A MITEL
PRODUCT
GUIDE

Unify OpenScape 4000 Assistant/Manager

Trace-Tool

Administrator Documentation
07/2024

A31003-H34A0-M128-02-76A9

Mitel

Notices

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Europe Limited. The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes. No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

Trademarks

The trademarks, service marks, logos, and graphics (collectively “Trademarks”) appearing on Mitel’s Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively “Mitel), Unify Software and Solutions GmbH & Co. KG or its affiliates (collectively “Unify”) or others. Use of the Trademarks is prohibited without the express consent from Mitel and/or Unify. Please contact our legal department at iplegal@mitel.com for additional information. For a list of the worldwide Mitel and Unify registered trademarks, please refer to the website: http://www.mitel.com/trademarks.

© Copyright 2024, Mitel Networks Corporation

All rights reserved

Contents

1 Trace Tool....4
1.1 Functionality....4
1.2 Using Trace Tool....5
1.3 Troubleshooting....9
1.3.1 Collection of logs failed....9
1.3.2 Starting / Stopping logs failed or was not successful....9

Index....10

1 Trace Tool

The Trace Tool is used to collect diagnostic data (trace logs) for specific use cases or components. It was introduced in order to simplify the diagnostics and reduce the need for emergency shell access usage.

A "Trace Profile" is a collection of diagnostic data focused on a specific use case. It can also be referred to as a "profile" later in this document.

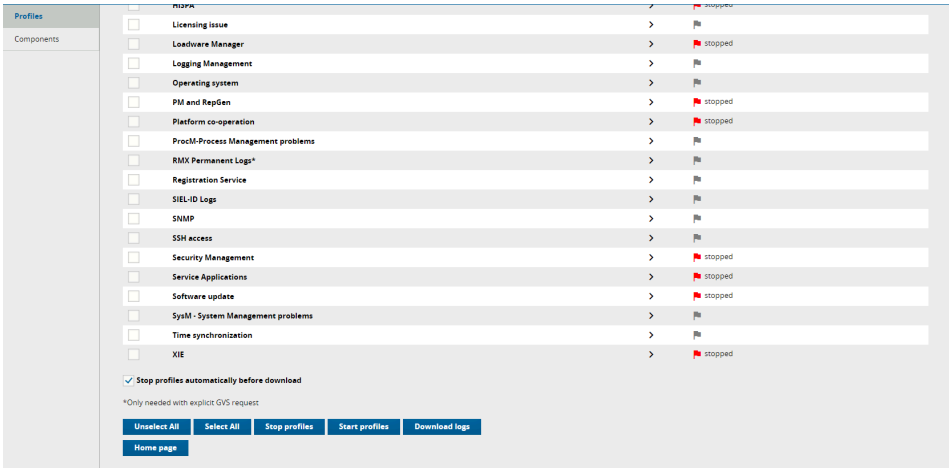

Figure 1: Main page of the Trace Tool

1.1 Functionality

The Trace Tool provides the following functionality:

- Start profiles - To set higher levels for specific daemons. Can be used to diagnose errors or for a detailed analysis of problems
- Stop profiles - To reset the original levels.
- Collect trace logs per profile - This option is used to collect trace logs per profile.
- Collect trace logs per component - This is used to collect trace logs for specific component(s)

The Trace Tool collects information from the registration XML files provided by each component.

The defined profiles are defined directly in the Trace Tool and not via the registration file.

The relevant file for a profile is `/opt/trace/cfg/trace.prof`.

1.2 Using Trace Tool

Profile name	Profile status
AP Emergency	
Apache2 and Tomcat6	
Assistant logs	
Assistant reboot problems	
Board List Errors	stopped
ComWin	stopped
Configuration Management	stopped
Connectivity Problems	started
Cordless Data Collection	stopped
Data Collection	stopped
Database	
FM - Fault Management problems	
HBR - HiPath Backup & Restore information	
HiSPA	stopped
Licensing issue	
Loadware Manager	stopped
Logging Management	
Operating system	
PM and RepGen	stopped
Platform co-operation	stopped
ProcM-Process Management problems	
Registration Service	
SNMP	
SSH access	
Security Management	stopped
Service Applications	stopped
Software update	stopped
SysM - System Management problems	
Time synchronization	
XIE	stopped

Figure 2: The Start Profiles window

If you want to see which application(s) are contained in the profile, press the blue arrow to display the list of applications per profile.

