**Collecting CUCM logs from CLI of the Server during HIGH CPU for Cisco TAC**

During High CPU conditions RTMT will not be able to Pull the logs from CUCM and can result in Crash of services or for some other reason you are not able to login to RTMT, you can collect logs from the CLI of the Server.

You need following

TFTP/SFTP server (eg, freeFTPd <http://www.freesshd.com/?ctt=download> )

Putty client

Below is an example of collecting Performance logs from CLI of the Server having High CPU

**admin:file get activelog cm/log/ris/csv**

**Please wait while the system is gathering files info ...done.**

**Sub-directories were not traversed.**

**Number of files affected: 50**

**Total size in Bytes: 177355139**

**Total size in Kbytes: 173198.38**

**Would you like to proceed [y/n]? y**

**SFTP server IP: 192.168.254.35**

**SFTP server port [22]:**

**User ID: cisco**

**Password: \*\*\*\*\***

**Download directory: /**

**.......................................................................................**

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**.............................................................................**

**Transfer completed.**

Below are some of the important logs you need to collect during High CPU

**Cisco Tomcat logs** (Prefix ‘file get’ for the below commands )

activelog tomcat/logs/catalina\*.\*

activelog tomcat/logs/host-manager.\*

activelog tomcat/logs/admin.\*

activelog tomcat/logs/diagnostic-memory.\*

activelog tomcat/logs/diagnostic-info.\*

activelog tomcat/logs/localhost\_access\*.txt

activelog tomcat/logs/manager.\*

activelog tomcat/logs/diagnostic-threads.\*

activelog tomcat/logs/\*.hprof

activelog tomcat/logs/localhost\*.log

**Cisco RIS Data Collector PerfMonLog**

activelog cm/log/ris/csv/PerfMon.csv

**Cisco CallManager**

activelog cm/trace/ccm/sdl/SDL.\*

activelog cm/trace/ccm/calllogs/calllogs\_.txt

activelog cm/trace/ccm/sdi/ccm.txt

**Event Viewer-Application Log**

activelog syslog/CiscoSyslog\*

activelog syslog/AlternateSyslog\*

**Event Viewer-System Log**

activelog syslog/messages\*

List of all the logs you can collect

**Cisco CallManager Cisco IP Phone Services**

activelog tomcat/logs/ccmcip/log4j/ccmcip.log

**Cisco WebDialer Web Service**

activelog tomcat/logs/webdialer/log4j/webdialer.log

activelog tomcat/logs/webdialer/log4j/webdialer\_CTIClient.txt

activelog tomcat/logs/webdialer/log4j/webdialer\_Security.txt

**Cisco CTL Provider**

activelog cm/trace/ctlprovider/sdi/ctlprovider.txt

**Cisco Change Credential Application**

activelog tomcat/logs/changecredential/log4j/changepin.log

**Cisco Extension Mobility Application**

activelog tomcat/logs/em/log4j/emapp.log

**Cisco CallManager SNMP Service**

activelog cm/trace/ccmmib/sdi/CcmMibAgent.txt

**Cisco Bulk Provisioning Service**

activelog cm/trace/bps/log4j/bps.log

**Cisco Certificate Authority Proxy Function**

activelog cm/trace/capf/sdi/capf.txt

**Cisco CAR Web Service**

activelog tomcat/logs/car/log4j/car.log

**SOAP - Diagnostic Portal Database Service**

activelog tomcat/logs/dp/log4j/dp.log

**Cisco CDR Repository Manager**

activelog cm/trace/cdrrep/log4j/cdrrepmgr.log

**Cisco CDR files on CM server**

activelog cm/cdr/

**Cisco Extended Functions**

activelog cm/trace/cef/sdi/cef.txt

**Cisco IP Voice Media Streaming App**

activelog cm/trace/cms/sdi/cms.txt

**Cisco Unified Mobile Voice Access Service**

activelog tomcat/logs/ccmivr/log4j/ccmivr.log

