat/logs/pd/log4j/pd*	CUC/CUCM
Cisco CCMAdmin Web Service	file get activelog tomcat/logs/ccmadmin/log4j/ccmadmin*	CUC/CUCM
Cisco CCMRealm Web Service	file get activelog tomcat/logs/ccmrealm/log4j/ccmrealm*	CUC/CUCM
Cisco CCMService Web Service	file get activelog tomcat/logs/ccmservice/log4j/ccmservice*	CUC/CUCM
Cisco CCMUser Web Service	file get activelog tomcat/logs/ccmuser/log4j/ccmuser*	CUC/CUCM
Cisco CDP	file get activelog cm/trace/cdp/sdi/cdpd* file get activelog cm/trace/cdragent/log4j/cdragent*.log	CUC*/ CUCM
Cisco CDP Agent	file get activelog cm/trace/cdragent/log4j/cdragentThreadDump.log	CUC*/ CUCM
Cisco CallManager Cisco IP Phone Services	file get activelog tomcat/logs/ccmcip/log4j/ccmcip*	CUC/CUCM
Cisco Certificate Change Notification	file get activelog platform/log/certCN*	CUC/CUCM
Cisco Certificate Change Notification Service	file get activelog platform/log/certCN*	CUC/CUCM
Cisco Change Credential Application	file get activelog tomcat/logs/changecredential/log4j/changepin*	CUC/CUCM
Cisco Common User Interface	file get activelog tomcat/logs/cui/log4j/cui*	CUC/CUCM
Cisco ControlCenter CLI	file get activelog cm/trace/ccmservice/log4j/ccmservice*	CUC/CUCM
Cisco DRF Local	file get activelog platform/drf/trace/drfLA*	CUC/CUCM
Cisco DRF Master	file get activelog platform/drf/trace/drfMA.log file get activelog platform/drf/log/*	CUC/CUCM
Cisco Database CLI Output	file get activelog cm/trace/dbl/* file get activelog cm/trace/dbl/sdi/*.sql.log	CUC/CUCM
Cisco Database Installation Service	file get activelog cm/trace/dbl/sdi/installdb/dbl_installdb* file get activelog cm/trace/dbl/sdi/installdb*.log.err	CUC/CUCM
Cisco Database Layer Monitor	file get activelog cm/trace/dbl/sdi/dbmon*	CUC/CUCM
Cisco Database Library Trace	file get activelog cm/trace/dbl/sdi/dbl*.log	CUC/CUCM
Cisco Database Notification Service	file get activelog cm/trace/dbl/sdi/dbnotify* file get activelog cm/trace/dbl/sdi/replication_scripts_output.log	CUC/CUCM
Cisco Database Replicator Trace	file get activelog cm/trace/dbl/sdi/startrpc.log file get activelog cm/trace/dbl/*.log file get activelog cm/trace/dbl/sdi/dblrpc.*	CUC/CUCM
Cisco Device Activation	file get activelog tomcat/logs/ccmact/log4j/*	CUC*/CUCM

Service **		
Cisco Dialed Number Analyzer	file get activelog tomcat/logs/dna/log4j/*	CUC/CUCM
Cisco Dialed Number Analyzer Server	file get activelog cm/trace/dnaserver/sdi/*	CUC/CUCM
Cisco DirSync	file get activelog cm/trace/dirsync/log4j/dirsync*	CUC/CUCM
Cisco Discovery Responder Service	file get activelog /platform/log/mdns*	CUC/CUCM
Cisco E911 Service	file get activelog tomcat/logs/e911proxy/log4j/e911proxy*	CUC/CUCM
Cisco Extension Mobility	file get activelog tomcat/logs/em/log4j/emservice*	CUC*/ CUCM
Cisco Extension Mobility Application	file get activelog tomcat/logs/em/log4j/emapp*	CUC*/ CUCM
Cisco External Call Control Service	file get activelog tomcat/logs/cucmeccs/log4j/cucmeccs*	CUC/CUCM
Cisco GRT Communication Web Service	file get activelog tomcat/logs/grt/log4j/grt*	CUC/CUCM
Cisco Informix Database Service	file get activelog cm/log/informix/*	CUC/CUCM
Cisco IP Manager Assistant	file get activelog tomcat/logs/ipma/log4j/ipma_ChangeLog.log	CUC/CUCM
	file get activelog tomcat/logs/ipma/log4j/service.log	
