Operations Guide for Cisco Virtualized Voice Browser, Release 12.6(1)

First Published: 2021-05-14

Last Modified: 2020-03-03

CONTENTS

Preface

-
-
-
-
-
-

Change History

Change	See	Date
Initial Release of Document for Release 12.6(1)		May 2021

About This Guide

This document describes how to configure and administer using CLI commands for Cisco Virtualized Voice Browser.

Audience

This guide helps the administrator to configure Cisco VVB server using Serviceability portal and CLI.

Related Documents

Cisco VVB provides the following documentation:

- *Solution Design Guide for Cisco Unified Customer Voice Portal*

- *Configuration Guide for Cisco Unified Customer Voice Portal*

- *Solution Port Utilization Guide for Cisco Virtualized Voice Browser*

- *Operations Guide for Cisco Virtualized Voice Browser*

- *Developer Guide for Cisco Virtualized Voice Browser*

Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at Cisco Profile Manager.

- To get the business impact you're looking for with the technologies that matter, visit Cisco Services.

- To submit a service request, visit Cisco Support.

- To discover and browse secure, validated enterprise-class apps, products, solutions and services, visit Cisco Marketplace.

- To obtain general networking, training, and certification titles, visit Cisco Press.

- To find warranty information for a specific product or product family, access Cisco Warranty Finder.

Cisco Bug Search Tool

Cisco Bug Search Tool (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

Documentation Feedback

To provide comments about this document, send an email to contactcenterproducts_docfeedback@cisco.com

C H A P T E R 1

Serviceability

Cisco VVB Serviceability provides configuration details for the following functionality:

- Configuring alarms for local and remote Syslogs.

- Configuration trace settings for VVB components. After these settings are enabled, you can collect and view trace information using the Real-Time Monitoring Tool (RTMT).

- Configuring and managing log profiles for different VVB components.

- Setting Java Virtual Machine (JVM) parameters for different VVB services to collect thread and memory traces.

Note Cisco VVB does not support clustering. Therefore, you may ignore any message on the Cisco VVB Admin UI/CLI that refers to **cluster**, **publisher**, **subscriber**, etc.

Note For more information, see *Cisco Virtualized Voice Browser Serviceability Administration Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/virtualized-voice-browser/tsd-products-support-series-home.html

Alarms

You can view alarm information by using the SysLog Viewer in Cisco Unified Real-Time Monitoring Tool (RTMT).

For more information, see *Cisco Virtualized Voice Browser Serviceability Administration Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/virtualized-voice-browser/tsd-products-support-series-home.html

Traces

A trace file is a log file that records activity from the Cisco VVB components. Trace files provide detailed information about specific errors and help you troubleshoot the errors.

The Cisco VVB system also generates information about all threads that are running in the system. This information is stored in the thread dump file and is useful for troubleshooting.

For more information, see *Cisco Virtualized Voice Browser Serviceability Administration Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/virtualized-voice-browser/tsd-products-support-series-home.html

Serviceability Tools

Network Services

Network services include services that the system requires to function and are activated by default.

After you install your application, network services start automatically.

For more information, see *Cisco Virtualized Voice Browser Serviceability Administration Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/virtualized-voice-browser/tsd-products-support-series-home.html

Command Line Interface

Cisco VVB provides a command line interface as an alternative to the web administration page to configure and troubleshoot the system.

Show Commands

Custom values are set on the VVB servers by the `VoiceBrowser.properties` and `SIPSubsystem.properties` properties files. The following commands may reset the custom values to their default values:

```
show vvb cache *
show vvb call *
show vvb mrcp *
show vvb http client response timeout
```

show vvb version

This command displays the Cisco VVB versions on the active partition and the inactive partition. The inactive version is displayed only if the inactive partition is available.

Command syntax

show vvb version

Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

Example

```
admin:show vvb version
 Active VVB Version: 11.0.0.95000-245
 Inactive VVB Version: NA
Command successful.
```

show vvb components

This command displays the various components in Cisco VVB for which tracing can be turned on or off from CLI commands. This command is useful when you need the list of components to modify the trace settings of Cisco VVB.

Command syntax

show vvb components

Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

Example

```
admin:show vvb components
Various components are as follows -

 AppAdmin
 Engine
```

show vvb subcomponents

This command displays the various subcomponents in specific Cisco VVB component. This command is useful when you need the list of subcomponents to modify the trace settings of Cisco VVB.

Command syntax

show vvb subcomponents *component* **[options]**

Options

- **component**—(Mandatory) Component such as Engine. For example, some of the VVB subcomponents for 'Engine' component are:

    - APP_MGR

    - ARCHIVE_MGR

    - BOOTSTRAP_MGR

    - CFG_MGR

    - CHANNEL_MGR and so on

- **page**—Displays the output one page at a time

Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

Example

```
admin:show vvb subcomponents Engine
```

show vvb trace levels

This command displays the names and trace levels of the various Cisco VVB components and subcomponents. If the optional component is specified, then the trace settings of all the subcomponents of the specified component are displayed. If both the optional component and subcomponent are specified, then the trace settings of the specified subcomponent of the specified component are displayed.

