

Understand UCCX Tracing Levels

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Introduction

This document provides the list of relevant logs and also the tracing levels for some of the common issues seen in the field. The aim of the document is to ensure that the reader is in the position to collect the right set of logs when the issue is occurring so that the resolution time is reduced and the chance of a root cause is increased.

Administration

Component/Issue	Log files	Log levels	Component to select in RTMT
Installation and Upgrade <ul style="list-style-type: none">Fresh Install	system-history.log uccx-install.log hostname_date-time_install.log	Default log level	Install and Upgrade
Installation and Upgrade <ul style="list-style-type: none">Switch version failureUpgrade failures	system-history.log uccx-install.log hostname_date-time_install.log CLI Location: file list install *	Default log level	Install and Upgrade Cisco Unified CCX Database

<p>DRF Backup and Restore</p> <ul style="list-style-type: none"> • Backup failure • Restore failure • Check status or validity of a backup 	<p>After each Backup or Restore ,the logs are displayed on DRFGUI for immediate reference</p> <p>CLI Location : file list activelog platform/drf/log/*</p>	<p>Default log level</p>	<p>Cisco UCCX DRF and Cisco DRF Master and Cisco DRF local</p>
<p>UCCX Licensing</p> <ul style="list-style-type: none"> • License installation failure • License package verification 	<p>MIVR</p> <p>CLI Location : file list activelog uccx/log/MIVR/*</p>	<p>LIB_LICENSE enabled upto XDebug3</p>	<p>Cisco Unified CCX Engine</p>
	<p>MADM</p> <p>CLI Location : file list activelog uccx/log/MADM/*</p>		<p>Cisco Unified CCX Administration</p>
	<p>MCVD (if 2 node cluster)</p> <p>CLI Location : file list activelog uccx/log/MCVD/*</p>		<p>Cisco Unified CCX Cluster View Daemon</p>
<p>High Availability</p> <ul style="list-style-type: none"> • UCCX Failover • Island mode 	<p>MCVD</p>	<p>Default log level</p>	<p>Cisco Unified CCX Cluster View Daemon</p>
	<p>MIVR</p>		<p>Cisco Unified CCX Engine</p>
<p>Application Administration login issues</p>	<p>MADM</p>	<p>ADM_CFG: XDebug2 LIB_AXL: XDebug2</p>	<p>Cisco Unified CCX Administration</p>
<p>Application Administration Configuration issues</p>	<p>MADM</p>	<p>ADM_CFG: XDebug2 LIB_CFG:XDebug2</p>	<p>Cisco Unified CCX Administration</p>
<p>Issues with configuration of agents, CSQs or teams</p> <ul style="list-style-type: none"> • Team asignment failure • Reskilling failure • Updated configuration not being used by the 	<p>MIVR</p>	<p>SS_RM: XDebug1 LIB_CFG: XDebug1 ICD_RTDM: XDebug1</p>	<p>Cisco Unified CCX Engine Cisco Unified CCX</p>

system	MADM		Administration
File manager related issues: upload of prompts, documents etc. from the application administration page	MADM	ADM_CFD: XDebug2 LIB_DATABASE: XDebug2 FILE_MGR: XDebug2	Cisco Unified CCX Administration
Command Line Interface related issues	MCLI CLI Location : file list activelog uccx/log/MCLI/* (OR) CLI Location : file list activelog platform/cli/*	Default log level	Cisco Unified CCX CLI / Cisco ControlCenter CLI / IPT Platform CLI

Inbound voice calls

Component/Issue	Log files	Log levels	Component to select in RTMT
Core ICD <ul style="list-style-type: none"> • Call drops • Call routing to wrong destination • Call completion failure 	MIVR	ICD_CTI - Xdebug1 SS_CM: XDebug1 SS_RM: XDebug1	Cisco Unified CCX Engine
	JTAPI	Check/Enable WARNING, INFORMATIONAL, DEBUG, JTAPI_DEBUGGING, JTAPIIMPL_DEBUGGING, CTI_DEBUGGING, CTIIMPL_DEBUGGING	Cisco Unified CCX JTAPI Client
	CTI(SDI & SDL) and CCM (SDI & SDL) logs from the correct Call Manager node that has the logs for the specific call that has issue	Detailed	CTI Manager Call Manager (connect RTMT to CUCM cluster)
RmCm subsystem stuck in a state apart from IN_SERVICE	MIVR	SS_RMCM: XDebug4	UCCX Engine
Call stuck in queue	MIVR	SS_CM: XDebug1	UCCX Engine

