# IM and Presence Server RTMT Log Collection Configuration Example

**TAC**    **Document ID: 117827**

Contributed by Md Hasan, Cisco TAC Engineer.

Jul 17, 2014

## Contents

## 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.
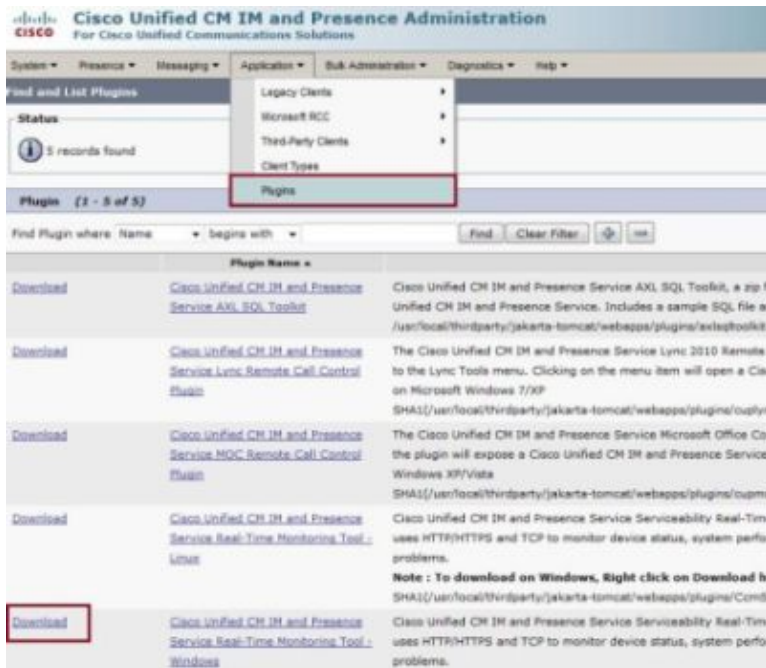
3. Install the RTMT software.
4. Open the RTMT and:

      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*.
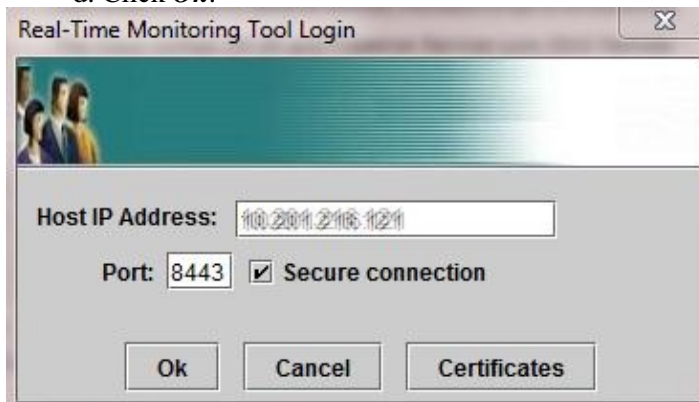


