

ةسسؤم ةئيب يف ماهملا هيچوت ثادحأ بقعت لاصتالا زكرم

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ةمدقملا

ةسسؤم ةئيب يف ليكوىل اوهيچوت متي ةديج ةمهمل لئاسرلا قفدت دنتسملا اذه فصى
لاصتالا زكرم.

ةيساسألا تابلطتملا

تابلطتملا

ةيلاتل عيضاوملاب ةفرعم لكيدل نوكت ناب Cisco ي صوت:

- Cisco نم (CCP) ءالمعل نواعتل يساسألا ماظنلا
- Cisco Finesse
- Cisco نم (PCCE) ةعمجملا لاصتالا زكارم تاسسؤم لولح
- Cisco (UCCE) نم ةدحوملا لاصتالا زكارم تاسسؤم لولح

ةمدختسملا تانوكملا

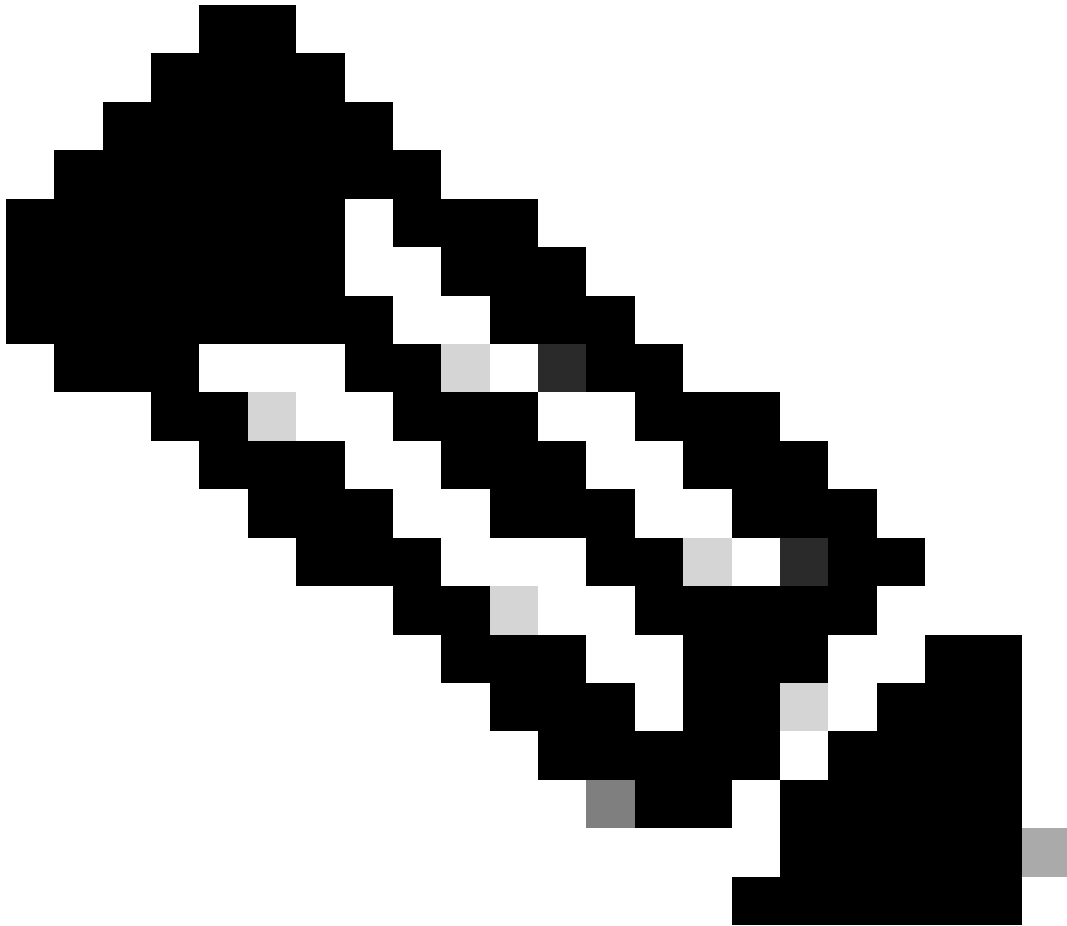
ةيلاتل ةيداملا تانوكملا اوجماربل تارادصا يل دنتسملا اذه يف ةدراولا تامولعملا دنتست:

- 12.6(1) رادصإلا ICM: رادصإ
- 12.6(1) رادصإلا، Finesse
- 12.5(1) SU1 رادصإلا CCP

ةصاخ ةي لم عم ةئي ب ي ف ةدوجوم ل ةزهجال نم دنن سمل اذ ه ي ف ةدراول ا تامول عمل اءاشن ا م ت
ت ن ا ك ا ذ ا . (ي ض ا ر ت ف ا) حوس م م ن ي و ك ت ب دنن سمل اذ ه ي ف ةمدخت سمل ا ةزهجال ا عي م ج ت ا د ب
ر م ا ي ا ل لم ت ح م ل ا ر ي ث ا ت ل ل ك م ه ف ن م د ك ا ت ف ، ل ي غ ش ت ل ا د ي ق ك ت ك ب ش

ةبول طم ل ا ت ا ل ج س ل ا

- CCP Public Rest API (CCBU-CCPPUBLICAPPS)
- CCP REST API (CCBU-CCPAPI)
- CCP Runtime (CCBU-Runtime)
- ب ت ك م ل ا ح ط س ل Finesse ب ي و ت ا م د خ
- م د ا خ ICM CTI (ctisvr)
- PIM ICM طئ اس و ه ي ج و ت ل (MR PIM)
- ICM (RTR) ه ج و م



ةظ ح ا ل م :

- م ق ، WebServices ل ج س ي ف ةدوجوم ل ا م ا ه م ل ل ي ل ي ص ف ت ل ا ع ب ت ت ل ا ل ج ا ن م
Utile : ر م ا ل ا م ا د خ ت س ا ب Finesse WebServices ل خ ا د ي ل ع ا ع ب ت ت ي و ت س م ن ي ك م ت ب

لئاسرلل طيسب قفدت

1. MR PG لى NEW_TASK ثدح لاسراب ةيجراخ ةهج نم تاونقلا ددعتم قيبطت موقوي.
 2. مقرلا مادختساب هجوملا لى "هيجوت" بلط لسري و اذه NEW_TASK بلط MR PG كلهتسي. هنيوكت مت يذلا (DN) بولطملا
 3. لماع ديدحت مت و نرتقملا يصنلا جمانربلا ليغشتب هجوملا موقوي، DN لى اذانتسا. رفوتم.
 4. لىل عءانب؛ PGs' OPC لىل عملا لىل DEVICE_TARGET_PRE_CALL_IND ك لذ دعب هجوملا لسري. ةزوجم ةلاح ي لىل عملا عوضوب CiscoVR موقوي، ك لذ
 - MR PG لىل لاصتات لاسر اضيأ هجوملا لسري، هسفن تقولا ي ف.
 5. قيبطتلا لىل DO_THIS_WITH_TASK ثدح نآلا MR PG لسري.
 6. لىل عمةم ضرع مت هنأ لىل ارشم، CTISVR لىل OFFER_TASK_IND قيبطتلا لسري. لىل عملا
 - لىل كولا زجج مت هنأ دكؤت OFFER_TASK_EVENT ةلاسر ctisvr لسري، ك لذل ةباجتسا لىل عملا ةدحمل ةمهملا ةجلاعمل ددحمل
 7. أدب دق لىل كولا نأ لىل ريشي لىل عملا لىل START_TASK_IND قيبطتلا لسري، ك لذ دعب. ي ف أدب دق ددحمل لىل كولا نأ START_TASK_EVENT دىكأتب ىرخأ ةرم Ctisvr بيجتسي. ةمهملا ةجلاعمل.
 8. لىل ACTIVE لىل "لىل كولا" ةلاح شي ددحتب رايخلا موقوي، اذه START_TASK_IND ثدح ةجلاعمل ءانثأ. MRD ةطشن ةسلا و لىل ءاوت و لىل ريغ.
 9. لىل ريشت لىل عملا ةطساوب END_TASK_IND ةلاسر لىل قلىل متي، ةسلا لىل ءاهتنا درجمب. ك لذل ةباجتسا لىل END_TASK_EVENT ةلاسر لىل لىل متي، ةمهملا ءاهتنا
- (MRD) ةيتوصلال ريغ طئاسولا هيجوت تالاجمل لىل كولا تالاج
- زهاج ريغ ةلاح ي ف هنكلو، MRD لىل لىل عملا لوخد لىل جست مت - زهاج ريغ
 - دادعتسالال ةلاح ي ف وهو، MRD لىل لىل عملا لوخد لىل جست مت - طشن ريغ
 - لىل كولا لىل ةمهملا ميقوت متي - زوجم
 - ةمهملا ةجلاعمل ي ف طشن لكش ب لىل كولا كراشو ةمهملا لوبق مت - ACTIVE