Command syntax

show vvb trace levels [options]

Options

- **Component**—Displays the trace levels of all the subcomponents of this component

- **Sub-component**—Displays the trace levels of this subcomponent for the specified component. The trace levels can be displayed only if the component was specified

- **page**—Displays the output one page at a time

- **file**—Stores the output to a file instead of showing it on the console. The name of the file is displayed after the completion of the command

    Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: Yes

Example

```
admin:show vvb trace levels Engine SS_VB
 Trace settings for component "Engine" and module 'SS_VB' are
  ALARM = true
  DEBUGGING = false
  XDEBUGGING1 = false
  XDEBUGGING2 = false
  XDEBUGGING3 = false
  XDEBUGGING4 = false
  XDEBUGGING5 = false

 Command successful.
```

show vvb trace file size

This command shows the trace file size for the specified component.

Command syntax

show vvb trace file size *[component]*

Options

component—(Mandatory) Component such as Engine

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: Yes

Example

```
admin: show vvb trace file size Engine
Trace file size for Engine is 3000000 bytes.

Command Successful.
```

show vvb trace file count

This commands shows the trace file count for the specified component, which is the maximum number of trace files. The new file overwrites the older files.

Command syntax

show vvb trace file count [component]

Options

component—(Mandatory) Component such as Engine

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: Yes

Example

```
admin: show vvb trace file count Engine
Trace file count for Engine is 300.

Command Successful.
```

show vvb cache browser_cache_size

This command shows the currently allocated browser cache size in KB.

Command syntax

show vvb cache browser_cache_size

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:show vvb cache browser_cache_size
  2048000 KB
 Command successful.
```

show vvb cache dom_cache_capacity

This command shows the DOM cache capacity.

Command syntax

show vvb cache dom_cache_capacity

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:show vvb cache dom_cache_capacity
  64 entries
 Command successful.
```

show vvb cache enable_browser_cache

This command shows if the browser cache is enabled where *True* is enabled and *False* is disabled.

Command syntax

show vvb cache enable_browser_cache

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:show vvb cache enable_browser_cache
  true
 Command successful.
```

show vvb cache enable_browser_cache_trace

This command shows if the browser cache trace is enabled.

Command syntax

show vvb cache enable_browser_cache_trace

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:show vvb cache enable_browser_cache_trace
  false
 Command successful.
```

show vvb cache extensions

This command shows the extensions used for Cisco VVB.

Command syntax

show vvb cache extensions

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:show vvb cache extensions
  jsp
  ircgi
  nohead
  testingExt
 Command successful.
```

show vvb cache max_file_size

This command shows the maximum cache size of a resource. If the size of the resource exceeds this limit, the resource will not be added to the cache.

Command syntax

show vvb cache max_file_size

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:show vvb cache max_file_size
 2048 KB

 Command successful.
```

show vvb cache cache_entries

This command shows all or selected entries that are cached.

Command syntax

show vvb cache cache_entries <start_index> <end_index>

Options

<start_index>- (Optional) Provide start index entry number.

<end_index>- (Optional) Provide end index entry number.

> **Note** The pound "#" sign, that is prefixed for size, indicates the entry is staled.

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example 1

```
admin:show vvb cache cache_entries
Total Cache size: 2048000 KB
Total Cache size used: 66 KB
MaxFileSize: 2048 KB
Total number of Cache Entries: 1
Number of Entries retrieved: 1
EntryType       Size(Bytes)     Cache Entry
---------------------------------------------------------------------
File            68192           http://10.78.0.112:7000/CVP/audio/3min.wav
 Command successful.
```

Example 2

```
admin:show vvb cache cache_entries 1 2
Total Cache size: 2048000 KB
Total Cache size used: 66 KB
MaxFileSize: 2048 KB
Total number of Cache Entries: 1
Number of Entries retrieved: 1
EntryType       Size(Bytes)     Cache Entry
```

```
-------------------------------------------------------------------------
File              68192              http://10.78.0.112:7000/CVP/audio/3min.wav
 Command successful.
```

show vvb cache cache_entry <URL>

This command shows details, such as size and age, of a cache entry.

Command syntax

show vvb cache cache_entry <URL>

Options

URL- (Mandatory) Provide cache entry URL.

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:show vvb cache cache_entry http://10.11.12.13:7000/CVP/audio/
                                               helloworld_audio.wav
EntryType              : File
Cache Entry            : http://10.11.12.13:7000/CVP/audio/helloworld_
                                                      audio.wav
Size                   : 68192 Bytes
Age                    : 09 minutes:19 seconds
FreshTime              : 0
CreationTime           : 23/06/2015 15:40:59
Stale flag             : true
 Command successful.
```

show vvb call active voice summary

This command shows active voice call summary.

Command syntax

show vvb call active voice summary

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:show vvb call active voice summary
        Total Concurrent Calls = 1
        Total CPS = 0.1
```

```
        Ringtone CPS = 0.0
        Whisper CPS = 0.0
        Agent Greeting CPS = 0.0
        Others CPS = 0.1

Command successful.
```

show vvb call ccb disconnect-timeout

This command displays timer value used by CCB to wait for disconnect command response from Ingress Gateway.

Command syntax

show vvb call ccb disconnect-timeout

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:show vvb call ccb disconnect-timeout
disconnect-timeout: 7 seconds

 Command successful.
```

show vvb call ccb intercept-timeout

This command displays timer value used by CCB to wait for intercept command response from Ingress Gateway.

Command syntax

show vvb call ccb intercept-timeout

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:show vvb call ccb intercept-timeout
intercept-timeout: 4 seconds

 Command successful.
```

show vvb call ccb reconnect-timeout

This command displays timer value used by CCB to wait for reconnect command response from Ingress Gateway.