5. From the RTMT screen, double−click *Trace & Log Central* in order to open the options, then double−click *Collect Files*.
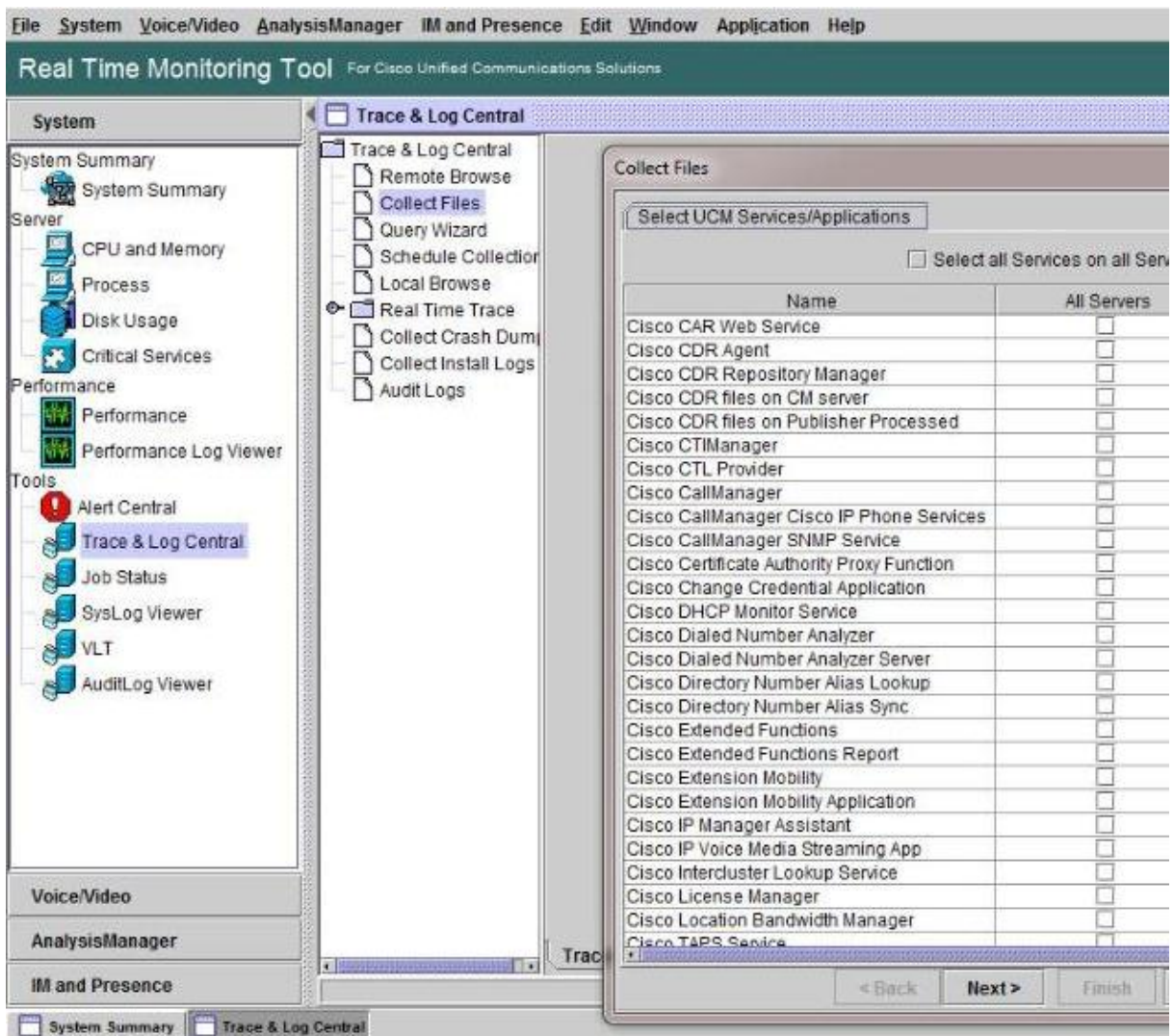
6. In order to choose logs for collection, check the check boxes for those logs in the *All Servers* column. Click *Next* in order to display more logs and to continue.