		SS_RM: XDebug1 SS_TEL: XDebug1 ICD_RTDM: XDebug1	
Agent stuck in any state	Finesse client side logs Finesse Webservices Realm logs	Instruct agent to click on Send Error Report	Cisco Finesse
	MIVR	SS_CM: XDebug1 SS_RM: Xdebug1-4 SS_TEL: XDebug1 ICD_CTI: XDebug1	UCCX Engine
Transfer and Conference failure of an ICD call	MIVR	SS_CM: XDebug1 SS_RM: XDebug1 SS_TEL: XDebug1 ICD_CTI: XDebug1	UCCX Engine
	JTAPI	Check/Enable WARNING, INFORMATIONAL, DEBUG, JTAPI_DEBUGGING, JTAPIIMPL_DEBUGGING, CTI_DEBUGGING, CTIIMPL_DEBUGGING	Cisco Unified JTAPI Client
Call failures Abandoned calls Note: This is the case when the reason for abandoned calls is to be investigated, not just to check why you see abandoned calls on the CUIC report.	MIVR	SS_CM: XDebug1 SS_RM: XDebug1 SS_TEL: XDebug1	UCCX Engine
	JTAPI	Check/Enable WARNING, INFORMATIONAL, DEBUG, JTAPI_DEBUGGING, JTAPIIMPL_DEBUGGING, CTI_DEBUGGING, CTIIMPL_DEBUGGING	Cisco Unified JTAPI Client

Call failure during script execution	MIVR	SS_CM: XDebug3 SS_TEL: XDebug3 ENG: XDebug5 STEP_ICD: XDebug4	UCCX Engine
Call errors involving VXML document interaction	MIVR	SS_CM: XDebug3 SS_TEL: XDebug3 ENG: XDebug5 STEP_ICD: XDebug4 SS_VB: XDebug5	UCCX Engine Packet capture on the UCCX server, capturing traffic between UCCX and the VXML server
Media related issues with call. Example: choppy audio, prompt garbled	MIVR	LIB_MEDIA: Debug, Xdebug1	UCCX Engine
	IPVMS	On the CLI, run the command 'show media streams count 5 sleep 5 trace' when the issue is occurring	These can be viewed using: "file view activelog /platform/log/mediainfo.txt"
	Syslog messages	N/A	Syslog
Call issues related to ASR/TTS			

Outbound voice calls

Component/Issue	Log files	Log levels	Component to select in RTMT
Outbound campaign dialling issues: <ul style="list-style-type: none"> • Calls not dialed out as expected • Agents not receiving calls as expected 	MIVR	SS_OB: Debug, XDebug2 SS_RM: Debug, XDebug1	UCCX Engine
Dialing list upload/modification failure	MIVR	CFG_MGR: XDebug1	UCCX Engine
Agent seeing incorrect information	MIVR	ICD_CTI: Xdebug1	UCCX Engine Finesse/CAD specific agent side logs

UCCX Scripting

Component/Issue	Log files	Log levels	Component to select in RTMT
UCCX Script Editor behavioral issues (not when working in Anonymous mode) that involves interaction with the UCCX server	MIVR	UCCX Unified CCX Editor EDT: Debugging Generic: Debugging If issue is specific to a step, set the debug level for that step to Debugging	UCCX Engine
		UCCX Engine ENG: Debugging, XDebug1 EXPR_MGR: Debugging, XDebug1 If issue is specific to a step, set the debug level for that step to Debugging	
Issues with script execution: <ul style="list-style-type: none"> • Get information on the logic of script execution • Script execution failures 	MIVR	SS_CM: XDebug1 SS_RM: XDebug1 SS_TEL: Debugging ENG: XDebug1	UCCX Engine
Script editor installation failure (client side issues)			

Agent Desktop

Finesse

Component/Issue	Log files	Log levels	Component to select in RTMT
Agent login failure Agent state change issues	MIVR	SS_CM: Debugging, XDebug1 SS_RM: Upto XDebug4 Eng: Debugging	UCCX Engine

		SS_TEL: Debugging, XDebug1 SS_RMCM: Debugging, XDebug1 ICD_CTI: Debugging, XDebug1	
	MADM	LIB_AXL: Debugging REST_CLIENT: Debugging LIB_CFG: Debugging ADM_CFG: Debugging	Cisco Unified CCX Administration
	Cisco Finesse: webservices/realm/openfire/localhostaccess logs	Default logging	Cisco Finesse
Live Data issues on the Finesse Desktop	SocketIO Debugs	Service, Data Processing, Communication: Debug	Cisco Unified CCX Socket IO
	MIVR	For 11.0: SS_RM: Upto XDebug5 For 11.5: SS_ROUTENQUEUE: Upto XDebug5	UCCX Engine

For all agent side issues such as Finesse client losing connectivity, collect Finesse client logs and also use local logging as shown in here:

Cisco Agent Desktop (CAD/CSD)

Component/Issue	Log files	Log levels	Component to select in RTMT
CAD client side issues: • Installation	Client logs from C:\Program Files\Cisco\Desktop\log	Open C:\Program Files\Cisco\Desktop\config\Agent.cfg Set the following:	Logs from the Agent' PC