رفيتيس

<#root>

Agent is logged into Finesse and is in the ready status for Task Management:

08:54:27:874 cg3A-ctisvr Trace: AGENT_EVENT: ID=1080 Periph=5000 Ext=1080 Inst=1080 Sig=Finesse UniqueI
08:54:34:531 cg3A-ctisvr Trace: AGENT_EVENT: ID=1080 Periph=5000 Ext=1080 Inst=1080 Sig=Finesse UniqueI

CCBU-CCPPUBLICAPPS

<#root>

CCPPublicapps submits a SocialContact Create Request to CCBU-Runtime for a new task:

0000000078: 192.168.1.1: Jan 30 2024 08:55:49.233 -0500: %CCBU__CCPPUBLICAPPS-6-REQUEST_INITIATED: %[De
0000000011: 192.168.1.1: Jan 30 2024 08:55:49.235 -0500: %CCBU_____CCPAPI-6-CREATE_SOCIAL_CONTACT: %

CCBU-Runtime

<#root>

CCBU-Runtime receives the request to create a SocialContact for a new task:

0000000056: 192.168.1.1: Jan 30 2024 08:55:49.243 -0500: %CCBU_____FEEDS-6-MSG_INCOMING_FROM_BUS: %
0000000057: 192.168.1.1: Jan 30 2024 08:55:49.246 -0500: %CCBU_____FEEDS-6-CREATE_SOCIAL_CONTACT: %

CCBU-Runtime

<#root>

SocialContact is created and a SocialContactID is generated:

In this step, note down the the SocialContactID and use it to track the task through the rest of the lo

0000000062: 192.168.1.1: Jan 30 2024 08:55:49.272 -0500: %CCBU_____FEEDS-6-SOCIAL_CONTACT_CREATED: %
0000000063: 192.168.1.1: Jan 30 2024 08:55:49.273 -0500: %CCBU_____FEEDS-6-SOCIAL_CONTACT_PROCESSO
0000000064: 192.168.1.1: Jan 30 2024 08:55:49.273 -0500: %CCBU_____FEEDS-6-SOCIAL_CONTACT_CREATED: %

CCBU-Runtime

<#root>

SocialContact is currently in the unread status:

// Campaign ID and the SocialContact tags are associated with the SocialContact.

