

# How to collect Jabber PRT Logs Remotely

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## Introduction

This document describes how to configure collection of Jabber Problem Report Tool (PRT) logs remotely. Instead of waiting for a user to upload the PRT logs, you can also generate the logs remotely in Unified CM Administration.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Platform: Windows/Mac
- Jabber 12.9 and later
- CUCM Requirements: 12.5.1.SU1 and later
- Hyper Text Transfer Protocol (HTTP) Server
- Headset Requirements: sunkist and version greater than 1-3 (if has headset)

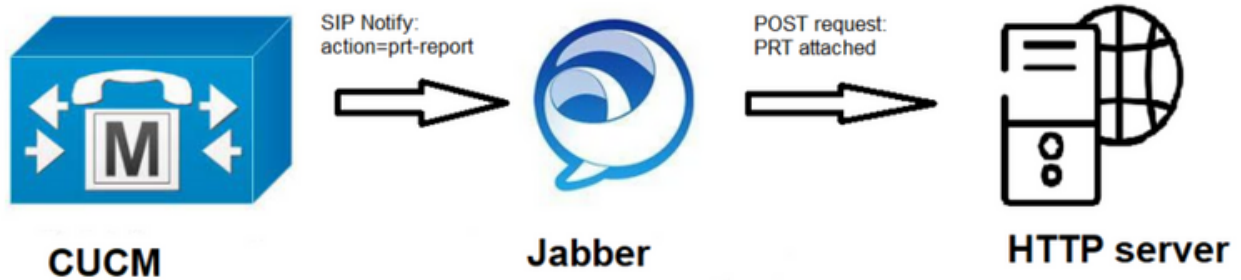
### Components Used

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

- CUCM 12.5SU4
- Jabber 12.9
- Jabber installed on windows 10
- HTTP Server (Apache server on linux)

## Configure

## Network Diagram



## Configurations

### Before you begin

Complete the following steps to prepare your environment:

1. Install and configure an HTTP server. In this document we are using Apache server on

Linux(CentOS)

```
[sausing7@devnet ~]$ httpd -v
Server version: Apache/2.4.6 (CentOS)
Server built:   Nov 16 2020 16:18:20
```

install php if it's not installed already to handle the backend script

```
[sausing7@devnet html]$ php -v
PHP 7.3.29 (cli) (built: Jun 29 2021 09:30:31) ( NTS )
Copyright (c) 1997-2018 The PHP Group
Zend Engine v3.3.29, Copyright (c) 1998-2018 Zend Technologies
```

2. Create a custom script to accept the HTTP POST request. Sample script is shown below, it can be modified according to the environment.

```
[sausing7@devnet html]$ cat upload.php
<!DOCTYPE html>
<html>
  <head>
    <title>Jabber PRT Uploader</title>
  </head>
  <body>
    <?php
      $target_dir = "/var/www/html/JabberPRT/uploads/";
      echo "Target Directory: " . $target_dir;
      $file_name = $_FILES['zipFileName']['name'];
      $file_tmp = $_FILES['zipFileName']['tmp_name'];
      echo "<p>file name:" . $file_name;
      echo "<p>file tmp:" . $file_tmp;
      $target_file = $target_dir . $file_name;
      echo "<p> " . $target_file;

      if (move_uploaded_file($file_tmp, $target_file)) {
        echo "<p>File Uploaded Successfully</p>";
      } else {
        echo "<p>File Upload Failed</p>";
      }
    ?>
  </body>
</html>
```

`$target_dir = "/var/www/html/JabberPRT/uploads/"` this is the location where PRT will be saved , we can use any path & same path needs to be mentioned in code, make sure folder or directory which we are using can be accessed by Apache process & proper permission to write in that

```
[sausing7@devnet JabberPRT]$ pwd
/var/www/html/JabberPRT
[sausing7@devnet JabberPRT]$ ll
total 0
drwxrwxrwx. 2 apache apache 102 Jul 28 20:06 uploads
```

folder.

