

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 , In those scenarios 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
```

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

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: /

.....

.....

.....

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

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.*

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

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

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

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

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

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

Event Viewer-Application Log

activelog syslog/CiscoSyslog*

activelog syslog/AlternateSyslog*

Event Viewer-System Log

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

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

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

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

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

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

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

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

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

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/

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

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

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

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

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

```
activelog cm/trace/cmi/sdl
```

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

Cisco Tftp

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

Cisco CDR Agent

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

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

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

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

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

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

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

activelog cm/log/taps/Taps

Cisco CAR Scheduler

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

Cisco CTIManager

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

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

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

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

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

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

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

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

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

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

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

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

activelog cm/log/amc/ServiceLog/

Cisco AMC Service PPRLog

activelog cm/log/amc/PPRLog/

Cisco DRF Local

activelog platform/drf/trace/drfLA.log

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

Cisco Corefile Recovery Tool

activelog cm/trace/cfrr/cfrr.txt

Cisco Unified OS Admin Web Service

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

Cisco UXL Web Service

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

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

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

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

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

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

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

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

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

```
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

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

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/

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

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

Postings may contain unverified user-created content and change frequently. The content is provided as-is and is not warranted by Cisco.

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

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*

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

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

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

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.*

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

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

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

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

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

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
```

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

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

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

activelog cm/report/rmtreporter/PerformanceRep/

Cisco CCMAAdmin Web Service

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

Cisco CDP

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

Cisco RIS Data Collector PerfMonLog

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

```
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/*.*
```

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

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

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

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

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

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

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

activelog cm/log/amc/ServerLog/

Cisco Log4jinit Servlet

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

A Cisco DB

A Cisco DB Replicator

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

SNMP Master Agent

activelog platform/snmp/snmpdm/*.*

MIB2 Agent

activelog platform/snmp/mib2agt/*.*

Host Resources Agent

activelog platform/snmp/hostagt/*.*

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

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

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

```
activelog tomcat/logs/manager.*
```

```
activelog tomcat/logs/diagnostic-threads.*
```

```
activelog tomcat/logs/*.hprof
```

```
activelog tomcat/logs/localhost*.log
```

Prog Logs

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

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

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

Service Manager

```
activelog platform/log/servm*.log
```

Event Viewer-Application Log

```
activelog syslog/CiscoSyslog*
```

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

activelog syslog/AlternateSyslog*

Event Viewer-System Log

activelog syslog/messages*

Boot Logs

activelog syslog/boot.*

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

Install and Upgrade Logs

install *.log

Security Logs

activelog syslog/secure.*

Cisco Security Agent

activelog syslog/securitylog*.*

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

```
activelog syslog/csalog*.*
```

Cisco Tomcat Security Logs

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

IPT Platform GUI Logs

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

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

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*

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

IPT Platform CLI Logs

activelog platform/log/cli*.log

activelog platform/log/dbl*.log

IPT Platform CLI Created Reports

activelog platform/log/SystemReport-*.tgz

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

```
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*
```


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

activelog platform/log/create*

activelog platform/log/remote*

activelog platform/log/display*

activelog platform/log/decoder*

IPT Platform Cert Monitor Logs

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

activelog platform/log/certm*.log

Install File Signing

activelog platform/log/authenticate*.*

CMA Healthd

Spooler Logs

activelog syslog/spooler.*

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

Mgetty Logs

```
activelog mgetty/mgetty*.*
```

Mail Logs

```
activelog syslog/maillog.*
```

Cron Logs

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

activelog syslog/cron.*

SAR Logs

activelog sa/sar*

NTP Logs

activelog syslog/sd_ntp.*

activelog syslog/ntp_one_shot.*

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

```
activelog syslog/ntp_stop.*
```

```
activelog syslog/ntpd.*
```

```
activelog syslog/ntp_start.*
```

```
activelog syslog/ntp_validate_servers.*
```

Cisco Audit Logs

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

```
activelog audit/informixauditlogs/*.*
```

```
activelog audit/AuditApp/*.*
```

```
activelog audit/vos/*.*
```

Netdump Logs

```
activelog crash/magic/*.*
```

Admin Sftp Backup

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

`/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

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

TLC Temp Logs

/common/adminsftp/log/*.*

note: only accessible with 'utils disaster_recovery' commands

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.

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

You need following

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

Putty client

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Please wait while the system is gathering files info ...done.
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Sub-directories were not traversed.
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```
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```

```
Total size in Bytes: 177355139
```

```
Total size in Kbytes: 173198.38
```

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

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

SFTP server IP: 192.168.254.35

SFTP server port [22]:

User ID: cisco

Password: ****

Download directory: /

.....

.....

.....

Transfer completed.

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

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activelog tomcat/logs/diagnostic-memory.*

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

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

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

Cisco RIS Data Collector PerfMonLog

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

Cisco CallManager