**Cisco Extended Functions Report**

activelog cm/log/cef/xml/qrt.xml

**Cisco CDR files on Publisher Processed**

activelog cm/cdr\_repository/processed/

**Cisco Messaging Interface**

activelog cm/trace/cmi/sdl

activelog cm/trace/cmi/sdi/csumi.txt

**Cisco Tftp**

activelog cm/trace/ctftp/sdi/ctftp.txt

**Cisco CDR Agent**

activelog cm/trace/cdragent/log4j/cdragent.log

**Cisco DHCP Monitor Service**

activelog cm/trace/dhcpmon/log4j/dhcpmon.log

**Cisco License Manager**

activelog cm/trace/licensing/log4j/licensing\*.log

activelog cm/trace/licensing/postinstall/log4j/licensepostinstall\*.log

activelog cm/trace/licensing/log4j/licenseclient\*.log

activelog tomcat/logs/licensing/log4j/licenseloader\*.log

**Cisco IP Manager Assistant**

activelog tomcat/logs/ipma/log4j/ipma\_ChangeLog.log

activelog tomcat/logs/ipma/log4j/service.log

activelog tomcat/logs/ipma/log4j/ipma\_CtiClient.log

activelog tomcat/logs/ipma/log4j/ipma\_Security.log

**Cisco Trust Verification Service**

activelog cm/trace/tvs/sdi/tvs.txt

**Cisco TAPS Service**

activelog cm/trace/taps/log4j/taps.log

activelog cm/log/taps/Taps

**Cisco CAR Scheduler**

activelog cm/trace/carsch/log4j/carsch.log

**Cisco CTIManager**

activelog cm/trace/cti/sdl/SDL.txt

activelog cm/trace/cti/sdi/cti.txt

**Cisco Dialed Number Analyzer**

activelog tomcat/logs/dna/Results

activelog tomcat/logs/dna/log4j/dna.log

**Cisco Extension Mobility**

activelog tomcat/logs/em/log4j/emservice.log

**Cisco CallManager**

activelog cm/trace/ccm/sdl/SDL.\*

activelog cm/trace/ccm/calllogs/calllogs\_.txt

activelog cm/trace/ccm/sdi/ccm.txt

**Cisco Dialed Number Analyzer Server**

**Cisco CAR DB**

**Cisco CCMUser Web Service**

activelog tomcat/logs/ccmuser/log4j/ccmuser.log

**Cisco SOAP Web Service**

activelog tomcat/logs/soap/csv/\*.csv

activelog tomcat/logs/soap/log4j/soap.log

**Cisco Role-based Security**

activelog tomcat/logs/rbs/log4j/rbsaccess.log

**Cisco RIS Data Collector**

activelog cm/trace/ris/sdi/ris.txt

**UDS - User Data Services**

activelog tomcat/logs/cucm-uds/log4j/cucm-uds.log

**Cisco Syslog Agent**

activelog cm/trace/syslogmib/sdi/syslogmib.txt

**Cisco Serviceability Reporter ServiceReport**

activelog cm/report/rtmtreporter/ServiceRep/

**Cisco AMC Service ServiceLog**

activelog cm/log/amc/ServiceLog/

**Cisco AMC Service PPRLog**

activelog cm/log/amc/PPRLog/

**Cisco DRF Local**

activelog platform/drf/trace/drfLA.log

**Cisco Corefile Recovery Tool**

activelog cm/trace/cfrt/cfrt.txt

**Cisco Unified OS Admin Web Service**

activelog tomcat/logs/cmplatform/log4j/cmplatform.log

**Cisco UXL Web Service**

activelog tomcat/logs/uxl/log4j/UXL.log

**Cisco Serviceability Reporter ServerReport**

activelog cm/report/rtmtreporter/ServerRep/

**Cisco Log Partition Monitoring Tool**

activelog cm/trace/lpm/sdi/lpm.txt

**Cisco DRF Master**

activelog platform/drf/trace/drfMA.log

activelog platform/drf/log/\*

**Cisco CCMRealm Web Service**

activelog tomcat/logs/ccmrealm/log4j/ccmrealm.log

**Cisco CCMService Web Service**

activelog tomcat/logs/ccmservice/log4j/ccmservice.log

**Cisco Unified OS Platform API**

activelog tomcat/logs/platform-api/log4j/platform-api.log

**Cisco GRT Communication Web Service**

activelog tomcat/logs/grt/log4j/grt.log

**Cisco Database Library Trace**

activelog cm/trace/dbl/sdi/dbl\*.log

**Cisco RTMT Web Service**

activelog tomcat/logs/rtmt/log4j/rtmt.log

**Cisco Database Installation Service**

activelog cm/trace/dbl/sdi/\*.sql.log

