

TIPSYCOLLAB.COM

5 TIPS TO CISCO COLLAB DOMINATION!

That You Didn't Know About

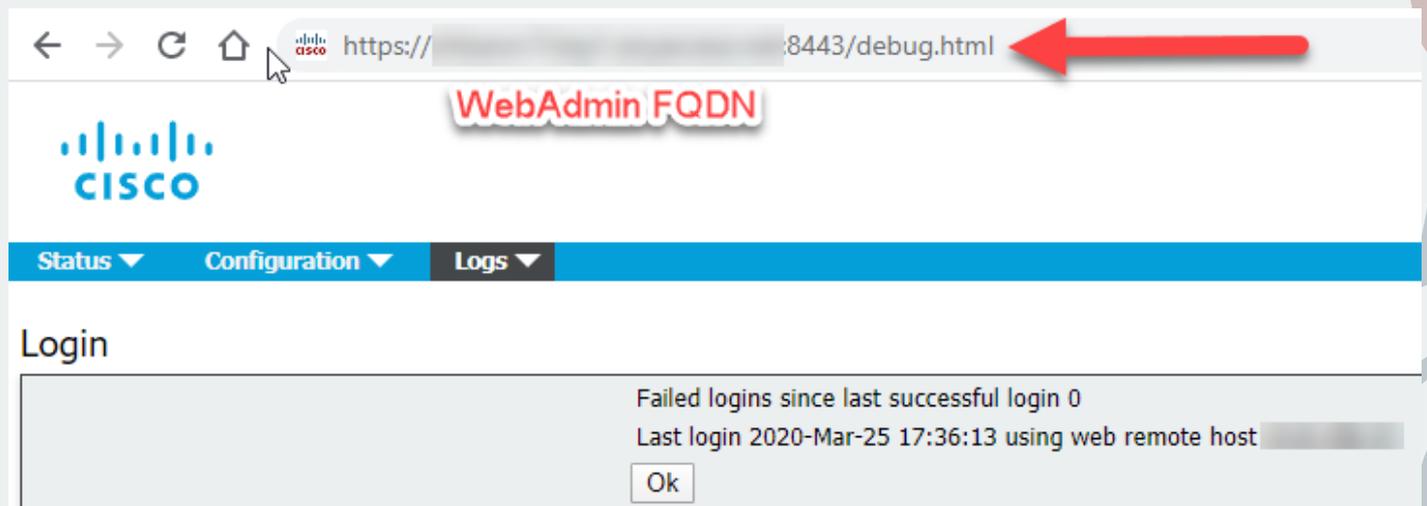
PREPARED BY: MACIEJ WILK



1. DEBUG PAGE ON CMS

This is one of those hidden pages you should not know about but it's very useful when troubleshooting CMS.

How do you get there? Easy - login to CMS WebAdmin as you would normally do and then navigate to /debug.html:



← → ↻ 🏠  https://[redacted]:8443/debug.html

WebAdmin FQDN

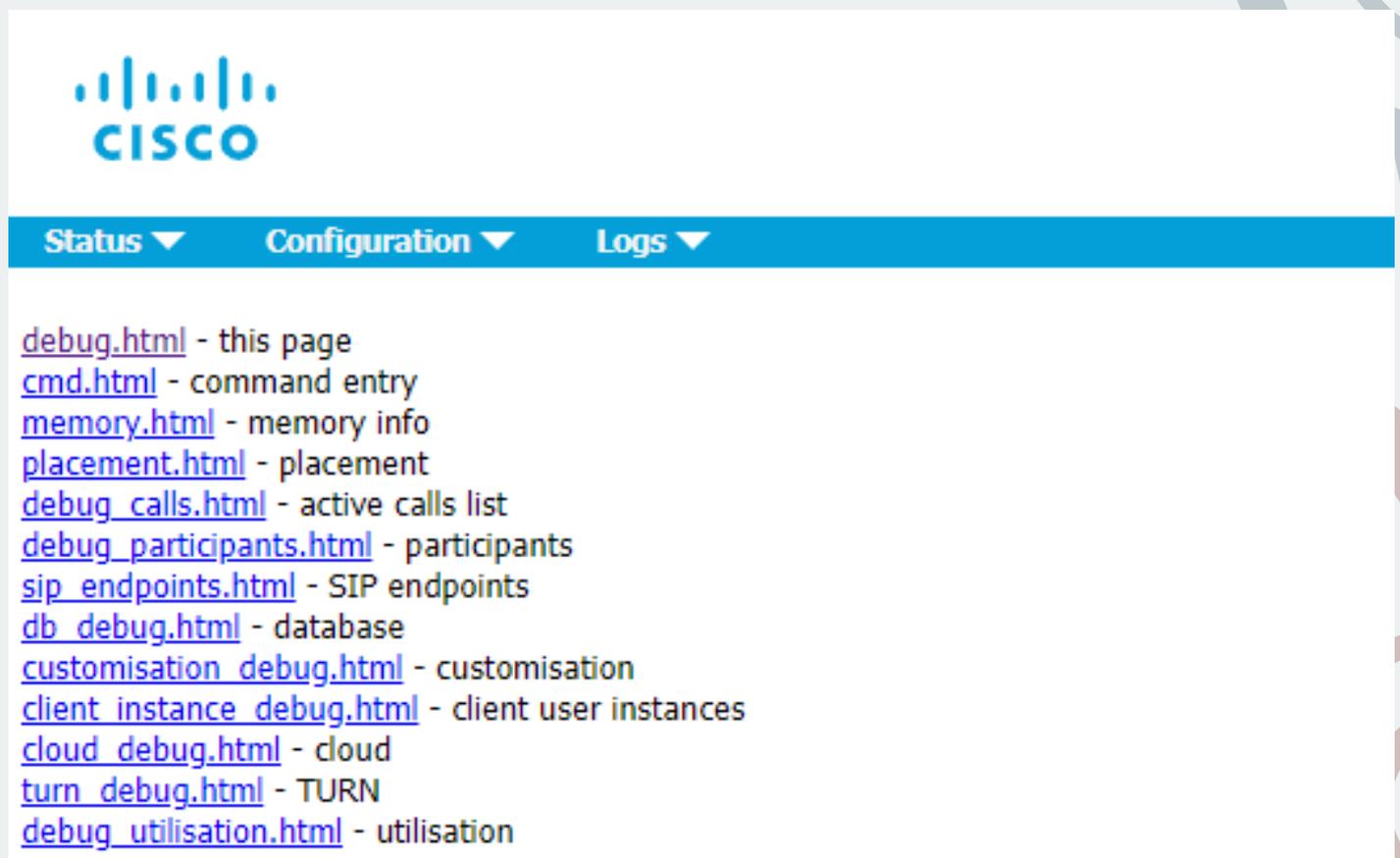


Status ▾ Configuration ▾ **Logs ▾**

Login

Failed logins since last successful login 0
Last login 2020-Mar-25 17:36:13 using web remote host [redacted]

Ok





Status ▾ Configuration ▾ Logs ▾

- [debug.html](#) - this page
- [cmd.html](#) - command entry
- [memory.html](#) - memory info
- [placement.html](#) - placement
- [debug_calls.html](#) - active calls list
- [debug_participants.html](#) - participants
- [sip_endpoints.html](#) - SIP endpoints
- [db_debug.html](#) - database
- [customisation_debug.html](#) - customisation
- [client_instance_debug.html](#) - client user instances
- [cloud_debug.html](#) - cloud
- [turn_debug.html](#) - TURN
- [debug_utilisation.html](#) - utilisation

2. EXPERIMENTAL MENU ON EXPRESSWAY

Another hidden one with quite handy information.

Login to Expressway and navigate to /setaccess, this time you need to provide the super secret password "qwertysys":

← → ↻ 🏠 🔒 /setaccess

CISCO Cisco Expressway-C

Status System Configuration Applications Users Maintenance

Set access

DISCLAIMER

WARNING Enabling this feature will provide access to a number of experimental tools on the web interface. production system. Use of this feature will be at your own risk.

Access to experimental tools

Access password

Enable access

CISCO Cisco Expressway-C

Status System Configuration Applications Users Maintenance **Experimental**

Set access

DISCLAIMER

WARNING

Access to experimental tools

Status

Disable access

- Set access**
- API
- Developer log
- Hybrid Services Log
- Network Graph
- Rate limits
- Command reference
- X Commands
- CUCM/CUPS Proxy
- Toggle Symphony
- Provisioning Logging
- View SIP Transport Status
- Cluster view
- Certificate Information
- Ciphers
- Directory policy
- B2BUA Dial

3. LIVE LOGS FROM CALLMANGER

What do you normally do when you need to analyze CallManager logs? RTMT, right?

If you only want to have a quick look or you simply need to do it fast, here's a cool tip.