Command syntax

show vvb call ccb reconnect-timeout

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:show vvb call ccb reconnect-timeout
reconnect-timeout: 70 seconds

 Command successful.
```

show vvb call app ringtone-timeout

This command shows the maximum duration that is set to play tone for the caller.

Command syntax

show vvb call app ringtone-timeout

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:show vvb call app ringtone-timeout
ringtone-timeout:100 seconds
  Command successful.
```

show vvb call app whisper-timeout

This command shows the maximum duration that is set to play tone for the agent.

Command syntax

show vvb call app whisper-timeout [Value]

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:show vvb call app whisper-timeout
whisper-timeout:12 seconds
  Command successful.
```

show vvb call app dtmf-payload

This command shows the value of DTMF payload.

Command syntax

show vvb call app dtmf-payload

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:show vvb call app dtmf-payload
dtmf-payload:100
  Command successful.
```

show vvb mrcp asr all

This command shows the number of sessions that are currently running on all ASR hosts.

Command syntax

show vvb mrcp asr all

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:show vvb mrcp asr all
10.11.12.13 : Concurrent = 0      , Aggregate [Success = 0  , Failure = 0 ]
11.12.13.14 : Concurrent = 0      , Aggregate [Success = 0  , Failure = 0 ]
   Total    : Concurrent = 0      , Aggregate [Success = 0    Failure = 0 ]
 Command successful.
```

show vvb mrcp tts all

This command shows the number of sessions that are currently running on all TTS hosts.

Command syntax

show vvb mrcp tts all

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:show vvb mrcp tts all
10.11.12.13 : Concurrent = 0      , Aggregate [Success = 0  , Failure = 0 ]
11.12.13.14 : Concurrent = 0      , Aggregate [Success = 0  , Failure = 0 ]
   Total    : Concurrent = 0      , Aggregate [Success = 0  , Failure = 0 ]
 Command successful.
```

show vvb mrcp asr host

This command shows the number of sessions that are currently running on a particular ASR host.

Command syntax

show vvb mrcp asr host <hostname>

Parameters

<hostname>—Provide ASR server IP address or hostname.

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:show vvb mrcp asr host 10.11.12.13
ASR Statistics : 10.11.12.13
  Concurrent Sessions = 2
  Aggregate Statistics :
       Successful Setups = 6
       Unsuccessful Setups = 0
 Command successful.
```

show vvb mrcp tts host

This command shows the number of sessions that are currently running on a particular TTS host.

Command syntax

show vvb mrcp tts host <hostname>

Parameters

<hostname>—Provide TTS server IP address or hostname.

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:show vvb mrcp tts host 11.12.13.14
11.12.13.14  : Concurrent = 0  , Aggregate [Success = 0  , Failure = 0 ]
 Command successful.
```

show vvb host-to-ip

Shows the user entries from /etc/hosts file.

Command syntax

show vvb host-to-ip

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:show vvb host-to-ip

IPAddress      HostName
10.11.12.13 vb250.cisco.com vb250

# 2016-06-14 12:57:02.99 10.11.12.14 vb100 mediaserver1
10.11.12.14 vb100

# 2016-06-14 12:57:09.899 10.11.12.15 vb100 mediaserver2
10.11.12.15 vb100

# 2016-06-14 12:58:18.197 10.11.12.17 vb100 "This is testing"
10.11.12.17 vb100

Command successful.
```

show vvb http client response timeout

Shows the http client response timeout details.

Command syntax

show vvb http client response timeout

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

```
admin:show vvb http client response timeout
http fetch timeout:15 seconds
 Command successful.
```

show speechserver httpsProxy host

This command shows the proxy host of the Speech Server.

Command Syntax:

show speechserver httpsProxy host

Example:

```
admin:show speechserver httpsProxy host
abc.cisco.com
Command successful.
```

show vvb https strict_hostname_verifier

This command shows the strict_hostname_verifier for VVB. Hostname verifier is used while establishing TLS connection.

Command Syntax:

show vvb https strict_hostname_verifier

Example:

```
admin:show vvb https strict_hostname_verifier
true
Command successful.
```

show speechserver httpsProxy port

This command shows the proxy port of the Speech Server.

Command Syntax:

show speechserver httpsProxy port

Example:

```
admin:show speechserver httpsProxy port
80
Command successful.
```

show vvb sip controlTransport

This command shows the SIP control transport mode.

Command syntax

show vvb sip controlTransport

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:show vvb vvb sip controlTransport
controlTransport: TCP
Command successful.
```

show vvb sip optionsTransport

This command shows the SIP option transport mode.

Command syntax

show vvb sip optionsTransport

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:show vvb sip optionsTransport
optionsTransport: TCP
  Command successful.
```

show vvb http client submit_badfetch_error

This command shows the boolean value to indicate whether submitting bad fetch (404) error to VXML server is enabled.

Command syntax

show vvb http client submit_badfetch_error

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:show vvb http client submit_badfetch_error
true
```

Set Commands

set vvb trace defaults

This command sets the default trace levels for all components and subcomponents in Cisco VVB. If the optional component is specified, it sets the default trace levels only for all the subcomponents of the specified component. If both the optional component and subcomponent are specified, it sets the default trace levels only for the specified subcomponent under the component.

Command syntax

set vvb trace defaults [component] [subcomponent]

Options

- **Component**—(Mandatory) Sets the default trace levels for all the subcomponents of this component. The various components are Engine and AppAdmin.

