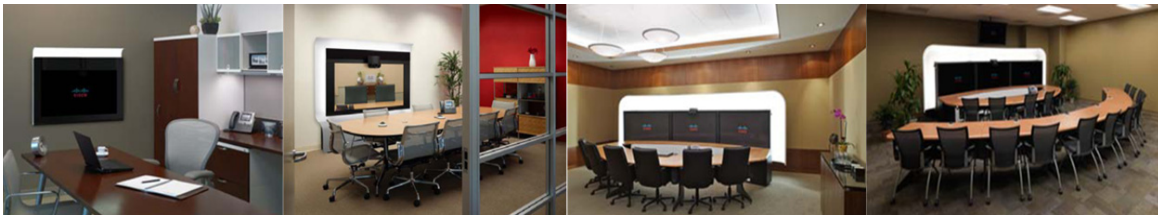


CHAPTER 6

Troubleshooting CTRS

October 2011

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

Dashboard

After you log into the CTRS Administrative UI, the Troubleshoot > Dashboard page appears. You can also access this page by clicking **Dashboard** in the left navigation.

As shown in Figure 6-1, the Troubleshoot > Dashboard page enables you to view high-level reports on the following aspects of the CTRS:

- Disk usage for media storage
- Users
- Recordings
- Time
- Services

Figure 6-1 Troubleshoot > Dashboard

Table 6-1 describes each Dashboard field. Each field name or entry is a link, which you can click to get more detailed information.

You can refresh the data in the Dashboard at any time by clicking the refresh icon in the upper right corner of the page.

Table 6-1 Dashboard Field Descriptions

Field	Description
Disk Usage for Media Storage	
Total Size	Displays the total amount of disk space, in gigabytes, available to store videos. For more information on disk status, click the link to access the Troubleshoot > Hardware Status page.
Disk Utilization	Displays the amount of disk space, in gigabytes and as a percentage of the total disk size, currently used for video storage. For more information on disk status, click the link to access the Troubleshoot > Hardware Status page.
Users	
End Users	
Total Online Sessions	Displays the number of end users who are currently logged into the web-based Cisco TelePresence Video Portal. For information on recordings currently being made or played back by a CTS endpoint, see the Active Recordings and Playbacks field, which is described later in this table. For more information on end users who can access the Cisco TelePresence Video Portal, click the link to access the Configure > Access Management page, then click the End-user Portal tab.
Total Registered Users	Displays the number of end users who have accounts to access to the Cisco TelePresence Video Portal. For more information on end users who can access the Cisco TelePresence Video Portal, click the link to access the Configure > Access Management page, then click the End-user Portal tab.

Table 6-1 Dashboard Field Descriptions (continued)

Field	Description
Administrative Users	
Total Online Sessions	Displays the number of administrative users who are currently logged into the CTRS Administrative UI. For more information on administrative users who can access the CTRS Administrative UI, click the link to access the Configure > Access Management page, Administrative Portal tab.
Total Registered Users	Displays the number of administrative users who have accounts to access to the CTRS Administrative UI. For more information on administrative users who can access the CTRS Administrative UI, click the link to access the Configure > Access Management page, Administrative Portal tab.
Recordings	
Active Recordings and Playbacks	Displays the number of recordings with the following status: • Currently being made in Studio Mode or using Event Recording. • Currently being played back by a CTS endpoint. For more information on the active recordings, click the link to access the Manage > Active Recordings page.
Completed Recordings	Displays the number of completed recordings that are archived on the CTRS. For more information on the completed recordings, click the link to access the Manage > Completed Recordings page.
Time	
System Time	Displays the time determined by the value of the set timezone command in the CTRS command-line interface (CLI). (The default value of this command is Greenwich Mean Time (GMT)/Coordinated Universal Time (UTC)). This time typically corresponds to the location of the server running the CTRS application.
Local Time	Displays the time determined by the value of the Time Zone field, which you can access by clicking **Preferences** in the upper right corner of the CTRS Administrative UI. This time typically corresponds to the location of the CTRS administrator.