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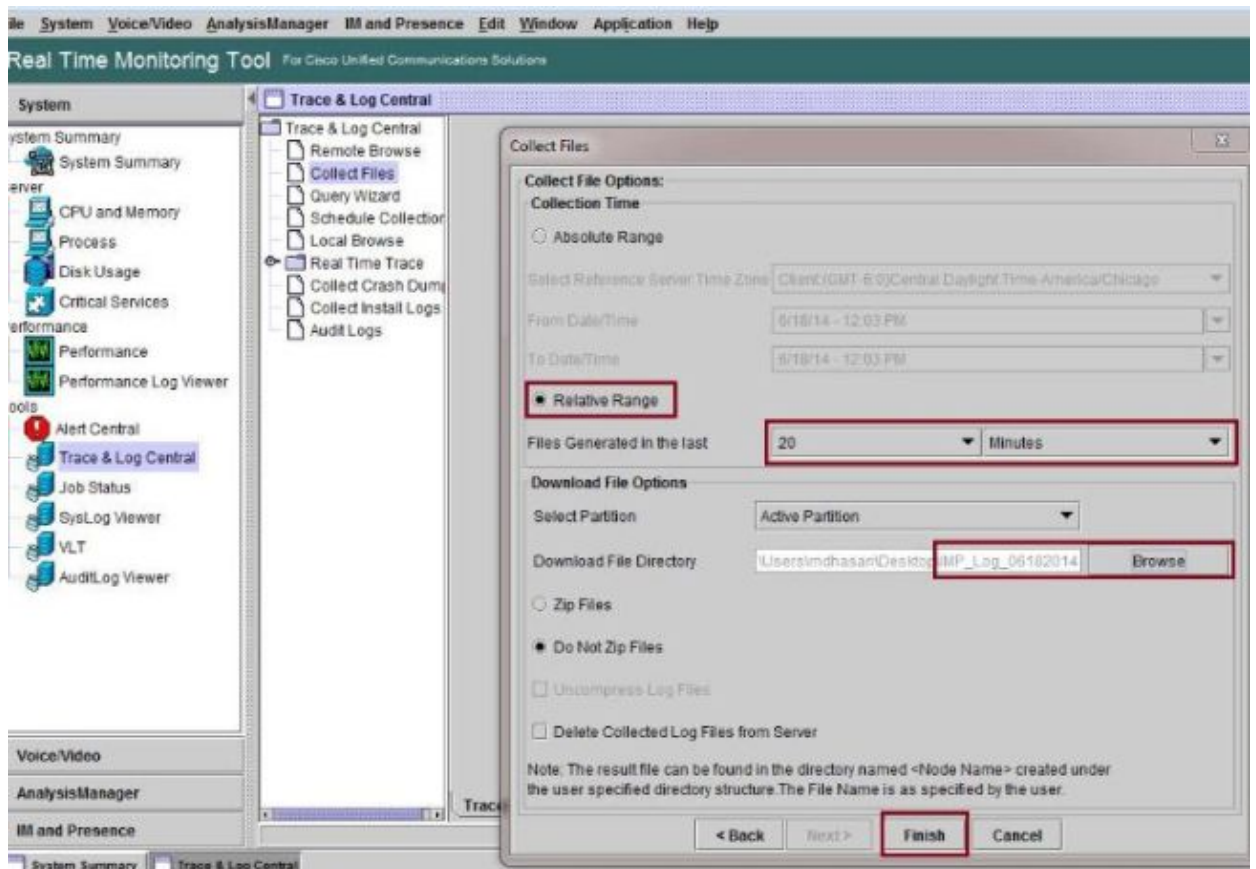
8. If logs are required for a Technical Assistance Center (TAC) case, after the logs have been collected right−click the folder and choose the **Send To** option to compress all of the logs into a single .zip file. Upload the compressed file named "IMP_Log_<date>.zip" to the TAC case through the Support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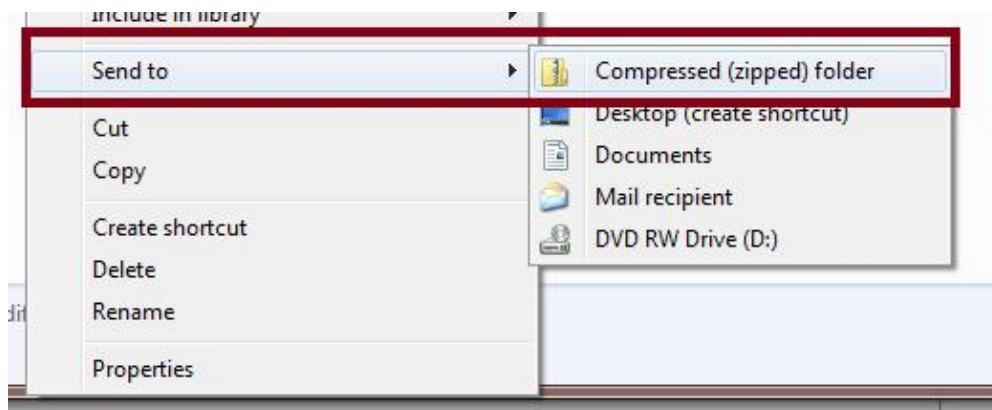