	file get activelog tomcat/logs/ipma/log4j/ipma_CtiClient.log	
	file get activelog tomcat/logs/ipma/log4j/ipma_Security.log	
	file get activelog cm/trace/lpm/sdi/lpm*	
Cisco Log Partition Monitoring Tool	file get activelog cm/trace/lpm/sdi/lpm*	CUC/CUCM
Cisco Log4jinit Servlet	file get activelog tomcat/logs/log4jinit/log4j/log4jinit*	CUC/CUCM
Cisco RIS Data Collector	file get activelog cm/trace/ris/sdi/ris.txt	CUC/CUCM
Cisco RIS Data Collector PerfMonLog	file get activelog cm/log/ris/csv/PerfMon.cs	CUC/CUCM
Cisco RTMT Web Service	file get activelog tomcat/logs/rtmt/log4j/rtmt*	CUC/CUCM
Cisco RisBean Library	file get activelog tomcat/logs/risbean/log4j/risbean*	CUC/CUCM
Cisco Role-based Security	file get activelog tomcat/logs/rbs/log4j/rbsaccess*	CUC/CUCM
Cisco Row Information Spooling	file get activelog cm/log/informix/ris/*.*	CUC/CUCM
Cisco SOAP Web Service	file get activelog tomcat/logs/soap/csv/*.*.csv	CUC/CUCM
Cisco SOAP Message Service	file get activelog tomcat/logs/soap/log4j/soap* tomcat/logs/soapmessage/log4j/soapmessage*	CUC/CUCM
Cisco SSO	file get activelog platform/log/ssoApp* file get activelog tomcat/logs/ssosp/log4j/*.*.log	CUC/CUCM
Cisco Serviceability Reporter	file get activelog cm/trace/rtmtreporter/log4j/rtmtreporter.log	CUC/CUCM
Cisco Serviceability Reporter AlertReport	file get activelog cm/report/rtmtreporter/AlertRep/AlertRep*	CUC/CUCM

Cisco Serviceability Reporter CallActivitiesReport	file get activelog cm/report/rtmtreporter/CallActivitiesReport/CallActivitiesReport*	CUC/CUCM
Cisco Serviceability Reporter DeviceReport	file get activelog cm/report/rtmtreporter/DeviceRep/DeviceRep*	CUC/CUCM
Cisco Serviceability Reporter PPRReport	file get activelog cm/report/rtmtreporter/PerformanceRep/PerformanceRep*	CUC/CUCM
Cisco Serviceability Reporter ServerReport	file get activelog cm/report/rtmtreporter/ServerRep/ServerRep*	CUC/CUCM
Cisco Serviceability Reporter ServiceReport	file get activelog cm/report/rtmtreporter/ServiceRep/ServiceRep*	CUC/CUCM
Cisco Stored Procedure Trace	file get activelog cm/trace/dbl/sdi/spltrace*	CUC/CUCM
Cisco Syslog Agent	file get activelog cm/trace/syslogmib/sdi/syslogmib* file get activelog tomcat/logs/catalina*.* file get activelog tomcat/logs/host-manager.* file get activelog tomcat/logs/admin.* file get activelog tomcat/logs/diagnostic-memory.* file get activelog tomcat/logs/ diagnostic-info.*	CUC*/ CUCM
Cisco Tomcat	file get activelog tomcat/logs/localhost_access*.txt file get activelog tomcat/logs/manager.* file get activelog tomcat/logs/diagnostic-threads.* file get activelog tomcat/logs/*.hprof file get activelog tomcat/logs/localhost*.log	CUC/CUCM
Cisco Tomcat Security Logs	file get activelog tomcat/logs/security/log4j/security*	CUC/CUCM
Cisco Tomcat Stats Servlet	file get activelog tomcat/logs/tomcatstats/log4j/tomcatstats*	CUC/CUCM
Cisco Trace Collection Service	file get activelog cm/trace/tct/log4j/tct*	CUC/CUCM
Cisco Trust Verification Service	file get activelog cm/trace/tvs/sdi/tvs*	CUC/CUCM
Cisco UXL Web Service	file get activelog tomcat/logs/uxl/log4j/UXL*	CUC/CUCM
Cisco Unified Mobile Voice access Service	file get activelog tomcat/logs/ccmivr/log4j/ccmivr*	CUC/CUCM