```
activelog cm/trace/ccm/sdi/SDL.*
```

```
activelog cm/trace/ccm/calllogs/calllogs_.txt
```

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

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

Event Viewer-Application Log

activelog syslog/CiscoSyslog*

activelog syslog/AlternateSyslog*

Event Viewer-System Log

activelog syslog/messages*

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

List of all the logs you can collect

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Cisco WebDialer Web Service

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

activelog tomcat/logs/webdialer/log4j/webdialer_CTIClient.txt

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

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

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

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

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

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

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

```
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

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

```
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
```

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

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
```

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

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

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

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
```


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

activelog tomcat/logs/licensing/log4j/licensesloader*.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

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

```
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
```

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

Cisco CAR Scheduler

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

Cisco CTIManager

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

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

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

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

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

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

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

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

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

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

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

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/

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

Cisco AMC Service PPRLog

```
activelog cm/log/amc/PPRLog/
```

Cisco DRF Local

```
activelog platform/drf/trace/drfLA.log
```

Cisco Corefile Recovery Tool

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

activelog cm/trace/cfrr/cfrr.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

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

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

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

activelog platform/dfp/log/*

Cisco CCMRealm Web Service

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

Cisco CCMService Web Service

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

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

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

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

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

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

```
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/
```

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

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

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

```
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
```

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

Cisco DirSync

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

Cisco Database Notification Service

activelog cm/trace/dbl/sdi/dbnotify*

Cisco AMC Service DeviceLog

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

```
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

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

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

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

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

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

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

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

```
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

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

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

Cisco RisBean Library

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

Cisco Serviceability Reporter PPRReport

activelog cm/report/rmtreporter/PerformanceRep/

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

Cisco CCMAAdmin 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

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

Cisco AMC Service

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

Cisco Row Information Spooling

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

Cisco Serviceability Reporter CallActivitiesReport

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

activelog cm/report/rmtreporter/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

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

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

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

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/

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

Cisco Log4jinit Servlet

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

A Cisco DB

A Cisco DB Replicator

SNMP Master Agent

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

activelog platform/snmp/snmpdm/*.*

MIB2 Agent

activelog platform/snmp/mib2agt/*.*

Host Resources Agent

activelog platform/snmp/hostagt/*.*

System Application Agent

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

activelog platform/snmp/sappagt/*.*

Cisco Certificate Expiry Monitor

Cisco Certificate Change Notification

Cisco Tomcat

activelog tomcat/logs/catalina*.*

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

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.*

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

activelog tomcat/logs/diagnostic-threads.*

activelog tomcat/logs/*.hprof

activelog tomcat/logs/localhost*.log

Prog Logs

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

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

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

Service Manager

```
activelog platform/log/servm*.log
```

Event Viewer-Application Log

```
activelog syslog/CiscoSyslog*
```

```
activelog syslog/AlternateSyslog*
```

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

Event Viewer-System Log

activelog syslog/messages*

Boot Logs

activelog syslog/boot.*

Install and Upgrade Logs

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

```
install *.log
```

Security Logs

```
activelog syslog/secure.*
```

Cisco Security Agent

```
activelog syslog/securitylog*.*
```

```
activelog syslog/csalog*.*
```

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

Cisco Tomcat Security Logs

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

IPT Platform GUI Logs

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

IPT Platform CertMgr Logs

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

```
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

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

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

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

```
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*
```

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

activelog platform/log/remote*

activelog platform/log/display*

activelog platform/log/decoder*

IPT Platform Cert Monitor Logs

activelog platform/log/certm*.log

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

Install File Signing

activelog platform/log/authenticate*.*

CMA Healthd

Spooler Logs

activelog syslog/spooler.*

Mgetty Logs

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

activelog mgetty/mgetty*. *

Mail Logs

activelog syslog/mailllog.*

Cron Logs

activelog syslog/cron.*

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

SAR Logs

activelog sa/sar*

NTP Logs

activelog syslog/sd_ntp.*

activelog syslog/ntp_one_shot.*

activelog syslog/ntp_stop.*

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

```
activelog syslog/ntpd.*
```

```
activelog syslog/ntp_start.*
```

```
activelog syslog/ntp_validate_servers.*
```

Cisco Audit Logs

```
activelog audit/informixauditlogs/*.*
```

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

```
activelog audit/AuditApp/*.*
```

```
activelog audit/vos/*.*
```

Netdump Logs

```
activelog crash/magic/*.*
```

Admin Sftp Backup

```
/common/adminsftp/backup/*.*
```

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

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

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

```
/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

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

```
/common/adminsftp/log/*.*
```

note: only accessible with 'utils disaster_recovery' commands

Cisco ControlCenter CLI

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

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

Cisco ControlCenter CLI

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