0000000140: 192.168.1.1: Jan 30 2024 08:55:49.329 -0500: %CCBU_____CCP-DS-API-6-CCP_DS_API_MESSAGE: Rea
0000000072: 192.168.1.1: Jan 30 2024 08:55:49.343 -0500: %CCBU_____CAMPAIGN-6-RECEIVED_FILTER_SOCIAL_
0000000073: 192.168.1.1: Jan 30 2024 08:55:49.344 -0500: %CCBU_____CAMPAIGN-6-SC_FILTER_CACHE_UPDATE:
0000000074: 192.168.1.1: Jan 30 2024 08:55:49.349 -0500: %CCBU_____CAMPAIGN-6-UPDATING_SOCIAL_CONTACT
0000000141: 192.168.1.1: Jan 30 2024 08:55:49.366 -0500: %CCBU_____CCP-DS-API-6-CCP_DS_API_MESSAGE: Rea
0000000047: 192.168.1.1: Jan 30 2024 08:55:49.398 -0500: %CCBU_____NOTIFICATION-6-NOTIFICATION_REQUEST: %

میب دیس

<#root>

MR PIM receives the NEW_TASK event from CCP:

```
08:55:49:391 PG2A-pim3 Trace: Application->PG:
Message = NEW_TASK; Length = 201 bytes
DialogueID = (4) Hex 00000004
SendSeqNo = (1) Hex 00000001
MRDomainID = Undefined
PreviousTask = -1:-1:-1
PreferredAgent = Undefined
Service = (0) Hex 00000000
CiscoReserved = (0) Hex 00000000
ScriptSelector: CumulusTask
ApplicationString1: ae93f5ad-452d-4c52-8057-8d23864a8a8a
ApplicationString2: 5AA797871000018D0000004139ED7AD5
ServiceRequested = (0) Hex 00000000
```

MR PIM sends a NEW_CALL event to the Router for this new task:

```
08:55:49:391 PG2A-pim3 Trace: Send INRCMSGNewCall to Router : :
NEW_CALL RCID=5004 PID=5001 DID=4 DIDRelSeq#=1 GrpDelKey=5004 CRS(RtrDate=-1,RtrCID=-1) RCKSeq#=-1 NICC
```

رتر

<#root>

Router receives the NewCall event and then runs the associated script, which then picks an available agent

```
08:55:49:401 ra-rtr Trace: (4 x 0 : 0 0) NewCall: CID=(154526,37051928), DN=CumulusTask, ANI=ae93f5ad-4
08:55:49:401 ra-rtr Trace: (4 x 0 : 0 0) CID=(154526,37051928):CumulusTask:Step 1 sending call to Agent
```

Once an agent is picked, the Router sends a Device PreCallIndicator message to the cti server in order to r

```
08:55:49:401 ra-rtr Trace: (4 x 0 : 0 0) DeviceTargetPreCall_V14: CID=(154526,37051928), PerID=5000, PQ
08:55:49:401 ra-rtr Trace: DN=CumulusTask, ANI=ae93f5ad-452d-4c52-8057-8d23864a8a8a, CED=5AA79787100001
08:55:49:401 ra-rtr Trace: RCKSeqNum=0, DelayQTime=0, DelayRouterTime=0, SGDelayQTime=0
08:55:49:401 ra-rtr Trace: CallGUID=, CustomrID=1 ServiceRequested=0
08:55:49:401 ra-rtr Trace: LocationParamPKID=, LocationParamName=, SIPHeader=
08:55:49:401 ra-rtr Trace: NIC_CalledPartyNumber=CumulusTask ECCPayloadID=1
08:55:49:401 ra-rtr Trace: OrigRCCallID{PhyCtrlID=0, RCID=0, DlgID=0x0} OrigOperationType=0
```

At the same time, Router also sends a CONNECT message to the MR PG:

```
08:55:49:401 ra-rtr Trace: (4 x 0 : 0 0) Connect: CID=(154526,37051928), EventSelect=0x0, ServiceType=0
08:55:49:401 ra-rtr Trace: (4 x 0 : 0 0) Deleting Dialog.
08:55:50:448 ra-rtr Trace: Agent 5172 from PG domain 5011. [na-0:3[0],RA*] to [res-0+1:3[0],R]
```

