# IM and Presence Server RTMT Log Collection Configuration Example



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## Introduction

This document describes the process to collect logs from the Cisco Instant Messaging (IM) and Presence Server.

## Prerequisites

#### Requirements

Cisco recommends knowledge of Cisco IM and Presence Server navigation through a browser.

### **Components Used**

The information in this document is based on Cisco IM and Presence Server 10.5.

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. If the Real–Time Monitoring Tool (RTMT) is already installed go to step 4, otherwise open the IM and Presence Server Administration web page.
- 2. From the Application menu drop–down list at the top of the screen, choose *Plugins* and click the link to download the RTMT software.

clisco Unified CM IM and Presence Administration For Cisco Unified Communications Solutions					
System - Presence - I	Messaging -	Application + Bulk Adres	atralius • Degraatics • Help •		
Find and List Plagms Status 3 records found Plages (1 - 5 of 5)		Legacy Clerits			
		Horsest RCC			
		Third-Party Clents			
		Client Types			
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Find Plugin where Name	+ beg	ina with 💌	Find Clear Filter		
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Download	Cecs Unified CH IH and Presence Service Lunc Remote Cell Control Hugin		The Class Unified CH IM and Presence Service Lync 2010 Remate to the Lync Tools menu. Clicking on the menu item will open a Class on Microsoft Windows 7/XP SHAS2/usr/hoo/thirdparty/jakarta-tomost/webapps/plugme/ouplyn		
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Download	Gaco Unified, CH DH and Presence Service Real: Time Monitoring, Tool.; Linux		Claco Unified OH IM and Presence Service Serviceability Seal-Time uses HTTP(HTTPS and TCP to monitor device status, system perfor proferms. Note: To download on Windows, Right click on Download hy SHAU(usr/local/Windparty/)starts-tomcal/websgos/plugns/Condi-		
Download	Class Unified CH JH and Presence Service Real-Time Nontoning Tool - Windows		Class Unified CH IH and Presence Service Serviceability Real-Time uses HTTR/HTTPS and TCP to monitor device status, system perfor problems.		

- 3. Install the RTMT software.
- 4. Open the RTMT and:
  - a. Enter the IM and Presence Server host IP address or fully qualified domain name (FQDN).
  - b. Enter the port.
  - c. Check the *Secure connection* check box.
  - d. Click Ok.

Real-Time Monitorin	g Tool Login	X
Ln .		
<u> </u>		
Host IP Address:	10,201,216,121	
Port: 8443	☑ Secure connect	ion
Ok	Cancel C	ertificates

5. From the RTMT screen, double–click *Trace & Log Central* in order to open the options, then double–click *Collect Files*.

System	🗲 🚍 Trace & Log Central			
System Summary	Trace & Log Central	Collect Files		
Server	Collect Files Cuery Wizard Schedule Collection	Select UCM Services/Applications	Services on all Ser	
Process	Local Browse	Name	All Servers	
Critical Services Performance Performance Performance Log Viewer Tools Alert Central Job Status SysLog Viewer VLT AuditLog Viewer	Collect Install Logs	Cisco CDR Agent Cisco CDR Repository Manager Cisco CDR files on CM server Cisco CDR files on Publisher Processed Cisco CDR files on Publisher Processed Cisco CTL Provider Cisco CTL Provider Cisco CallManager Cisco CallManager Cisco IP Phone Services Cisco CallManager SIMP Service Cisco CallManager SIMP Service Cisco CallManager SIMP Service Cisco CallManager Cisco IP Phone Services Cisco CallManager Cisco IP Phone Services Cisco CallManager Cisco IP Phone Service Cisco CallManager SIMP Service Cisco CallManager Cisco IP Phone Service Cisco Directory Number Analyzer Cisco Directory Number Analyzer Cisco Extended Functions Cisco Extended Functions Report Cisco Extended Functions Report		
Voice/Video AnalysisManager	Tr (Tr	Cisco Extension Mobility Application Cisco IP Manager Assistant Cisco IP Voice Media Streaming App Cisco Intercluster Lookup Service Cisco License Manager Cisco Location Bandwidth Manager Cisco TAPS, Service + 1000000000000000000000000000000000000		

- 6. In order to choose logs for collection, check the check boxes for those logs in the *All Servers* column. Click *Next* in order to display more logs and to continue.
- 7. On the final page, unless otherwise instructed, choose *Relative Range* and specify the time to collect the generated log files. Click *Browse* in order to choose a log collection folder for the collection session and click *Finish*.

*Note*: It is good practice to create a log collection folder on your desktop named "IMP\_Log\_<date>" where <date> is the log collection date.



8. If logs are required for a Technical Assistance Center (TAC) case, after the logs have been collected right–click the folder and choose the *Send To* option to compress all of the logs into a single .zip file. Upload the compressed file named "IMP\_Log\_<date>.zip" to the TAC case through the Support Case Manager.

	Include in library	
	Send to	Compressed (zipped) folder
fit	Cut Copy Create shortcut Delete Rename	Desktop (create shortcut)         Documents         Mail recipient         DVD RW Drive (D:)
	Properties	

9. In order to collect System Logs (syslogs), from the RTMT choose *Tools > SysLog Viewer*, click to choose the folder and log types at the top of the window and click *Save*.



10. In order to save syslog files to a local folder, right-click the log type (for example "messages") and choose the option to save the log files.

## Verify

There is currently no verification procedure available for this configuration.

## Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

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