activelog cm/trace/dbl/sdi/installdb\*.log

activelog cm/trace/dbl/sdi/installdb\*.log.err

activelog cm/trace/dbl/sdi/\*.sql.log.err

**Cisco AMC Service AlertLog**

activelog cm/log/amc/AlertLog/

**Cisco AMC Service CallLog**

activelog cm/log/amc/CallLog/

**Cisco CCM NCS Web Library**

activelog tomcat/logs/ncs/log4j/ncs.log

**Cisco Serviceability Reporter DeviceReport**

activelog cm/report/rtmtreporter/DeviceRep/

**Cisco Informix Database Service**

activelog cm/log/informix/shmem\*

activelog cm/log/informix/\*.log

activelog cm/log/informix/\*.gz

activelog cm/log/informix/af\*

**Cisco WebDialerRedirector Web Service**

activelog tomcat/logs/redirector/log4j/redirector.log

**Cisco DirSync**

activelog cm/trace/dirsync/log4j/dirsync.log

**Cisco Database Notification Service**

activelog cm/trace/dbl/sdi/dbnotify\*

**Cisco AMC Service DeviceLog**

activelog cm/log/amc/DeviceLog/

**Cisco Stored Procedure Trace**

activelog cm/trace/dbl/sdi/spltrace\*

**Cisco Audit Event Service**

activelog cm/trace/auditlog/sdi/audittrace.txt

**Cisco Database Replicator Trace**

activelog cm/trace/dbl/sdi/replication\_scripts\_output.log

activelog cm/trace/dbl/sdi/startrpc.log

activelog cm/trace/dbl/dbl\_repl\*.log

activelog cm/trace/dbl/sdi/dblrpc.\*

**Cisco Serviceability Reporter**

activelog cm/trace/rtmtreporter/log4j/rtmtreporter.log

**Cisco Database Layer Monitor**

activelog cm/trace/dbl/sdi/dbmon.txt

activelog cm/trace/dbl/sdi/.csv

**Cisco AXL Web Service**

activelog tomcat/logs/axl/log4j/axl.log

**Cisco Audio Translator App**

activelog cm/trace/cms/sdi/at.txt

**Cisco Unified Reporting Web Service**

activelog tomcat/logs/cucreports/log4j/cucreports.log

**Cisco Abort Transaction Spooling**

activelog cm/log/informix/ats/\*.\*

**Cisco Database Cli Output**

activelog cm/trace/dbl/\*.tar

activelog cm/trace/dbl/\*.csv

activelog cm/trace/dbl/\*.out

**Cisco Common User Interface**

activelog tomcat/logs/cui/log4j/cui.log

**Cisco RisBean Library**

activelog tomcat/logs/risbean/log4j/risbean.log

**Cisco Serviceability Reporter PPRReport**

activelog cm/report/rtmtreporter/PerformanceRep/

**Cisco CCMAdmin Web Service**

activelog tomcat/logs/ccmadmin/log4j/ccmadmin.log

**Cisco CDP**

activelog cm/trace/cdp/sdi/cdpd.txt

**Cisco RIS Data Collector PerfMonLog**

activelog cm/log/ris/csv/PerfMon.csv

**Cisco AMC Service**

activelog cm/trace/amc/log4j/amc.log

**Cisco Row Information Spooling**

activelog cm/log/informix/ris/\*.\*

**Cisco Serviceability Reporter CallActivitiesReport**

activelog cm/report/rtmtreporter/CallActivitiesRep/

**Cisco Tomcat Stats Servlet**

activelog tomcat/logs/tomcatstats/log4j/tomcatstats.log

**Cisco Trace Collection Service**

activelog cm/trace/tct/log4j/tct.log

**Cisco CCM DBL Web Library**

activelog tomcat/logs/dbl/log4j/dbl.log

**Cisco Serviceability Reporter AlertReport**

activelog cm/report/rtmtreporter/AlertRep/

**Cisco CCM PD Web Service**

activelog tomcat/logs/pd/log4j/pd.log

**Cisco CDP Agent**

activelog cm/trace/cdpmib/sdi/CdpMIBSubAgtLog.txt

**Cisco SOAPMessage Service**

activelog tomcat/logs/soapmessage/log4j/soapmessage.log

**Cisco AMC Service ServerLog**

activelog cm/log/amc/ServerLog/

**Cisco Log4jinit Servlet**

activelog tomcat/logs/log4jinit/log4j/log4jinit.log

**A Cisco DB**

**A Cisco DB Replicator**

**SNMP Master Agent**

activelog platform/snmp/snmpdm/\*.\*

**MIB2 Agent**

activelog platform/snmp/mib2agt/\*.\*

