

CHAPTER

Diagnostic Traces

Diagnostic traces can be used as a tool to assist you in troubleshooting problems. In Cisco Unity Connection Serviceability, you enable traces to troubleshoot Cisco Unity Connection components. In Cisco Unified Serviceability, you enable traces to troubleshoot services that are supported in Cisco Unified Serviceability. After the traces are enabled, you can access the trace log files by using Real-Time Monitoring Tool (RTMT) or the command line interface (CLI).

See the following sections:

- Traces in Cisco Unity Connection Serviceability, page 1-1
- Traces in Cisco Unified Serviceability, page 1-11

Traces in Cisco Unity Connection Serviceability

Cisco Unity Connection Serviceability provides both micro traces and macro traces that you can enable individually or in any combination.

Cisco Unity Connection Serviceability micro traces	Used to troubleshoot problems with specific Cisco Unity Connection components.
Cisco Unity Connection Serviceability macro traces	Used to troubleshoot general areas of Cisco Unity Connection functionality.

After the traces are enabled, you can access the trace log files by using the Real-Time Monitoring Tool (RTMT) or the command line interface (CLI).

See the following sections:

- Cisco Unity Connection Serviceability Micro Traces for Selected Problems, page 1-1
- Cisco Unity Connection Serviceability Macro Traces for Selected Problems, page 1-6
- Using Cisco Unity Connection Serviceability Traces to Troubleshoot Problems, page 1-9

Cisco Unity Connection Serviceability Micro Traces for Selected Problems

You can use Cisco Unity Connection Serviceability micro traces to troubleshoot problems with specific Cisco Unity Connection components. After the traces are enabled, you can access the trace log files by using the Real-Time Monitoring Tool (RTMT) or the command line interface (CLI).

Table 1-1 lists the information for Cisco Unity Connection Serviceability micro traces that you need for troubleshooting selected problems and for viewing the trace logs. (For instructions on using Cisco Unity Connection Serviceability micro traces, see the "Using Traces" chapter of the Administration Guide for Cisco Unity Connection Serviceability Release 7.x.)



Enabling Cisco Unity Connection Serviceability micro traces decreases system performance. Enable traces only for troubleshooting purposes.

Table 1-1	Cisco Unity Connection Serviceability Micro Traces for Selected Problems
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Problem Area	Traces to Set	RTMT Service to Select	Trace Log File Name
Audio Issues			
Playing an attachment via the TUI	CML (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Notifier	diag_CuNotifier_*.uc
		Connection Tomcat Application	diag_Tomcat_*.uc
	ConvSub (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
Calendar Integration Issues			
Calendar integration	CCL (levels 10, 11, 12, 13)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Tomcat Application	diag_Tomcat_*.uc
	CsWebDav (levels 10, 11, 12, 13)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Tomcat Application	diag_Tomcat_*.uc
Calendar integration (event notifications)	CsWebDav (levels 10 through 13)	Connection IMAP Server	diag_CuImapSvr_*.uc
Call Issues			
Routing rules	Arbiter (levels 14, 15, 16)	Connection Conversation Manager	diag_CuCsMgr_*.uc
	RoutingRules (level 11)	Connection Conversation Manager	diag_CuCsMgr_*.uc
Client Issues	1	·	