مېب ديس

<#root>

MR PIM receives the CONNECT message from the Router and then sends a DO_THIS_WITH_TASK event to the CCP

08:55:49:391 PG2A-pim3 Trace: MR_Peripheral::On_Router_Connect:

CONNECT RCID=5004 PID=5001 DID=4 DIDRelSeq#=0 CRS(RtrDate=154526,RtrCID=37051928) RCKSeq#=0 ErrorCode=0

08:55:49:391 PG2A-pim3 Trace: PG->Application:

Message = DO_THIS_WITH_TASK; Length = 135 bytes

DialogueID = (4) Hex 00000004

SendSeqNo = (1) Hex 00000001

IcmTaskID = 154526:37051928: 1

SkillGroup = (5199) Hex 0000144f

Service = Undefined

Agent = (5172) Hex 00001434

AgentInfo: 5172

Label:

ApplicationString2:

MRDID = (5011) Hex 00001393

Interruptible = (1) Hex 00000001

رفيتيس

<#root>

Agent is RESERVED:

08:55:49:391 cg3A-ctisvr Trace: AGENT_EVENT: ID=1080 Periph=5000 Ext=1080 Inst=1080 Sig=Finesse UniqueI

08:55:49:391 cg3A-ctisvr Trace: DEVICE_TARGET_PRE_CALL_IND - Instrument=1080 RouterCallKey=154526 37051

يبابك-وبوك

<#root>

SocialContact State = queued:

0000000114: 192.168.1.1: Jan 30 2024 08:55:49.508 -0500: %CCBU_____EVENTING-6-DS_NOTIFICATION_EVENT: S

0000000115: 192.168.1.1: Jan 30 2024 08:55:49.509 -0500: %CCBU_____EVENTING-6-SOCIAL_CONTACT_PUBLISH

0000000116: 192.168.1.1: Jan 30 2024 08:55:49.511 -0500: %CCBU_____EVENTING-6-SOCIAL_CONTACT_PUBLISH

SocialContact State = reserved:

0000000118: 192.168.1.1: Jan 30 2024 08:55:49.573 -0500: %CCBU_____EVENTING-6-DS_NOTIFICATION_EVENT: S

0000000119: 192.168.1.1: Jan 30 2024 08:55:49.573 -0500: %CCBU_____EVENTING-6-SOCIAL_CONTACT_PUBLISH

0000000120: 192.168.1.1: Jan 30 2024 08:55:49.574 -0500: %CCBU_____EVENTING-6-SOCIAL_CONTACT_PUBLISH

WebServices و CTISVR

<#root>

OFFER_TASK_IND sent to cti server by Finesse:

103624: [INFO]: [call-id] [agent-id]: [Jan 30 2024 08:55:58.952 -0500]: [COMMAND_POOL-1-worker-9]: [c

08:55:58:923 cg3A-ctisvr Session 3: MsgType:OFFER_TASK_IND (InvokeID:0x8a88 MRDID:5011 ICMAgentID:5172

08:55:58:923 cg3A-ctisvr Session 3: TaskID:154526/37051928/1ARMSkillGroupID:5199 ARMServiceID:N/A)

08:55:58:923 cg3A-ctisvr Trace: ProcessOfferTaskInd - sessionID 3

08:55:58:923 cg3A-ctisvr Trace: SendARMMsg: ARM_OFFER_TASK_IND-- InvokeID = 35464, ClientInvokeID = 354
SkillGroupID = 5199, ServiceID = -1, SessionID = 3

In response, OFFER_TASK_EVENT is sent to Finesse:

08:55:58:923 cg3A-ctisvr Trace: OFFER_TASK_EVENT: PeripheralID=5000 PeripheralType=4 MRDomainID=5011

08:55:58:923 cg3A-ctisvr Trace: TaskID=154526:37051928:1 ICMAgentID=5172 SkillGroupID=5199

08:55:58:923 cg3A-ctisvr Trace: ServiceID=2671908 ApplicationRouted

بيول تامدخ

<#root>

OfferTaskEvent received by Finesse:

103629: [INFO]: [call-id] [agent-id]: [Jan 30 2024 08:55:58.953 -0500]: [EVENT_POOL-1-worker-17]: [c.