Login to the CallManager CLI and execute the following command:

```
file tail activelog cm/trace/ccm/sdl recent
```

You'll immediately start getting tons of logs so it's also useful to log the session in putty for example.

Here's an example how it looks like:

```
admin:file tail activelog cm/trace/ccm/sdl recent
84602814.010 |18:07:25.862 |AppInfo |checked maintenance Time is = 00:00
84602814.011 |18:07:25.862 |AppInfo |CcmCmdbHelper::getConfigGivenProcessnodeParamnameService
84602815.000 |18:07:25.862 |SdlSig |SIPRegisterResp |wait
84602815.001 |18:07:25.862 |AppInfo |//SIP/SIPHandler/ccbId=0/scbId=0/wait_SIPRegisterResp: +++++ De
84602815.002 |18:07:25.862 |AppInfo |//SIP/Stack/Info/0x0/ccsip_process_sipspi_queue_event: ccsip_spi
84602815.003 |18:07:25.862 |AppInfo |//SIP/Stack/Info/0x0xd6d44f58/sipSPISendResponse: Associated con
84602815.004 |18:07:25.862 |AppInfo |//SIP/Stack/Transport/0x0xd6d44f58/sipSPISendResponse: Sending R
84602815.005 |18:07:25.862 |AppInfo |//SIP/Stack/Transport/0x0xd6d44f58/sipSPITransportSendMessage: m
84602815.006 |18:07:25.862 |AppInfo |//SIP/Stack/Transport/0x0/sipInstanceGetConnectionId: gcb=0xd6d4
84602815.007 |18:07:25.862 |AppInfo |//SIP/Stack/Transport/0x0xd6d44f58/sipTransportLogicSendMsg: Con
84602815.008 |18:07:25.862 |AppInfo |//SIP/Stack/Transport/0x0xd6d44f58/sipTransportPostSendMessage:
84602815.009 |18:07:25.862 |AppInfo |//SIP/Stack/Info/0x0xd6d44f58/sipSPIFlushEventBufferQueue: There
84602815.010 |18:07:25.862 |AppInfo |//SIP/Stack/Transport/0x0/sipConnectionManagerUnregisterCtxtInCo
84602815.011 |18:07:25.862 |AppInfo |//SIP/Stack/Info/0x0xd6d44f58/sipSPIUfreeOneCCB: Freeing ccb d6d
84602815.012 |18:07:25.862 |AppInfo |//SIP/Stack/Transport/0x0/sipSPITransportSendMessage: gcb has cl
84602816.000 |18:07:25.862 |SdlSig |SIPSPISignal |wait
84602817.000 |18:07:25.862 |SdlSig |SdlWriteReq |active
84602817.001 |18:07:25.862 |AppInfo |SIPSocketProtocol(2,100,247,45889)::handleWriteComplete
84602818.000 |18:07:25.867 |AppInfo |SIPSocketProtocol(2,100,247,42034)::handleReadComplete send SdlR
84602819.000 |18:07:25.867 |SdlSig |SdlReadRsp |wait
84602819.001 |18:07:25.867 |AppInfo |SIPTcp - SdlRead bufferLen=1057
84602819.002 |18:07:25.867 |AppInfo |SIPTcp - message cache full.
```

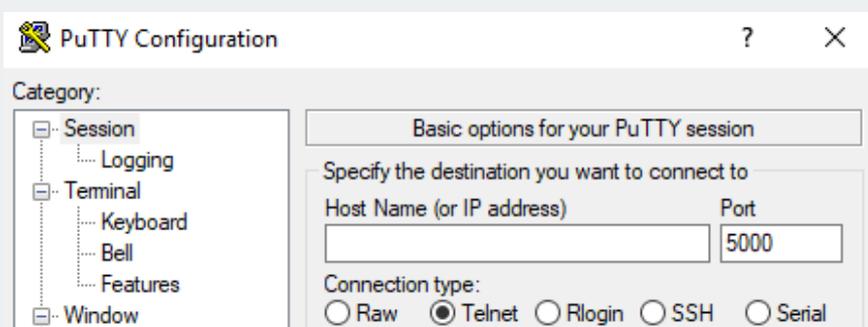
4. QUICK CALL DEBUG FOR UNITY CONNECTION

Again, quick troubleshooting tip if you don't really want to pull up RTMT, maybe you don't even have it on the PC you're troubleshooting from. To avoid the hassle of downloading it, installing, fighting with Java just to open up the Port Monitor, here's what you can do instead.