Cisco Unified OS Admin Web Service	file get activelog tomcat/logs/cmplatform/log4j/cmplatform*	CUC/CUCM
Cisco Unified OS platform API	file get activelog tomcat/logs/platform-api/log4j/platform-api*	CUC/CUCM
Cisco Unified Reporting Web Service	file get activelog tomcat/logs/cucreports/log4j/cucreports*	CUC/CUCM
Cisco User Data Services	file get activelog tomcat/logs/cucm-uds/log4j/cucm-uds*	CUC/CUCM
Cisco WebDialer Web Service	file get activelog tomcat/logs/webdialer/log4j/webdialer*	CUC/CUCM
Cisco WebDialerRedirector Web Service	file get activelog tomcat/logs/redirector/log4j/redirector*	CUC/CUCM
Cron Logs	file get activelog syslog/cron*	CUC/CUCM
Event Viewer-Application	file get activelog syslog/CiscoSyslog*	CUC/CUCM

Log		
Event Viewer-System Log	file get activelog syslog/messages.*	CUC/CUCM
FIPS Logs	file get activelog platform/fips/*	CUC/CUCM
Host Resources Agent	file get activelog platform/snmp/hostagt/* Hardware: file get activelog platform/log/SystemReport-*.tgz	CUC*/ CUCM
IPT Platform CLI Created Reports	Platform: file get activelog platform/log/platformConfig-*.tar SE Linux: file get activelog syslog/security- diagnostics.tar.gz	CUC/CUCM
IPT Platform CLI Logs	file get activelog platform/log/cli*	CUC/CUCM
IPT Platform Cert Monitor Logs	file get activelog platform/log/certm*	CUC/CUCM
IPT Platform CertMgr Logs	file get activelog platform/log/certMgmt*	CUC/CUCM
IPT Platform Cluster Manager Logs	file get activelog platform/log/clustermgr*	CUC/CUCM
IPT Platform GUI Logs	file get activelog tomcat/logs/iptplatform/log4j/iptplatform*	CUC/CUCM
IPT Platform IPsecMgmt Logs	file get activelog platform/log/ipsecMgmt*	CUC/CUCM
Install File Signing	file get activelog platform/log/authenticate*	CUC/CUCM
Install and Upgrade Logs	file get install * utils os kerneldump enable file get activelog syslog/messages*	CUC/CUCM
Kerneldump Logs	file get activelog syslog/CiscoSyslog*.* file get activelog cm/log/ris/csv/PerfMon.* file get activelog syslog/boot.*	CUC/CUCM
MIB2 Agent	file get activelog core/mib2agt/mib2agt*	CUC*/ CUCM
Mail Logs	file get activelog syslog/maillog*	CUC/CUCM
Mgetty Logs	file get activelog mgetty/*	CUC/CUCM
NTP Logs	file get activelog syslog/ntp* file get activelog syslog/sd_ntp*	CUC/CUCM
Packet Capture Logs	file get activelog platform/cli/packets*	CUC/CUCM
Platform Administrative Web Service	file get activelog tomcat/logs/platform-api/log4j/*	CUC/ CUCM
Platform Communication Web Service **	file get activelog tomcat/logs/platformcom/log4j/*	CUC/CUCM
Prog Logs	file get activelog cm/trace/ccm/Proglogs/*.* file get activelog cm/trace/cti/Proglogs/*.*	CUC/CUCM
SAR Logs	file get activelog sa/sar*	CUC/CUCM
SELinux logs	file get activelog platform/selinux_startup* file get activelog syslog/security-diagnostics*	CUC/CUCM
SNMP Master Agent	file get activelog platform/snmp/snmpdm/*	CUC*/ CUCM
SOAP – Diagnostic Portal Database Service	file get activelog tomcat/logs/dp/log4j/dp*	CUC/CUCM
Security Logs	file get activelog syslog/secure*	CUC/CUCM
Service Manager	file get activelog platform/log/servm*	CUC/CUCM
Service Registration Logs	file get activelog platform/servreg/*	CUC/CUCM
Spooler Logs	file get activelog syslog/spooler*	CUC/CUCM
System Application Agent	file get activelog platform/snmp/sappagt/*	CUC*/ CUCM