收集日志以排除Expressway上WebRTC的问题

目录

<u>简介</u> <u>先决条件</u> <u>要求</u> <u>使用的组件</u> <u>收集日志</u> 将收集的日志上传到TAC案例

简介

本文档介绍如何收集日志以排除Expressway上WebRTC的问题。

先决条件

要求

Cisco 建议您了解以下主题:

- Cisco Meeting Server(CMS)Server(Expressway)的基本知识。
- •必须已配置CMS WebRTC over Expressway设置。
- •访问CMS、Expressway服务器、PC。

使用的组件

本文档中的信息基于以下软件和硬件版本:

- CMS 服务器
- 思科会议应用(CMA)
- Expressway核心和边缘服务器
- Wireshark或类似软件
- Google Chrome或类似软件
- WinScp或类似软件

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原 始(默认)配置。如果您的网络处于活动状态,请确保您了解所有命令的潜在影响。

收集日志

步骤1.开始在Expressway服务器上登录。

在Expressway核心和边缘服务器上启动诊断日志记录和tcpdump。

1.导航至"维**护">"诊断">"诊**断日志记录",如图所示。



Status Syste	n Configuration	Applications	Users	Maintenance					
Overview				Upgrade					
System mode				Logging					
Selected modes			Generic - Do yo	Option keys					
System information			EXP.E1	Tools					
Up time			51 days 19 hou	Security					
Software version			X12.5.7	Backup and restore					
IPv4 address				Diagnostics Diagnostic logging					
Options			101 Rich Media	Maintenance mode	System snapshot	rve			
Resource usage (la	st updated: 11:30:58 IST)			Language	Incident reporting				
Registered calls		Current video		Serviceability	Advanced				
		Current audio (S	SIP)	Restart options	Hybrid Services Log Levels				

2.选中"记录时**采用tcpdump"复选框**,如图所示,然后在"开始新日**志"按**钮上选择,如图所示。

tatus S	System	Configuration	Applications	Users	Maintenance		
Diagnost	ic logging	1					
Logging st	atus						
Status						The previous log has expired	
Marker							(
						Add marker	
T 1	nn while leadir						

步骤2.在本地PC上开始数据包捕获。

在Wireshark应用的帮助下,在本地PC上开始数据包捕获。

1.导航至"**捕获">**"选项",选择PC访问网络所通过的接口,然后选择"**启**动",如图所示。

The Wireshark Network Ana	lyzer hyra Anabira Statistics Tal	anhony Wirelaw To	alt Halo						
		् 📃 Q Q Q I							
Apply a display filter <ctrl- :<="" td=""><td>></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></ctrl->	>								
	📕 Wireshark - Capture Interfa	ces						?	×
	Input Output Options								
	Interface Traffic	Link-Javer Header	Promissuous S	inanian (R)	Ruffer (MR)	Monitor Mode	Conture Filter		
	> Ethernet0 1	Ethernet	☑ d	lefault	2	-			
									=
	Enable promiscuous mode of	on all interfaces						Manage Interfac	85
	Capture filter for selected inter	faces: 📙 Enter a captur	e filter				*	Compile B	PFs
							Start	Close He	lp l

步骤3.重新创建问题。

在新选项卡中,借助Google Chrome浏览器,在Expressway上重新创建WebRTC的实际问题。

N

步骤4.从CMA WebRTC应用收集诊断日志。

1.选择诊断按钮,如图所示。



2.然后在弹出的诊断框中输**入问**题说明,然后选择确定,如**图**所示。

Diagnostics	\times
Issue description	
	1.
Cancel	OK

2.然后,选择图**像中**所示的"电子邮件"按钮,并将输出另存为文本文件。

•••		Cisco Meeting App	• ×	+
$\leftarrow \ \rightarrow$	c	A Not Secure		a/?lang=en-US
				✓ Call diagnostics sent Email Dismiss

步骤5.从Expressway服务器停止并下载日志捆绑包。

1.在Expressway核心和边缘服务器上停止诊断日志记录。要执行此操作,请选择**停止**日志记录,如 图所示。

CISCO Cisco Expressway-C

Status	System	Configuration	Users	Maintenance	
Diagno	stic loggi	ng			
Logging	status				
Status				In progress	
Started l	ogging at			Monday 25th of May 2020 01:00:25 P	м
Stopped	logging at				
Marker					
				Add marker	
Take tcp	dump while log	ging		I (1)	
Start new	Stop log	ging Collect log			

2.然后选择"收**集日志**"按钮,然后选择"下载"(如图所示)以下载捕获的诊断日志捆绑包。

rano topoorni	p mino rogginig
Start new log	Stop logging Collect log
Log collection	n status
Download log	