103630: [INFO]: [call-id [154526_37051928_1]] [agent-id [1080]]: [Jan 30 2024 08:55:58.954 -0500]: [EVE

103631: [INFO]: [call-id [154526_37051928_1]] [agent-id [1080]]: [Jan 30 2024 08:55:58.954 -0500]: [EVE

Finesse now sends START_TASK_IND to cti server:

104059: [INFO]: [call-id] [agent-id]: [Jan 30 2024 08:56:53.772 -0500]: [COMMAND_POOL-1-worker-11]: [c

رفيتيس

<#root>

START_TASK_IND received from Finesse:

08:56:53:745 cg3A-ctisvr Session 3: MsgType:START_TASK_IND (InvokeID:0x8b47 MRDID:5011 ICMAgentID:5172

08:56:53:745 cg3A-ctisvr Session 3: TaskID:154526/37051928/1ARMSkillGroupID:5199 ARMServiceID:N/A)

08:56:53:745 cg3A-ctisvr Trace: ProcessStartTaskInd - sessionID 3

08:56:53:745 cg3A-ctisvr Trace: SendARMMsg: ARM_START_TASK_IND-- InvokeID = 35655, ClientInvokeID = 356
SkillGroupID = 5199, ServiceID = -1, SessionID = 3

Agent is now in the ACTIVE state:

08:56:53:745 cg3A-ctisvr Trace: AGENT_EVENT: ID=1080 Periph=5000 Ext=1080 Inst=1080 Sig=Finesse UniqueI

START_TASK_EVENT is sent to Finesse:

// Once the agent is moved to the ACTIVE state and the START_TASK_EVENT is sent to Finesse, this is wher

08:56:53:745 cg3A-ctisvr Trace: START_TASK_EVENT: PeripheralID=5000 PeripheralType=4 MRDomainID=5011

08:56:53:745 cg3A-ctisvr Trace: TaskID=154526:37051928:1 ICMAgentID=5172 SkillGroupID=5199

08:56:53:745 cg3A-ctisvr Trace: ServiceID=2671908 ApplicationRouted

بېول تامدخ

<#root>

StartTaskEvent received by Finesse:

104066: [INFO]: [call-id] [agent-id]: [Jan 30 2024 08:56:53.774 -0500]: [EVENT_POOL-1-worker-19]: [c.

104067: [INFO]: [call-id] [agent-id]: [Jan 30 2024 08:56:53.774 -0500]: [EVENT_POOL-1-worker-19]: [c.

104068: [INFO]: [call-id] [agent-id]: [Jan 30 2024 08:56:53.774 -0500]: [EVENT_POOL-1-worker-19]: [c.

When the task is ended, END_TASK_IND is forwarded to the cti server by Finesse:

104611: [INFO]: [call-id] [agent-id]: [Jan 30 2024 08:58:10.565 -0500]: [COMMAND_POOL-1-worker-13]: [c.

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<#root>

END_TASK_IND received from Finesse:

08:58:10:536 cg3A-ctisvr Session 3: MsgType:END_TASK_IND (InvokeID:0x8c2c MRDID:5011 ICMAgentID:5172

08:58:10:536 cg3A-ctisvr Session 3: TaskID:154526/37051928/1ICMDisposition:38 ApplicationDisposition:38

08:58:10:536 cg3A-ctisvr Trace: Decode string length error: element "WrapupData", strlen 0, fieldlen 2

08:58:10:536 cg3A-ctisvr Trace: ProcessEndTaskInd - sessionID 3

08:58:10:536 cg3A-ctisvr Trace: SendARMMsg: ARM_END_TASK_IND-- InvokeID = 35884, ClientInvokeID = 35884

WrapupData = , ApplicationData =

08:58:10:536 cg3A-ctisvr Trace: MDSIO::ProcessOPCMessage: received msgtype 97 (CTI_END_TASK_EVENT) ...