- **Sub-component**—(Optional) Sets the default trace levels for this subcomponent for the specified component. This trace level can be specified only if the component was specified preceding it.

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:set vvb trace defaults Engine
SS_HTTP
Default traces restored successfully for the module.
```

set vvb trace file size component size

This command sets the trace file size for the specified component.

Command syntax

set vvb trace file size [component] [size]

Parameters

component—(Mandatory) The component such as Engine

size—(Mandatory) Specifies the file size in bytes

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:set vvb trace file size engine 3145728
Trace file size for engine is set to 3145728 bytes.
```

set vvb trace file count component no-of-files

This command sets the trace file count for the specified component, that is the maximum number of trace files after which older files will start getting overwritten.

Command syntax

set vvb trace file count [component] [no-of-files]

Arguments

- **component**—(Mandatory) The component such as Engine.

- **no-of-files**—(Mandatory) Specifies the number of files after which older files will get overwritten.

Requirements

Level privilege—1

Command privilege level—1

Allowed during upgrade—No

Example

```
admin:set vvb trace file count engine 300
Trace file count for engine is set to 300
```

set vvb trace enable

Enables the specified logging level for the sub-component in the component mentioned in the command. The user can enter multiple levels of logging by separating them by commas.

After the completion of the command, a message is displayed showing the current log trace settings enabled.

Restart the Cisco VVB services for the trace changes to take effect.

Command syntax

set vvb trace enable *[component] [sub-component]* **[level]**

Options

component—(Mandatory) The component such as Engine

sub-component—(Mandatory) The subcomponent within the component such as SS_SIP within the Engine component.

Level—(Mandatory) The logging level which will be enabled. Tracing levels are Debugging, XDebugging1, XDebugging2, XDebugging2, XDebugging3, XDebugging4 and XDebugging5.

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example 1

```
admin:set vvb trace enable engine SS_VB debugging
 Trace for engine:SS_VB:debugging is enabled.
 Command successful.
```

Example 2

```
admin:set vvb trace enable engine SS_SIP XDEBUGGING1,XDEBUGGING2
Trace for engine:SS_SIP:XDEBUGGING1 is enabled
Trace for engine:SS_SIP:XDEBUGGING2 is enabled
Command successful.
```

set vvb trace disable

Disables the specified logging level for the subcomponent in the component mentioned in the command. The user can enter multiple levels of logging by separating them by commas. You cannot use this command to turn off Alarm tracing.

After the completion of the command, a message is displayed showing the current log trace settings enabled.

Restart the Cisco VVB services for the trace changes to take effect.

Command syntax

set vvb trace disable *[component] [sub-component]* **[level]**

Options

Component—The component such as Engine.

Sub-component—The subcomponent within the component such as SS_SIP within the Engine component.

Level—(Mandatory) The logging level which will be disabled. Tracing levels are Debugging, XDebugging1, XDebugging2, XDebugging2, XDebugging3, XDebugging4 and XDebugging5. The tracing levels will also be available as part of the help of the command.

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example 1

```
admin:set vvb trace disable engine SS_VB debugging
 Trace for engine:SS_VB:debugging is disabled.
 Command successful.
```

Example 2

```
set vvb trace disable engine SS_SIP XDEBUGGING1,XDEBUGGING2
Trace for engine:SS_SIP:XDEBUGGING1 is disabled
Trace for engine:SS_SIP:XDEBUGGING2 is disabled
Command successful.
```

set password user security

This command changes the security/SFTP password on Cisco Virtualized Voice Browser. In addition to changing the security password, it also changes the passwords of the internal Cisco Virtualized Voice Browser users.

Command syntax

set password user security

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:set password user security
Please enter the old password: ******
Please enter the new password: ******
Reenter new password to confirm: ******
WARNING:
Please make sure that the security password on the publisher is changed first.
The security password needs to be the same on all cluster nodes,
including the application server, therefore the security password on all nodes
need to be changed.

After changing the security password on a cluster node, please restart that node.

Continue (y/n)?y

Please wait...

Command successful.
```

set vvb cache enable_browser_cache

This command enables or disables the browser cache where *True* is enabled and *False* is disabled.

Command syntax

set vvb cache enable_browser_cache [Option]

Parameters

Boolean—(Mandatory) Enter boolean value true or false.

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:set vvb cache enable_browser_cache false
 Command successful.
```

set vvb cache browser_cache_size

This command sets the cache size in KB. Setting cache size to 0 disables the cache. Disabling cache does not add new entries to the cache. However, existing cache entries can be reused until they are expired.

Command syntax

set vvb cache browser_cache_size [size_in_KB]

Requirements

- **size_in_KB** —Cache Size in KB

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:set vvb cache browser_cache_size 1000

 Command successful.
```

> **Note** If this command is issued while browser cache is disabled (enable_browser_cache = false), a warning message like this will be shown on console: 'Please note that browser cache is currently disabled, so this operation will take effect once caching is enabled again.'

set vvb cache enable_browser_cache_trace

This command enables or disables the browser cache trace.

Command syntax

set vvb cache enable_browser_cache_trace [Option]

Parameters

Boolean—(Mandatory) Enter boolean value true or false.

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:set vvb cache enable_browser_cache_trace true
  Command successful.
```

Note If this command is issued while browser cache is disabled (enable_browser_cache = false), a warning message like this will be shown on console: 'Please note that browser cache is currently disabled, so this operation will take effect once caching is enabled again.'

set vvb cache extensions

This command is used to create new extensions.