步骤6.从CMS服务器下载日志捆绑包。

借助WinScp或类似的SFTP客户端软件、管理员凭证登录CMS服务器,并将**logbundle.tar.gz下载**到 本地PC。

Name	Size	Changed	Rights	Owner
ACANO-MIB.txt	4 KB	3/29/2017 5:05:09 PM	rr	admin
ACANO-SYSLOG-MIB.txt	2 KB	3/29/2017 5:23:32 PM	rr	admin
📄 audit	12,568 KB	4/17/2017 12:07:05 PM	rr	admin
🥁 boot.json	103 KB	4/13/2017 3:03:11 PM	rr	admin
📔 cms.lic	108 KB	4/17/2017 12:07:01 PM	rr	admin
cmsrtp1.cer	108 KB	4/13/2017 4:15:13 PM	rr	admin
cmsrtp1.csr	108 KB	4/13/2017 4:07:00 PM	rr	admin
cmsrtp1.key	108 KB	4/13/2017 4:07:00 PM	rr	admin
combinedserver.cer	108 KB	4/13/2017 4:31:07 PM	rr	admin
🥁 live.json	108 KB	4/17/2017 12:07:01 PM	rr	admin
log	94,024 KB	4/17/2017 12:07:05 PM	rr	admin
logbundle.tar.gz	1 KB	4/17/2017 12:07:05 PM	rr	admin
upgrade.img	213,212 KB	4/4/2017 12:10:03 PM	rr	admin
vdepee-ca.cer	108 KB	11/29/2016 4:55:55 PM	rrr	admin

步骤7.在本地PC上停止并保存数据包捕获。

如图所示,在Wireshark上选择Stop packet capture with Red按钮,然后将数据包捕获文件保存到安全位置。

🙇 Ca	apturing	g from E	therne	t0							
File	Edit	View	Go	Capture	Analyze	Statistics	Telephony	Wireless	Tools H	lelp	
1	1	•		XC	۹ 🗢 ۱	⇒ 🖻 🖗	<u>&</u> ⊒ ≣	€, €, €	Q. 😟		
And stop capturing packets										_	
Mo.		Timo	parrie	Source			Dectiontion		Destacal	Longth	Tel

步骤8.从本地PC收集系统诊断日志。

• 在Windows上,在命令提示符**下运**行命令"dxdiag",然后选择**Save All Information...**按钮,以便 将输出保存在打开的窗口中,如图所示。

Administrator: C:\Windows\system32\cmd.exe	DirectX Diagnostic Tool	-		\times
Microsoft Windows [Version 10.0.14393] (c) 2016 Microsoft Corporation. All rights re:	System Display Sound Input			
C:\Users\Administrator>dxdiag	This tool reports detailed information about the DirectX components and drivers installed on your system.			
C:\Users\Administrator>	If you know what area is causing the problem, click the appropriate tab above. Otherwise, you can use the "Ne visit each page in sequence.	it Page" buttor	n below to	
	System Information			
	Current Date/Time: Monday, May 25, 2020, 12:36:05 PM			
	Computer Name: WIN-COVELM6PDTG			
	Operating System: Windows Server 2016 Standard 64-bit (10.0, Build 14393)			
	Language: English (Regional Setting: English)			
	System Manufacturer: VMware, Inc.			
	System Model: VMware Virtual Platform			
	BIOS: PhoenixBIOS 4.0 Release 6.0			
	Processor: n/a			
	Memory: 24576MB RAM			
	Page file: 4026MB used, 24132MB available			
	DirectX Version: DirectX 12			
	Check for WHQL digital signatures			
	DxDiag 10.00.14393.0000 64-bit Unicode Copyright © M	icrosoft. All rig	hts reserv	red.
	Help Next Page Save All Information.		Exit	

• 在Mac上,

1.导航至**菜单栏**>关于此Mac的Apple菜单,然后选**择系统报告……**



2.然后,在打开的新对话框中,导航至"**文件">"**保存"以保存系统报告。

Ś	System Information	File	Edit	Window	Help		
		Sho Op Op	ow Sys en en Rec	tem Report ent	жn жо ▶		
		Clo Sav	ose ve		₩W ₩S		
		Ref Sho	fresh Ir ow Les	nformation s Informatio	ЖR n	Favourit	Hardwar ATA
		Ser Spe	nd to A eak Se	pple rial Number	¥4	(initial content of the second	Apple Audic Bluet
		Pri	nt		ЖР	Do Do	Came Card

将收集的日志上传到TAC案例

借助此处提供的步骤,将下载的诊断日志捆绑包从Expressway、数据包捕获、系统诊断日志和 CMA WebRTC诊断日志从本地PC上传到TAC<u>案例</u>。