Agent is moved to NOT_ACTIVE status and END_TASK_EVENT is send back to Finesse:

08:58:10:536 cg3A-ctisvr Trace: AGENT_EVENT: ID=1080 Periph=5000 Ext=1080 Inst=1080 Sig=Finesse UniqueI

08:58:10:536 cg3A-ctisvr Trace: END_TASK_EVENT: PeripheralID=5000 PeripheralType=4 MRDomainID=5011

08:58:10:536 cg3A-ctisvr Trace: TaskID=154526:37051928:1 PreviousTaskID=-1:-1:-1

08:58:10:536 cg3A-ctisvr Trace: ICMAgentID=5172

بيول تامدخ

<#root>

EndTaskEvent received on Finesse from the CTISVR:

104624: [INFO]: [call-id] [agent-id]: [Jan 30 2024 08:58:10.568 -0500]: [EVENT_POOL-1-worker-16]: [c.

END_TASK_EVENT_HANDLER update sent to the Finesse client:

104625: [INFO]: [call-id] [agent-id]: [Jan 30 2024 08:58:10.568 -0500]: [EVENT_POOL-1-worker-16]: [c.

104626: [INFO]: [call-id [154526_37051928_1]] [agent-id [1080]]: [Jan 30 2024 08:58:10.569 -0500]: [EVE

104627: [INFO]: [call-id [154526_37051928_1]] [agent-id [1080]]: [Jan 30 2024 08:58:10.569 -0500]: [EVE

Finesse now makes a REST call to CCP for the EndTask event:

104632: [INFO]: [call-id] [agent-id]: [Jan 30 2024 08:58:10.569 -0500]: [SM-TASK-NOTIFIER-POOL-1]: [c

CCP returns a successful response indicating that the SocialContact is closed and marked as Handled:

104633: [INFO]: [call-id] [agent-id]: [Jan 30 2024 08:58:10.679 -0500]: [SM-TASK-NOTIFIER-POOL-1]: [c

104634: [INFO]: [call-id] [agent-id]: [Jan 30 2024 08:58:10.679 -0500]: [SM-TASK-NOTIFIER-POOL-1]: [c

يباك وبوك

<#root>

CCP receives a request from Finesse to close the SocialContact:

0000001461: 192.168.1.1: Jan 30 2024 08:58:10.641 -0500: %CCBU_____CCPAPI-6-REST_API_INFO: CONTACT_

SocialContact status is updated to Handled:

0000001462: 192.168.1.1: Jan 30 2024 08:58:10.650 -0500: %CCBU_____CCPAPI-6-REST_API_INFO: CONTACT_

0000000165: 192.168.1.1: Jan 30 2024 08:58:10.655 -0500: %CCBU_____CCP-DS-API-6-CCP_DS_API_MESSAGE: Wri

0000000166: 192.168.1.1: Jan 30 2024 08:58:10.665 -0500: %CCBU_____CCP-DS-API-6-CCP_DS_API_MESSAGE: Rea

0000001463: 192.168.1.1: Jan 30 2024 08:58:10.676 -0500: %CCBU_____CCPAPI-6-REST_API_INFO: CONTACT_

0000000121: 192.168.1.1: Jan 30 2024 08:58:10.680 -0500: %CCBU_____EVENTING-6-MSG_INCOMING_FROM_BUS: \$

0000000122: 192.168.1.1: Jan 30 2024 08:58:10.694 -0500: %CCBU_____EVENTING-6-DS_NOTIFICATION_EVENT: \$

0000000034: 192.168.1.1: Jan 30 2024 08:58:10.694 -0500: %CCBU_____MSGPROXY-6-MSG_INCOMING_FROM_BUS: \$

0000000123: 192.168.1.1: Jan 30 2024 08:58:10.694 -0500: %CCBU_____EVENTING-6-SOCIAL_CONTACT_PUBLISH_

0000000124: 192.168.1.1: Jan 30 2024 08:58:10.696 -0500: %CCBU_____EVENTING-6-SOCIAL_CONTACT_PUBLISH_

CCP تالجس ليزنت

مادختسا RTMT

Collect Files

Select CCP Services/Applications

Select all Services on all Servers

Name	All Servers
CCP Chat Gateway Service	<input type="checkbox"/>
CCP Datastore Service	<input type="checkbox"/>
CCP Indexer Service	<input type="checkbox"/>
CCP Migration	<input type="checkbox"/>
CCP ORM Service	<input type="checkbox"/>
CCP Public REST API	<input type="checkbox"/>
CCP REST API	<input type="checkbox"/>
CCP Runtime Service	<input type="checkbox"/>
CCP XMPP Server Service	<input type="checkbox"/>

CCP رماوا رطس مادختسا

تافلماو لئال دل ا درس:

```
<#root>
```

```
file list activelog mmca/logs/*
```

OR

```
file list activelog mmca/logs/* detail
```

admin:

```
file list activelog mmca/logs/*
```

```
<dir> ccp-chat-gateway
```

```
<dir> ccp-ds-indexer
```

```
<dir> ccp-ds-storage
```

```
<dir> ccp-xmpp-server
```

```
<dir> ccpapi
```

```
<dir> ccppublicapps
```

```
<dir> certMgmt
```

```
<dir> orm
```

```
<dir> runtime
```

```
<dir> tomcat
```

```
informix-stats.out install_report_server.sh.out
```

```
mmca-drs-reg.log sm1_mmca_dbsetup.log
```

```
dir count = 10, file count = 4
```

لجسالات افلم ليزنت:

```
admin:file get activelog ?
Syntax:
file get activelog file-spec [options]
file-spec    mandatory    file to transfer
options      optional      reltime months|weeks|days|hours|minutes timevalue
                                abstime hh:mm:MM/DD/YY hh:mm:MM/DD/YY
                                match regex
                                recurs
                                compress
```

<#root>

CCP Chat Gateway Service

```
file get activelog mmca/logs/ccp-chat-gateway/*
```

CCP Datastore Service

```
file get activelog mmca/logs/ccp-ds-storage/*
```

CCP Indexer Service

```
file get activelog mmca/logs/ccp-ds-indexer/*
```

CCP ORM Service

```
file get activelog mmca/logs/orm/*
```

CCP Public REST API

```
file get activelog mmca/logs/ccppublicapps/*
```

CCP REST API

```
file get activelog mmca/logs/ccpapi/*
```

CCP Runtime Service

```
file get activelog mmca/logs/runtime/*
```

CCP XMPP Server Service

```
file get activelog mmca/logs/ccp-xmpp-server/*
```

CCP Tomcat

file get activeLog mmca/logs/tomcat/*

قەلص تاذ تامولعم

12.6(1)

[ماهملا ەيچوت - UCCE تازيم ليلد](#)

12.6(2)

[ماهملا ەيچوت - UCCE تازيم ليلد](#)

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ةمچرتل هذه لوج

ةللأل تاينقتل نم ةومچم مادختساب دنن سمل اذہ Cisco تچرت
ملاعلاء انءمچم في نيمدخت سمل معدى وتحم مي دقتل فيرشبلاو
امك ةقيد نوك تنل ةللأل ةمچرت لصف أن ةظحال مچري. ةصاغل مهتغب
Cisco يلخت. فرتحم مچرت مامدقي يتل ةيفارتحال ةمچرتل عم لاعلا وه
ىلإ أمئاد عوچرلاب يصوت وتامچرتل هذه ةقदन ةتيلوئسم Cisco
Systems (رفوتم طبارلا) يلصلأل يزيلچنل دنن سمل