Command syntax

set vvb cache extensions [Name]

Parameters

Name—(Mandatory) Enter the extension name.

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:set vvb cache extensions newExtension
 Command successful.
```

Note If this command is issued while browser cache is disabled (enable_browser_cache = false), a warning message like this will be shown on console: 'Please note that browser cache is currently disabled, so this operation will take effect once caching is enabled again.'

set vvb cache max_file_size

This command sets the cache size in KB. Setting cache size to 0 disables the cache. That means that new entries will not be added to the cache; however, existing cache entries will be reused until they are expired.

![Note icon]

Note
- If .wav files larger than the max file size are fetched, it could impact audio quality. Therefore, it is recommended to increase the max file size accordingly.

- The maximum size of a file that can be cached is 28MB. However, Cisco recommends setting this value to 2MB to avoid initial file download latency and filling up of the disk space.

Command syntax

set vvb cache browser_cache_size [size_in_KB]

Options

- **size_in_KB** —Cache Size in KB

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:set vvb cache browser_cache_size 1000

 Command successful.
```

![Note icon]

Note   If this command is issued while browser cache is disabled (enable_browser_cache = false), a warning message like this will be shown on console: 'Please note that browser cache is currently disabled, so this operation takes effect once caching is enabled again.'

set vvb cache browser_cache_reset

This command resets the following browser cache related properties to their default values: enable_browser_cache, browser_cache_size, max_file_size, extensions, enable_browser_cache_trace.

Command Syntax

set vvb cache browser_cache_reset

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:set vvb cache browser_cache_reset
  Command successful.
```

set vvb cache stale_cache_entry <URL>

This command marks stale for the given cache entry URL. The stale cache entry resource gets downloaded only for the first instance after it is marked as stale.

Command syntax

set vvb cache stale_cache_entry <URL>

Options

URL- Provide cache entry URL that you like to stale.

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:set vvb cache stale_cache_entry <URL>
 Command successful.
```

set vvb cache stale_cache_entries

This command marks stale for all http cache entries. The stale cache entries get downloaded only for the first instance after it is marked as stale.

Command syntax

set vvb cache stale_cache_entries

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:set vvb cache stale_cache_entries
 Command successful.
```

set vvb cache stale_tts_cache_entries

This command marks stale for all tts cache entries. The stale cache entries get downloaded only for the first instance after it is marked as stale.

Command syntax

set vvb cache stale_tts_cache_entries

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:set vvb cache stale_tts_cache_entries
 Command successful.
```

set vvb call ccb disconnect-timeout

This command sets how long the Courtesy Call Back (CCB) waits for disconnect command response from Ingress Gateway.

Command syntax

set vvb call ccb disconnect-timeout [Value]

Options

Value- Provide value between 4-8 seconds. Default value is set to 4 seconds.

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:set vvb call ccb disconnect-timeout 5

 Command successful.
```

set vvb call ccb intercept-timeout

This command sets how long the CCB waits for intercept command response from Ingress Gateway.

Command syntax

set vvb call ccb intercept-timeout [Value]

Options

Value- Provide value between 2-8 seconds. Default value is set to 2 seconds.

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:set vvb call ccb intercept-timeout 5

 Command successful.
```

set vvb call ccb reconnect-timeout

This command sets how long the CCB waits for reconnect command response from Ingress Gateway.

Command syntax

set vvb call ccb reconnect-timeout [Value]

Options

Value- Provide value between 60-180 seconds. Default value is set to 120 seconds.

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:set vvb call ccb reconnect-timeout 120

 Command successful.
```

set vvb call app ringtone-timeout

This command sets the maximum duration to play tone for the caller.

Command syntax

set vvb call app ringtone-timeout [Value]

Options

Value- Provide value between 30 - 180 seconds. Default value is set to 120 seconds.

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:set vvb call app ringtone-timeout 100
  Command successful.
```

set vvb call app whisper-timeout

This command sets the maximum duration to play tone for the agent.

Command syntax

set vvb call app whisper-timeout [Value]

Options

Value- Provide value between 10 - 20 seconds. Default value is set to 15 seconds.

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:set vvb call app whisper-timeout 13
  Command successful.
```

set vvb call app dtmf-payload

This command sets the default DTMF payload to be either 100 or 101.

Command syntax

set vvb call app dtmf-payload [Value]

Options

Value- 100 or 101 (default)

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:set vvb call app dtmf-payload 100
  Command successful.
```

set vvb mrcp asr count clear

This command clears all the counts that were recorded from the ASR hosts.

Command syntax

set vvb mrcp asr count clear

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:set vvb mrcp asr count clear
ASR reset successfully
 Command successful.
```

set vvb mrcp tts count clear

This command clears all the counts that were recorded from the TTS hosts.

Command syntax

set vvb mrcp tts count clear

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:set vvb mrcp asr count clear
ASR reset successfully
 Command successful.
```

set vvb http client response timeout default

This command is used to configure the number of seconds for which the HTTP client waits for a server response to default value. The default value is 10 seconds.

Command syntax

set vvb http client response timeout default

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

```
admin:set vvb http client response timeout default
 Command successful.
admin:

admin:show vvb http client response timeout
http fetch timeout:10 seconds
 Command successful.
```

set vvb http client response timeout [seconds]

This command is used to configure the number of seconds for which the HTTP client waits for a server response.

Command syntax

set vvb http client response timeout [*seconds*]

Seconds: specifies the timeout. HTTP client waits for a response from the server after making a request.