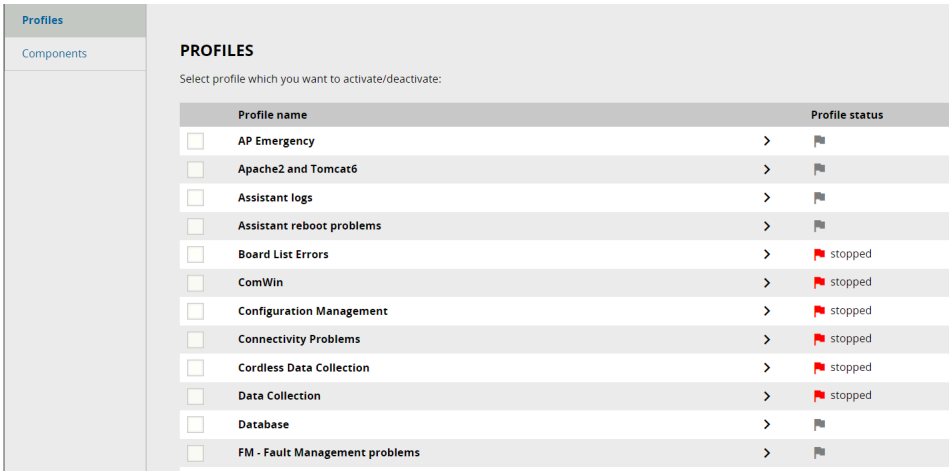

Figure 3: List of applications per profile

To start one or more profiles, the user must select at least one profile. The number of active profiles is defined in the file /opt/trace/cfg/trace.cfg. It can be changed by the user; however, increasing the value may cause problems with the performance of theAssistant/Manager. If no profile is selected, an error message is displayed.

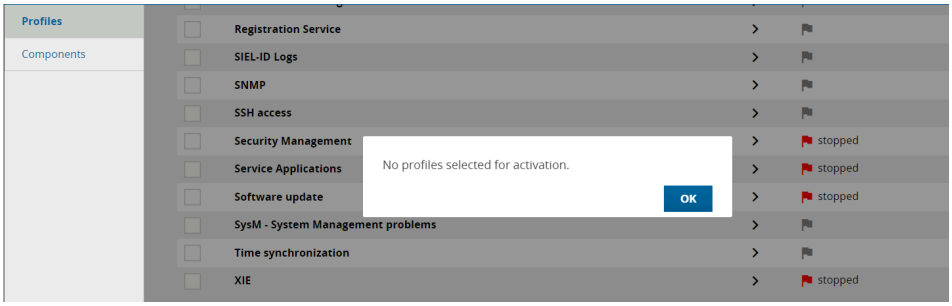

Figure 4: Error message if no profile is selected

If at least one profile is selected, an information message is shown, since some processes will be restarted.

On clicking the "OK" button, the activated profile is started immediately. On clicking "Cancel", no action is performed.

When the process of starting or stopping a profile has completed successfully or fails, a results window will be displayed.

For more information on starting or stopping a profile, the user can click the "Show profile logs" button, which shows the full activity log from starting or stopping the profile.

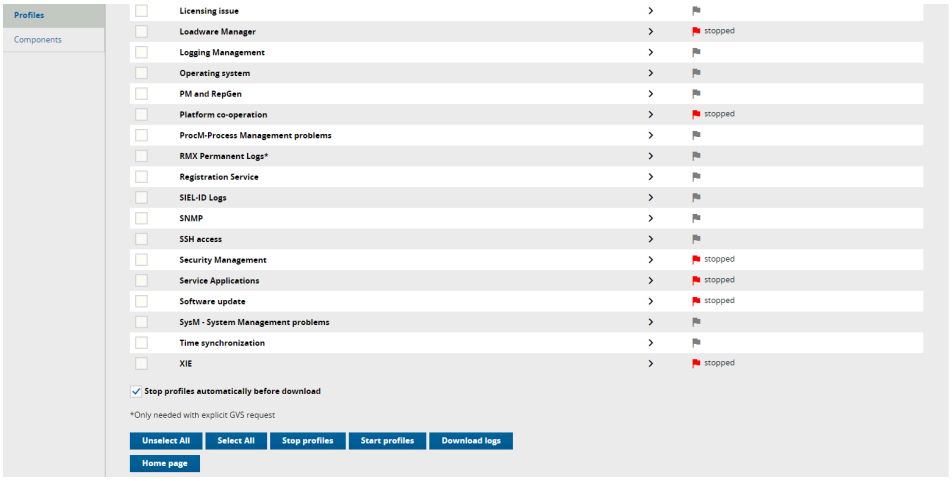

Figure 5: Profiles window

After the user has selected at least one profile for which the trace logs are to be downloaded, the downloading begins.