Problem Area	Traces to Set	RTMT Service to Select	Trace Log File Name
Cisco Unified Personal Communicator client	CML (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
(IMAP-related issues)		Connection Notifier	diag_CuNotifier_*.uc
(see also "Cisco Unified Personal Communicator client (IMAP related issues)"		Connection Tomcat Application	diag_Tomcat_*.uc
in Table 1-2)	CsMalUmss (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Tomcat Application	diag_Tomcat_*.uc
	CuImapSvr (all levels)	Connection IMAP Server	diag_CuImapSvr_*.uc
	MTA (all levels)	Connection Message Transfer Agent	diag_MTA_*.uc
ViewMail for Outlook (sending and receiving	CML (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
messages)		Connection Notifier	diag_CuNotifier_*.uc
(see also "ViewMail for Outlook (sending and		Connection Tomcat Application	diag_Tomcat_*.uc
Table 1-2)	CsMalUmss (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Tomcat Application	diag_Tomcat_*.uc
	CuImapSvr (all levels)	Connection IMAP Server	diag_CuImapSvr_*.uc
	MTA (all levels)	Connection Message Transfer Agent	diag_MTA_*.uc
	SMTP (all levels)	Connection SMTP Server	diag_SMTP_*.uc
Connection Cluster Issues			
Connection clusters (except file replication)	SRM (all levels)	Connection Server Role Manager	diag_CuSrm_*.uc
Connection cluster file replication	CuFileSync (all levels)	Connection File Syncer	diag_CuFileSync_*.uc
External Message Store Issues	_		
Accessing emails in an external message store	CML (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Tomcat Application	diag_Tomcat_*.uc
Fax Issues			
File rendering	MTA (all levels)	Connection Message Transfer Agent	diag_MTA_*.uc
SMTP messages are not sent	MTA (all levels)	Connection Message Transfer Agent	diag_MTA_*.uc

Table 1-1	Cisco Unity Connection Serviceability Micro Traces for Selected Problems (continued)

Problem Area	Traces to Set	RTMT Service to Select	Trace Log File Name
SMTP server mishandles faxes	SMTP (all levels)	Connection SMTP Server	diag_SMTP_*.uc
LDAP Issues			
LDAP synchronization (see also "LDAP synchronization" in Table 1-3)	CuCmDbEventListener	Connection CM Database Event Listener	diag_CuCmDbEventListener_*.uc
Message Issues	ł		
Dispatch messages (see also "Dispatch messages" in Table 1-2)	MTA (all levels)	Connection Message Transfer Agent	diag_MTA_*.uc
IMAP messages	CML (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
Table 1-2)		Connection Notifier	diag_CuNotifier_*.uc
		Connection Tomcat Application	diag_Tomcat_*.uc
	CsMalUmss (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Tomcat Application	diag_Tomcat_*.uc
	CuImapSvr (all levels)	Connection IMAP Server	diag_CuImapSvr_*.uc
	MTA (all levels)	Connection Message Transfer Agent	diag_MTA_*.uc
	SMTP (all levels)	Connection SMTP Server	diag_SMTP_*.uc
Message delivery and retrieval	CML (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
(see also "Message delivery		Connection Notifier	diag_CuNotifier_*.uc
and retrieval" in Table 1-2)		Connection Tomcat Application	diag_Tomcat_*.uc
	CsMalUmss (levels 10, 14, 18, 22, 23, 26)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Tomcat Application	diag_Tomcat_*.uc
	MTA (all levels)	Connection Message Transfer Agent	diag_MTA_*.uc
	Notifier (all levels except 6 and 7)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Notifier	diag_CuNotifier_*.uc
	SMTP (all levels)	Connection SMTP Server	diag_SMTP_*.uc
	UmssSysAgentTasks (all levels)	Connection System Agent	diag_CuSysAgent_*.uc

Table 1-1 Cisco Unity Connection Serviceability Micro Traces for Selected Problems (continued)