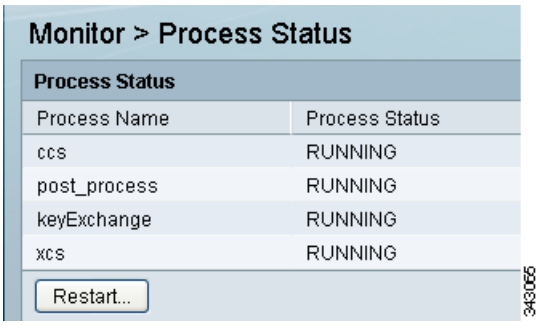
Table 6-1 Dashboard Field Descriptions (continued)

Field	Description
Services	
LDAP, Show and Share, Archive Servers, and CTS-Manager	Displays the status of the LDAP, Show and Share, and archive servers, with which the CTRS could be registered. The status can be one of the following: • OK—The CTRS is registered with a particular server, and the connection to the server is operational. • Error—The CTRS is registered with a particular server, but the connection to the server is not operational. • NA—You cannot register this version of CTRS with CTS-Manager. Only the Commercial Express version of CTRS can be registered with CTS-Manager. For more information on a particular server, click the link to access the respective server page in the CTRS Administrative UI.

Process Status

Click **Process Status** in the left navigation to display processes that are currently running (see Figure 6-2).

Figure 6-2 Troubleshoot > Process Status



The Process Status page displays a table that provides the following information:

Table 6-2 Process Status Table Field Descriptions

Field	Description
Process Name	Process name
Process Status	Status of this particular process.

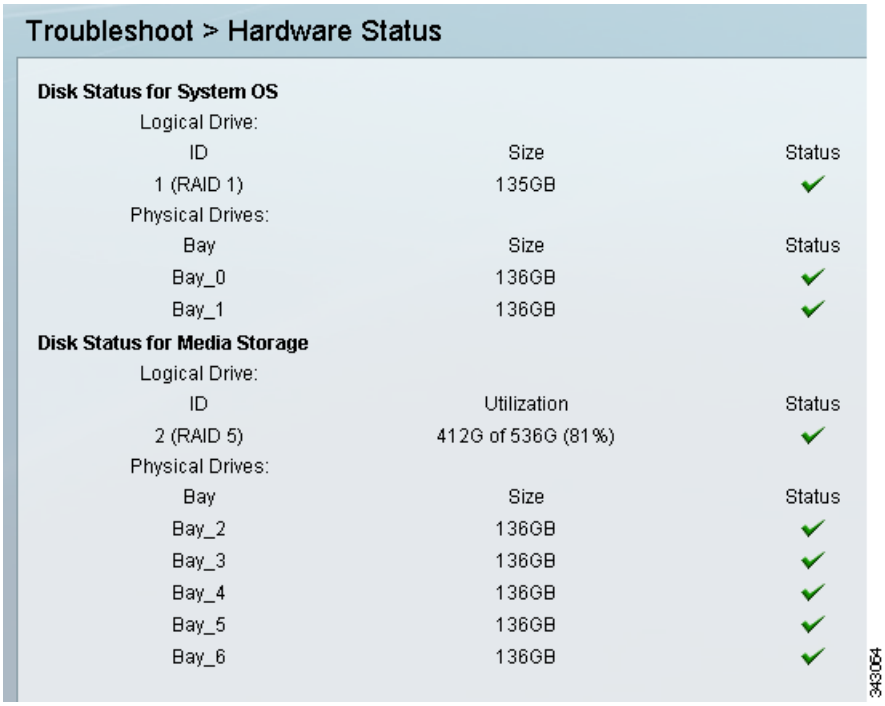
- Click **Restart** to restart all of the processes.
- The information in the Process Status page automatically refreshes every 10 seconds.

Caution When you restart CTRS system processes, all active meetings are dropped. Check for active meetings before using this command.

Hardware Status

Click **Hardware Status** in the left menu to display hardware-related information (see Figure 6-3).

Figure 6-3 Troubleshoot > Hardware Status



The Hardware Status page lists the status of CTRS hardware. The information in this page automatically refreshes every 10 seconds.

