



CHAPTER 6

Troubleshooting CTRS

September 2010

The following sections describe the Troubleshooting tools for the Cisco TelePresence Recording Server (CTRS):

- [System Information, page 6-1](#)
- [CTRS Alarms and System Errors Messages, page 6-2](#)
- [Log Files, page 6-3](#)

System Information

Click **System Information** in the left navigation to view information about the CTRS (see [Figure 6-1](#)). The information displayed under System Information is configured during CTRS software installation.

Figure 6-1 *Troubleshooting > System Information*

System Information	
SKU:	CTS-CTRS-1.7
Hostname:	ctrs6
IP Address:	209.165.202.129
Subnet Mask:	255.255.255.224
MAC Address:	00:23:7D:62:B1:B1
Hardware Model:	7845I2
Software Version:	1.7.0.
OS Version:	UCOS 4.0.0.0-31
Kernel Version:	2.6.9-78.ELsmp #1 SMP

- **SKU**
- **Hostname:** Hostname of the CTRS.
- **IP Address and subnet mask:** IP address and corresponding subnet mask of the Cisco TelePresence Recording Server.
- **MAC Address:** MAC address of the Cisco MCS 7800 Series Media Convergence Server on which the Cisco TelePresence Recording Server is running

- Hardware Model: Model number of the Cisco MCS 7800 Series Media Convergence Server on which the Cisco TelePresence Recording server is running.
- Software Version: Version of CTRS Administration software currently installed.
- Operating System (OS) Version
- Kernel Version

CTRS Alarms and System Errors Messages

You can view CTRS system messages in one of two ways:

- Click **System Messages** in the left navigation (see [Figure 6-2](#)). The System Messages page displays a list of messages.

Figure 6-2 *Troubleshooting > System Messages*

System Messages Showing 1-2 of 2 10 per page Go

Start on: 6/8/2010 End on: 6/8/2010 Severity: All Filter

☐	Time ¹	Severity	Summary	Recommendation
☐	06/08/2010 12:46 AM	critical	Failed to send mail	Contact administrator
☐	06/08/2010 12:43 AM	critical	Failed to send mail	Contact administrator

Clear... Clear All... Details...

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¹ To change the time zone, click Preferences link.

- From **System Status** at the bottom of the left navigation, click the icon for **Warnings** or **Errors**.



If you click the icon for **Warnings**, you will see endpoint alert information. Warnings are issued every 20 seconds when an endpoint crosses its packet loss threshold. If congestion continues for more than 40 seconds, the endpoint will be dropped.



If you click the icon for **Errors**, you will see endpoint drop information. Whenever an endpoint drops from high packet loss, an error is issued with the error code "CONGESTION."

The following table provides field descriptions for all system error and warning displays:

Table 6-1 **System Error Field Descriptions**

Field	Description
Time	Displays the time at which the condition occurred.
Severity	Indicates the severity level of the error. There are eight severity levels as follows: • Emergency • Alert • Critical • Error • Warning • Notice • Info • Debug
Summary	Message describing the error.
Recommendation	Recommended action to deal with the condition.

- To delete one of the system error messages, click the radio button to the left of the table entry, and then click **Clear**.
- To delete all error messages displayed, click **Clear All**.

Log Files

Click **Log Files** in the left menu to display or modify log information (see [Figure 6-3](#)).

Figure 6-3 Troubleshooting > Log Files

Troubleshooting > Log Files

CCS:

Post Process:

Execution Manager:

Media Processor:

Key Exchange:

Process:

Filename	Process	Last Modified*	Size (kB)
exemgr.log	Execution-Manager	08/18/2010 11:04 PM	2.1
ccs.log	CCS	08/18/2010 11:04 PM	2.46
snmp_state.log	N.A	08/18/2010 11:12 PM	0.01
rtp_stats.log	N.A	08/18/2010 11:04 PM	0.0
ctrs_sysop.log	CTRS-Sysop	08/18/2010 11:12 PM	0.0
post_process.log	Post-Process	08/18/2010 11:04 PM	0.37
keyexchange.log	Key-Exchange	08/18/2010 11:04 PM	0.11
sip.log	SIP	08/18/2010 11:04 PM	0.0
rma.log	Media-Processor	08/18/2010 11:04 PM	0.0
python_exception.log	N.A	08/19/2010 06:46 PM	0.0

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Use the Log File page to set severity levels for alarms associated with specific system processes, to filter log files displayed, and to download log files.

Configuring the Severity Level of System Error Messages

To configure the severity level of system level error messages and alarms for specific process areas:

- Step 1** Click **Log Files** under **Troubleshooting** in the left menu to access the **Log Files** page.
- Step 2** At the top of the Log Files page, there is a table listing the following CTRS system processes:
 - CCS
 - Post Processor
 - Execution Manager
 - Media Processor
 - Key Exchange

To the right of each process is a drop-down menu with these severity levels:

- CRIT
- DEBUG

- ERROR
- INFO
- OFF
- WARN

Click the down arrow to display the defined levels of severity. Choose the level at which logs are captured.

**Note**

Log levels create varying amounts of data; for example, DEBUG creates more log entries than CRIT. Because verbose logs can impact system performance, use verbose logs only to track a problem.

Filtering the Log File Table Listings

To filter the log files displayed in the Log File Table:

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- Step 1** Click **Log Files** under **Troubleshooting** in the left menu to access the **Log Files** page.
- Step 2** Click the down arrow to the right of **Processes** to display a list of CTRS processes. Click a specific process on which to filter log files. Choices are the following:
- All
 - CCS
 - Execution Manager
 - Media Processor
 - Post Process
 - Key Exchange
 - SIP
 - Web-UI
 - CDR Logs
 - Core
 - Alarm Logs
 - CTRS Sysop
- Step 3** Click the **Filter** button to display the logs files associated with the chosen process.
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Downloading Log Files

To download log files from the Log File table:

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- Step 1** Click **Log Files** under **Troubleshooting** in the left navigation.

Step 2 At the bottom of the Log Files page is the Log File list. The table is organized as described in [Table 6-2](#).

Table 6-2 Log Table Field Descriptions

Field	Description
Filename	Filename of the log file. Click the arrow to change the order (descending, ascending based on alphabetical order of the filenames) in which the log files are displayed.
Process	CTRS system process area. Click the arrow to change the order (descending, ascending based on alphabetical order of the processes) in which the log files are displayed.
Last Modified	Time (Greenwich Mean Time, Pacific Standard Time) at which the log file was collected. Click the arrow to change the order (descending, ascending based on time) in which the log files are displayed.
Size	Size (in kilobytes) of the compressed log file.

Step 3 Click the filename of a log file to download that file. Click the **Download All** button to download all log files listed.