Problem Area	Traces to Set	RTMT Service to Select	Trace Log File Name
NDRs (see also "NDRs" in	CML (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
Table 1-2)		Connection Notifier	diag_CuNotifier_*.uc
		Connection Tomcat Application	diag_Tomcat_*.uc
	CuCsMgr (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
Notifications not sent (see also "Notifications not	CuCsMgr (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
sent" in Table 1-2)	Notifier (all levels except 6 and 7)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Notifier	diag_CuNotifier_*.uc
	SMTP (all levels)	Connection SMTP Server	diag_SMTP_*.uc
Secure message aging	UmssSysAgentTasks (all levels)	Connection System Agent	diag_CuSysAgent_*.uc
SMS notifications	Notifier (all levels except 6 and 7)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Notifier	diag_CuNotifier_*.uc
Networking Issues			
Digital Networking replication	CuReplicator	Connection Digital Networking Replication Agent	diag_CuReplicator_*.uc
(see also "Digital Networking replication" in Table 1-2)			
VPIM message delivery (see also "VPIM message	MTA (all levels)	Connection Message Transfer Agent	diag_MTA_*.uc
delivery" in Table 1-2)	SMTP (all levels)	Connection SMTP Server	diag_SMTP_*.uc
Personal Call Transfer Rule Issue	S		
Accessing calendar information	CCL (levels 10, 11, 12, 13)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Tomcat Application	diag_Tomcat_*.uc
	CsWebDav (levels 10, 11, 12, 13)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Tomcat Application	diag_Tomcat_*.uc
Configuring personal call transfer rule settings by phone	ConvSub (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc

Table 1-1	Cisco Unity Connection Serviceability Micro Traces for Selected Problems (continued)
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Problem Area	Traces to Set	RTMT Service to Select	Trace Log File Name
Rule processing during calls to a rules-enabled user	ConvRoutingRules (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
	RulesEngine (all levels)	Connection Tomcat Application	diag_Tomcat_*.uc
		Connection Conversation Manager	diag_CuCsMgr_*.uc
Rules-related conversations	CDE (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
Phone View Issues			
Phone View	PhoneManager (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
Report Issues			
Data collection in reports	ReportDataHarvester (all levels)	Connection Report Data Harvester	diag_CuReportDataHarvester_*.uc
Display of reports	CuService (all levels)	Connection Tomcat Application	diag_Tomcat_*.uc
RSS Feed Issues			
Access to RSS feeds of voice messages	RSS (all levels)	Connection Tomcat Application	diag_Tomcat_*.uc
SNMP Issues			"
SNMP	CuSnmpAgt (all levels)	Connection SNMP Agent	diag_CuSnmpAgt_*.uc
Test Button (External Service and	External Service Account)	ssues	"
Test button (external service diagnostic tool)	CuESD (all levels)	Connection Tomcat Application	diag_Tomcat_*.uc

Table 1-1	Cisco Unity Connection Serviceability Micro T	Traces for Selected Problems (continued,
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Cisco Unity Connection Serviceability Macro Traces for Selected Problems

Cisco Unity Connection Serviceability macro traces enable a preselected set of Cisco Unity Connection Serviceability micro traces with which you can troubleshoot general areas of Cisco Unity Connection functionality.

Table 1-2 lists the information for Cisco Unity Connection Serviceability macro traces that you need for troubleshooting selected problems and for viewing the trace logs. (For instructions on using Cisco Unity Connection Serviceability macro traces, see the "Using Traces" chapter of the Administration Guide for Cisco Unity Connection Serviceability Release 7.x.)



Enabling Cisco Unity Connection Serviceability macro traces decreases system performance. Enable traces only for troubleshooting purposes.