3. Create an HTML page that enables users to upload problem reports that are saved locally. Your HTML page should contain a form that accepts the problem report saved as a .ZIP archive and contains an action to post the problem report using your custom script. The following is an example form that accepts problem report

```
[sausing7@devnet html]$ cat index.html
<form name="uploadPrt" action="http://10.106.120.10/upload.php" method="post" enctype="multipart/form-data">
  <input type="file" name="zipFileName" id="zipFileName" /><br />
  <input type="submit" name="submitBtn" id="submitBtn" value="Upload File" />
</form>
```

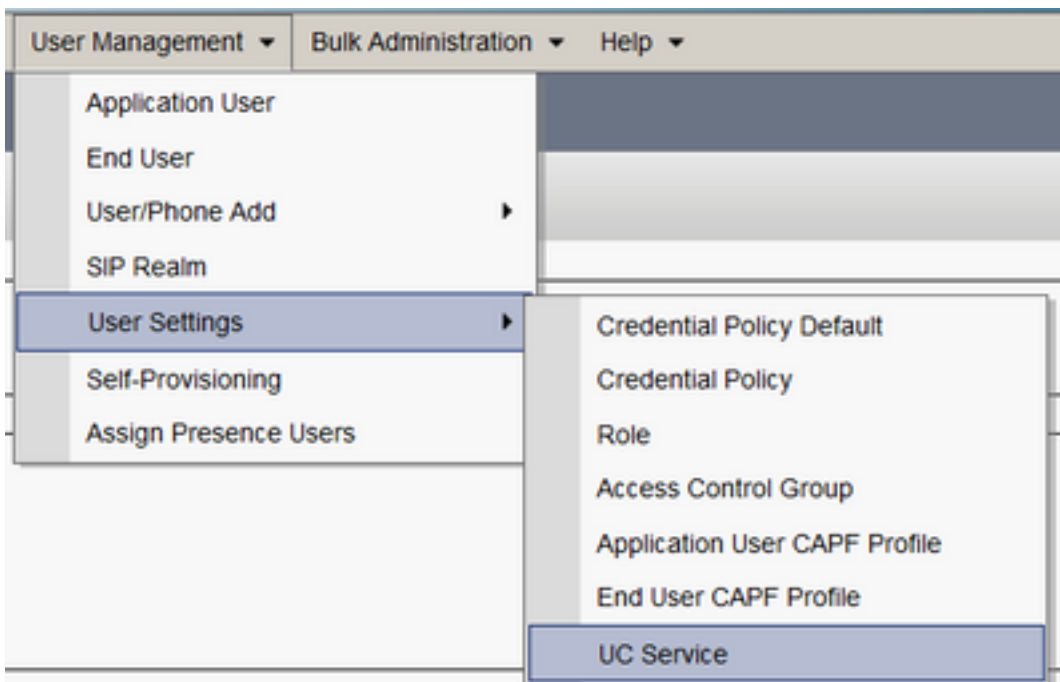
`action="http://server name/path of script"` in this we are pointing to script which we have created in Step 2 to handle POST request.

