



A MITEL  
PRODUCT  
GUIDE

# Unify OpenScape 4000 Assistant/Manager

Trace-Tool

Administrator Documentation

07/2024

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# 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.

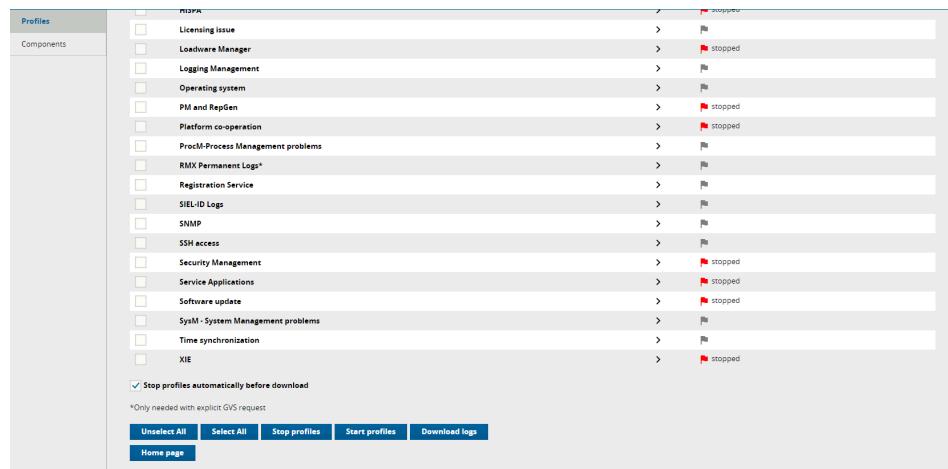


Figure 1: Main page of the Trace Tool

## 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.

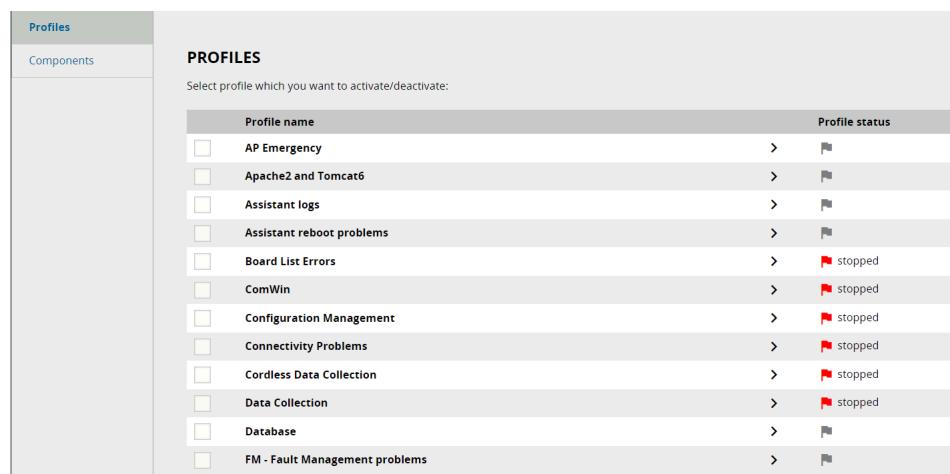
The relevant file for a profile is `/opt/trace/cfg/trace.prof`.

## 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.



The screenshot shows the 'Profiles' section of the Trace Tool. On the left, a sidebar has 'Profiles' selected. The main area is titled 'PROFILES' and contains a table with the following data:

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	>  stopped
Cordless Data Collection	>  stopped
Data Collection	>  stopped
Database	>
FM - Fault Management problems	>

**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 the Assistant/Manager. If no profile is selected, an error message is displayed.