Problem Area	Traces to Set	RTMT Service to Select	Trace Log File Name
Audio Issues			
Audio quality	Media (Wave) Traces	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Mixer	diag_CuMixer_*.uc
Call Issues			- I
Call control	Call Control (Miu) Traces (expand the macro trace to select SIP or SCCP)	Connection Conversation Manager	diag_CuCsMgr_*.uc
Call flow	Call Flow Diagnostics	Connection Conversation Manager	diag_CuCsMgr_*.uc
ViewMail for Outlook (sending and receiving messages)	Call Control (Miu) Traces (expand the macro trace to select SIP or SCCP)	Connection Conversation Manager	diag_CuCsMgr_*.uc
Client Issues			
Cisco Unified Personal Communicator client (IMAP-related issues)	Call Flow Diagnostics	Connection Conversation Manager	diag_CuCsMgr_*.uc
(see also "Cisco Unified Personal Communicator client (IMAP-related issues)" in Table 1-1)			
ViewMail for Outlook (sending and receiving messages) (see also "ViewMail for	Call Flow Diagnostics	Connection Conversation Manager	diag_CuCsMgr_*.uc
	ViewMail for Outlook	Connection Conversation Manager	diag_CuCsMgr_*.uc
Outlook (sending and		Connection IMAP Server	diag_CuImapSvr_*.uc
Table 1-1)		Connection Message Transfer Agent	diag_MTA_*.uc
		Connection Tomcat Application	diag_Tomcat_*.uc
Cisco Unity Connection Serviceal	bility Issues		
Cisco Unity Connection Serviceability	Connection Serviceability Web Service	Connection Tomcat Application	diag_Tomcat_*.uc
Conversation Issues			
Conversations	Conversation Traces	Connection Conversation Manager	diag_CuCsMgr_*.uc
Message Issues			

Table 1-2 Cisco Unity Connection Serviceability Macro Traces for Selected Problems

Problem Area	Traces to Set	RTMT Service to Select	Trace Log File Name
Dispatch messages	Call Flow Diagnostics	Connection Conversation	diag_CuCsMgr_*.uc
(see also "Dispatch messages" in Table 1-1)		Manager	
IMAP messages	Call Flow Diagnostics	Connection Conversation	diag_CuCsMgr_*.uc
(see also "IMAP messages" in Table 1-1)		Manager	
Message delivery and retrieval	Message Objectid Tracking Issues	Connection Message Transfer Agent	diag_MTA_*.uc
(see also "Message delivery		Connection System Agent	diag_CuSysAgent_*.uc
and retrieval" in Table 1-1)		Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Tomcat Application	diag_Tomcat_*.uc
		Connection IMAP Server	diag_CuImapSvr_*.uc
NDRs	Call Flow Diagnostics	Connection Conversation	diag_CuCsMgr_*.uc
(see also "NDRs" in Table 1-1)		Manager	
Notifications not sent	Traces for Other	Connection Conversation	diag_CuCsMgr_*.uc
(see also "Notifications not	Notification Problems (expand the macro trace	Manager	
sent" in Table 1-1)	to select SIP or SCCP)	Connection Notifier	diag_CuNotifier_*.uc
MWI Issues			
MWIs	Traces for MWI problems (expand the macro trace to select SIP or SCCP)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Notifier	diag_CuNotifier_*.uc
Networking Issues	1		
Digital Networking replication	Digital Networking	Connection Digital Networking Replication	diag_CuReplicator_*.uc
(see also "Digital Networking replication" in Table 1-1)		Agent	
VPIM message delivery	Call Flow Diagnostics	Connection Conversation	diag_CuCsMgr_*.uc
(see also "VPIM message delivery" in Table 1-1)		Manager	
Startup Issues			
Connection startup fails	Unity Startup	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Notifier	diag_CuNotifier_*.uc
Text to Speech Issues			

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Problem Area	Traces to Set	RTMT Service to Select	Trace Log File Name
Text to Speech	Call Control (Miu) Traces (expand the macro trace to select SIP or SCCP)	Connection Conversation Manager	diag_CuCsMgr_*.uc
	Media (Wave) Traces	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Mixer	diag_CuMixer_*.uc
	Text to Speech (TTS) Traces	Connection Conversation Manager	diag_CuCsMgr_*.uc

Table 1-2	Cisco Unity Connection Serviceability Macro	o Traces for Selected Problems (continued)
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Using Cisco Unity Connection Serviceability Traces to Troubleshoot Problems

When you use Cisco Unity Connection Serviceability micro traces or macro traces to troubleshoot problems in Cisco Unity Connection, you must first enable the applicable traces in Cisco Unity Connection Serviceability. Then you can use the Real-Time Monitoring Tool (RTMT) or the command line interface (CLI) to collect and view the logs that are generated by the traces.