4. Once we have all in place we can test by uploading any file manually by accessing the HTTP server via. browser.

## Procedure

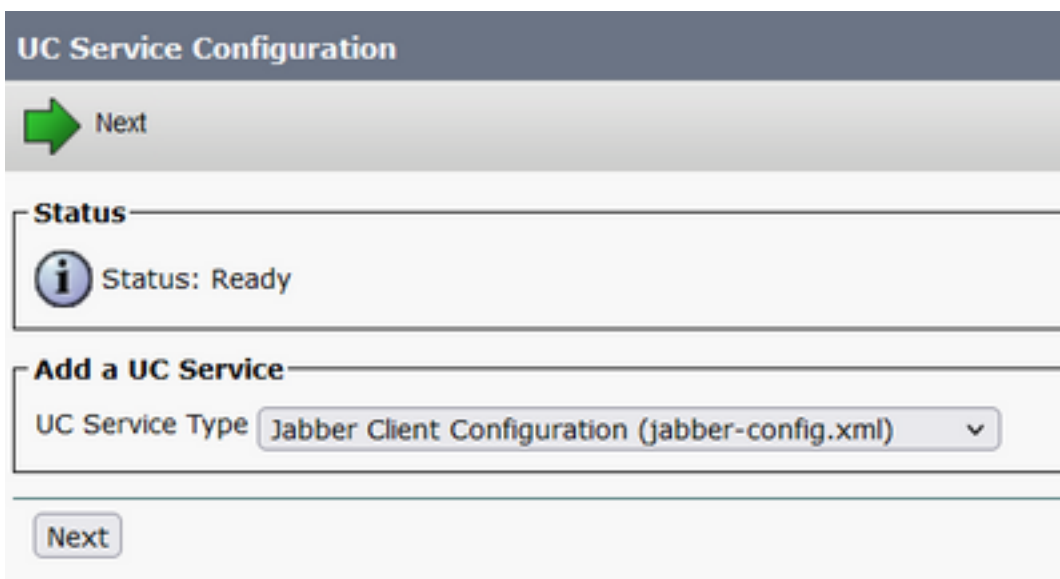
### Step 1

Open Cisco Unified CM Administration > Select User Management > User Setting > UC Service.



## Step 2

Add a new UC service with a UC Service Type of Jabber Client Configuration (jabber-config.xml).



## Step 3

Add a Jabber Configuration Parameter with these values:

**Section**—Policies

**Parameter**—RemotePRTServer

**Value**—The URL for your upload script(<http://10.106.120.10/upload.php>)

**UC Service Information**

UC Service Type: Jabber Client Configuration (jabber-config.xml)  
 Product Type: Jabber  
 Name\*: PRT logger  
 Description:

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**Jabber Configuration Parameters**

Section	Parameter	Parameter Description	Value
Policies	RemotePRTServer	Specifies the script that uploads the PRT logs to your server	http://10.106.120.10/uploa

## Verify

### Step 1

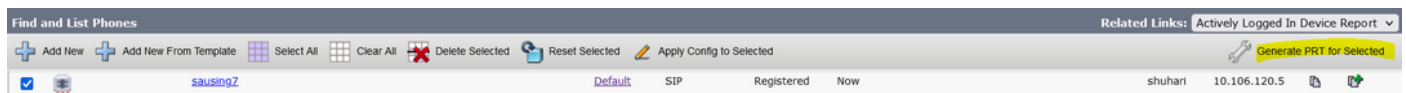
Select Device > Phone.

### Step 2

Choose the devices for which you need logs.

### Step 3

Click Generate PRT for selected.



### Step 4

To check the PRT collected access your HTTP server and check the directory (/var/www/html/JabberPRT/uploads/) which you have mentioned in your script

```
[sausing7@devnet uploads]$ pwd
/var/www/html/JabberPRT/uploads
[sausing7@devnet uploads]$ ll
total 20736
-rw-r--r--. 1 apache apache 719302 Jul 27 12:48 Jabber-Win-12.9.3.304813-20210727_001830-Windows_10_Enterprise.zip
-rw-r--r--. 1 apache apache 677514 Jul 28 21:04 Jabber-Win-12.9.3.304813-20210728_083443-Windows_10_Enterprise.zip
-rw-r--r--. 1 apache apache 7789105 Jul 30 11:07 Jabber-Win-12.9.3.304813-20210729_223706-Windows_10_Enterprise.zip
-rw-r--r--. 1 apache apache 670121 Jul 30 11:11 Jabber-Win-12.9.3.304813-20210729_224132-Windows_10_Enterprise.zip
-rw-r--r--. 1 apache apache 10636031 Jul 30 11:06 Jabber-Win-12.9.3.304813-20210730_110645-Windows_8.1_Enterprise.zip
-rw-r--r--. 1 apache apache 729102 Jul 30 11:11 Jabber-Win-12.9.3.304813-20210730_111116-Windows_8.1_Enterprise.zip
```

## Troubleshoot

Below are the basic troubleshooting checks

1. Check if we are receiving SIP Notify from CUCM below is the sample log snippet

```
NOTIFY sip:0008@10.106.120.5:51038 SIP/2.0
Via: SIP/2.0/TCP 10.106.120.2:5060;branch=z9hG4bK1273e54f34755
From: <sip:10.106.120.2>;tag=1284645402
To: <sip:0008@10.106.120.5>
Call-ID: e7fc3880-1ed10efb-12732-2786a0a@10.106.120.2
CSeq: 101 NOTIFY
Max-Forwards: 70
Date: Fri, 30 Jul 2021 05:42:22 GMT
User-Agent: Cisco-CUCM12.5
Event: service-control
Subscription-State: active
Contact: <sip:10.106.120.2:5060;transport=tcp>
Content-Type: text/plain
Content-Length: 86
```

