



Troubleshooting Using the CLI

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Cisco technical support personnel may request that you run one or more of these commands when troubleshooting a problem. Cisco technical support personnel will provide additional information about the commands at that time.



Caution

Some of these commands may impact the performance of your system. We strongly recommend that you do not use these commands unless directed to do so by Cisco Technical Support.

Log and Trace Files

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About Logging

Logging and tracing to the hard disk is turned off by default. Executing the **log trace** command starts the log and trace functions immediately.

To check the log and trace files on the hard disk, use the **show logs** command in Cisco UMG EXEC mode. It displays the list of logs available, their size, and their dates of most recent modification.

Each file has a fixed length of 10 MB, and tracing or logging stops automatically when the file reaches this length. New files overwrite the old files.

For a detailed list of all the arguments associated with the **trace** command, see the [Cisco Unity Express Command Reference for 3.0 and Later Versions](#).

**Note**

Logs for E-SRST are turned on by default. Logs for Cisco Unified SRSV and VPIM are turned off by default.

Example of Log Output

The following is an example of the log output:

```
umg-1# show logs
SIZE                LAST_MODIFIED_TIME                NAME
1225782    Mon Aug 20 16:55:39 PDT 2007    linux_session.log
4585       Wed Aug 08 14:52:25 PDT 2007    install.log
7883       Mon Aug 20 17:10:00 PDT 2007    dmesg
5000139    Mon Aug 20 13:40:37 PDT 2007    messages.log.prev
9724       Mon Aug 20 17:10:05 PDT 2007    syslog.log
10418      Tue Aug 07 13:39:18 PDT 2007    sshd.log.prev
968        Wed May 09 20:51:34 PDT 2007    dirsnapshot.log
131357     Thu Aug 09 01:28:31 PDT 2007    shutdown.log
51325740   Tue Aug 21 17:56:10 PDT 2007    atrace.log
1534       Mon Aug 20 17:10:04 PDT 2007    debug_server.log
10274      Tue Jul 31 13:32:51 PDT 2007    postgres.log.prev
2398       Mon Aug 20 17:10:04 PDT 2007    sshd.log
104857899  Mon Aug 20 15:13:44 PDT 2007    atrace.log.prev
4119       Mon Aug 20 17:10:22 PDT 2007    postgres.log
4264       Mon Aug 20 17:10:07 PDT 2007    klog.log
984742     Tue Aug 21 18:04:36 PDT 2007    messages.log
55435      Wed Aug 08 14:52:06 PDT 2007    shutdown_installer.log
umg-1#
```

Log Commands in Cisco UMG Configuration Mode

- **log console errors**—Displays error messages (severity=3)
- **log console info**—Displays information messages (severity=6)
- **log console notice**—Displays notices (severity=5)
- **log console warning**—Displays warning messages (severity=4)
- **log server address** *a.b.c.d*

log trace

- **log trace local enable**
- **log trace server enable**
- **log trace server url** *ftp-url*

Log Commands in Cisco UMG EXEC Mode

- **log console monitor**
- **log trace boot**
- **log trace buffer save**

Saving and Viewing Log Files

Problem You must be able to save log files to a remote location.

Recommended Action Log files are saved to a disk by default. You can configure Cisco UMG to store the log files on a separate server by using the **log server address** command. Also, you can copy log files on the disk to a separate server if they need to be kept for history purposes, for example:

```
copy log filename.log url ftp://ftp-user-id:ftp-user-passwd@ftp-ip-address/directory
umg# copy log messages.log url ftp://admin:messaging@172.168.0.5/log_history
```

Problem You cannot display the contents of the log files.

Recommended Action Copy the log files from Cisco UMG to an external server and use a text editor, such as **vi**, to display the content.

Using Trace Commands

To troubleshoot network configuration in Cisco UMG, use the **trace** command in EXEC mode. For a detailed list of all the arguments associated with the trace command, see [trace](#), page 296.

