



CHAPTER 20

Diagnostics Settings

Impacted GUI: Cisco Unified Communications Manager Business Edition 3000 Administrative Interface

The Diagnostics page allows you to run diagnostics for your system, gather diagnostic information for your system, and download the diagnostic information. On the Diagnostics page, you can collect logs, enable or disable loopback for T1/E1 interfaces, and download the USB diagnostics file.

The following topics contain information about the tabs and settings that display on the Diagnostics page (**Monitoring > Diagnostics**):

- [Collect Logs, page 20-1](#)
- [Gateway Loopback, page 20-2](#)
- [USB Key, page 20-3](#)

For more information, see the “[How to Diagnose a Problem](#)” section on page 43-1.

Collect Logs

[Table 20-1](#) describes the settings that you can use to enable or disable detailed logging, generate logs, and download the log file under the Collect Logs tab.

Table 20-1 Settings on the Collect Logs Tab

Setting	Description
Enable Logging	To enable the system to collect debug level log data, click Enable Logging . After you click this button, it grays out and the Disable Logging button becomes enabled. You can now attempt to reproduce your system issue. Tip Turning on logging may impact system performance, so enable logging only when necessary. After you finish collecting log data, remember to disable logging by clicking Disable Logging .
Disable Logging	When you have reproduced the system issue, click Disable Logging to stop the system from collecting log data. After you click this button, it grays out and the Enable Logging button becomes enabled.

Table 20-1 Settings on the Collect Logs Tab (continued)

Setting	Description
Generate Log File	<p>To prepare a log file, click Generate Log File.</p> <p>Tip You can generate a log file without enabling/disabling the logging functionality by clicking Generate Log File at any time and downloading the current log collection file.</p> <p>The system displays the progress of the log file generation. When the log file is complete, a link displays that you can click to download the file to your PC. The link contains the time and date that the log file was created.</p> <p>Tip Be sure to download the file to a location on your PC that contains enough disk space to accommodate the size of the log file.</p>

Gateway Loopback

Table 20-2 describes the settings under the Gateway Loopback tab. Your service provider uses loopback test to diagnose connection problems in the network and may ask you to put your T1/E1 interfaces (ports) into loopback mode. You can use the settings under the Gateway Loopback tab to enable or disable loopback mode for the internal gateway ports.



Caution

Do not add, update, or delete any of the internal gateway ports when you put a port in loopback mode. Adding, updating, or deleting a port can reset the internal gateway and will pull the port out of loopback mode.



Note

You can use the Gateway Loopback tab to initiate loopback for internal gateway only. It is not applicable for external gateways.

Table 20-2 Settings on the Gateway Loopback tab

Setting	Description
Port	Displays all the internal PSTN gateway ports.
Connection Name	Displays the name of the gateway to which the port belongs.
Description	Provides a brief description of the port.
Status	Displays the status of the port, that is, up, down or unregistered.

Table 20-2 Settings on the Gateway Loopback tab (continued)

Setting	Description
Enable Loopback	<p>To put a port in loopback mode, click Enable Loopback. After you click this option, you can either Disable Loopback or Cancel.</p> <p>After you put a port in loopback mode, the gateway to which that port belongs is unregistered. You can verify this through the Health Summary page.</p> <p>Tip You cannot enable loopback if the gateway for that port is not configured.</p>
Disable Loopback	<p>When your service provider completes the testing and asks you to disable loopback, click Disable Loopback to recover the port from loopback. After you click this option, it changes to Enable Loopback.</p>

USB Key

Cisco USB key allows you to perform the server diagnostics and collect the required log files when the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface is not accessible. You can use the USB Key tab to download the diagnostics file.



Note

Ensure that the USB key has a storage space of 4 GB. If there is no sufficient storage space, the files lesser than 4 GB will be copied to the USB.

To download the USB diagnostics file, click **Download Diagnostics File**. The USB diagnostics file allows the Value Added Reseller (VAR) and Cisco Technical Assistance Center (TAC) to provide additional troubleshooting assistance, especially when you cannot access the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface.