In Unity Connection Administration navigate to Advanced -> Conversations and scroll down to the bottom. Put in your PC or Server IP address and check to enable the Remote Port Status Monitor:



You can then open up putty or anything else that allows you to telnet (not SSH!), make sure to change the port to 5000:



You'll get an output similar to the following once a call lands on Unity Connection:

```
CallData, 4, CallerId=wilq@tipsycollab.com, CalledId=<VM Pilot Number>, RedirectingId=, AltRedirectingId=,
Application, 4, wilq@tipsycollab.com, AttemptSignIn
State, 4, wilq@tipsycollab.com, State - AttemptSignIn.cde!Dummy
State, 4, wilq@tipsycollab.com, Event is [NULL]
Application, 4, wilq@tipsycollab.com, SubSignIn
Display, 4, wilq@tipsycollab.com, Subscriber Sign-In
State, 4, wilq@tipsycollab.com, State - SubSignIn.cde!AnswerPhone
State, 4, wilq@tipsycollab.com, Event is [TrueEvent]
State, 4, wilq@tipsycollab.com, State - SubSignIn.cde!AuthenticateUser
Application, 4, wilq@tipsycollab.com, -->SubAuthenticate
State, 4, wilq@tipsycollab.com, State - SubAuthenticate.cde!TryCounter
State, 4, wilq@tipsycollab.com, Event is [NULL]
State, 4, wilq@tipsycollab.com, State - SubAuthenticate.cde!GatherID
State, 4, wilq@tipsycollab.com, Event is [FalseEvent]
State, 4, wilq@tipsycollab.com, State - SubAuthenticate.cde!LoadSubscriberMinimalData
State, 4, wilq@tipsycollab.com, Event is [NULL]
State, 4, wilq@tipsycollab.com, State - SubAuthenticate.cde!GatherPIN
Application, 4, wilq@tipsycollab.com, -->SubAuthenticatePW
State, 4, wilq@tipsycollab.com, State - SubAuthenticatePW.cde!ValidatePwd
Display, 4, wilq@tipsycollab.com, Subscriber sign-in failed. Alias - wilq. Extension - <Extension>. Caller
State, 4, wilq@tipsycollab.com, Event is [FalseEvent]
Application, 4, wilq@tipsycollab.com, <--SubAuthenticatePW
State, 4, wilq@tipsycollab.com, Event is [FalseEvent]
State, 4, wilq@tipsycollab.com, State - SubAuthenticate.cde!TryCounter
State, 4, wilq@tipsycollab.com, Event is [NULL]
State, 4, wilq@tipsycollab.com, State - SubAuthenticate.cde!GatherID
State, 4, wilq@tipsycollab.com, Event is [HangupEvent]
Application, 4, wilq@tipsycollab.com, <--SubAuthenticate
State, 4, wilq@tipsycollab.com, Event is [HangupEvent]
State, 4, wilq@tipsycollab.com, State - SubSignIn.cde!HangupThePhone
State, 4, wilq@tipsycollab.com, Event is [HangupEvent]
Display, 4, wilq@tipsycollab.com, Idle
```

5. MUST HAVE LOGGING FOR CUBE

Ever wanted to know a solution for an issue on CUBE before even enabling logging?

This command allows you to achieve exactly this in many scenarios, needs to be configured in global config mode (conf t):

```
voice iec syslog
```

Here's an example:

```
Feb 11 01:42:57.371: %VOICE_IEC-3-GW: Application Framework Core:  
Internal Error (Toll fraud call rejected): IEC=1.1.228.3.31.0 on  
callID 288 GUID=DB3F10AC619711DCA7618593A790099E
```

You immediately see you should probably have a look under voice service voip at your ip address trusted list config.

And if you're curious to know what the IEC value means exactly, issue the following command:

```
wilqsbc01#show voice iec description 1.1.228.3.31.0  
IEC Version: 1  
Entity: 1 (Gateway)  
Category: 228 (User is denied access to this service)  
Subsystem: 3 (Application Framework Core)  
Error: 31 (Toll fraud call rejected)  
Diagnostic Code: 0
```

WANT TO KNOW MORE ?

Get in touch at wilq@tipsycollab.com.
I'm replying to all emails.

Make sure to check your inbox from time to time, I'll be sending other useful tips and valuable information related to Collaboration.

Thanks for taking the time to read this far!
I hope you'll find these tips useful in your day to day job.