Do the applicable procedure:

- To Enable Cisco Unity Connection Serviceability Micro Traces and View Trace Logs, page 1-9
- To Enable Cisco Unity Connection Serviceability Macro Traces and View Trace Logs, page 1-10

To Enable Cisco Unity Connection Serviceability Micro Traces and View Trace Logs

- **Step 1** In Cisco Unity Connection Serviceability, on the Trace menu, click Micro Traces.
- **Step 2** On the Micro Traces page, in the Server field, click the name of the Connection server and click Go.
- **Step 3** In the Micro Trace field, click the micro trace that you want to set and click **Go**.
- Step 4 Under Micro Traces, check the check boxes for the micro-trace levels that you want to set and click Save.
- **Step 5** Reproduce the problem.
- Step 6 To collect the trace log files, launch the Real-Time Monitoring Tool (RTMT). For detailed instructions, see the "Working with Trace and Log Central" chapter of the applicable *Cisco Unified Real-Time Monitoring Tool Administration Guide*, available at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

You can access the trace log files by using the command line interface (CLI). For information, see the applicable *Command Line Interface Reference Guide for Cisco Unified Solutions* at http://www.cisco.com/en/US/products/ps6509/prod maintenance guides list.html.

- **Step 7** In RTMT, on the System menu, click **Tools > Trace > Trace & Log Central**.
- **Step 8** In the Trace & Log Central tree hierarchy, double-click **Collect Files**.
- **Step 9** In the Select CUC Services/Application tab, check the check boxes for the applicable services and click **Next**.
- Step 10 In the Select System Services/Applications tab, click Next.
- **Step 11** In the Collection Time group box, specify the time range for which you want to collect traces.

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- **Step 12** In the Download File option group box, specify the options you want for downloading traces.
- Step 13 Click Finish.
- **Step 14** To view the trace files that you collected, you can use the Local Browse option of the trace collection feature.
- Step 15 In Cisco Unity Connection Serviceability, disable the traces that you enabled in Step 3 and Step 4, then click Save.

To Enable Cisco Unity Connection Serviceability Macro Traces and View Trace Logs

- **Step 1** In Cisco Unity Connection Serviceability, on the Trace menu, click **Macro Traces**.
- **Step 2** On the Macro Traces page, in the Server field, click the name of the Connection server and click **Go**.
- **Step 3** Check the check box of the macro trace that you want to enable.
- **Step 4** Expand the macro trace, and check the check box for the levels that you want to enable.
- Step 5 Click Save.
- **Step 6** Reproduce the problem.
- Step 7 To collect the trace log files, launch the Real-Time Monitoring Tool (RTMT). For detailed instructions, see the "Working with Trace and Log Central" chapter of the applicable *Cisco Unified Real-Time Monitoring Tool Administration Guide*, available at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

You can access the trace log files by using the command line interface (CLI). For information, see the applicable *Command Line Interface Reference Guide for Cisco Unified Solutions* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

- Step 8 In RTMT, on the System menu, click Tools > Trace > Trace & Log Central.
- **Step 9** In the Trace & Log Central tree hierarchy, double-click **Collect Files**.
- **Step 10** In the Select CUC Services/Application tab, check the check boxes for the applicable services and click **Next**.
- **Step 11** In the Select System Services/Applications tab, click Next.
- **Step 12** In the Collection Time group box, specify the time range for which you want to collect traces.
- **Step 13** In the Download File option group box, specify the options you want for downloading traces.
- Step 14 Click Finish.
- **Step 15** To view the trace files that you collected, you can use the Local Browse option of the trace collection feature.
- Step 16 In Cisco Unity Connection Serviceability, disable the traces that you enabled in Step 3 through Step 5, then click Save.

