

# Manage Container Services and Collect Cloud Connect Logs in Contact Center Enterprise (CCE)

## Contents

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### [Introduction](#)

### [Prerequisites](#)

[Requirements](#)

[Components Used](#)

### [CLI commands to view containers and their status/configuration](#)

[View container status](#)

[CLI command to restart Docker Engine](#)

[CLI command to stop Container services](#)

[CLI command to start Container services](#)

### [List and Collect various container logs from the Cloud Connect server using CLI commands](#)

[View the available log folders](#)

[Cherrypoint](#)

[Cloud Connect Management](#)

[Contm \(Container Manager\)](#)

[DataConn](#)

[Digital Routing \(DR API\)](#)

[Orchestration \(Inventory\)](#)

### [List and Collect various container logs from the Cloud Connect server using the browser](#)

[DataConn](#)

[Digital Routing \(DR API\)](#)

### [Related Information](#)

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## Introduction

This document describes the procedure to manage the various Container services in Cloud Connect, and collect logs from Cloud Connect servers.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cloud Connect
- Packaged Contact Center Enterprise (PCCE)
- Unified Contact Center Enterprise (UCCE)

## Components Used

The information in this document is based on these software and hardware versions:

- CloudConnect Version: 12.6.2 ES01

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

## CLI commands to view containers and their status/configuration

### View container status

- `utils cloudconnect list`
- `utils cloudconnect details <container-name>`
- `show cloudconnect <container-name> config`
- `show cloudconnect <container-name> status`

### CLI command to restart Docker Engine

`utils service restart Docker Engine`

### CLI command to stop Container services

- `utils cloudconnect stop cherrypoint`
- `utils cloudconnect stop cloudconnectmgmt`
- `utils cloudconnect stop dataconn`
- `utils cloudconnect stop digitalrouting`
- `utils cloudconnect stop orchestration`

### CLI command to start Container services

- `utils cloudconnect start cherrypoint`
- `utils cloudconnect start cloudconnectmgmt`
- `utils cloudconnect start dataconn`
- `utils cloudconnect start digitalrouting`
- `utils cloudconnect start orchestration`

## List and Collect various container logs from the Cloud Connect server using CLI commands

### View the available log folders

<#root>

**file list active**log /hybrid/log/ detail

26 Aug,2024 09:00:49 <dir> cherrypoint  
26 Aug,2024 09:00:49 <dir> cli  
26 Aug,2024 09:00:49 <dir> cloudconnectmgmt  
26 Aug,2024 09:00:49 <dir> contm  
26 Aug,2024 09:00:49 <dir> dataconn  
26 Aug,2024 09:00:49 <dir> digitalrouting  
26 Aug,2024 09:00:49 <dir> inventory

## **Cherrypoint**

*file list active*log /hybrid/log/cherrypoint/ detail  
*file get active*log /hybrid/log/cherrypoint/cherrypoint.log

## **Cloud Connect Management**

*file list active*log hybrid/log/cloudconnectmgmt/\* detail  
*file get active*log hybrid/log/cloudconnectmgmt/cloudconnectmgmt.log

## **Contm (Container Manager)**

*file list active*log /hybrid/log/contm/ detail  
*file get active*log /hybrid/log/contm/contm.log

## **DataConn**

*file list active*log /hybrid/log/dataconn/dataconn.log  
*file get active*log /hybrid/log/dataconn/dataconn.log

## **Digital Routing (DR API)**

*file list active*log /hybrid/log/digitalrouting/\* detail  
*file get active*log /hybrid/log/digitalrouting/digitalrouting.log

## Orchestration (Inventory)

```
file list activelog /hybrid/log/inventory/ detail  
file get activelog /hybrid/log/inventory/inventory.log
```

## List and Collect various container logs from the Cloud Connect server using the browser

### DataConn

```
https://<cloud-connect-fqdn>:8445/drap/api/common/log/directory/taos-log-a_hybrid_log_dataconn
```

### Digital Routing (DR API)

```
https://<cloud-connect-fqdn>:8445/drap/api/log/digitalrouting
```

## Related Information

[CCE Solution Design Guide](#)

[PCCE 12.6\(2\) - Features Guide](#)

[UCCE 12.6\(2\) - Features Guide](#)

[Technical Support & Documentation - Cisco Systems](#)