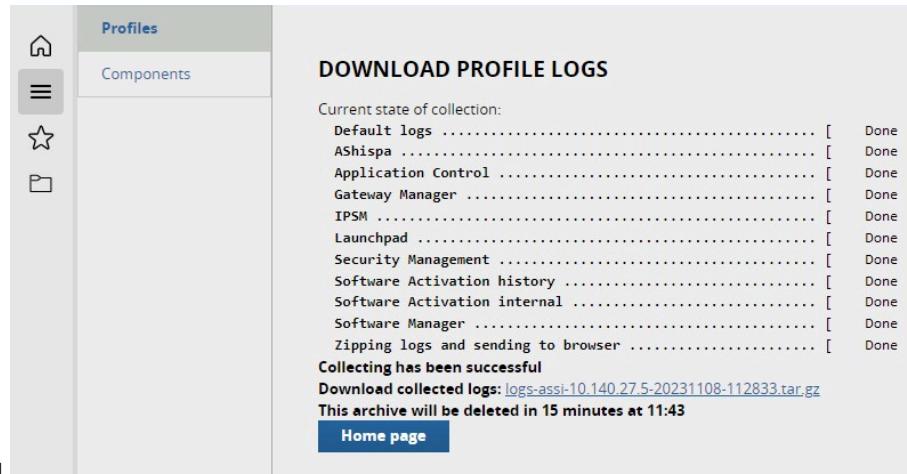
The screenshot shows the 'Components' section of the Trace Tool. On the left, a sidebar has 'Components' selected. The main area lists various components. A modal dialog box is displayed in the center, showing the message: 'No profiles selected for activation.' with an 'OK' button.

**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.

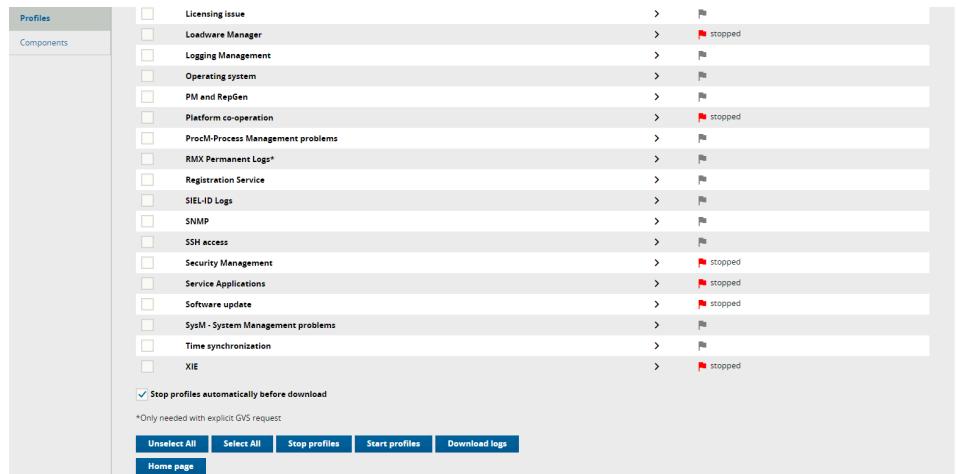
On clicking the "OK" button, the activated profile is started immediately. On clicking "Cancel", no action is performed.

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



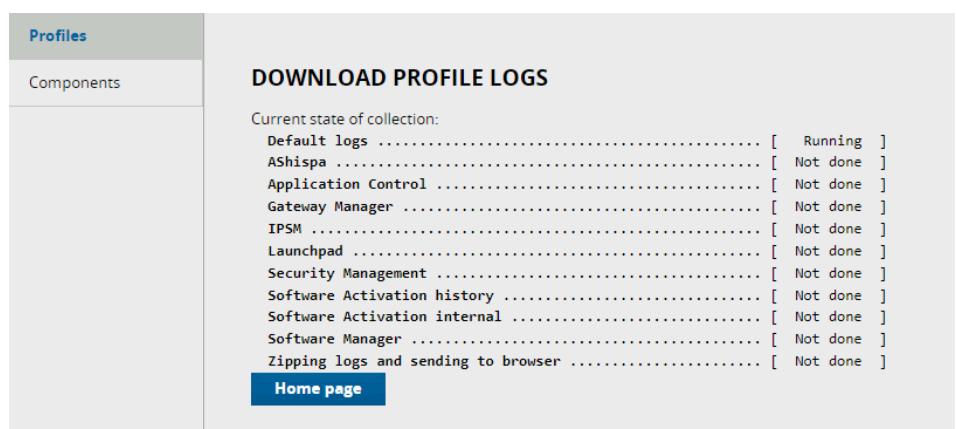
displayed.

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.