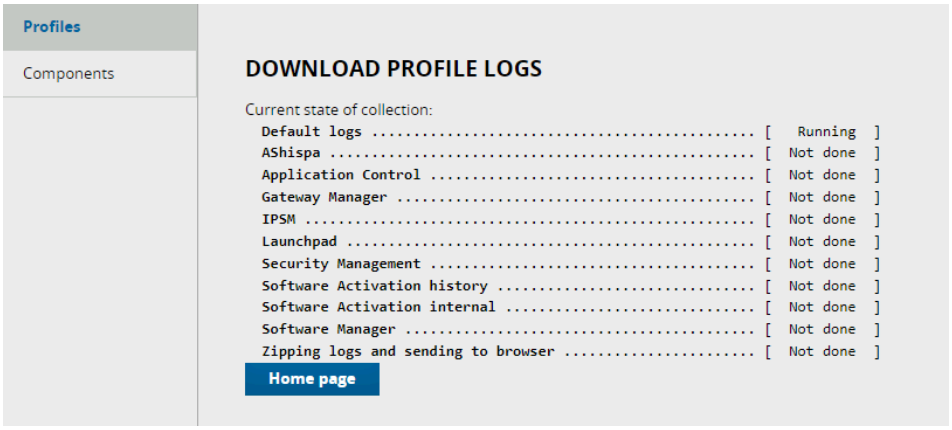

Figure 6: Download Profile Logs window

The successfully collected trace logs are then sent to the client browser.

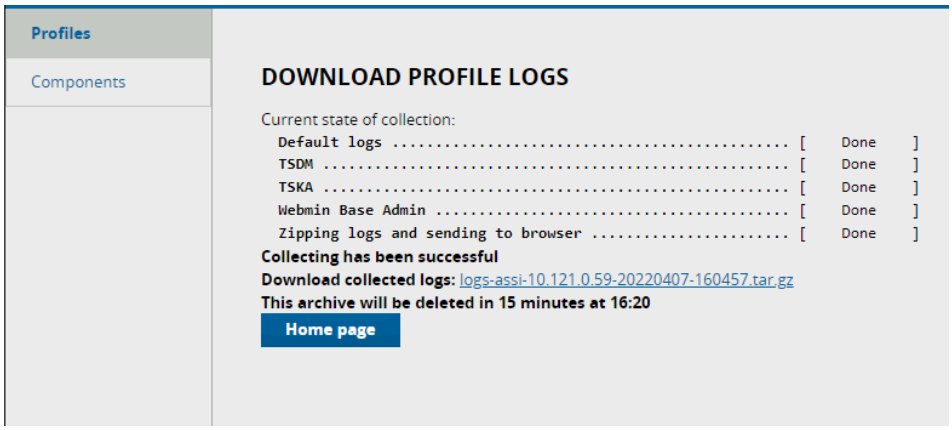

Figure 7: Download window

If the user does not want to collect trace logs per profile but wants to collect trace logs per component, he or she can select the "Components" link instead. A new window showing a list of available components is displayed.

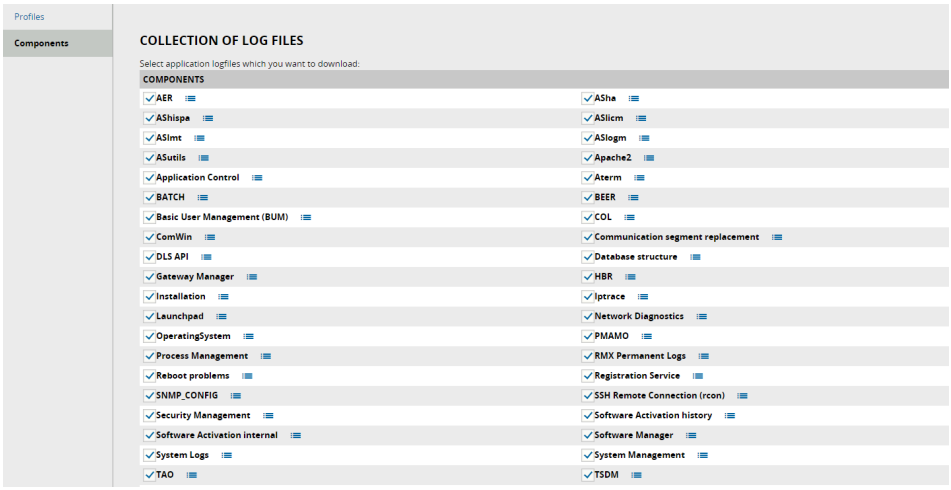

Figure 8: Available components window

If you want to check whether a component contains any logs, press "…" behind the component; the list of logs per component will be displayed.