Table 6-3 Hardware Status Field Descriptions

Field	Description
Disk Status for System OS	
Logical Drive	
ID	Identification number
Size	Size of the partition
Status	Current status of that area of the hard drive.
Physical Drives	

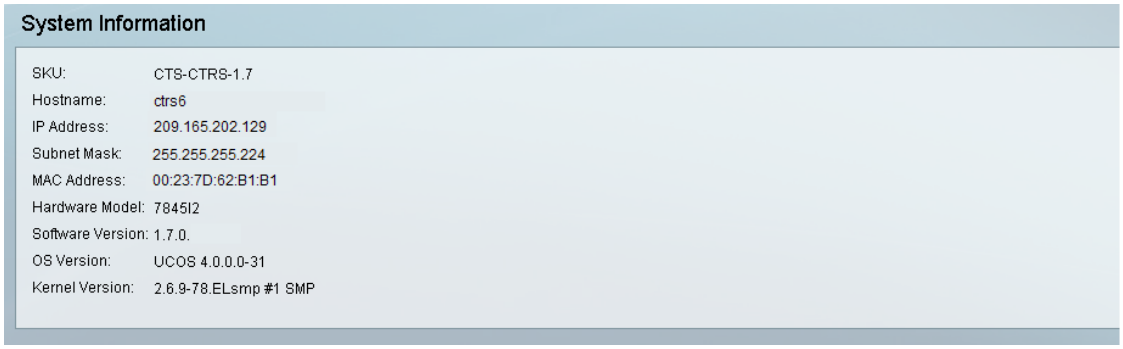
Table 6-3 Hardware Status Field Descriptions (continued)

Field	Description
Bay	Bay number
Size	Size of the partition
Status	Current status of that area of the hard drive.
Disk Status for Media Storage	
Logical Drive	
ID	Identification number
Utilization	Current utilization of the drive
Status	Current status of that area of the hard drive.
Physical Drives	
Bay	Bay number
Size	Size of the partition
Status	Current status of that area of the hard drive.

System Information

Click **System Information** in the left navigation to view information about the CTRS (see Figure 6-4). The information displayed under System Information is configured during CTRS software installation.

Figure 6-4 Troubleshoot > System Information



- 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

System Status

Click **System Status** in the left navigation to display statistics that are related to system status (see Figure 6-5).

Figure 6-5 Troubleshoot > System Status

The System Status page provides snapshots of the following:

- Active CPU Load Percentage
- Active CPU Load Average Value
- Traffic Analysis for <interface>
- Packet Discards for <interface>
- Free Memory
- Free Swap + Real Memory
- Root Disk / Usage %
- Open TCP Connections

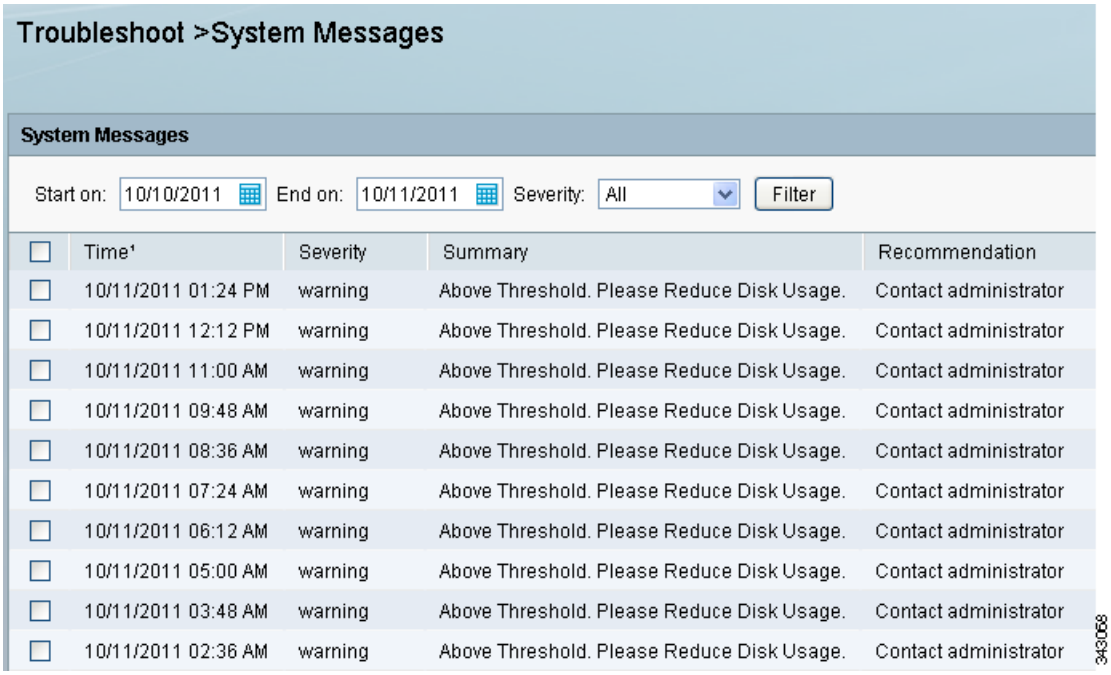
Click each snapshot to reveal daily, weekly, monthly and yearly averages.