<ul style="list-style-type: none"> and upgrade failure • Agent state change issues • Unable to see right information on the agent desktop • Other errors on the screen 		[Program Log] Size=10MB Files=10 Threshold= TRACE	
CSD client side issues: <ul style="list-style-type: none"> • Installation and upgrade failure • Unable to see right information on the desktop • Other errors on the screen 	Client logs from C:\Program Files\Cisco\Desktop\log	Open C:\Program Files\Cisco\Desktop\config\Supervisor.cfg Set the following: [Program Log] Size=10MB Files=10 Threshold= TRACE	Logs from the Supervisor's PC
Cisco Desktop Administrator (thick client)	Client logs from C:\Program Files\Cisco\Desktop\log	Open C:\Program Files\Cisco\Desktop\config Administrator.cfg and SplkView.cfg Files=10 Size=10000000	Logs from the Administrator's PC

More information about the logs and the information that needs to be collected can be found under the **Configuration Files and Logs** section: http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_8_5/troubleshooting/cm.pdf

Reporting and Database

Component/Issue	Log files	Log levels	Component to select in RTMT
Database related issues: <ul style="list-style-type: none"> • Replication failure • UCCX Database corruption 	Database logs	Default log levels	Cisco Unified CCX Database

<ul style="list-style-type: none"> UCCX Database start-up message 			
<p>Historical Reports missing data</p> <ul style="list-style-type: none"> - Calls not being written into the database - Data missing for a few days 	MIVR	CRA_HRDM: Debugging, XDebug1 ICD_CTI: Debugging, XDebug1 SS_RM: Debugging, XDebug1 SS_CM: Debugging, XDebug1 SS_TEL: Debugging, XDebug1 SS_RMCM: Debugging, XDebug1	UCCX Engine
<p>Real Time Reporting (the one on the AppAdmin page)</p>	MIVR	CRA_HRDM: Debugging, XDebug1 ICD_CTI: Debugging, XDebug1 SS_RM: Debugging, XDebug1 SS_CM: Debugging, XDebug1 SS_TEL: Debugging, XDebug1 SS_RMCM: Debugging, XDebug1	UCCX Engine

Chat/Email

Component/Issue	Log files	Log Level	Component in RTMT
Email/Chat Issues	MIVR and MADM	MIVR: SS_CHAT and SS_ROUTEANDQUEUE to Xdebugging MADM:UCCX_WEBSERVICESxdebug2 SM : Runtime/CCPAPI/CCPPUBLICAPPS at default level	Cisco Unified CCX Administration /Cisco Unified CCX engine

SocialMiner Logs

#	Module	Role/Responsibility	File Pattern	Path/URL
1	SocialMiner Runtime	<ul style="list-style-type: none"> Getting social contacts from facebook/twitter/RSS etc Running Filters Triggering notification rules (HTTP/XMPP/Email/CCE) Interaction with MR PG (CCE) 	CCBU-runtime.*.startup.log Error-runtime.*.startup.log	https://<SocialMiner Server IP/Host>
2	SocialMiner API	<ul style="list-style-type: none"> Rest APIs Reply Templates XMPP Event publishing 	CCBU-ccpapi.*.startup.log Error-ccpapi.*.startup.log	https://<SocialMiner Server IP/Host>
3	SocialMiner Public Apps	<ul style="list-style-type: none"> Public facing proxy to reach SocialMiner Exposes restricted set of Rest APIs Typically used by Chat and Callback 	CCBU-ccppublicapps.*.startup.log Error-ccppublicapps.*.startup.log	https://<SocialMiner Server IP/Host>
4	SocialMiner Datastore (Cassandra)	<ul style="list-style-type: none"> Contact Storage 	ccp-ds-storage.startup.log	https://<SocialMiner Server IP/Host>
5	SocialMiner Indexer (Solr)	<ul style="list-style-type: none"> Contact search and query performance 	ccp-ds-indexer.request.*.log	https://<SocialMiner Server IP/Host>/indexer/
6	SocialMiner XMPP Server	<ul style="list-style-type: none"> XMPP eventing Chatrooms for chat contacts 	*.log	https://<SocialMiner Server IP/Host>/server/
7	SocialMiner ORM	<ul style="list-style-type: none"> Interact with Informix DB Manage configurations like feeds, filters, notifications, campaigns, etc Historical reporting record for CUIC 	CCBU-orm.*.startup.log Error-orm.*.startup.log	https://<SocialMiner Server IP/Host>
8	Cisco Tomcat	<ul style="list-style-type: none"> General Tomcat logging 	*.log	https://<SocialMiner Server IP/Host>

9	Cisco Tomcat (Token Authentication)	<ul style="list-style-type: none"> Token Authentication related details - used by the chat reply template 	localhost.*.log	https://<SocialMiner Server IP/Host>
10	SocialMiner System Health Snapshot	Can be accessed via SocialMiner's Administration tab > System Administration > System Logs > System Health Snapshot		Direct URL : http://<socialminer IP>/webapp/ccp/serviceability/SocialMiner