9. In order to collect System Logs (syslogs), from the RTMT choose **Tools > SysLog Viewer**, click to choose the folder and log types at the top of the window and click **Save**.
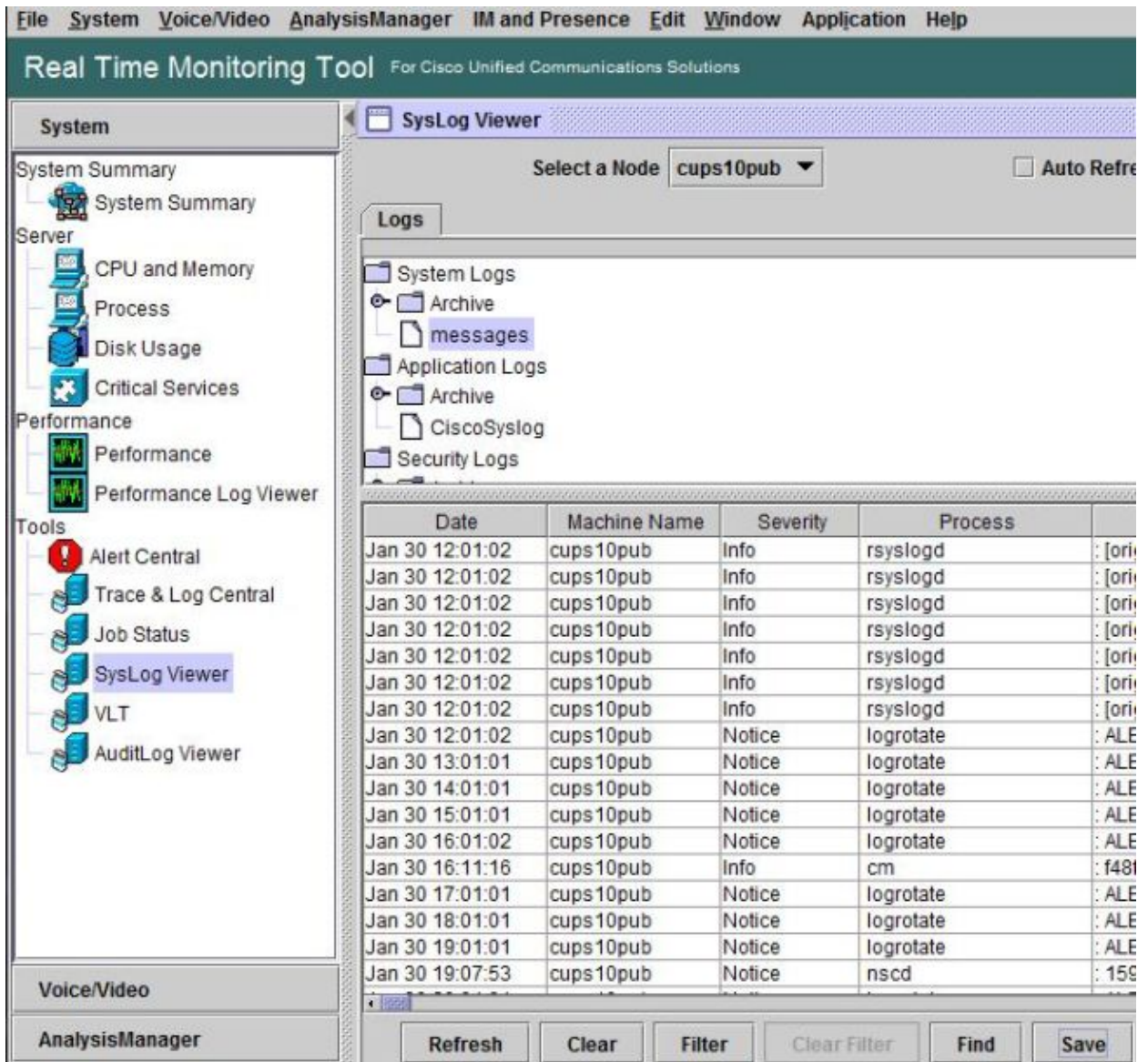
10. In order to save syslog files to a local folder, right−click the log type (for example "messages") and choose the option to save the log files.

## Verify

There is currently no verification procedure available for this configuration.

## Troubleshoot

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