Range is from 5 to 30. The default is 10.

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

```
admin:set vvb http client response timeout value 15
 Command successful.
```

set speechserver httpsProxy Host

This command sets the proxy host for the Speech Server. It also asks for credentials, if required.

Command Syntax:

```
set speechserver httpsProxy host <hostname/ip>
Does proxy require Crendentials? [Y/N] y
Enter UserName: username
Enter Password: ****
```

Example:

```
admin:set speechserver httpsProxy host abc.com
Does proxy require Crendentials? [Y/N] y
Enter UserName: username
Enter Password: ****
Command successful.
```

Note   You must stop and start Speech Server for the values to be reflected.

Syntax for stopping Speech Server: `utils service stop Cisco Speech Server`

Syntax for starting Speech Server: `utils service start Cisco Speech Server`

set speechserver httpsProxy nonProxyHosts

This command sets the nonProxyHosts for the Speech Server. The traffic will not go via proxy to these hosts.

Command Syntax:

```
set speechserver httpsProxy nonProxyHosts <parameter>
```

Example:

```
admin:set speechserver httpsProxy nonProxyHosts <list of nonProxyHosts separated
 by commas>
 Command successful.
```

✎

Note
- The parameter can be a single host or mutiple hosts separated by commas.
- You must stop and start Speech Server for the values to be reflected.

  Syntax for stopping Speech Server: `utils service stop Cisco Speech Server`

  Syntax for starting Speech Server: `utils service start Cisco Speech Server`

set speechserver httpsProxy port

This command sets the proxy port for the Speech Server.

Command Syntax:

`set speechserver httpsProxy port <portNumber>`

Example:

```
admin:set speechserver httpsProxy port 80
 Command successful.
```

✎

Note
You must stop and start Speech Server for the values to be reflected.

Syntax for stopping Speech Server: `utils service stop Cisco Speech Server`

Syntax for starting Speech Server: `utils service start Cisco Speech Server`

set vvb sip controlTransport

This command sets the SIP control transport mode.

Command syntax

set vvb sip controlTransport [Value]

Options

Value- tcp/udp (case insensitive)

System is set with the default value TCP. It should not be changed unless explicitely required.

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:set vvb sip controlTransport TCP
  Command successful.
```

Note   Cisco VVB Engine restart is required for changes to take affect.

set vvb sip optionsTransport

This command sets the SIP option transport mode.

Command syntax

set vvb sip optionsTransport [Value]

Options

Value- tcp/udp (case insensitive)

Default value is UDP. It should not be changed unless explicitely required.

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:set vvb sip optionsTransport TCP
  Command successful.
```

Note   Cisco VVB Engine restart is required for changes to take affect.

set vvb http client submit_badfetch_error

This command enables/disables the submitting of bad fetch (404) error to the VXML server.

Command syntax

set vvb http client submit_badfetch_error [Option]

Parameters

Boolean—(Mandatory) Enter boolean value true or false.

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:set vvb http client submit_badfetch_error false
  Command successful.
```

Unset Commands

unset speechserver httpsProxy host

This command unsets the proxy host for the Speech Server.

Command Syntax:

```
unset speechserver httpsProxy host
```

Example:

```
admin:unset speechserver httpsProxy host
Command successful.
```

Note   You must stop and start Speech Server for the values to be reflected.

Syntax for stopping Speech Server: `utils service stop Cisco Speech Server`

Syntax for starting Speech Server: `utils service start Cisco Speech Server`

unset speechserver httpsProxy port

This command unsets the proxy port for the Speech Server.

Command Syntax:

```
unset speechserver httpsProxy port
```

Example:

```
admin:unset speechserver httpsProxy port
Command successful.
```

Note   You must stop and start Speech Server for the values to be reflected.

Syntax for stopping Speech Server: `utils service stop Cisco Speech Server`

Syntax for starting Speech Server: `utils service start Cisco Speech Server`

unset speechserver httpsProxy nonProxyHosts

This command unsets the nonProxy host for the Speech Server.

Command Syntax:

```
unset speechserver httpsProxy nonProxyHosts
```

Example:

```
admin:unset speechserver httpsProxy nonProxyHosts
Command successful.
```

✎

Note You must stop and start Speech Server for the values to be reflected.

Syntax for stopping Speech Server: `utils service stop Cisco Speech Server`

Syntax for starting Speech Server: `utils service start Cisco Speech Server`

Utils Commands

utils remote_account

This command allows you to enable, disable, create, and check the status of a remote account.

Command Syntax

- utils remote_account status
- utils remote_account enable
- utils remote_account disable
- utils remote_account create username life

Arguments

- **username**—Specifies the name of the remote account. The username can contain only lowercase characters and must be more than six characters long.
- **life**—Specifies the life of the account in days. After the specified number of days, the account expires.

Usage Guidelines

A remote account generates a pass phrase that allows Cisco support personnel to access the system for the specified life of the account. You can have only one remote account that is enabled at a time.

Example

```
admin:utils remote_account status
Remote Support
```

```
Status         : disabled
Decode Version : 2
```

utils system upgrade

This command allows you to install upgrades and Cisco Option Package (COP) files from both local and remote directories.

Command syntax

utils system upgrade [Options]

Options

initiate—Starts a new upgrade wizard or assumes control of an existing upgrade wizard. The wizard prompts you for the location of the upgrade file for Cisco VVB.

status—Displays status of the upgrade

cancel—Stops the upgrade process

Example

```
admin:utils system upgrade initiate

Warning: Do not close this window without first canceling the upgrade.