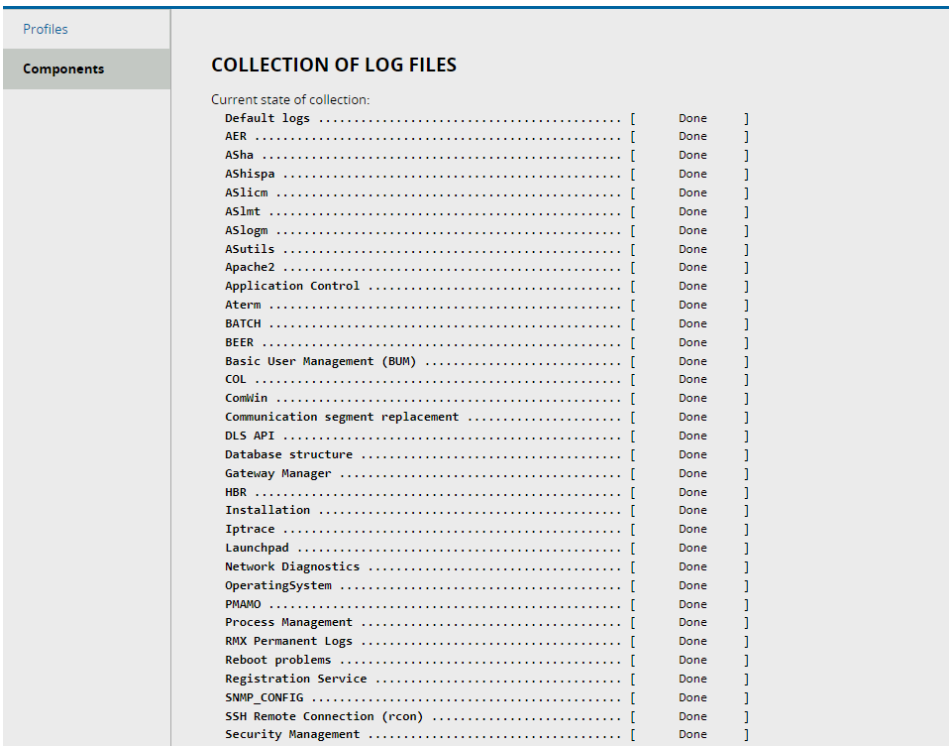

Figure 9: Collection of Log Files window

When the collection is done, the user will either see that some component failed or that everything was successful. A pop-up window then allows the user to download trace logs for selected components.

If the collection fails for some component, the user is then allowed to download only the Trace Tool trace logs.

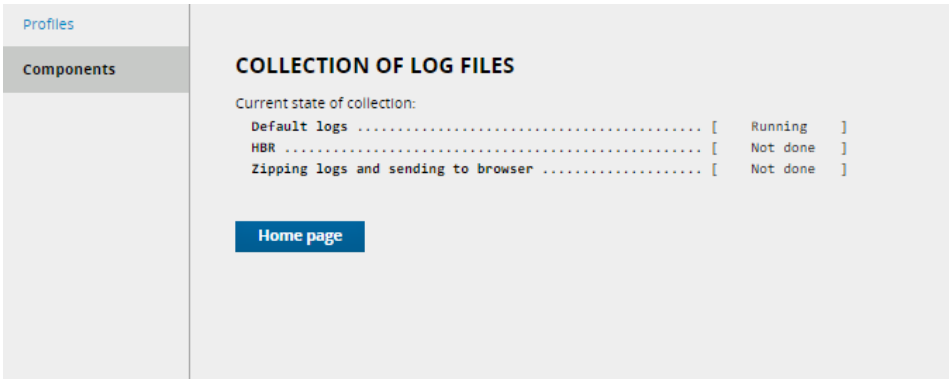

Figure 10: Download Profile Logs window

1.3 Troubleshooting

1.3.1 Collection of logs failed

If the collection of either profiles or components failed for any reason, please have a look at the log file `/var/trace/log/trace.pl.log`. In this file you can find the reason why the collection failed.

1.3.2 Starting / Stopping logs failed or was not successful

To check why profiles were not started/stopped, please have a look at the log file `/var/trace/log/trace.pl.log`. In this file, you can find the reason for the failure. In most cases this is caused by a script called during that operation handled by each component.

Index

A

available components 7

C

collect trace logs per component 4
collect trace logs per profile 4

F

functionality 4

S

start profiles 4
stop profiles 4

T

trace logs 7

© 2024 Mitel Networks Corporation. All Rights Reserved. Mitel and the Mitel logo are trademark(s) of Mitel Networks Corporation. Unify and associated marks are trademarks of Unify Software and Solutions GmbH & Co. KG. All other trademarks herein are the property of their respective owners.