For additional information on using Cisco Unity Connection Serviceability micro traces and macro traces, see the "Using Traces" chapter of the *Administration Guide for Cisco Unity Connection Serviceability Release 7.x.*

For information on RTMT, see the applicable *Cisco Unified Real-Time Monitoring Tool Administration Guide* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

For information on the CLI, see the applicable *Command Line Interface Reference Guide for Cisco Unified Solutions* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

Traces in Cisco Unified Serviceability

See the following sections:

- Cisco Unified Serviceability Traces for Selected Problems, page 1-11
- Using Cisco Unified Serviceability Traces to Troubleshoot Problems, page 1-11

Cisco Unified Serviceability Traces for Selected Problems

You can use Cisco Unified Serviceability traces to troubleshoot certain problems. After the traces are enabled, you can access the trace log files by using the Real-Time Monitoring Tool (RTMT) or the command line interface (CLI).

Table 1-3 lists the information for Cisco Unified Serviceability traces that you need for troubleshooting selected problems and for viewing the trace logs. (For detailed information on using Cisco Unified Serviceability traces, see the "Trace" chapter of the applicable *Cisco Unified Serviceability Administration Guide* at

http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.)

Note

Enabling Cisco Unified Serviceability traces decreases system performance. Enable traces only for troubleshooting purposes.

Table 1-3 Cisco Unified Serviceability Traces for Selected Problems

Problem Area	Traces to Set	RTMT Service to Select
Backing up and restoring	Cisco DRF Local Cisco DRF Master	Cisco DRF Local Cisco DRF Master
LDAP synchronization	Cisco DirSync	Cisco DirSync
Web application login	Cisco CCMRealm Web Service	Cisco CallManager Realm

Using Cisco Unified Serviceability Traces to Troubleshoot Problems

When you use Cisco Unified Serviceability traces to troubleshoot problems in Cisco Unity Connection, you must first enable the applicable traces in Cisco Unified Serviceability. Then you can use the Real-Time Monitoring Tool (RTMT) or the command line interface (CLI) to collect and view the logs that are generated by the traces.

Do the following procedure.

To Enable Cisco Unified Serviceability Traces and View Trace Logs

Step 1 In Cisco Unified Serviceability, on the Trace menu, click **Troubleshooting Trace Settings**.

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- **Step 2** On the Troubleshooting Trace Settings page, under Directory Services, check the check box for the trace that you want to enable and click **Save**.
- **Step 3** Reproduce the problem.
- Step 4 To collect the trace log files, launch the Real-Time Monitoring Tool (RTMT). For detailed instructions, see the "Working with Trace and Log Central" chapter of the applicable *Cisco Unified Real-Time Monitoring Tool Administration Guide*, available at http://www.cisco.com/en/US/products/ps6509/prod maintenance guides list.html.

You can access the trace log files by using the command line interface (CLI). For information, see the applicable *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

- Step 5 In RTMT, on the System menu, click Tools > Trace > Trace & Log Central.
- Step 6 In the Trace & Log Central tree hierarchy, double-click Collect Files.
- Step 7 In the Select CUC Services/Application tab, click Next.
- **Step 8** In the Select System Services/Applications tab, check the check boxes for the applicable service and click **Next**.
- **Step 9** In the Collection Time group box, specify the time range for which you want to collect traces.
- **Step 10** In the Download File option group box, specify the options you want for downloading traces.
- Step 11 Click Finish.
- **Step 12** To view the trace files that you collected, you can use the Local Browse option of the trace collection feature.
- Step 13 In Cisco Unity Connection Serviceability, disable the traces that you enabled in Step 2, and click Save.

For additional information on Cisco Unified Serviceability traces, see the "Trace" chapter of the applicable *Cisco Unified Serviceability Administration Guide* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

For information on RTMT, see the applicable *Cisco Unified Real-Time Monitoring Tool Administration Guide* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

For information on the CLI, see the applicable *Command Line Interface Reference Guide for Cisco Unified Solutions* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.