Source:

 1) Remote Filesystem via SFTP
 2) Remote Filesystem via FTP
 3) Local DVD/CD
 q) quit

Please select an option (1 - 3 or "q" ):
```

utils vvb switch-version db-check

This command allows you to check whether the database was corrupted after an unsuccessful switch version due to a restart in the middle of a switch version attempt. The command displays the status of last switch version. If there is a database backup available that can be restored, it prints the time stamp of the backup and displays the CLI command utils vvb switch-version db-recover to recover from this backup.

Command Syntax

utils vvb switch-version db-check

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:utils vvb switch-version db-check
vvb DB was found to be corrupted.
Last switch version was aborted at 05/29/2012 16:18:07
05/29/2012 16:18:07|root:Switch Version 9.0.1.10000-41 to 9.0.10000-42
Aborted
There is a VVB backup with timestamp 2012-05-29 16:16:19.000000000 +0530
that was taken during a prior switch version.
!!!WARNING!!! IF YOU CHOOSE TO RECOVER FROM THIS BACKUP, ANY CHANGES DONE
TO THE DATABASE AFTER THE TIMESTAMP OF THIS BACKUP WILL BE LOST.
You can run the CLI command "utils vvb switch-version db-recover" to
restore the DB from this backup.
```

utils vvb switch-version db-recover

This command first checks whether the database was corrupted after an unsuccessful switch version due to the restart in the middle of a switch version attempt. The command displays the status of the last switch version. If there is a database backup available that can be restored, it prints the time stamp of the backup and offer an option to restore the database from this backup. If the restore option is chosen, the command completes after restoring the database from this backup and bringing up all the services.

Command Syntax

utils vvb switch-version db-recover

Requirements

Level privilege: 1

Command privilege:1

Allowed during upgrade: No

Example

```
admin:utils vvb switch-version db-recover
VVB DB was found to be corrupted.
Last switch version was aborted at 05/29/2012 16:18:07
05/29/2012 16:18:07|root:Switch Version 9.0.1.10000-42 Aborted
There is a VVB DB backup with timestamp 2012-05-29 16:16:19:000000000
+530 that was taken during a prior switch version.
!!!WARNING!!! IF YOU CHOOSE TO RECOVER FROM THIS BACKUP, ANY CHANGES DONE
TO THE DATABASE AFTER THE TIMESTAMP OF THIS BACKUP WILL BE LOST.
Are you sure you want to continue?
Continue (y/n)?y
This operation may take a few minutes to complete. Please wait
```

utils vvb security_filter enable

Run this command to enable Cisco VVB administration security filter settings.

Command syntax

utils vvb security_filter enable

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
utils vvb security_filter enable

admin:utils vvb security_filter enable
The status of security filter is: enabled
Please restart Cisco VVB service using
'utils service restart Cisco Tomcat' for changes to take effect.
```

utils vvb security_filter disable

Run this command to disable Cisco VVB administration security filter settings.

Command syntax

utils vvb security_filter disable

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:utils vvb security_filter disable
The status of security filter is: disabled
Please restart Cisco VVB service using
'utils service restart Cisco Tomcat' for changes to take effect.
```

utils vvb security_filter status

Run this command to check the status of Cisco VVB administration security filter flag.

Command syntax

utils vvb security_filter status

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:utils vvb security_filter status
vvb security filter is :enabled
```

utils service list

This command shows all the services running on Cisco VVB server.

Command syntax

utils service list

Requirements

Level privilege: 1

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:utils service list
Requesting service status, please wait...
Service Manager is running
Getting list of all services
>> Return code = 0
Cisco AMC Service[STARTED]
Cisco Audit Event Service[STARTED]
Cisco CDP[STARTED]
Cisco CDP Agent[STARTED]
Cisco Certificate Change Notification[STARTED]
Cisco Certificate Expiry Monitor[STARTED]
Cisco RIS Data Collector[STARTED]
Cisco RTMT Reporter Servlet[STARTED]
Cisco Speechserver[STARTED]
Cisco Syslog Agent[STARTED]
Cisco Tomcat[STARTED]
Cisco Tomcat Stats Servlet[STARTED]
Cisco Trace Collection Service[STARTED]
Cisco Trace Collection Servlet[STARTED]
Administration[STARTED]
CVD Dependent Webapp[STARTED]
Cluster View Daemon[STARTED]
Configuration API[STARTED]
Database[STARTED]
Engine[STARTED]
Perfmon Counter Service[STARTED]
SNMP Java Adapter[STARTED]
Serviceability[STARTED]
Voice Subagent[STARTED]
WebServices[STARTED]
Cisco Unified Serviceability RTMT[STARTED]
Host Resources Agent[STARTED]
MIB2 Agent[STARTED]
Platform Administrative Web Service[STARTED]
Platform Communication Web Service[STARTED]
SNMP Master Agent[STARTED]
SOAP -Log Collection APIs[STARTED]
SOAP -Performance Monitoring APIs[STARTED]
SOAP -Real-Time Service APIs[STARTED]
System Application Agent[STARTED]
Cisco DirSync[STOPPED]  Service Not Activated
Cisco Serviceability Reporter[STOPPED]  Service Not Activated
Primary Node =true
Command successful
```

utils vvb add host-to-ip

This command adds the entries from /etc/hosts.