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 6-6). The System Messages page displays a list of messages.

Figure 6-6 Troubleshoot > System Messages



- 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 6-4 System Error Field Descriptions

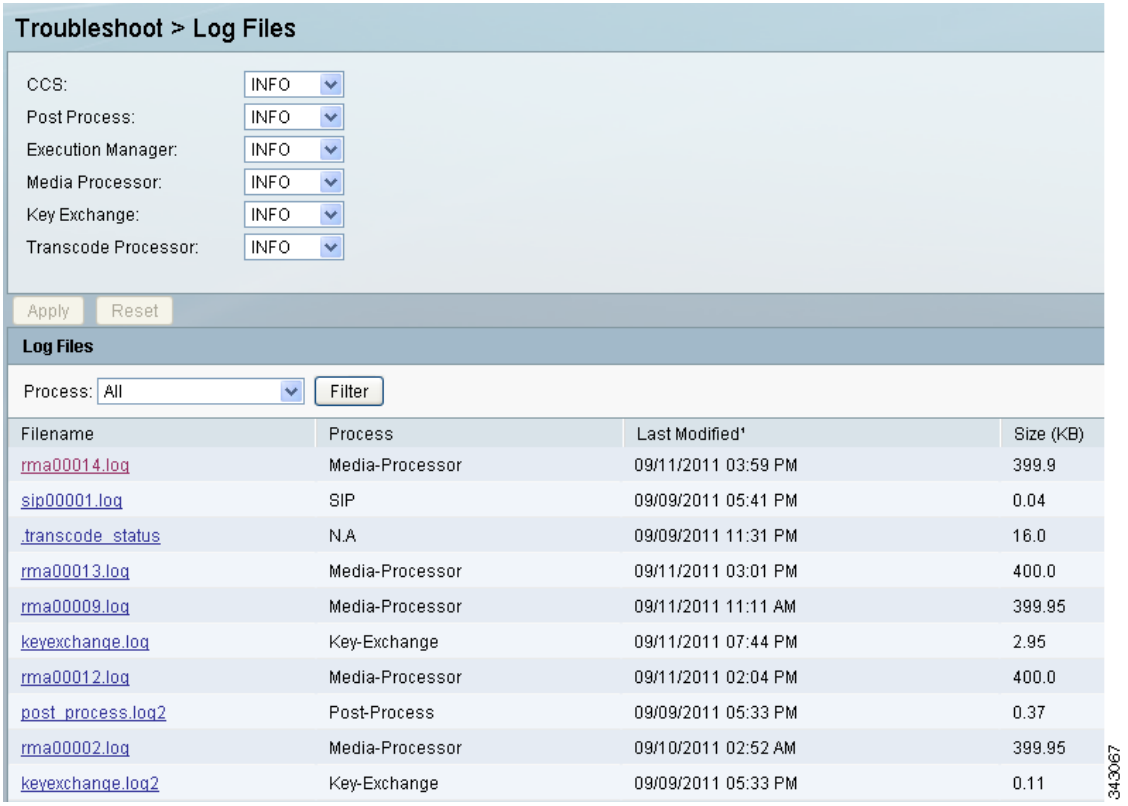
Field	Description
Time	Displays the time at which the condition occurred.
Severity	Indicates the severity level of the error. There are eight severity levels as follows: • Emergency • Alert • Critical • Error • Warning • Notice • Info • Debug
Summary	Message describing the error.
Recommendation	Recommended 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 6-7).

Figure 6-7 Troubleshoot > Log Files



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
- Transcode Processor

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:

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
- Alarm-Logs
- CCS
- CDR-Logs
- Core
- CTRS-Sysop
- Exe-Exchange
- Media-Processor
- Post-Process
- SIP
- Web-UI
- Transcode-Processor

Step 3 Click the **Filter** button to display the logs files associated with the chosen process.

Downloading Log Files

To download log files from the Log File table:

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 6-5.

Table 6-5 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.