**action=prt-report**

RegisterCallId={005056bd-e9d90009-00000f98-000014d7@10.106.120.5}

2. Check in PRT with keywords **notifyOnPRTStart** & **onPRTStart** to check further status Log Example

```
2021-07-29 22:41:27,917 INFO [0x00001260] [ipcc\core\sipstack\ccsip_platform.c(250)]
[csf.sip-call-control] [sip_platform_reset_req] - SIPCC-SIP_REG_STATE:
sip_platform_reset_req: *****DEVICE_PRT_REPORT, requested*****
2021-07-29 22:41:27,917 DEBUG [0x000052c8] [ftphonewrapper\CC_SIPCCService.cpp(7463)]
[csf.ecc] [csf::ecc::CC_SIPCCService::serviceRequest] - service = CC_DEVICE_PRT_REPORT
2021-07-29 22:41:27,917 INFO [0x000055dc] [control\CallControlManagerImpl.cpp(4553)]
[csf.ecc] [csf::ecc::CallControlManagerImpl::onPRTReport] - notify prt report event
2021-07-29 22:41:27,917 DEBUG [0x000055dc] [ntrol\TelephonyCallControlImpl.cpp(6919)]
[jcf.tel.callcontrol] [CSFUnified::TelephonyCallControlImpl::onPRTReport] - onPRTReport
2021-07-29 22:41:27,917 DEBUG [0x00004b9c] [ntrol\TelephonyCallControlImpl.cpp(6928)]
[jcf.tel.callcontrol] [CSFUnified::TelephonyCallControlImpl::onPRTReportImpl] - onPRTReport
2021-07-29 22:41:27,917 DEBUG [0x00004b9c] [honyAdapterCallControlObserver.cpp(1284)]
[jcf.tel.ccobserver] [CSFUnified::TelephonyAdapter::onPRTReportChange] - onPRTReportChange
2021-07-29 22:41:27,917 DEBUG [0x00004b9c] [src\framework\ServicesDispatcher.cpp(38)]
[services-dispatcher] [CSFUnified::ServicesDispatcher::enqueue] -
ServicesDispatcher.enqueue: TelephonyServiceImpl::notifyOnPRTStart
2021-07-29 22:41:27,917 DEBUG [0x00004968] [rc\framework\ServicesDispatcher.cpp(207)]
[services-dispatcher] [CSFUnified::ServicesDispatcher::executeTask] - executing
(TelephonyServiceImpl::notifyOnPRTStart)
2021-07-29 22:41:27,917 DEBUG [0x00004968] [ices\impl\TelephonyServiceImpl.cpp(5060)]
[jcf.tel.service] [CSFUnified::TelephonyServiceImpl::notifyOnPRTStart] -
TelephonyServiceImpl::notifyOnPRTStart
2021-07-29 22:41:27,917 DEBUG [0x00004968] [c\plugin-runtime\impl\jabberprt.cpp(486)]
[PluginRuntime] [JabberPrtImpl::setPRTConfig] - Setting Config:ProblemReportToolOnPrem to
0xTrue
2021-07-29 22:41:27,917 DEBUG [0x00004a88] [src\framework\ServicesDispatcher.cpp(38)]
[services-dispatcher] [CSFUnified::ServicesDispatcher::enqueue] -
ServicesDispatcher.enqueue: OnFlushCompleted
2021-07-29 22:41:27,917 DEBUG [0x00004968] [gins\hubwindowplugin\prtlistener.cpp(10)]
[HubWindowPlugin] [CPrtListener::onPRTStart] - received remote amdin upload prt request
```

3. Try uploading PRT directly from a web browser using the machine in question.
4. Verify antivirus software or firewall isn't preventing the request.
5. We can verify the access request on Apache server as well & check the errors in case of CentOS path is /var/log/httpd/
6. Make sure **post-max-size** of php is enough to accept large size of PRT as well we can modify the same from **php.ini**

## Related Information

[Problem Reporting Feature Configuration for Cisco Jabber 12.9](#)