**Host Resources Agent**

activelog platform/snmp/hostagt/\*.\*

**System Application Agent**

activelog platform/snmp/sappagt/\*.\*

**Cisco Certificate Expiry Monitor**

**Cisco Certificate Change Notification**

**Cisco Tomcat**

activelog tomcat/logs/catalina\*.\*

activelog tomcat/logs/host-manager.\*

activelog tomcat/logs/admin.\*

activelog tomcat/logs/diagnostic-memory.\*

activelog tomcat/logs/diagnostic-info.\*

activelog tomcat/logs/localhost\_access\*.txt

activelog tomcat/logs/manager.\*

activelog tomcat/logs/diagnostic-threads.\*

activelog tomcat/logs/\*.hprof

activelog tomcat/logs/localhost\*.log

**Prog Logs**

activelog cm/trace/ccm/Proglogs/\*.\*

activelog cm/trace/cti/Proglogs/\*.\*

**Service Manager**

activelog platform/log/servm\*.log

**Event Viewer-Application Log**

activelog syslog/CiscoSyslog\*

activelog syslog/AlternateSyslog\*

**Event Viewer-System Log**

activelog syslog/messages\*

**Boot Logs**

activelog syslog/boot.\*

**Install and Upgrade Logs**

install \*.log

**Security Logs**

activelog syslog/secure.\*

**Cisco Security Agent**

activelog syslog/securitylog\*.\*

activelog syslog/csalog\*.\*

**Cisco Tomcat Security Logs**

activelog tomcat/logs/security/log4j/security\*.\*

**IPT Platform GUI Logs**

activelog tomcat/logs/iptplatform/log4j/iptplatform\*.\*

**IPT Platform CertMgr Logs**

activelog platform/log/certMgmt\*.log

**IPT Platform IPSecMgmt Logs**

activelog platform/log/ipsecMgmt\*.log

**IPT Platform Cluster Manager Logs**

activelog platform/log/clustermgr\*

**IPT Platform CLI Logs**

activelog platform/log/cli\*.log

activelog platform/log/dbl\*.log

**IPT Platform CLI Created Reports**

activelog platform/log/SystemReport-\*.tgz

activelog platform/log/platformConfig-\*.tar

activelog syslog/csa-diagnostics.tar.gz

**Packet Capture Logs**

activelog platform/cli/\*.cap

**IPT Platform RemoteSupport Logs**

activelog platform/log/getflag\*

activelog platform/log/create\*

activelog platform/log/remote\*

activelog platform/log/display\*

activelog platform/log/decoder\*

**IPT Platform Cert Monitor Logs**

activelog platform/log/certm\*.log

**Install File Signing**

activelog platform/log/authenticate\*.\*

**CMA Healthd**

**Spooler Logs**

activelog syslog/spooler.\*

**Mgetty Logs**

activelog mgetty/mgetty\*.\*

**Mail Logs**

activelog syslog/maillog.\*

**Cron Logs**

activelog syslog/cron.\*

**SAR Logs**

activelog sa/sar\*

**NTP Logs**

activelog syslog/sd\_ntp.\*

activelog syslog/ntp\_one\_shot.\*

activelog syslog/ntp\_stop.\*

activelog syslog/ntpd.\*

activelog syslog/ntp\_start.\*

activelog syslog/ntp\_validate\_servers.\*

**Cisco Audit Logs**

activelog audit/informixauditlogs/\*.\*

activelog audit/AuditApp/\*.\*

activelog audit/vos/\*.\*

**Netdump Logs**

activelog crash/magic/\*.\*

**Admin Sftp Backup**

/common/adminsftp/backup/\*.\*

note: only accessible with 'utils disaster\_recovery' commands

**Admin Sftp License**

/common/adminsftp/license/\*.\*

note: only accessible with 'utils disaster\_recovery' commands

**Admin Sftp Restore**

/common/adminsftp/restore/\*.\*

note: only accessible with 'utils disaster\_recovery' commands

**Admin Sftp Upgrade**

/common/adminsftp/upgrade/\*.\*

note: only accessible with 'utils disaster\_recovery' commands

**TLC Temp Logs**

/common/adminsftp/log/\*.\*

note: only accessible with 'utils disaster\_recovery' commands

**Cisco ControlCenter CLI**

activelog cm/trace/ccmservice/log4j/ccmservice.log