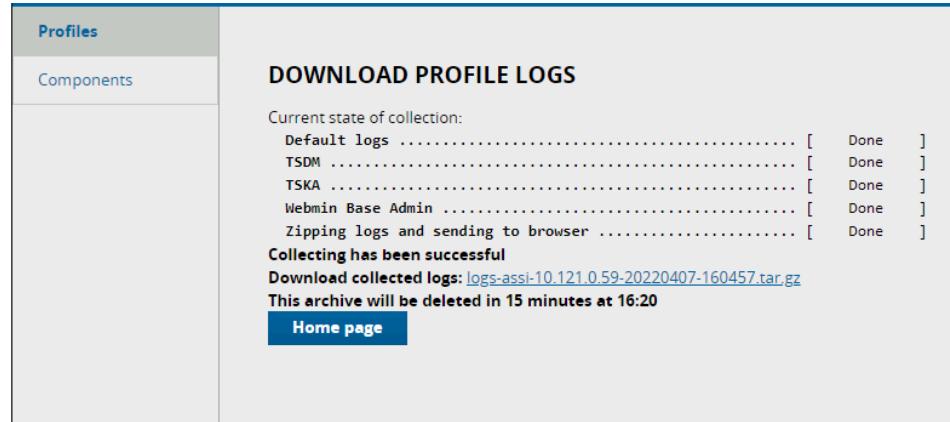


Figure 7: Download window

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.

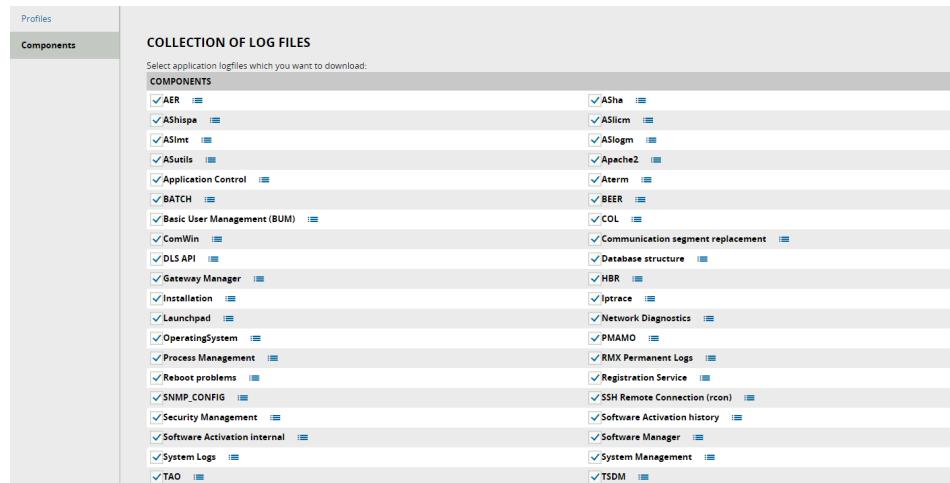


Figure 8: Available components window

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

Profiles	Components	COLLECTION OF LOG FILES
		Current state of collection:
		Default logs ..... [ Done ]
		AER ..... [ Done ]
		ASHA ..... [ Done ]
		ASHISPA ..... [ Done ]
		ASLICM ..... [ Done ]
		ASLM ..... [ Done ]
		ASLOGM ..... [ Done ]
		ASUTILS ..... [ Done ]
		APACHE2 ..... [ Done ]
		APPLICATION CONTROL ..... [ Done ]
		ATTERM ..... [ Done ]
		BATCH ..... [ Done ]
		BEER ..... [ Done ]
		Basic User Management (BUM) ..... [ Done ]
		COL ..... [ Done ]
		COMWIN ..... [ Done ]
		Communication segment replacement ..... [ Done ]
		DLS API ..... [ Done ]
		Database structure ..... [ Done ]
		Gateway Manager ..... [ Done ]
		HBR ..... [ Done ]
		Installation ..... [ Done ]
		IPTRACE ..... [ Done ]
		Launchpad ..... [ Done ]
		Network Diagnostics ..... [ Done ]
		OperatingSystem ..... [ Done ]
		PMAMO ..... [ Done ]
		Process Management ..... [ Done ]
		RMX Permanent Logs ..... [ Done ]
		Reboot problems ..... [ Done ]
		Registration Service ..... [ Done ]
		SNMP_CONFIG ..... [ Done ]
		SSH Remote Connection (rcon) ..... [ Done ]
		Security Management ..... [ Done ]

**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.

Profiles	Components	COLLECTION OF LOG FILES
		Current state of collection:
		Default logs ..... [ Running ]
		HBR ..... [ Not done ]
		Zipping logs and sending to browser ..... [ Not done ]
		<a href="#">Home page</a>

**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.

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