Command Syntax

utils vvb add host-to-ip

Requirements

Level privilege: 0

Level privilege: 0

Allowed during upgrade: No

Example

```
admin:utils vvb add host-to-ip vb111 10.11.12.13 mediaserver111


Command successful.
```

utils vvb delete host-to-ip

This command deletes the entries from /etc/hosts.

Command Syntax

utils vvb delete host-to-ip

Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: No

Example

```
admin:utils vvb delete host-to-ip vb111 10.11.12.13
Command successful.
```

utils vvb restore host-to-ip

Restores the entries in the hosts file, which are removed after the system reboot/restated.

Command Syntax

utils vvb restore host-to-ip

Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: No

Example

```
admin:utils vvb restore host-to-ip
Copying the temp file
Copying the temp file success

Command successful.
```

utils vvb restart

This command is used to restart the Virtualized Voice Browser when required and has two options:

- **utils vvb restart forceful:** This command when run restarts the Virtualized Voice Browser forcefully even though calls are running.

- **utils vvb restart graceful:** This command when run does not restart the Virtualized Voice Browser when the calls are running but restarts only when the calls are over.

Command Syntax

utils vvb restart

Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: No

Example

```
utils vvb restart forceful
Do you really want to restart ?
Enter (yes/no)? yes
Appliance is being Restarted ...
Warning: Restart could take up to 5 minutes.
Stopping Service Manager...

Broadcast message from admin@vb11162
        (unknown) at 15:07 ...

The system is going down for reboot NOW!
```

```
utils vvb restart graceful
Do you really want to restart ?

Enter (yes/no)? yes
Appliance is being Restarted ...
Warning: Restart could take up to 5 minutes.
Stopping Service Manager...


Service Manager shutting down services... Please Wait
Broadcast message from admin@vb11162
        (unknown) at 15:18 ...

The system is going down for reboot NOW!
```

utils vvb shutdown

This command is used to shutdown the Virtualized Voice Browser when required and has two options:

- **utils vvb shutdown forceful:** This command when run restarts the Virtualized Voice Browser forcefully even though calls are running.

- **utils vvb shutdown graceful:** This command when run does not restart the Virtualized Voice Browser when the calls are running but restarts only when the calls are over.

Command Syntax

utils vvb shutdown

Requirements

Level privilege: 0

Command privilege level: 0

Allowed during upgrade: No

Example

```
utils vvb shutdown forceful

Do you really want to shutdown ?

Enter (yes/no)? yes


Appliance is being Powered - Off ...
Warning: Shutdown could take up to 5 minutes.
Stopping Service Manager...
```

```
utils vvb shutdown graceful

Do you really want to shutdown ?

Enter (yes/no)? yes


Appliance is being Powered - Off ...
Warning: Shutdown could take up to 5 minutes.
Stopping Service Manager...
```

File Commands

File commands help in creating custom files that are stored in a specific directory in Cisco VVB Filesystem.

file vvb list prompt_file

This command lists prompt files created for various locales.

Command syntax

file vvb list prompt_file file_spec *[options]*

Arguments

file-spec—(Mandatory) The file to view. File-spec can contain asterisks (*) as wildcard.

Options

page—Pauses output

detail—Shows detailed listing

reverse—Reverses sort order

date—Sorts by date

size—Sorts by size

Requirements

Level privilege: 0

Command privilege level: 1

Allowed during upgrade: No

Example

```
admin:file vvb list prompt_file system/default/vb detail
no such file or directory can be found
admin:file vvb list prompt_file system/G711_ULAW/default/vb detail
09 May,2017 22:07:43        32,110  ringback.wav
dir count = 0, file count = 1
```

Platform CLI Commands

This section lists all the platform CLI commands. For syntax of each command and detailed descriptions see *Command Line Interface Guide for Cisco Unified Communications Solutions* guide.

Note There are other commands exposed by platform CLI, which may or may not be applicable for Cisco VVB. Running these commands can affect the usual system behavior of Cisco VVB.

Platform Show Commands

The platform show commands supported by Cisco VVB are:

- show account
- show accountlocking
- show cli
- show date
- show diskusage
- show hardware

- show login

- show media stream

- show myself

- show network *

- show open *

- show password *

- show process *

- show registry *

- show risdb

- show sessions max limit

- show stats io

- show status

- show tech

- show timezone

- show tls client min-version

- show tls server min-version

Platform Set Commands

The platform set commands supported by Cisco VVB are:

- set cli

- set commandcount

- set date

- set logging

- set password user admin

- set timezone

- set webapp session timeout

- set tls server cert_type

- set tls client min-version

- set tls server min-version

- set network hostname

- set network ip eth0 <ip_address> <netmask> <default gateway>

Platform Utils Commands

The platform utils commands supported by Cisco VVB are:

- utils auditd *
- utils iostat
- utils iothrottle
- utils network capture
- utils network ping
- utils reset_application_ui_administrator_password
- utils service *

Platform Files Commands

The platform file commands supported by Cisco VVB are:

- file delete *
- file dump *
- file get *
- file list *
- file search *
- file tail
- file view
- unset network *
- delete process

Platform File Get Commands

This section lists the Platform file get commands for Speech Server service.

Get Speech Server Logs

Run the following command to get the Speech Server logs.

```
file get activelog /speechserver/logs/SpeechServer
```

Gets Speech Server Configuration Logs

Run the following command to get the Speech Server configuration logs.

```
file get activelog /speechserver/logs/SpeechConfig
```